

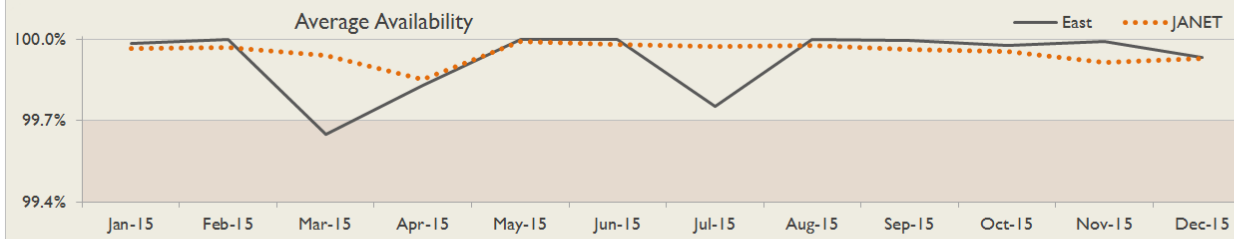
janet

East Service Report

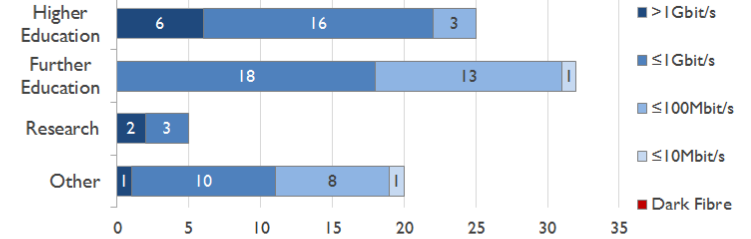
December 2015

Service Reliability

The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period

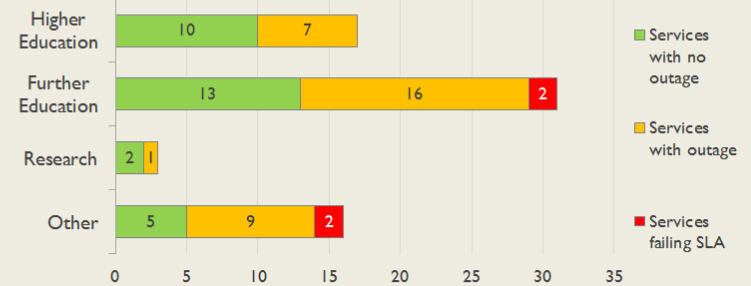


Connections in East by Contractual Bandwidth



Average Availability of All Services in East				Average Availability of All Services in Janet			
Dec 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Dec 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.93%	30	99.93%	387	99.93%	32	99.95%	250
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
6h 40m		1.06		5h 12m		0.73	
Based on 151 faults over the last 24 months				Based on 1530 faults over the last 24 months			

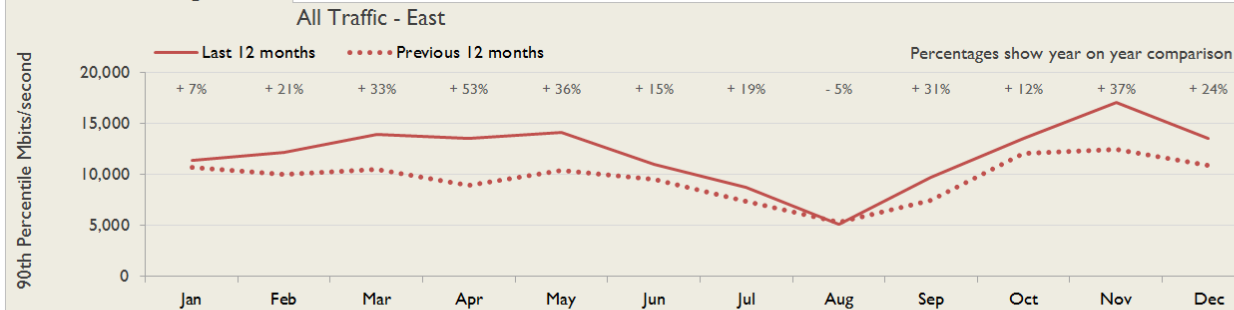
East Service Outages - Last 12 Months



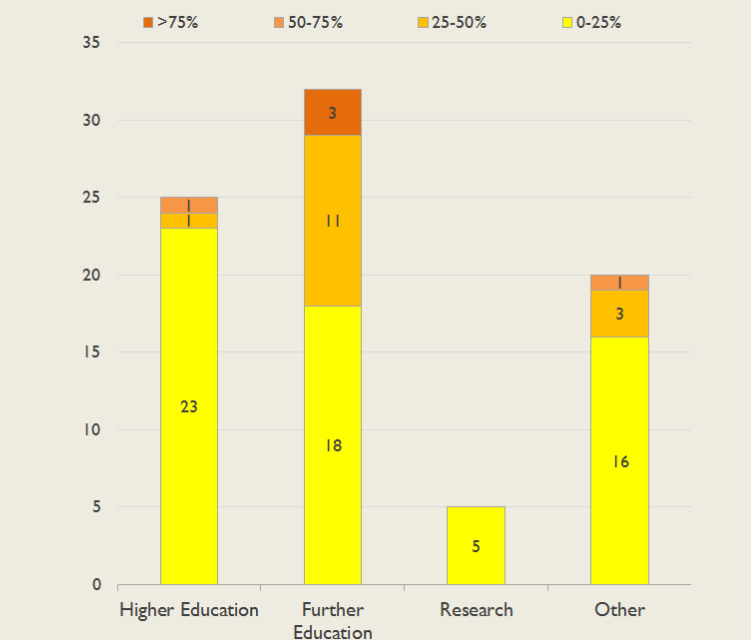
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

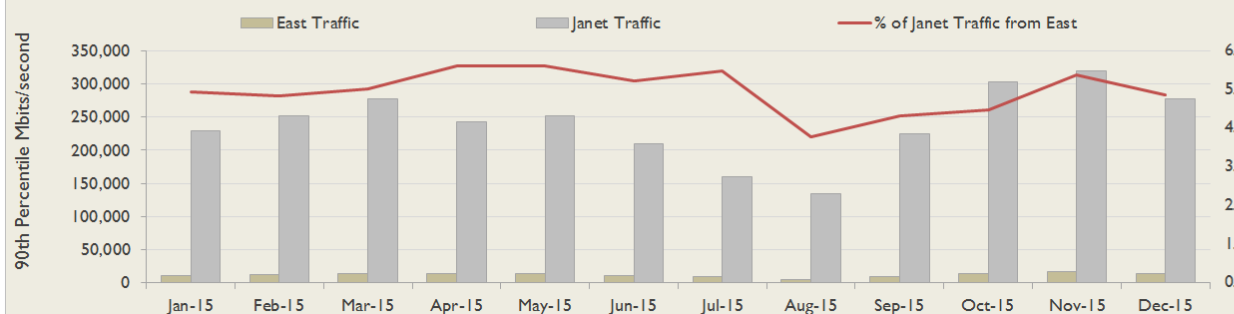
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



East Traffic Against Janet Traffic



Service Availability

The SLA target sets a minimum of 99.7% availability for each customer, averaged over a 12 month rolling period

Periods of scheduled and emergency maintenance are discounted when calculating availability of services

Monthly and annual availabilities falling below 99.7% are highlighted

* Service has resilience - where an organisation retains connectivity during an outage period by means of a second connection, the outage is not counted against its availability figures

Service	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	12 Month Rolling Availability
Anglia Ruskin University, Cambridge Campus	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	99.89%
Anglia Ruskin University, Chelmsford Campus	100%	100%	97.93%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%
Anglia Ruskin University, Peterborough Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barnfield College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bedford College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Brunel University London, National Structural Integrity Research Centre									100%	100%	100%	100%	<12 Months
Cambridge Regional College	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	99.89%
Central Bedfordshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Chelmsford College	100%	100%	97.93%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%
City College Norwich, via Norwich	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Colchester Institute Enterprises Limited, Sheepen Road	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Colchester Institute Enterprises Limited, The College at Braintree *	100%	100%	97.93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
Cranfield University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Norfolk Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	99.99%

Service	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	12 Month Rolling Availability
East of England Broadband Network, Bedford Borough Council *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Cambridgeshire County Council	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	99.89%
East of England Broadband Network, Central Bedfordshire Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Luton Borough Council	100%	100%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
East of England Broadband Network, Norfolk County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Peterborough City Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.47%	100%	100%	99.96%
East of England Broadband Network, Southend on Sea Borough Council	100%	100%	97.93%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%
East of England Broadband Network, Suffolk County Council	100%	100%	100%	97.27%	100%	100%	100%	100%	100%	100%	100%	100%	99.77%
East of England Broadband Network, Thurrock Council	100%	100%	100%	96.28%	100%	100%	100%	100%	100%	100%	100%	100%	99.69%
East of England Broadband Network, Thurrock Council, Grays	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Easton and Otley College, Easton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Easton and Otley College, Otley Campus	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	99.89%
Essex County Council, Personal & Community Development	100%	100%	97.93%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%
GEANT Limited *		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Great Yarmouth College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harlow College	98.97%	100%	97.93%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	99.73%

Service	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	12 Month Rolling Availability
Hertfordshire County Council	100%	100%	97.93%	99.91%	100%	100%	100%	100%	100%	100%	100%	98.50%	99.69%
Hills Road Sixth Form College	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	99.89%
Huntingdonshire Regional College	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	99.89%
Imperial War Museum, IWM Duxford	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	99.89%
Long Road Sixth Form College	100%	100%	100%	100%	100%	100%	99.51%	100%	100%	100%	100%	96.78%	99.69%
Lowestoft Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	99.99%
Luton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Milton Keynes College, Bletchley Park Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Milton Keynes College, Chaffron Way Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Milton Keynes Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, British Antarctic Survey	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	99.89%
NBI Partnership Limited *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Hertfordshire College, Stevenage Centre	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	99.89%
Norwich University of the Arts	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oaklands College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Paston Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Peterborough City Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.13%	100%	100%	99.93%
Peterborough Regional College	100%	100%	100%	96.35%	100%	100%	100%	100%	100%	100%	100%	100%	99.70%
SEEVIC College	100%	100%	97.93%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%
South Essex College of Further and Higher Education	100%	100%	97.93%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%

Service	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	12 Month Rolling Availability
Suffolk New College, via Wherstead	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Babraham Institute *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Congregation Of The Daughters Of The Cross Of Liege	100%	100%	100%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The Open University, Cambridge	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	99.89%
The Sixth Form College, Colchester	100%	100%	100%	99.03%	100%	100%	100%	100%	100%	100%	100%	100%	99.92%
TWI Ltd								100%	100%	100%	100%	100%	<12 Months
University Campus Suffolk Ltd *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bedfordshire, Milton Keynes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bedfordshire *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Buckingham	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Cambridge, Cambridge University Press	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	99.89%
University of Cambridge *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of East Anglia, Norwich Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Colchester Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Social Science Research Centre Building	100%	100%	97.93%	99.91%	100%	100%	100%	100%	99.77%	100%	100%	100%	99.80%
University of Essex, Southend Campus, Gateway Building	100%	100%	97.93%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%
University of Essex, Southend Campus, University Square			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
West Herts College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.33%	100%	99.94%
West Suffolk College	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	99.89%
Workers' Educational Association, Eastern	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	99.89%
Writtle Agricultural College Higher Education Corporation	100%	100%	97.93%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%

Connection outages for current month

Maintenance outages are included in this table - only unscheduled maintenance is counted against availability.

Some of the outages reported below are on circuits which are not connected through the selected region - they appear in the table because they are part of a service whose primary connection does belong to this region.

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Barnfield College	21/12/2015 13:15	21/12/2015 13:29	00:00	00:14	MRS Equipment	MRS router shut down for fan replacement
Cambridge Regional College	02/12/2015 08:54	02/12/2015 09:08	00:00	00:14	Unknown	Unknown
European Bioinformatics Institute, via Telehouse	09/12/2015 22:00	10/12/2015 01:25	00:00	03:25	Telco Maintenance	Telco emergency fibre maintenance to resolved degraded fibre without prior notice to Janet
Harlow College	11/12/2015 15:39	14/12/2015 07:36	00:00	15:57	Customer Maintenance	Emergency power maintenance
Long Road Sixth Form College	21/12/2015 09:33	21/12/2015 09:46	00:00	00:13	Telco Line	OTDR testing due to packet loss being observed
Long Road Sixth Form College	21/12/2015 11:09	22/12/2015 10:55	00:00	23:46	Telco Line	Wrong fibre type used at the b-end during installation
Paston Sixth Form College	08/12/2015 12:39	08/12/2015 14:00	00:00	01:21	Customer Line	Customer patch lead faulty
Suffolk New College, via WWherstead	30/12/2015 07:27	30/12/2015 14:18	00:00	06:51	Customer Maintenance	Customer unscheduled maintenance
GEANT Limited, Clifton Court	06/12/2015 11:23	08/12/2015 19:52	00:00	08:29	Customer Maintenance	Unscheduled site maintenance
Hertfordshire County Council	16/12/2015 09:55	16/12/2015 21:41	00:35	11:11	Telco Line	Fibre break affecting Hertfordshire County Council