

janet

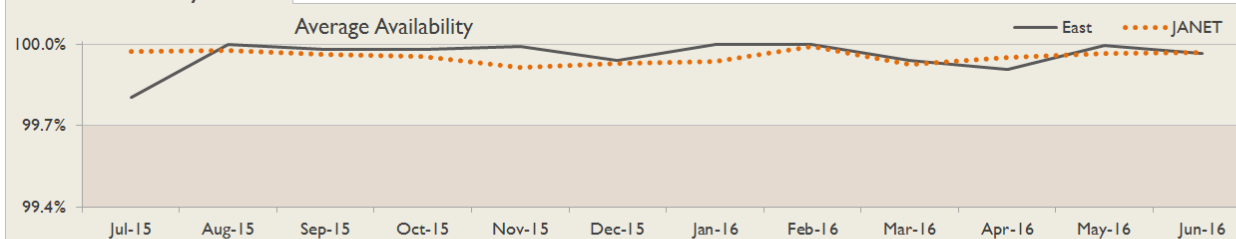
East Service Report

June 2016

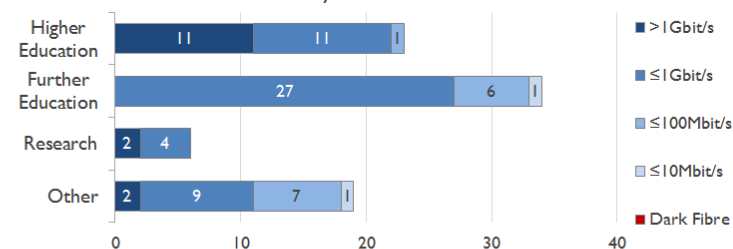


Service Reliability

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

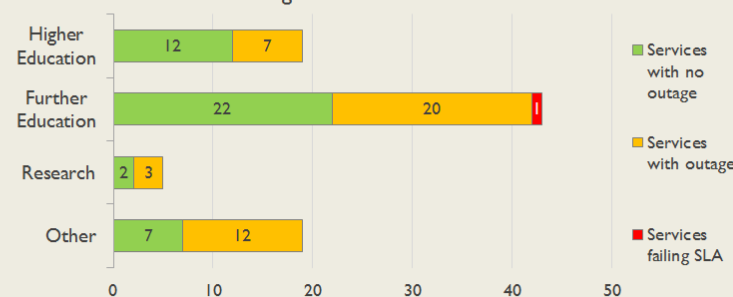


Connections in East by Contractual Bandwidth



Average Availability of All Services in East				Average Availability of All Services in Janet			
Jun 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jun 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.96%	15	99.96%	217	99.97%	14	99.96%	233
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
5h 54m		0.65		5h 39m		0.68	
Based on 121 faults over the last 24 months				Based on 1508 faults over the last 24 months			

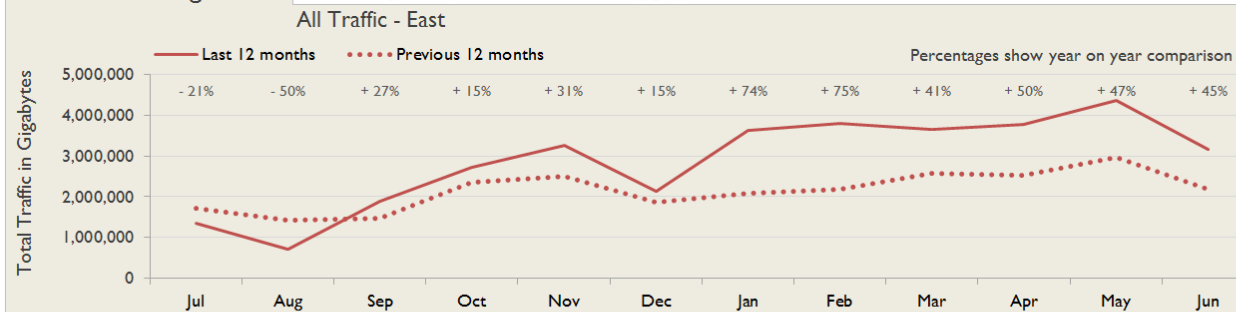
East Service Outages - Last 12 Months



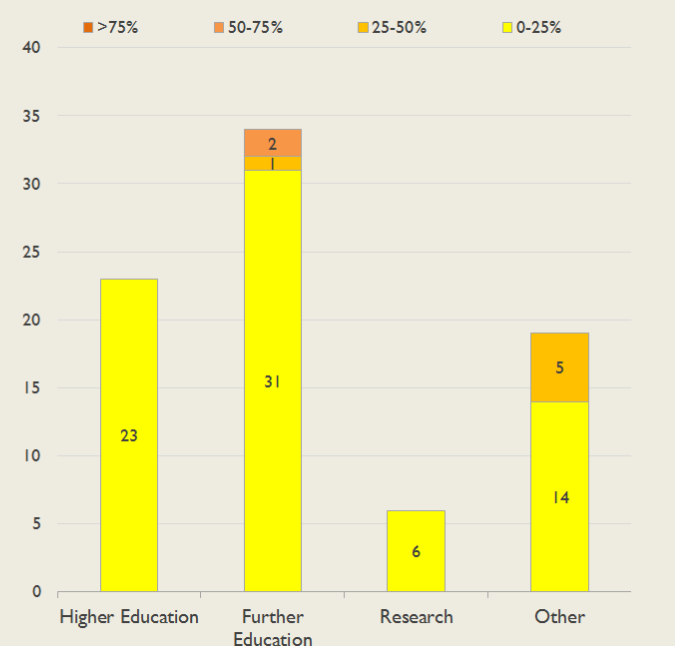
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

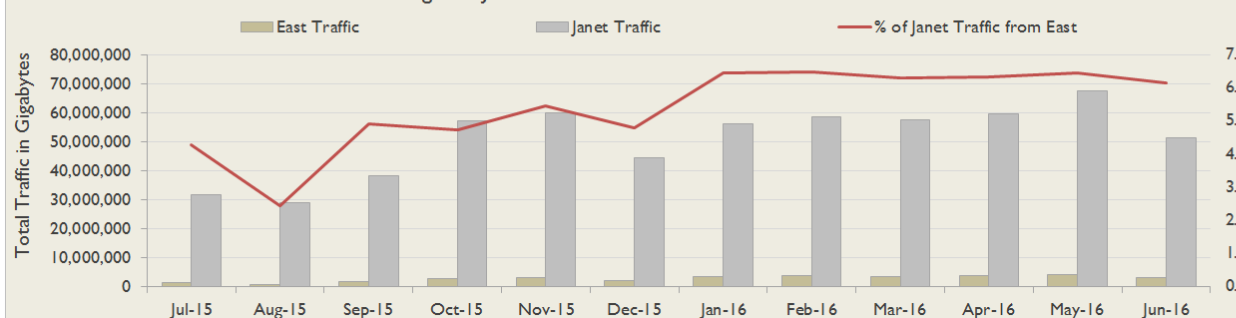
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% 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	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	12 Month Rolling Availability
Anglia Ruskin University, Chelmsford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Anglia Ruskin University, Cambridge Campus	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	99.89%
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%	100%	100%	100%	100%	99.98%	100%	<12 Months
Cambridge Regional College	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	99.89%
Central Bedfordshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Chelmsford College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City College Norwich, via Norwich	100%	100%	100%	100%	100%	100%	100%	100%	99.69%	100%	100%	100%	99.97%
City College Norwich, via Telehouse West	100%	100%	99.60%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	99.96%
Colchester Institute Enterprises Limited, Colchester Campus [1]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Colchester Institute Enterprises Limited, Braintree Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Colchester Institute Enterprises Limited, Colchester Campus [2]									100%	100%	100%	100%	<12 Months

Service	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	12 Month Rolling Availability
Cranfield University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Norfolk Sixth Form College	100%	100%	100%	99.87%	100%	100%	100%	100%	99.69%	100%	100%	100%	99.96%
East of England Broadband Network, Peterborough City Council	100%	100%	100%	99.47%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
East of England Broadband Network, Cambridgeshire County Council	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%
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, Central Bedfordshire Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Norfolk County Council	100%	100%	100%	100%	100%	100%	100%	100%	99.79%	100%	100%	100%	99.98%
East of England Broadband Network, Luton Borough Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Thurrock Council, Tilbury	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Suffolk County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Southend on Sea Borough Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	100%	100%	>99.99%
Easton and Otley College, Easton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	>99.99%	>99.99%
Easton and Otley College, Otley Campus	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%
Essex County Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
European Bioinformatics Institute, EBI Gyron Hemel Hempstead DC								100%	98.16%	100%	100%	96.85%	<12 Months

Service	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	12 Month Rolling Availability
European Bioinformatics Institute, EBI Hinxton *	100%	100%	100%	100%	100%	99.54%	100%	100%	100%	100%	100%	100%	99.96%
GEANT Limited *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%	>99.99%
Genome Research Limited, Wellcome Trust Sanger Institute *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Great Yarmouth College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harlow College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hertford Regional College, Broxbourne Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hertford Regional College, Ware Campus	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	100%	100%	99.96%
Hertfordshire County Council	100%	100%	100%	100%	100%	98.50%	100%	100%	100%	100%	100%	100%	99.87%
Hills Road Sixth Form College	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	99.89%
Huntingdonshire Regional College	98.69%	100%	100%	100%	100%	100%	100%	100%	98.55%	99.97%	99.98%	100%	99.77%
Huntingdonshire Regional College, California Road Campus	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	100%	100%	99.96%
Imperial War Museum, IWM Duxford	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	99.89%
Long Road Sixth Form College *	99.51%	100%	100%	100%	100%	96.78%	100%	100%	100%	100%	100%	100%	99.69%
Lowestoft College	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	97.99%	100%	100%	99.82%
Lowestoft Sixth Form College	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	100%	99.99%
Luton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, Stevenage Bioscience Catalyst								100%	100%	100%	100%	100%	<12 Months
Milton Keynes College, Chaffron Way Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Milton Keynes College, Bletchley 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%	99.97%	100%	>99.99%

Service	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	12 Month Rolling Availability
Natural Environment Research Council, British Antarctic Survey	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	99.89%
NBI Partnership Limited *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Hertfordshire College, Hitchin Centre	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	100%	100%	99.96%
North Hertfordshire College, Stevenage Centre	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%
Norwich University of the Arts	100%	100%	100%	100%	100%	100%	100%	100%	99.46%	100%	100%	100%	99.96%
Oaklands College, Welwyn Garden City Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oaklands College, St Albans Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.86%	99.90%	99.98%
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%	99.13%	100%	100%	100%	100%	100%	100%	99.98%	100%	99.93%
Peterborough Regional College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	99.77%	100%	100%	99.97%
Peterborough Regional College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	>99.99%
Rothamsted Research Limited, Harpenden	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.99%	100%	100%	99.83%
SEEVIC College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Southend-on-Sea Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.99%	100%	100%	99.83%
South Essex College of Further and Higher Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Suffolk New College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Suffolk New College, via University of Essex	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 College of West Anglia, Wisbech Campus	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	>99.99%
The College of West Anglia, King's Lynn Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	12 Month Rolling Availability
The Congregation Of The Daughters Of The Cross Of Liege	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Open University, Milton Keynes *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Open University, Cambridge	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	99.89%
The Sixth Form College, Colchester	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Thurrock Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.99%	100%	100%	99.83%
TWI Ltd		100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	<12 Months
University Campus Suffolk Ltd, Perry Building *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bedfordshire, Bedford Campus								100%	100%	100%	100%	100%	<12 Months
University of Bedfordshire, Luton Campus	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 Buckingham	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Cambridge *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Cambridge, Cambridge University Press	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	99.89%
University of East Anglia, Norwich Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Social Science Research Centre Building	100%	100%	99.77%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
University of Essex, Colchester Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Southend Campus, University Square	100%	100%	100%	100%	100%	100%	100%	100%	99.64%	100%	99.97%	100%	99.97%
University of Essex, Southend Campus, Gateway Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	100%	100%	>99.99%
University of Hertfordshire *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Herts College, Dacorum Campus									100%	100%	100%	100%	<12 Months
West Herts College, Watford Campus	100%	100%	100%	100%	99.33%	100%	100%	100%	100%	100%	100%	100%	99.94%

Service	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	12 Month Rolling Availability
West Suffolk College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Suffolk College	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	99.89%
Workers' Educational Association, Eastern	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	99.89%
Writtle College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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
Oaklands College, St Albans Campus	28/06/2016 09:45	28/06/2016 10:20	00:00	00:35	Telco Maintenance	Emergency testing between exchange and site.
Oaklands College, St Albans Campus	30/06/2016 09:00	30/06/2016 09:45	00:00	00:45	Telco Equipment	Faulty card at BT exchange in Hatfield
University of East Anglia, Norwich Campus, via Telehouse West	29/06/2016 05:00	30/06/2016 03:40	00:00	22:40	Telco Line	Fibre break
GEANT Limited, City House via Cambridge	23/06/2016 18:41	23/06/2016 19:01	00:00	00:20	Telco Maintenance	Unscheduled maintenance affecting DANTE sites within the EastERN Network
GEANT Limited, City House via Telehouse North	23/06/2016 18:41	23/06/2016 19:01	00:00	00:20	Telco Maintenance	Unscheduled maintenance affecting DANTE sites within the EastERN Network
GEANT Limited, Clifton Court	16/06/2016 07:17	16/06/2016 07:30	00:00	00:13	Customer Environment	Customer power supply failure
GEANT Limited, Clifton Court	23/06/2016 18:41	23/06/2016 19:01	00:00	00:20	Telco Maintenance	Unscheduled maintenance affecting DANTE sites within the EastERN Network
NBI Partnership Limited, Data Centre	29/06/2016 05:00	30/06/2016 03:40	00:00	22:40	Telco Line	Fibre break
Hertfordshire County Council	07/06/2016 23:41	08/06/2016 04:57	00:00	05:16	Customer Environment	Area power cut
The Babraham Institute, via Cambridge	02/06/2016 12:10	02/06/2016 12:20	00:00	00:10	Customer Maintenance	Customer unscheduled maintenance
The Babraham Institute, via Cambridge	02/06/2016 17:04	02/06/2016 17:34	00:00	00:30	Customer Maintenance	Emergency maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
The Babraham Institute, via Cambridge	10/06/2016 16:50	10/06/2016 17:16	00:00	00:26	Customer Maintenance	Site maintenance
The Babraham Institute, via Chelmsford	02/06/2016 17:04	02/06/2016 17:34	00:00	00:30	Customer Maintenance	Emergency maintenance
Genome Research Limited, Wellcome Trust Sanger Institute, via Telecity Powergate	29/06/2016 05:00	30/06/2016 03:40	00:00	22:40	Telco Line	Fibre break
Huntingdonshire Regional College, California Road Campus, via Telehouse West	07/06/2016 02:02	07/06/2016 02:14	00:00	00:12	Telco Maintenance	Scheduled maintenance
European Bioinformatics Institute, EBI Gyron Hemel Hempstead DC	29/06/2016 05:00	30/06/2016 03:40	00:00	22:40	Telco Line	Fibre break