janet

East Service Report

March 2016
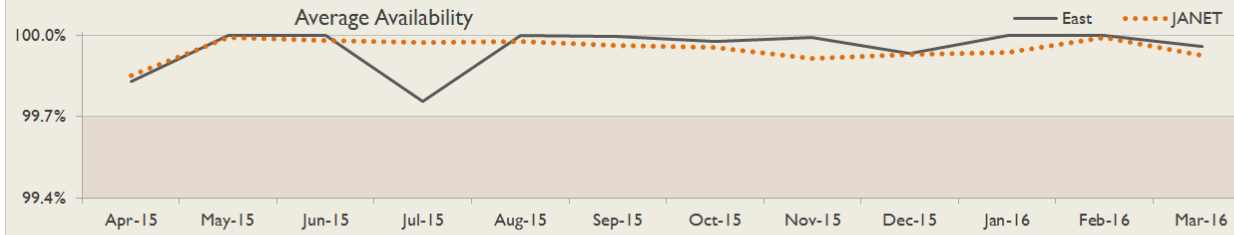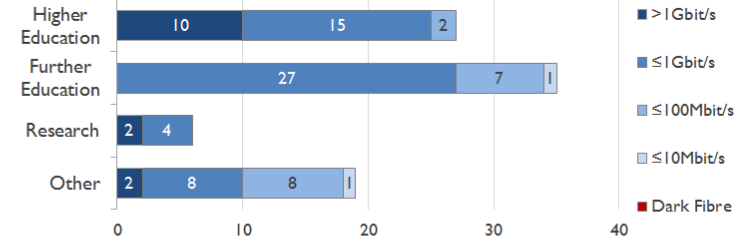
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Service Reliability

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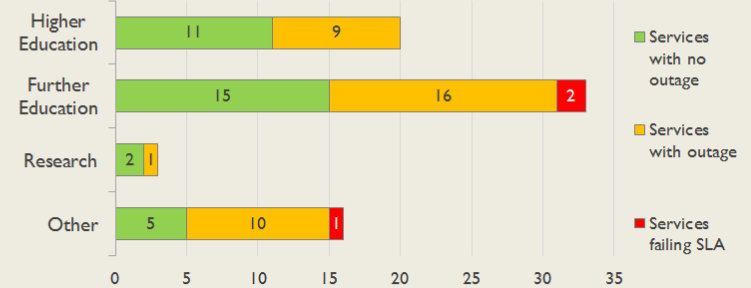
Average Availability

Legend: East, JANET

Connections in East by Contractual Bandwidth

Higher Education	10 — 15 — 2
Further Education	27 — 7 — 1
Research	2 — 4
Other	2 — 8 — 8 — 1

Legend: >1Gbit/s, ≤1Gbit/s, ≤100Mbit/s, ≤10Mbit/s, Dark Fibre

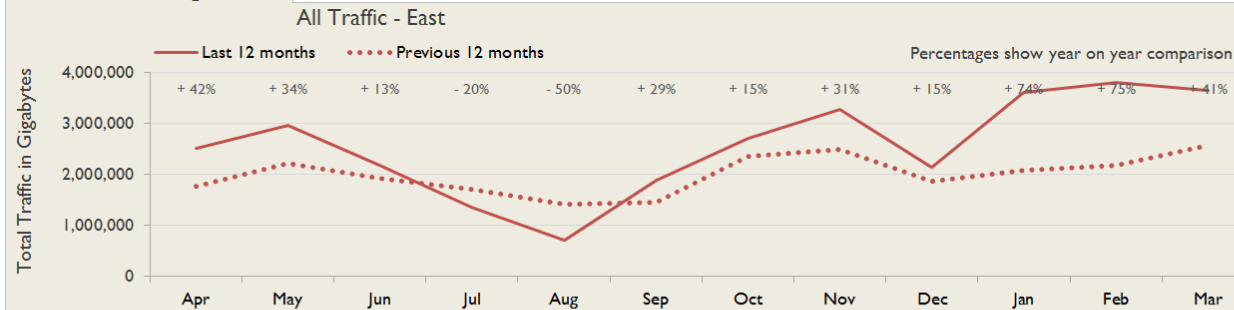| Average Availability of All Services in East				Average Availability of All Services in Janet			
Mar 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Mar 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.96%	18	99.95%	240	99.92%	34	99.95%	260
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
8h 10m		0.68		5h 30m		0.69	
Based on 104 faults over the last 24 months				Based on 1489 faults over the last 24 months			

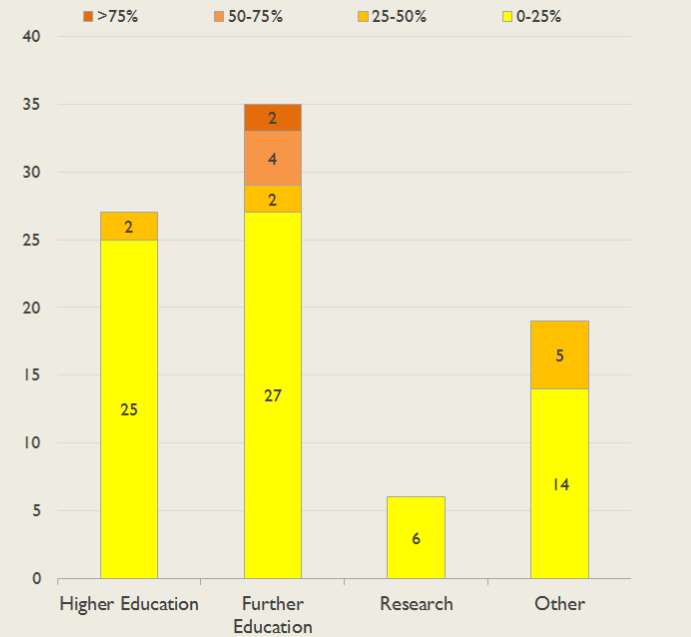NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

East Service Outages - Last 12 Months

Higher Education	11 — 9
Further Education	15 — 16 — 2
Research	2 — 1
Other	5 — 10 — 1

Legend: Services with no outage, Services with outage, Services failing SLA

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

All Traffic - East

Last 12 months, Previous 12 months

Percentages show year on year comparison

+ 42%   + 34%   + 13%   - 20%   - 50%   + 29%   + 15%   + 31%   + 15%   + 74%   + 75%   + 41%

East Traffic Against Janet Traffic

East Traffic, Janet Traffic, % of Janet Traffic from East

% Utilisation of Available Contractual Bandwidth at 90th Percentile

Legend: >75%, 50-75%, 25-50%, 0-25%

Higher Education	Further Education	Research	Other
25 / 2	27 / 2 / 4 / 2	6	14 / 5
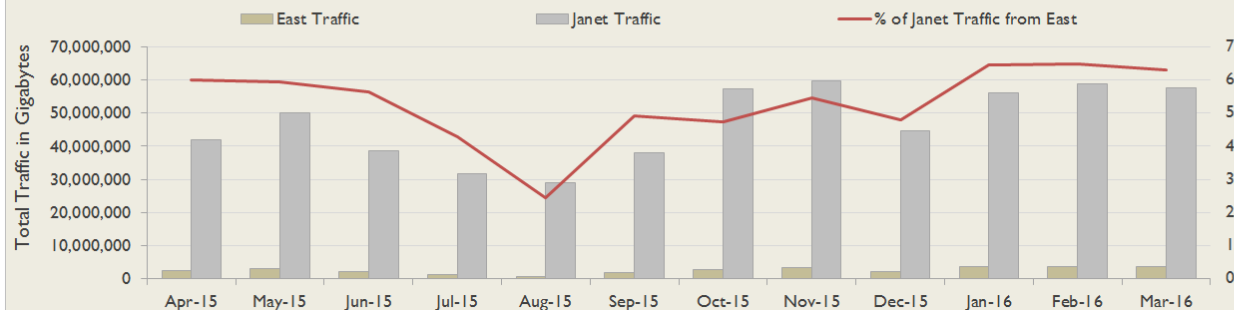
Service Availability

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	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	12 Month Rolling Availability
Anglia Ruskin University, Cambridge Campus	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%
Anglia Ruskin University, Chelmsford Campus	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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%	100%	100%	100%	<12 Months
Cambridge Regional College	100%	100%	100%	98.69%	100%	100%	100%	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	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
City College Norwich, via Norwich	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.69%	99.97%
Colchester Institute Enterprises Limited, Sheepen Road [1]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Colchester Institute Enterprises Limited, The College at Braintree *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	99.87%	100%	100%	100%	100%	99.69%	99.96%

Service	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	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%	98.69%	100%	100%	100%	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%	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%	100%	100%	100%	99.79%	99.98%
East of England Broadband Network, Peterborough City Council	100%	100%	100%	100%	100%	100%	99.47%	100%	100%	100%	100%	100%	99.96%
East of England Broadband Network, Southend on Sea Borough Council	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
East of England Broadband Network, Suffolk County Council	97.27%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.77%
East of England Broadband Network, Thurrock Council	96.28%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.69%
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%	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%
Essex County Council, Personal & Community Development	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
GEANT Limited *	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	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Hertford Regional College, Broxbourne Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hertfordshire County Council	99.91%	100%	100%	100%	100%	100%	100%	100%	98.50%	100%	100%	100%	99.87%

Service	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	12 Month Rolling Availability
Hills Road Sixth Form College	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%
Huntingdonshire Regional College	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	98.55%	99.77%
Imperial War Museum, IWM Duxford	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%
Long Road Sixth Form College *	100%	100%	100%	99.51%	100%	100%	100%	100%	96.78%	100%	100%	100%	99.69%
Lowestoft Sixth Form College	100%	100%	100%	100%	100%	100%	99.87%	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%	<12 Months
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%	98.69%	100%	100%	100%	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%	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%
Norwich University of the Arts	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.46%	99.96%
Oaklands College, St Albans Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oaklands College, Welwyn Garden City Campus	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%	99.13%	100%	100%	100%	100%	100%	99.93%
Peterborough Regional College	96.35%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.70%
SEEVIC College	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%

Service	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	12 Month Rolling Availability
South Essex College of Further and Higher Education	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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 Congregation Of The Daughters Of The Cross Of Liege	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The Open University, Cambridge	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%
The Open University, Milton Keynes *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Sixth Form College, Colchester	99.03%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.92%
TWI Ltd					100%	100%	100%	100%	100%	100%	100%	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%	<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, Cambridge University Press	100%	100%	100%	98.69%	100%	100%	100%	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	99.91%	100%	100%	100%	100%	99.77%	100%	100%	100%	100%	100%	100%	99.97%
University of Essex, Southend Campus, Gateway Building	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
University of Essex, Southend Campus, University Square	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.64%	99.97%
University of Hertfordshire *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	12 Month Rolling Availability
West Herts College, Dacorum Campus												100%	<12 Months
West Herts College, Watford Campus	100%	100%	100%	100%	100%	100%	100%	**99.33%**	100%	100%	100%	100%	**99.94%**
West Suffolk College	100%	100%	100%	**98.69%**	100%	100%	100%	100%	100%	100%	100%	100%	**99.89%**
Workers' Educational Association, Eastern	100%	100%	100%	**98.69%**	100%	100%	100%	100%	100%	100%	100%	100%	**99.89%**
Writtle College	**99.91%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**>99.99%**

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
University of Buckingham	08/03/2016 11:51	08/03/2016 15:51	00:00	04:00	Customer Environment Fire	Fire in the sub-station
Buckinghamshire New University, via Milton Keynes	05/03/2016 15:05	05/03/2016 15:19	00:00	00:14	Customer Maintenance	Customer unscheduled maintenance
City College Norwich, via Norwich	14/03/2016 23:25	15/03/2016 01:44	00:00	02:19	Telco Maintenance	Maintenance we were not made aware of
City College Norwich, via Norwich	30/03/2016 15:02	30/03/2016 15:19	00:00	00:17	Customer Maintenance	Site maintenance
City College Norwich, via Norwich	31/03/2016 09:00	31/03/2016 09:52	00:00	00:52	Unknown	Unknown RFO
East Norfolk Sixth Form College	14/03/2016 23:25	15/03/2016 01:44	00:00	02:19	Telco Maintenance	Maintenance we were not made aware of
European Bioinformatics Institute, EBI Hinxton, via Telehouse	08/03/2016 07:29	08/03/2016 12:08	00:00	04:39	Customer Equipment	Janet optical maintenance completed successfully but EBI did not recover
Huntingdonshire Regional College, via Cambridge	08/03/2016 18:50	10/03/2016 15:28	09:50	10:48	Telco Line	Crushed fibres in cabinet at customer site
Natural Environment Research Council, British Antarctic Survey	11/03/2016 03:58	11/03/2016 08:57	00:00	04:59	Customer Environment	Local area power outage
Natural Environment Research Council, British Antarctic Survey	15/03/2016 07:12	15/03/2016 09:19	00:00	02:07	Customer Environment	Power outage at site
Norwich University of the Arts	14/03/2016 23:25	15/03/2016 03:26	00:00	04:01	Telco Maintenance	Maintenance we were not made aware of

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
East of England Broadband Network, Norfolk County Council	14/03/2016 23:25	15/03/2016 01:00	00:00	01:35	Telco Maintenance	Maintenance we were not made aware of
University of Essex, Southend Campus, University Square	21/03/2016 12:53	21/03/2016 13:09	00:00	00:16	Unknown	RFO
University of Essex, Southend Campus, University Square	22/03/2016 15:52	23/03/2016 13:08	18:36	02:40	Telco Line	Fibre micro bend at Telehouse North
Medical Research Council, Stevenage Bioscience Catalyst	12/03/2016 13:34	12/03/2016 13:48	00:00	00:14	Customer Maintenance	Customer unscheduled maintenance
West Herts College, Dacorum Campus	29/03/2016 17:11	29/03/2016 17:54	00:00	00:43	Customer Maintenance	Site maintenance