janet

East Service Report

March 2017
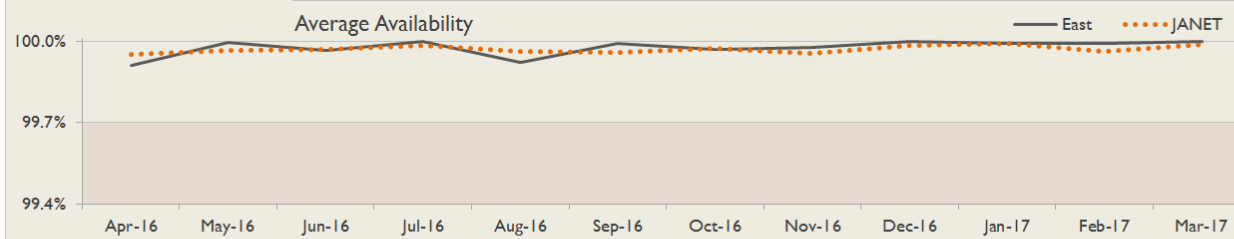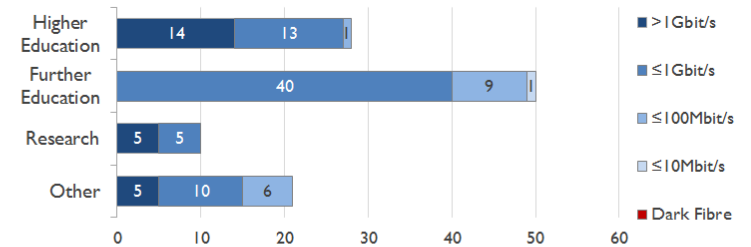
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Service Reliability

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

Average Availability

Connections in East by Contractual Bandwidth

	Average Availability of All Services in East			Average Availability of All Services in Janet			
Mar 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Mar 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.98%	125	99.99%	5	99.97%	156
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
4h 43m		0.56		7h 13m		0.45	
Based on 105 faults over the last 24 months				Based on 990 faults over the last 24 months			

East Service Outages - Last 12 Months
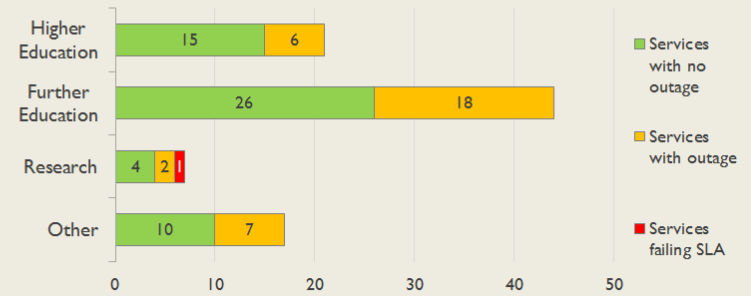
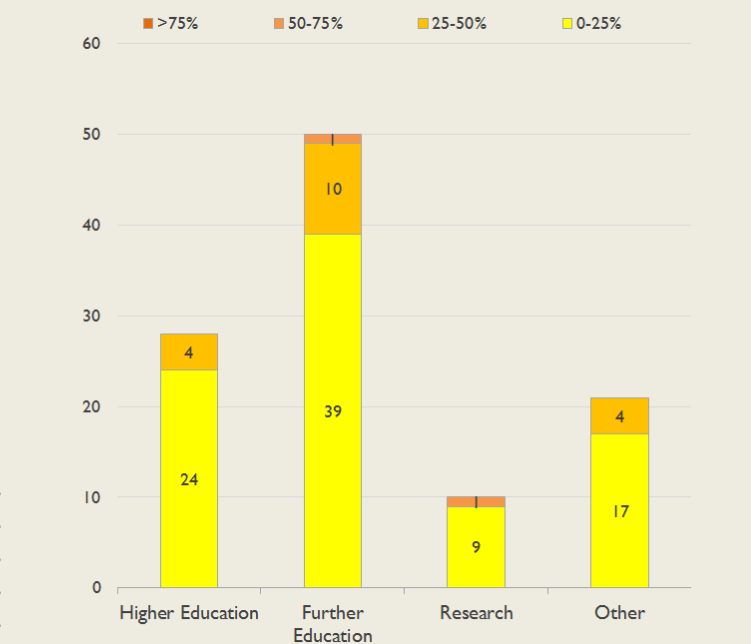NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics
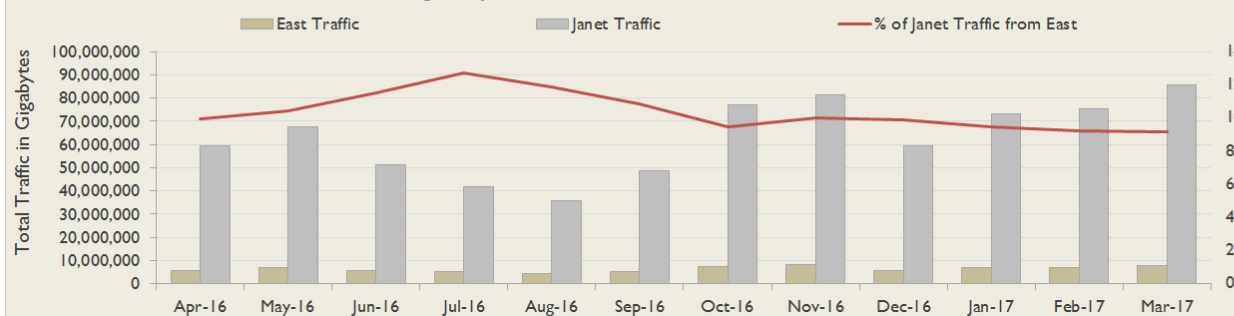
Connection Usage

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

All Traffic - East

East Traffic Against Janet Traffic

% Utilisation of Available Contractual Bandwidth at 90th Percentile

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 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	12 Month Rolling Availability
Anglia Ruskin University, Cambridge Campus	99.97%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Anglia Ruskin University, Chelmsford 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%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Cambridge Regional College	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Central Bedfordshire College	100%	100%	100%	100%	97.76%	100%	100%	100%	100%	100%	100%	100%	99.81%
Chelmsford College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City College Norwich, via Norwich	100%	100%	100%	100%	99.03%	100%	100%	100%	100%	100%	100%	100%	99.92%
City College Norwich, via Telehouse West	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.80%	100%	100%	99.98%
Colchester Institute, Braintree Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Colchester Institute, Colchester Campus [1]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Colchester Institute, Colchester Campus [2]	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	99.96%
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%	100%	100%	100%	100%

Service	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	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%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Central Bedfordshire Council	100%	100%	100%	100%	100%	100%	**98.53%**	100%	100%	100%	100%	100%	**99.88%**
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, Peterborough City Council - Bayard Place				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
East of England Broadband Network, Southend on Sea Borough Council	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, Thurrock Council, Tilbury	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Easton and Otley College, Easton Campus	100%	**99.98%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**>99.99%**
Easton and Otley College, Otley Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	**96.85%**	100%	**95.91%**	100%	100%	100%	100%	100%	100%	100%	**99.40%**
European Bioinformatics Institute, EBI Hinxton *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GEANT Limited *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Genome Research Limited, Wellcome Trust Sanger Institute *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	12 Month Rolling Availability
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hertfordshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hills Road Sixth Form College	**99.97%**	**99.98%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**>99.99%**
Huntingdonshire Regional College *	**99.97%**	**99.98%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**>99.99%**
Imperial War Museum, IWM Duxford	**99.97%**	**99.98%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**>99.99%**
Long Road Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lowestoft College	**97.99%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.83%**
Lowestoft Sixth Form College	100%	100%	100%	100%	100%	100%	100%	**99.57%**	100%	100%	100%	100%	**99.96%**
Luton Sixth Form College	100%	100%	100%	100%	100%	100%	**98.46%**	100%	100%	100%	100%	100%	**99.87%**
Medical Research Council, Stevenage Bioscience Catalyst	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 College, Chaffron Way Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Milton Keynes College, Silbury Campus							100%	100%	100%	100%	100%	100%	<12 Months
Milton Keynes Council, Personal & Community Development	100%	**99.97%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**>99.99%**
Natural Environment Research Council, British Antarctic Survey	**99.97%**	**99.98%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**>99.99%**
NBI Partnership Limited *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
New College Stamford, Drift Road							100%	100%	100%	100%	100%	100%	<12 Months
North Hertfordshire College, Hitchin Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	12 Month Rolling Availability
North Hertfordshire College, Stevenage Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Norwich University of the Arts *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oaklands College, St Albans Campus	100%	99.86%	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
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%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Peterborough Regional College	100%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Peterborough Regional College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	99.74%	100%	100%	99.94%
Prospects College of Advanced Technology											100%	100%	<12 Months
Rothamsted Research Limited, Harpenden	97.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	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	97.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	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, King's Lynn Campus	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%	99.57%	100%	99.80%	100%	100%	99.95%
The Congregation Of The Daughters Of The Cross Of Liege	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	100%	>99.99%
The Open University, Cambridge	99.97%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%

Service	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	12 Month Rolling Availability
The Open University, Milton Keynes *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Sixth Form College, Colchester	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Thurrock Council, Personal & Community Development	97.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
TWI Ltd	100%	99.98%	100%	100%	100%	99.35%	100%	100%	100%	100%	100%	100%	99.94%
University of Bedfordshire, Bedford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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	99.97%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
University of Cambridge, William Gates Building							100%	100%	100%	100%	100%	100%	<12 Months
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%	99.21%	100%	99.93%
University of Essex, Social Science Research Centre Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Southend Campus, Gateway Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Southend Campus, University Square	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
University of Hertfordshire *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Suffolk Limited, Perry Building *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Herts College, Dacorum Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Herts College, Watford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Suffolk College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	99.96%

Service	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	12 Month Rolling Availability
Workers' Educational Association, Eastern	99.97%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Writtle University College	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	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	02/03/2017 14:17	02/03/2017 17:59	00:00	03:42	Customer Environment	Environmental power outage
Colchester Institute, Braintree Campus, via Telehouse West	16/03/2017 01:59	16/03/2017 02:13	00:14	00:00	Telco Scheduled Maintenance	Telco scheduled maintenance
Rothamsted Research Limited, Harpenden	11/03/2017 10:18	11/03/2017 10:42	00:00	00:24	Customer Scheduled Maintenance	Customer scheduled maintenance
University of Bedfordshire, Bedford Campus	16/03/2017 07:59	16/03/2017 08:42	00:00	00:43	Customer Environment	Power failure on site
University of Bedfordshire, Bedford Campus	16/03/2017 09:15	16/03/2017 13:16	00:00	04:01	Customer Environment	Power failure on site