

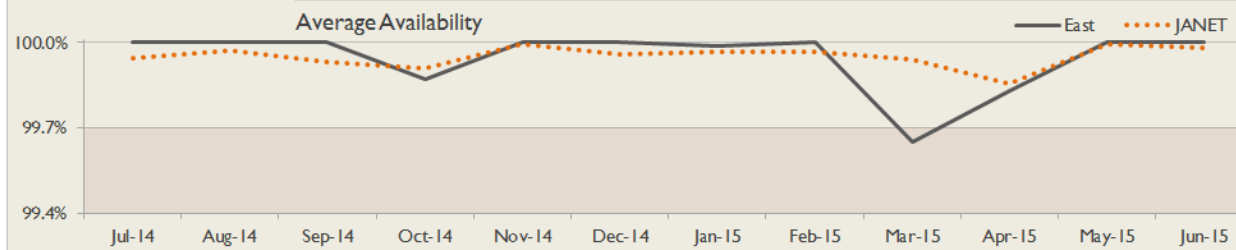
janet

East Service Report

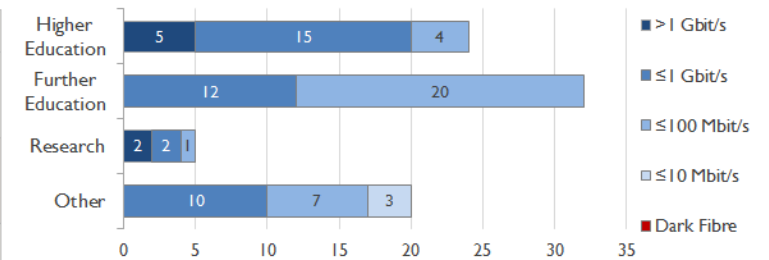
June 2015

Service Reliability

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

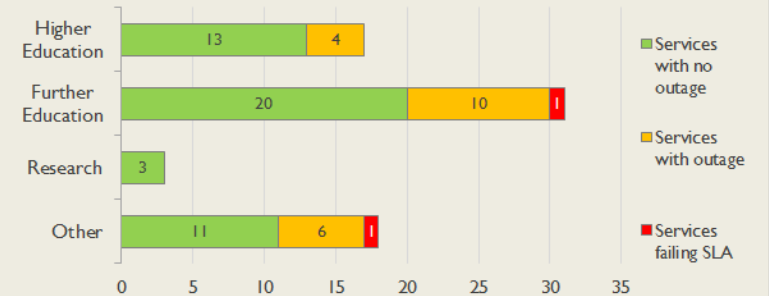


Connections in East by Bandwidth



Average Availability of All Services in East				Average Availability of All Services in Janet			
Jun 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jun 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.94%	290	99.98%	9	99.95%	259
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
6h 40m		1.01		5h 40m		0.66	
Based on 143 faults over the last 24 months				Based on 1342 faults over the last 24 months			

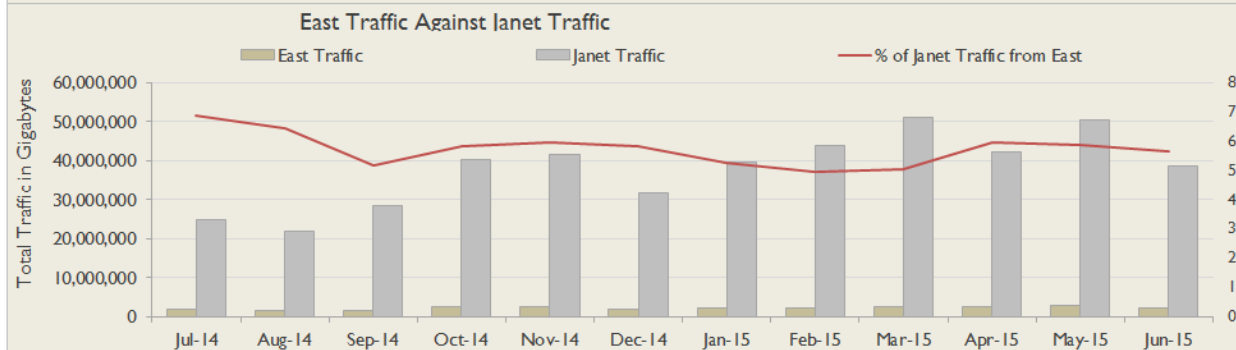
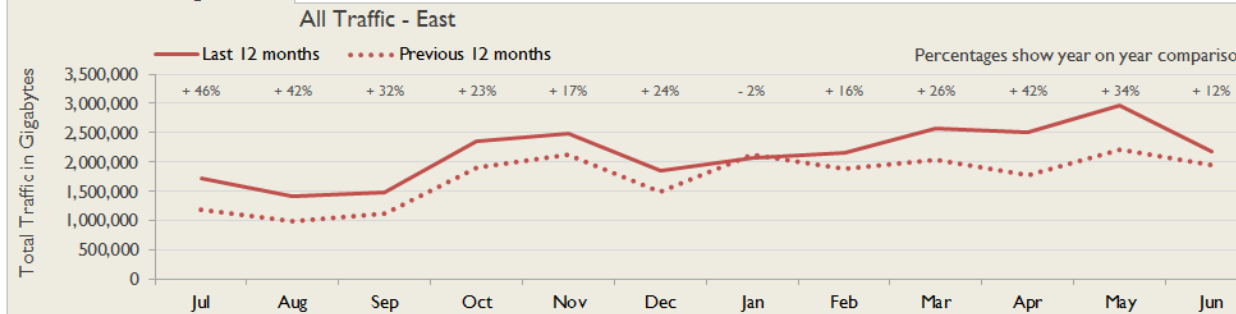
East Service Outages - Last 12 Months



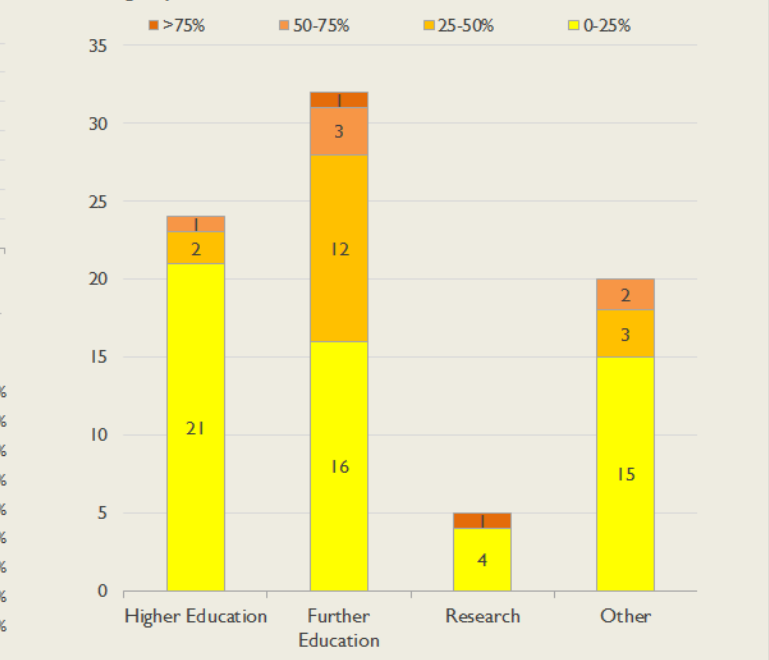
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

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



Usage by Connection - % of Available 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	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	12 Month Rolling Availability
Anglia Ruskin University, Cambridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Anglia Ruskin University, Peterborough Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Anglia Ruskin University, Chelmsford Campus	100%	100%	100%	100%	100%	100%	100%	100%	97.93%	99.91%	100%	100%	99.82%
Anglia Ruskin University, University Centre Peterborough	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%
Cambridge Regional College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	97.93%	99.91%	100%	100%	99.82%
City College Norwich, Second Floor	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%	97.93%	100%	100%	100%	99.83%
Colchester Institute Enterprises Limited, Sheepen Road	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%	97.74%	100%	100%	100%	100%	100%	100%	100%	100%	99.81%

Service	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	12 Month Rolling Availability
East of England Broadband Network, Thurrock Council, Grays	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%	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%	100%	100%	100%	100%	100%
East of England Broadband Network, Luton Borough Council	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	100%	>99.99%
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, Thurrock Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	96.28%	100%	100%	99.69%
East of England Broadband Network, Southend on Sea Borough Council	100%	100%	100%	100%	100%	100%	100%	100%	97.93%	99.91%	100%	100%	99.82%
East of England Broadband Network, Suffolk County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.27%	100%	100%	99.77%
East of England Broadband Network, Bedford Borough Council*	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%	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%
Essex County Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	97.93%	99.91%	100%	100%	99.82%
GEANT Limited*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Great Yarmouth College	100%	100%	100%	97.74%	100%	100%	100%	100%	100%	100%	100%	100%	99.81%
Harlow College	100%	100%	100%	100%	100%	100%	98.97%	100%	97.93%	99.91%	100%	100%	99.73%

Service	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	12 Month Rolling Availability
Hertfordshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	97.93%	99.91%	100%	100%	99.82%
Hills Road Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Huntingdonshire Regional College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Imperial War Museum, IWM Duxford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Long Road Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lowestoft College	100%	100%	100%	97.74%	100%	100%	100%	100%	100%	100%	100%	100%	99.81%
Lowestoft Sixth Form College	100%	100%	100%	97.74%	100%	100%	100%	100%	100%	100%	100%	100%	99.81%
Luton Sixth Form College	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, Bletchley Park 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%	100%	100%	100%	100%	100%	100%	100%
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%	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*	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%	100%	100%	100%	100%
Peterborough Regional College	100%	100%	100%	100%	100%	100%	100%	100%	100%	96.35%	100%	100%	99.70%
SEEVIC College	100%	100%	100%	100%	100%	100%	100%	100%	97.93%	99.91%	100%	100%	99.82%

Service	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	12 Month Rolling Availability
South Essex College of Further and Higher Education	100%	100%	100%	100%	100%	100%	100%	100%	97.93%	99.91%	100%	100%	99.82%
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%	100%	100%	100%	100%	100%	100%	99.91%	100%	100%	>99.99%
The Open University, Cambridge	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%	99.03%	100%	100%	99.92%
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%	<12 Months
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	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%	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, Social Science Research Centre Building	100%	100%	100%	100%	100%	100%	100%	100%	97.93%	99.91%	100%	100%	99.82%
University of Essex, Southend Campus, Gateway Building	100%	100%	100%	100%	100%	100%	100%	100%	97.93%	99.91%	100%	100%	99.82%
University of Essex, Southend Campus, University Square									100%	100%	100%	100%	<12 Months
University of Essex, Colchester Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Herts College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Suffolk College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, Eastern	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Writtle Agricultural College Higher Education Corporation	100%	100%	100%	100%	100%	100%	100%	100%	97.93%	99.91%	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
NBI Partnership Limited, Data Centre	02/06/2015 07:23	02/06/2015 08:42	00:00	01:19	Telco Scheduled Maintenance	Scheduled maintenance exploring high Optical Return Loss
NBI Partnership Limited, Data Centre	02/06/2015 09:02	02/06/2015 09:04	00:00	00:02	Telco Unscheduled Maintenance	Fibre clean needed urgently to improve ORL values
City College Norwich, Second Floor	02/06/2015 16:32	02/06/2015 16:38	00:00	00:06	Telco Scheduled Maintenance	Telco investigating packet loss on circuit at the exchange
Colchester Institute Enterprises Limited, Sheepen Road	09/06/2015 20:23	09/06/2015 20:35	00:00	00:12	MRS Equipment	Logicalis fan replacement
NBI Partnership Limited, John Innes Centre	09/06/2015 17:20	12/06/2015 08:45	00:00	63:25	Customer Other	NBI switched off their BGP during this maintenance.
East of England Broadband Network, Southend on Sea Borough Council	12/06/2015 10:52	12/06/2015 11:15	00:00	00:23	Customer Environment	Power issues at customer Data Centre
University of Cambridge	17/06/2015 22:46	17/06/2015 23:04	00:18	00:00	Denial of Service	Denial of service attack
University of Cambridge	18/06/2015 18:09	18/06/2015 18:18	00:09	00:00	Denial of Service	Denial of service attack
NBI Partnership Limited, Data Centre	23/06/2015 07:32	23/06/2015 08:30	00:00	00:58	Telco Scheduled Maintenance	Scheduled maintenance affecting various Janet circuits
University of East Anglia, Norwich Campus, via Telehouse West	23/06/2015 07:32	23/06/2015 08:30	00:00	00:58	Telco Scheduled Maintenance	Scheduled maintenance affecting various Janet circuits
GEANT Limited, City House via Cambridge	23/06/2015 14:48	23/06/2015 15:09	00:00	00:21	Customer Unscheduled Maintenance	Customer unscheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
GEANT Limited, City House via Telehouse North	23/06/2015 14:48	23/06/2015 15:09	00:00	00:21	Customer Unscheduled Maintenance	Customer unscheduled maintenance
Barnfield College	26/06/2015 14:45	26/06/2015 15:06	00:00	00:21	Customer Unscheduled Maintenance	Site unscheduled maintenance
East of England Broadband Network, Norfolk County Council	27/06/2015 06:34	27/06/2015 11:37	00:00	05:03	Customer Environment	Customer local power failure
GEANT Limited, City House via Cambridge	28/06/2015 08:19	28/06/2015 18:29	00:00	10:10	Customer Unscheduled Maintenance	Unscheduled customer power maintenance
GEANT Limited, City House via Telehouse North	28/06/2015 08:19	28/06/2015 18:29	00:00	10:10	Customer Unscheduled Maintenance	Unscheduled customer power maintenance
NBI Partnership Limited, Data Centre	30/06/2015 08:05	30/06/2015 08:06	00:00	00:01	Regional Scheduled Maintenance	Core router software update
University of East Anglia, Norwich Campus, via Telehouse West	30/06/2015 08:05	30/06/2015 08:06	00:00	00:01	Regional Scheduled Maintenance	Core router software update
NBI Partnership Limited, Data Centre	30/06/2015 08:27	30/06/2015 08:31	00:00	00:04	Regional Scheduled Maintenance	Core router software update
University of East Anglia, Norwich Campus, via Telehouse West	30/06/2015 08:27	30/06/2015 08:31	00:00	00:04	Regional Scheduled Maintenance	Core router software update
University of Bedfordshire, Luton Campus	30/06/2015 03:01	30/06/2015 20:31	05:51	11:39	Telco Equipment	Double card replacement at a telco exchange