

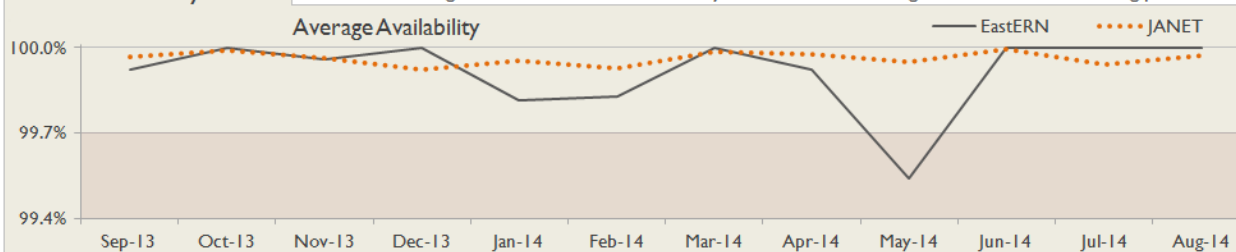


EastERN Service Report

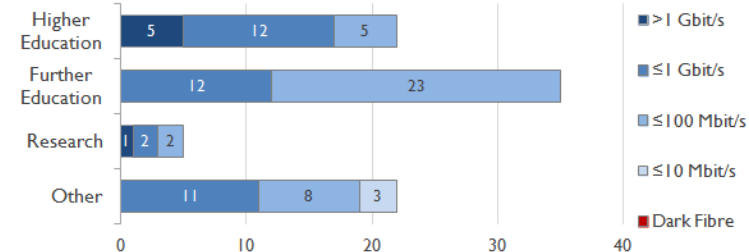
August 2014

Service Reliability

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

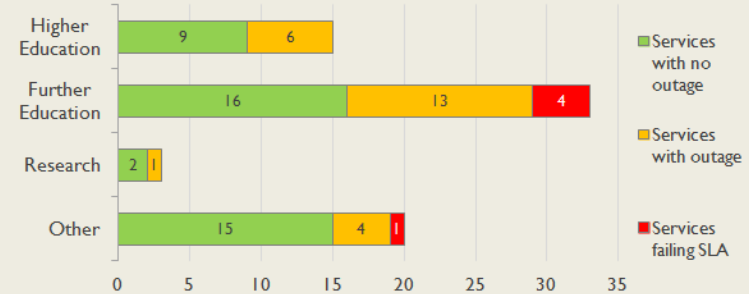


Connections in EastERN by Bandwidth



Average Availability of All Services in EastERN				Average Availability of All Services in Janet			
Aug 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Aug 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.91%	447	99.97%	13	99.96%	202
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
6h 51m		0.86		5h 30m		0.74	
Based on 128 faults over the last 24 months				Based on 1446 faults over the last 24 months			

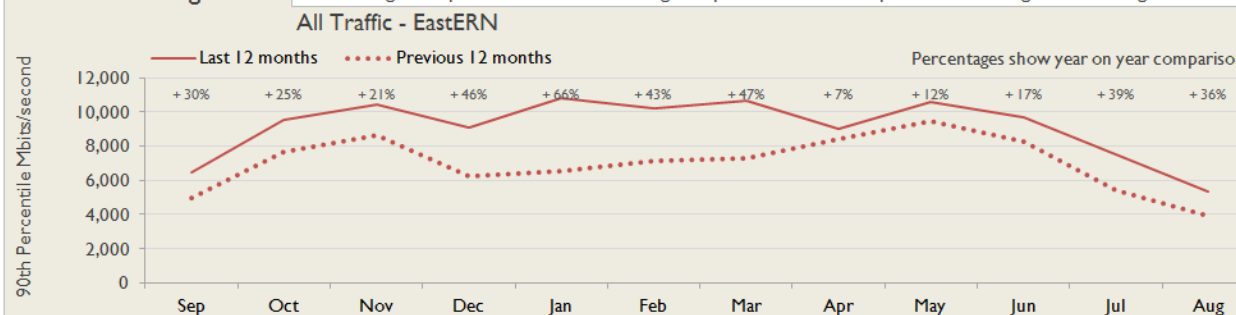
EastERN Service Outages - Last 12 Months



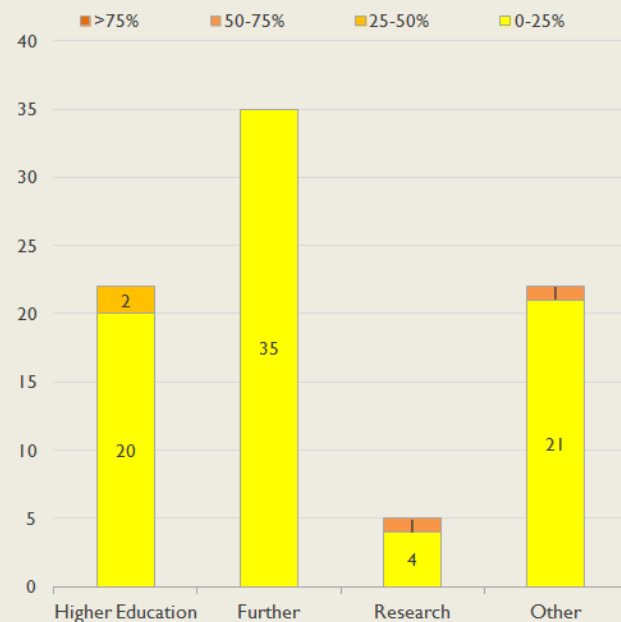
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

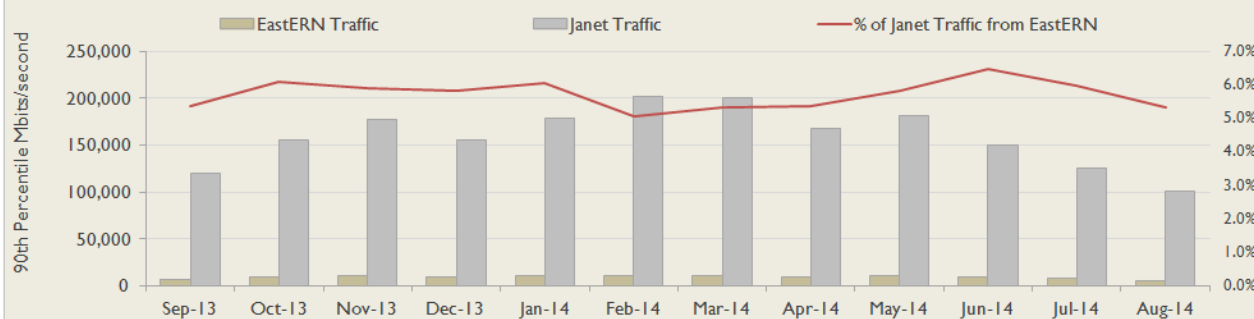
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



Usage by Connection - % of Available Bandwidth at 90th Percentile



EastERN 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

Where an organisation retains connectivity during an outage period by means of a second connection, the outage is not counted against its availability figures

Monthly and annual availabilities falling below 99.7% are highlighted

Service	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	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, Chelmsford Campus	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	99.84%
Anglia Ruskin University, Peterborough Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	92.51%	100%	100%	100%	100%	100%	100%	99.38%
Central Bedfordshire College	100%	100%	100%	100%	100%	100%	100%	95.97%	100%	100%	100%	100%	99.66%
Chelmsford College	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	99.84%
City College Norwich	98.35%	100%	100%	100%	100%	100%	99.94%	98.32%	100%	100%	100%	100%	99.72%
Colchester Institute Enterprises Limited, Sheepen Road	100%	100%	100%	100%	100%	96.66%	100%	100%	98.11%	100%	100%	100%	99.56%
Colchester Institute Enterprises Limited, The College at Braintree campus	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	99.84%
Cranfield University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Delivery of Advanced Network Technology to Europe	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	12 Month Rolling Availability
Limited													
East Norfolk Sixth Form College	100%	100%	100%	100%	98.43%	100%	100%	100%	100%	100%	100%	100%	99.87%
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%	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, Milton Keynes 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, Peterborough City 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%	100%	100%	100%	100%
East of England Broadband Network, Suffolk County Council	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	99.84%
East of England Broadband Network, Thurrock Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Thurrock Council, Grays	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%	98.11%	100%	100%	100%	99.84%
Great Yarmouth College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	12 Month Rolling Availability
Harlow College	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	99.84%
Hertfordshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	99.84%
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%	100%	98.45%	100%	100%	100%	100%	100%	100%	100%	99.87%
Lowestoft Sixth Form College	100%	100%	100%	100%	98.46%	100%	100%	100%	100%	100%	100%	100%	99.87%
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 College, Silbury 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%	98.92%	100%	100%	100%	100%	100%	100%	99.91%
NBI Partnership Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Hertfordshire College	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	99.90%	100%	96.85%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.73%
Paston Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	12 Month Rolling Availability
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%	100%	100%	100%	100%
Proquest Information and Learning Limited	100%	100%	100%	100%	91.51%	100%	100%	100%	100%	100%	100%	100%	99.29%
South East Essex Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	99.84%
South Essex College of Further and Higher Education	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	99.84%
Suffolk New College	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	99.84%
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%	99.90%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The Congregation Of The Daughters Of The Cross Of Liege	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	99.84%
The Easton and Otley College, Easton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Easton and Otley College, Otley Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Open University, Cambridge	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100%	100%	<12 Months
The Sixth Form College, Colchester	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	99.84%
University Campus Suffolk Ltd	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	99.84%
University of Bedfordshire	100%	100%	100%	99.86%	100%	100%	100%	100%	100%	100%	100%	100%	99.99%
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%

Service	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	12 Month Rolling Availability
University of Essex, Colchester Campus	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	99.84%
University of Essex, Social Science Research Centre Building	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100%	98.11%	100%	100%	100%	<12 Months
University of Essex, Southend-on-Sea Campus	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	99.84%
West Herts College	96.02%	100%	100%	100%	99.72%	100%	100%	100%	100%	100%	100%	100%	99.65%
West Nottinghamshire College, Milton Keynes	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100%	100%	100%	100%	100%	100%	<12 Months
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%	98.11%	100%	100%	100%	99.84%

Connection outages this month

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

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Central Bedfordshire College	04/08/2014 08:46	04/08/2014 09:40	00:00	00:54	Customer Environment	Power cut
The Easton and Otley College, Otley Campus	07/08/2014 08:38	07/08/2014 11:47	00:00	03:09	Customer Environment	Power outage
Colchester Institute Enterprises Limited, Sheepen Road	10/08/2014 09:54	10/08/2014 13:21	00:00	03:27	Customer Unscheduled Maintenance	Unscheduled site maintenance at the Colchester Institute
University of East Anglia, Norwich Campus, via Telehouse West	08/08/2014 23:10	11/08/2014 16:18	00:00	17:08	Customer Equipment	Site border router issues
Lowestoft Sixth Form College	11/08/2014 20:13	11/08/2014 20:39	00:00	00:26	Customer Scheduled Maintenance	Site maintenance.
Bedford College	16/08/2014 10:52	16/08/2014 17:02	00:00	06:10	Customer Environment	Customer power failure
West Suffolk College	23/08/2014 08:00	23/08/2014 13:23	00:00	05:23	Customer Unscheduled Maintenance	Customer unscheduled maintenance
NBI Partnership Limited, Norwich Biosciences	23/08/2014 16:02	23/08/2014 17:06	00:00	01:04	Customer Scheduled Maintenance	Site maintenance
Buckinghamshire County Council, Chiltern and South Bucks Area Office	27/08/2014 10:17	27/08/2014 11:00	00:00	00:43	Telco Equipment	Telco equipment fault
University of Buckingham	28/08/2014 18:56	28/08/2014 19:16	00:00	00:20	Customer Scheduled Maintenance	Site router upgrade

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Great Yarmouth College	31/08/2014 00:35	31/08/2014 01:11	00:00	00:36	Telco Scheduled Maintenance	Scheduled maintenance affecting Norwich PoP to Great Yarmouth PoP
Lowestoft College	31/08/2014 00:35	31/08/2014 01:11	00:00	00:36	Telco Scheduled Maintenance	Scheduled maintenance affecting Norwich PoP to Great Yarmouth PoP
East Norfolk Sixth Form College	31/08/2014 00:35	31/08/2014 01:11	00:00	00:36	Telco Scheduled Maintenance	Scheduled maintenance affecting Norwich PoP to Great Yarmouth PoP
Lowestoft Sixth Form College	31/08/2014 00:35	31/08/2014 01:11	00:00	00:36	Telco Scheduled Maintenance	Scheduled maintenance affecting Norwich PoP to Great Yarmouth PoP
Great Yarmouth College	31/08/2014 14:24	31/08/2014 14:35	00:00	00:11	Customer Environment	Local power outage