

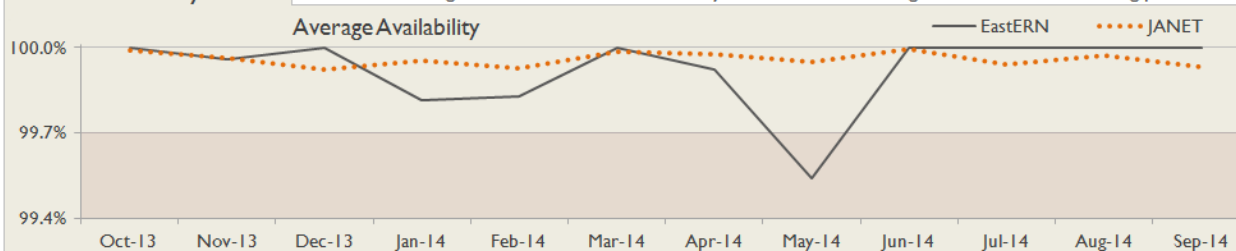


EastERN Service Report

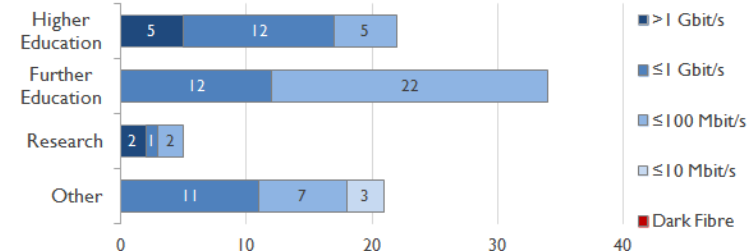
September 2014

Service Reliability

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

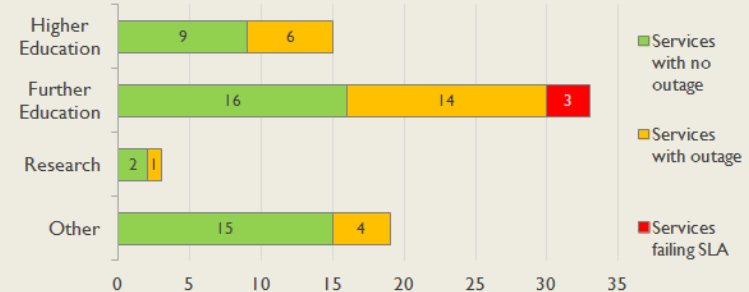


Connections in EastERN by Bandwidth



Average Availability of All Services in EastERN				Average Availability of All Services in Janet			
Sep 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Sep 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.92%	413	99.93%	29	99.96%	217
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
6h 50m		0.88		5h 12m		0.71	
Based on 127 faults over the last 24 months				Based on 1378 faults over the last 24 months			

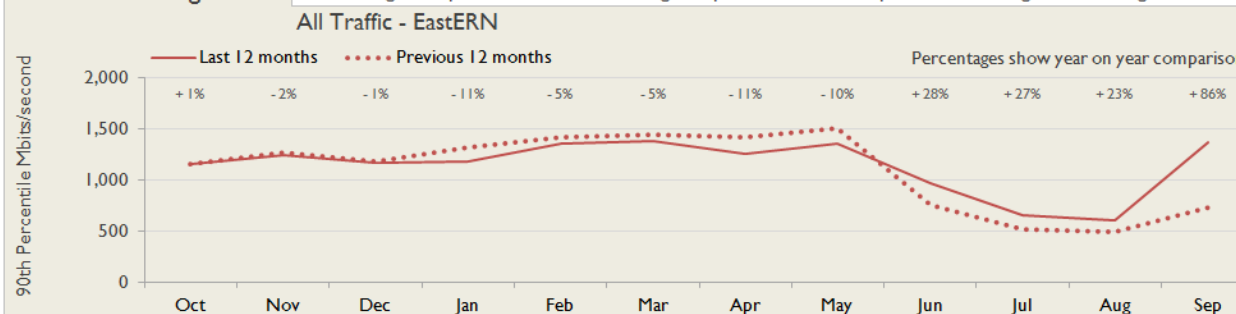
EastERN Service Outages - Last 12 Months



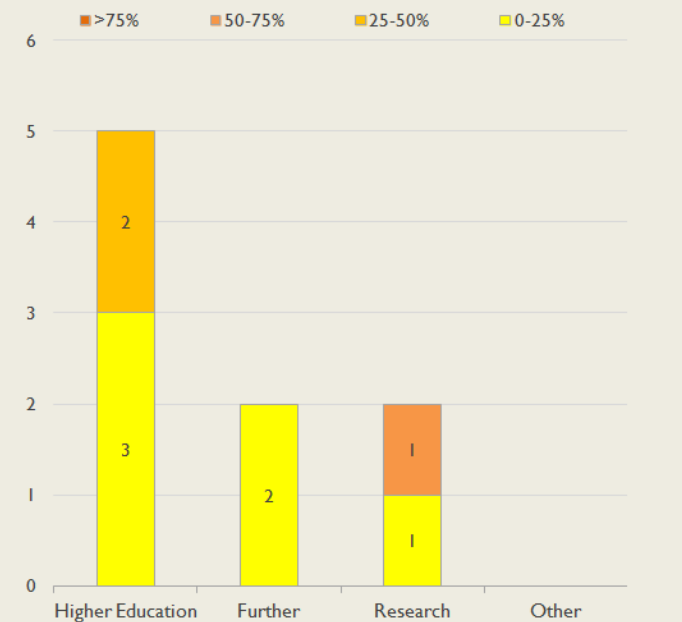
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

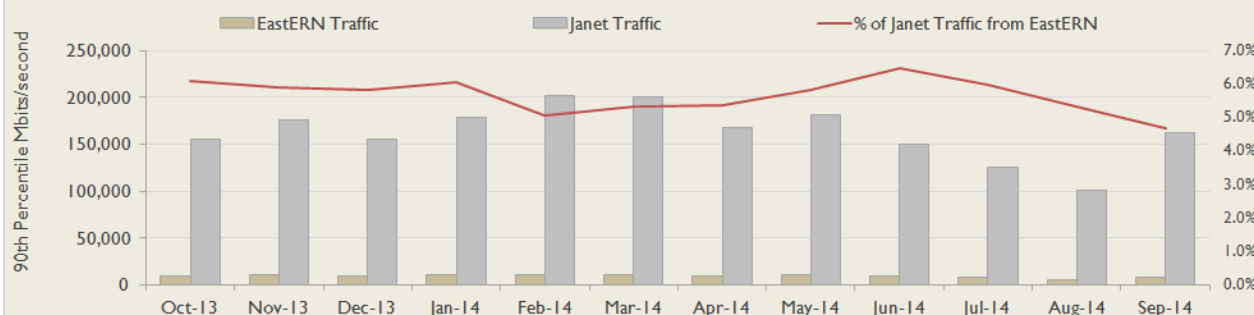
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



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	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 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%	98.11%	100%	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%	92.51%	100%	100%	100%	100%	100%	100%	100%	99.38%
Central Bedfordshire College	100%	100%	100%	100%	100%	100%	95.97%	100%	100%	100%	100%	100%	99.66%
Chelmsford College	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	99.84%
City College Norwich	100%	100%	100%	100%	100%	99.94%	98.32%	100%	100%	100%	100%	100%	99.86%
Colchester Institute Enterprises Limited, Sheepen Road	100%	100%	100%	100%	96.66%	100%	100%	98.11%	100%	100%	100%	100%	99.56%
Colchester Institute Enterprises Limited, The College at Braintree campus	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	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 Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Norfolk Sixth Form College	100%	100%	100%	98.43%	100%	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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	12 Month Rolling Availability
Council													
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%	98.11%	100%	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%	98.11%	100%	100%	100%	100%	99.84%
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%	98.11%	100%	100%	100%	100%	99.84%
Hertfordshire County Council	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	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%	98.45%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%
Lowestoft Sixth Form College	100%	100%	100%	98.46%	100%	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%	98.92%	100%	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	100%	96.85%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.74%
Paston Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 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%
South East Essex Sixth Form College	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	99.84%
South Essex College of Further and Higher Education	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	99.84%
Suffolk New College	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	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%	99.90%	100%	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%	98.11%	100%	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%	
The Open University, Cambridge	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100%	100%	100%	

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
NBI Partnership Limited, Data Centre	16/09/2014 07:01	16/09/2014 07:05	00:00	00:04	Regional Scheduled Maintenance	Scheduled maintenance between Lowdham C-PoP and EastERN
University of East Anglia, Norwich Campus, via Telehouse West	16/09/2014 07:01	16/09/2014 07:05	00:00	00:04	Regional Scheduled Maintenance	Scheduled maintenance between Lowdham C-PoP and EastERN
Buckinghamshire County Council, Chiltern and South Bucks Area Office	20/09/2014 06:01	20/09/2014 11:05	00:00	05:04	Customer Environment	Power issues at Bucks CC
West Herts College	23/09/2014 10:39	23/09/2014 10:53	00:00	00:14	Denial of Service	Denial of Service
East Norfolk Sixth Form College	25/09/2014 17:59	25/09/2014 20:02	00:00	02:03	Customer Scheduled Maintenance	Scheduled Maintenance
West Suffolk College	26/09/2014 17:17	26/09/2014 18:59	00:00	01:42	Customer Unscheduled Maintenance	Customer unscheduled maintenance
Anglia Ruskin University, Peterborough Campus	27/09/2014 08:21	27/09/2014 12:19	00:00	03:58	Customer Scheduled Maintenance	Site power maintenance

Link Utilisation

The table shows utilisation at the 90th percentile, i.e. for 90% of the samples within the period the traffic was at or below the level shown and for 10% of the samples traffic was above the level shown. The figure therefore gives a reasonable indication of the loading of the connection during the busiest periods. The measurements are shown as a percentage of the available raw bandwidth, and only the highest of the to/from readings for the month is used.

Connection	Current Bandwidth	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Anglia Ruskin University, Cambridge Campus	1Gbit/s	14%	16%	14%	7%	16%	17%	15%	12%	7%	8%	6%	8%
Anglia Ruskin University, Chelmsford Campus	1Gbit/s	6%	7%	6%	4%	7%	7%	7%	6%	4%	5%	4%	5%
Anglia Ruskin University, Peterborough Campus	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Anglia Ruskin University, University Centre Peterborough	100Mbit/s	8%	9%	8%	3%	10%	11%	10%	7%	2%	2%	3%	5%
Barnfield College	100Mbit/s	43%	44%	41%	52%	54%	57%	34%	48%	49%	22%	9%	32%
Bedford College	500Mbit/s	12%	16%	16%	18%	20%	21%	16%	20%	17%	5%	3%	12%
Buckinghamshire County Council, Chiltern and South Bucks Area Office	500Mbit/s	1%	1%	1%	1%	<0.5%	1%	1%	1%	1%	1%	1%	1%
Buckinghamshire New University, via Milton Keynes	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Cambridge Regional College	1Gbit/s	64%	69%	68%	78%	76%	79%	76%	73%	73%	3%	2%	8%
Central Bedfordshire College	100Mbit/s	16%	19%	20%	27%	22%	28%	22%	25%	22%	9%	8%	20%
Chelmsford College	500Mbit/s	10%	11%	10%	10%	11%	13%	7%	11%	8%	2%	1%	12%
City College Norwich	500Mbit/s	19%	23%	11%	25%	24%	27%	12%	23%	20%	5%	3%	22%
Colchester Institute Enterprises Limited, Sheepen Road	100Mbit/s	9%	69%	23%	64%	13%	20%	13%	37%	19%	5%	4%	13%
Colchester Institute Enterprises Limited, The College at Braintree campus	100Mbit/s	46%	1%	4%	2%	43%	42%	31%	38%	50%	14%	10%	25%
Cranfield University, via Milton Keynes I	2Gbit/s	19%	21%	18%	21%	22%	23%	21%	22%	22%	23%	21%	15%
Delivery of Advanced Network Technology to Europe Limited, via Cambridge	100Mbit/s	11%	7%	9%	10%	21%	6%	13%	26%	64%	32%	6%	10%
East Norfolk Sixth Form College	100Mbit/s	39%	47%	35%	54%	52%	55%	34%	38%	34%	12%	2%	52%
East of England Broadband Network, Bedford Borough Council, Link 1	1Gbit/s	11%	11%	11%	12%	13%	13%	11%	12%	12%	12%	5%	12%
East of England Broadband Network, Bedford Borough Council, Link 2	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
East of England Broadband Network, Cambridgeshire County Council	1Gbit/s	31%	32%	32%	35%	35%	36%	29%	39%	40%	39%	7%	43%
East of England Broadband Network, Central Bedfordshire Council	1Gbit/s	17%	17%	16%	18%	19%	19%	13%	19%	18%	19%	3%	20%
East of England Broadband Network, Luton Borough	1Gbit/s	12%	13%	12%	12%	13%	14%	12%	13%	14%	15%	5%	14%

Connection	Current Bandwidth	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Council													
East of England Broadband Network, Milton Keynes Council	1Gbit/s	18%	16%	17%	19%	19%	16%	5%	3%	2%	<0.5%	<0.5%	<0.5%
East of England Broadband Network, Norfolk County Council	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
East of England Broadband Network, Peterborough City Council	1Gbit/s	21%	23%	23%	26%	26%	28%	17%	26%	30%	22%	3%	27%
East of England Broadband Network, Southend on Sea Borough Council	1Gbit/s	17%	19%	19%	21%	22%	22%	16%	23%	23%	20%	5%	24%
East of England Broadband Network, Suffolk County Council	1Gbit/s	27%	31%	32%	32%	34%	36%	22%	35%	34%	31%	4%	36%
East of England Broadband Network, Thurrock Council, Grays	1Gbit/s	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%
East of England Broadband Network, Thurrock Council, Tilbury	1Gbit/s	8%	9%	8%	10%	9%	10%	8%	10%	10%	9%	3%	9%
Essex County Council, Personal & Community Development	10Mbit/s	4%	3%	4%	37%	20%	12%	24%	7%	6%	1%	1%	2%
European Bioinformatics Institute, via Telehouse	10Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Great Yarmouth College	200Mbit/s	13%	14%	9%	13%	12%	13%	9%	12%	12%	4%	3%	9%
Harlow College	100Mbit/s	40%	43%	28%	44%	43%	53%	31%	54%	46%	13%	9%	24%
Hertfordshire County Council	100Mbit/s	20%	21%	19%	23%	23%	21%	20%	22%	21%	23%	21%	22%
Hills Road Sixth Form College	100Mbit/s	36%	39%	38%	36%	34%	40%	27%	21%	28%	16%	5%	37%
Huntingdonshire Regional College	100Mbit/s	20%	23%	18%	23%	22%	23%	16%	22%	22%	5%	3%	18%
Imperial War Museum, IWM Duxford	100Mbit/s	27%	37%	39%	57%	42%	60%	67%	51%	66%	93%	59%	56%
Long Road Sixth Form College	100Mbit/s	43%	53%	37%	56%	49%	56%	20%	38%	33%	6%	2%	51%
Lowestoft College	100Mbit/s	14%	16%	13%	16%	15%	16%	10%	17%	14%	6%	4%	7%
Lowestoft Sixth Form College	100Mbit/s	27%	30%	25%	28%	36%	43%	28%	32%	26%	25%	15%	23%
Luton Sixth Form College	500Mbit/s	61%	78%	13%	18%	16%	21%	8%	12%	8%	2%	1%	21%
Milton Keynes College, Bletchley Park Campus	1Gbit/s	2%	2%	2%	2%	2%	3%	1%	2%	3%	1%	1%	3%
Milton Keynes College, Chaffron Way Campus	1Gbit/s	8%	9%	7%	10%	9%	11%	6%	10%	10%	3%	2%	6%
Milton Keynes College, Silbury Campus	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Milton Keynes Council, Personal & Community Development	100Mbit/s	2%	1%	1%	1%	1%	1%	1%	2%	4%	5%	6%	6%
Natural Environment Research Council, British Antarctic Survey	1Gbit/s	4%	4%	3%	5%	5%	4%	6%	5%	4%	7%	5%	5%

Connection	Current Bandwidth	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
NBI Partnership Limited, Data Centre	10Gbit/s	3%	3%	5%	7%	9%	9%	6%	10%	14%	10%	13%	1%
North Hertfordshire College	1Gbit/s	7%	10%	8%	12%	<0.5%	13%	10%	13%	11%	7%	3%	11%
Norwich University of the Arts	1Gbit/s	3%	3%	1%	4%	4%	3%	2%	4%	2%	1%	1%	1%
Oaklands College	100Mbit/s	72%	71%	34%	72%	70%	58%	32%	45%	45%	17%	14%	47%
Oaklands College, Welwyn Garden City Campus	100Mbit/s	0%	0%	0%	0%	0%	31%	17%	26%	23%	4%	3%	27%
Paston Sixth Form College	100Mbit/s	12%	14%	12%	19%	17%	23%	9%	14%	11%	7%	1%	18%
Peterborough City Council, Personal & Community Development	100Mbit/s	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%
Peterborough Regional College	200Mbit/s	25%	31%	15%	32%	36%	41%	27%	38%	40%	12%	5%	27%
South East Essex Sixth Form College	100Mbit/s	29%	38%	34%	47%	47%	51%	27%	56%	49%	11%	5%	57%
South Essex College of Further and Higher Education	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Suffolk New College	100Mbit/s	47%	53%	47%	60%	56%	66%	46%	55%	37%	15%	11%	54%
The Babraham Institute, via Cambridge	100Mbit/s												