

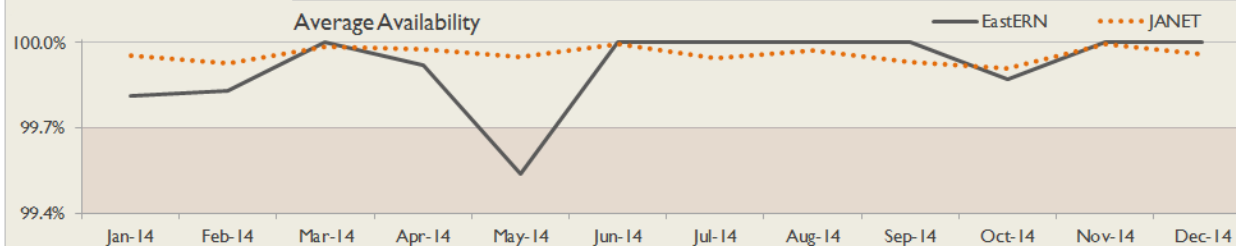


EastERN Service Report

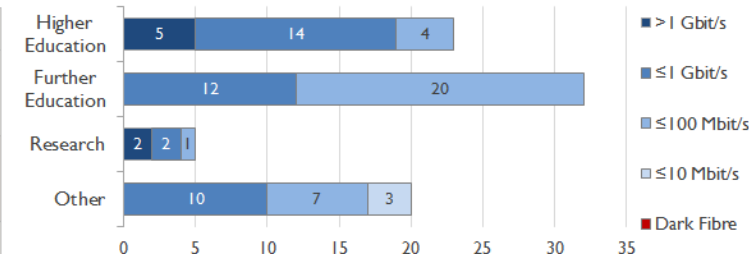
December 2014

Service Reliability

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

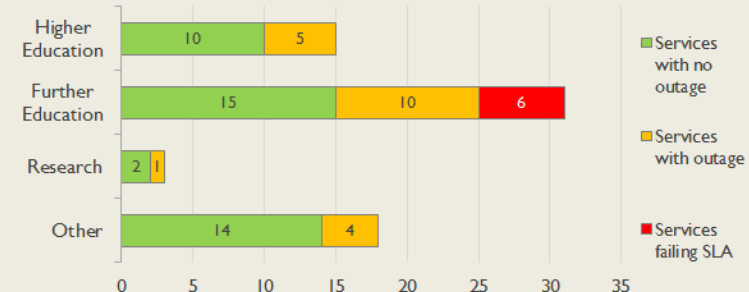


Connections in EastERN by Bandwidth



Average Availability of All Services in EastERN				Average Availability of All Services in Janet			
Dec 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Dec 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.91%	453	99.96%	18	99.96%	221
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
7h 24m		0.88		6h 03m		0.62	
Based on 123 faults over the last 24 months				Based on 1221 faults over the last 24 months			

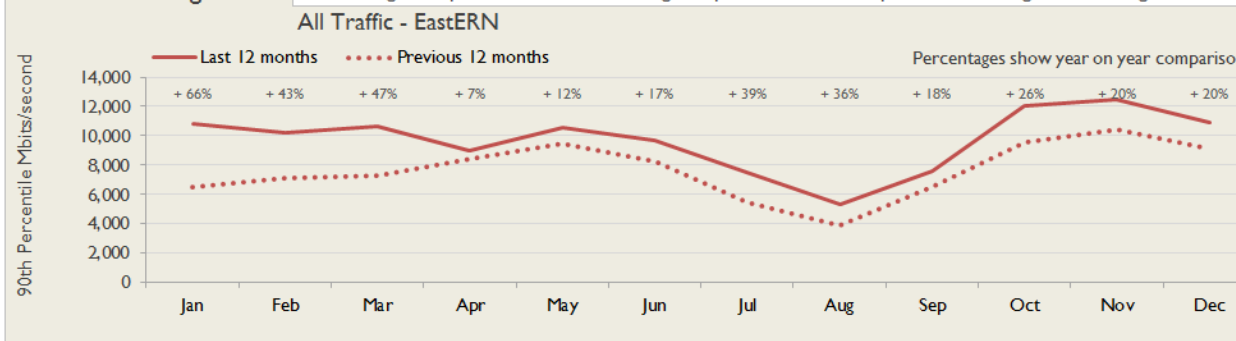
EastERN Service Outages - Last 12 Months



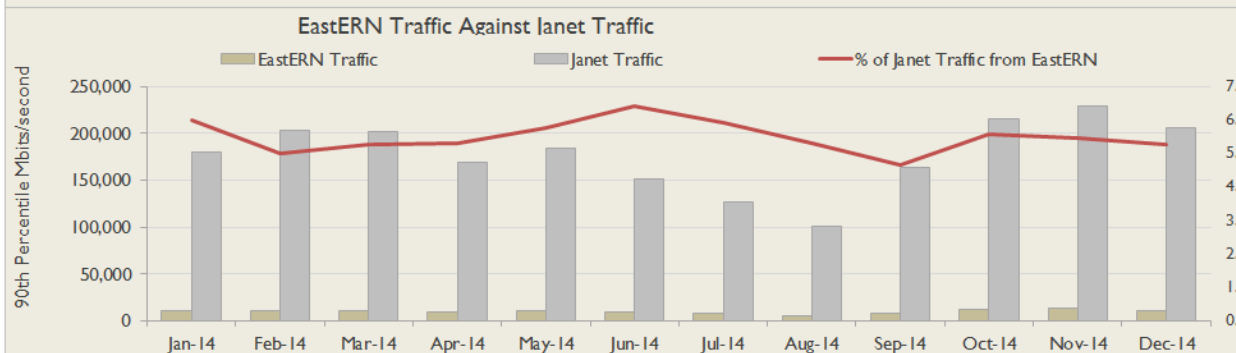
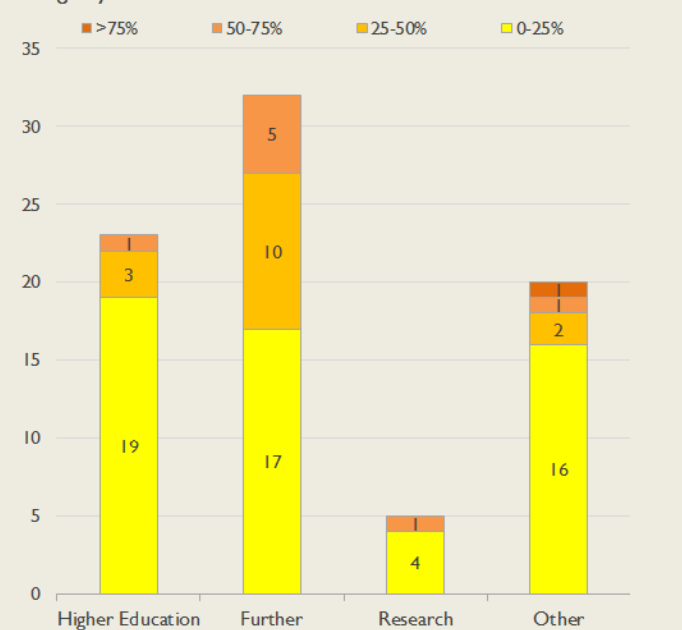
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

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



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	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	12 Month Rolling Availability
Anglia Ruskin University	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	99.84%
Anglia Ruskin University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Anglia Ruskin University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Anglia Ruskin University	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%	92.51%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.38%
Central Bedfordshire College	100%	100%	100%	95.97%	100%	100%	100%	100%	100%	100%	100%	100%	99.66%
Chelmsford College	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	99.84%
City College Norwich	100%	100%	99.94%	98.32%	100%	100%	100%	100%	100%	100%	100%	100%	99.86%
Colchester Institute Enterprises Limited	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	99.84%
Colchester Institute Enterprises Limited	100%	96.66%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	99.56%
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	98.43%	100%	100%	100%	100%	100%	100%	100%	100%	97.74%	100%	100%	99.68%
East of England Broadband Network	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	12 Month Rolling Availability
East of England Broadband Network	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	99.84%
East of England Broadband Network	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Easton and Otley College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Easton and Otley College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Essex County Council	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	99.84%
Great Yarmouth College	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.74%	100%	100%	99.81%
Harlow College	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	99.84%
Hertfordshire County Council	100%	100%	100%	100%	98.11%	100%	100%	100%	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	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	98.45%	100%	100%	100%	100%	100%	100%	100%	100%	97.74%	100%	100%	99.68%
Lowestoft Sixth Form College	98.46%	100%	100%	100%	100%	100%	100%	100%	100%	97.74%	100%	100%	99.68%
Luton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Milton Keynes College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Milton Keynes College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	12 Month Rolling Availability
Milton Keynes Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council	100%	98.92%	100%	100%	100%	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%	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	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%	98.11%	100%	100%	100%	100%	100%	100%	100%	99.84%
South Essex College of Further and Higher Education	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	99.84%
Suffolk New College	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	99.84%
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%	98.11%	100%	100%	100%	100%	100%	100%	100%	99.84%
The Open University							100%	100%	100%	100%	100%	100%	<12 Months
The Sixth Form College, Colchester	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	99.84%
University Campus Suffolk Ltd	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	99.84%
University of Bedfordshire	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bedfordshire												100%	<12 Months
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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	12 Month Rolling Availability
University of East Anglia	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex				100%	98.11%	100%	100%	100%	100%	100%	100%	100%	<12 Months
University of Essex	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	99.84%
University of Essex	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	99.84%
West Herts College	99.72%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
West Suffolk College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Writtle Agricultural College Higher Education Corporation	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	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
Oaklands College, Welwyn Garden City Campus	28/11/2014 12:19	01/12/2014 15:41	00:56	02:26	Telco Line	Cross connect fibre issue
University of Cambridge, Cambridge University Press	04/12/2014 08:38	04/12/2014 09:20	00:00	00:42	Customer Maintenance	Site unscheduled maintenance
University of Cambridge, Cambridge University Press	05/12/2014 08:47	05/12/2014 10:00	00:00	01:13	Customer Maintenance	IP Migration
NBI Partnership Limited, Data Centre	09/12/2014 07:17	09/12/2014 07:51	00:00	00:34	Regional Maintenance	Scheduled maintenance
University of East Anglia, Norwich Campus, via Telehouse West	09/12/2014 07:17	09/12/2014 07:51	00:00	00:34	Regional Maintenance	Scheduled maintenance
The Babraham Institute, via Chelmsford	12/12/2014 14:44	12/12/2014 15:29	00:00	00:45	Customer Maintenance	Unscheduled maintenance at the Babraham Institute
Milton Keynes Council, Personal & Community Development	15/12/2014 21:57	15/12/2014 22:46	00:00	00:49	Customer Environment	Power failure caused air conditioning to fail, network equipment shut down due to temperature issues.
NBI Partnership Limited, Data Centre	16/12/2014 07:26	16/12/2014 07:37	00:00	00:11	Regional Maintenance	Scheduled maintenance
University of East Anglia, Norwich Campus, via Telehouse West	16/12/2014 07:26	16/12/2014 07:37	00:00	00:11	Regional Maintenance	Scheduled maintenance
The Babraham Institute, via Chelmsford	18/12/2014 15:21	18/12/2014 16:36	00:00	01:15	Customer Maintenance	Scheduled Maintenance
Buckinghamshire County Council, Chiltern and South Bucks Area Office	19/12/2014 00:25	19/12/2014 00:40	00:00	00:15	Unknown	Unknown
Colchester Institute Enterprises Limited, Sheepen Road	22/12/2014 07:51	22/12/2014 08:35	00:00	00:44	Customer Maintenance	Power switched off for construction works