

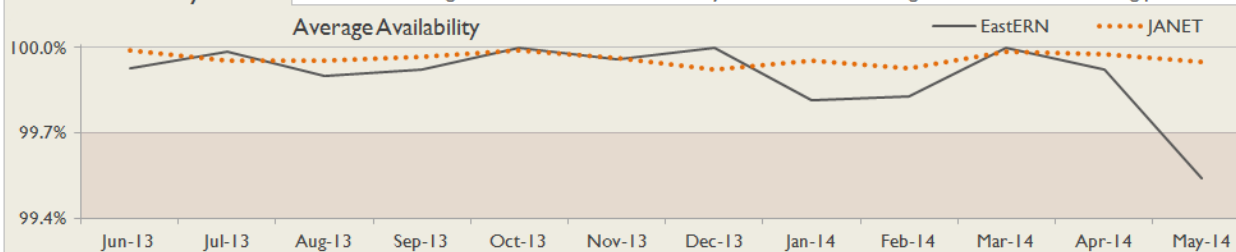


## EastERN Service Report

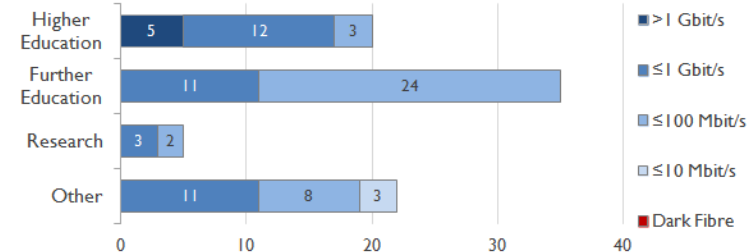
May 2014

**Service Reliability**

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

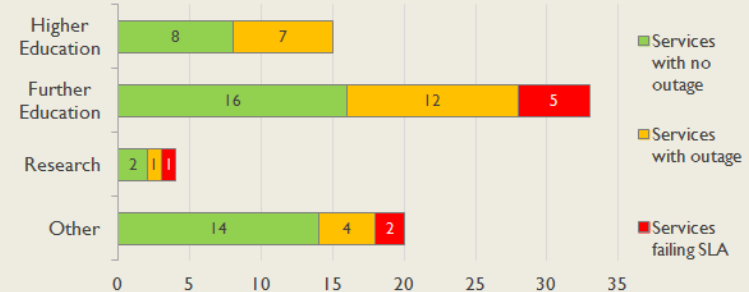


**Connections in EastERN by Bandwidth**



Average Availability of All Services in EastERN				Average Availability of All Services in Janet			
May 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	May 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
<b>99.54%</b>	<b>206</b>	<b>99.90%</b>	<b>531</b>	<b>99.95%</b>	<b>23</b>	<b>99.96%</b>	<b>208</b>
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
<b>6h 44m</b>		<b>0.88</b>		<b>6h 29m</b>		<b>0.73</b>	
Based on 130 faults over the last 24 months				Based on 1438 faults over the last 24 months			

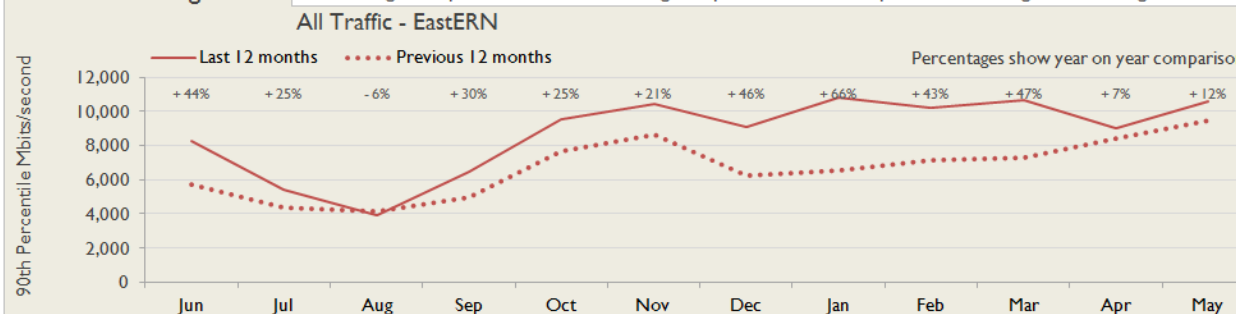
**EastERN Service Outages - Last 12 Months**



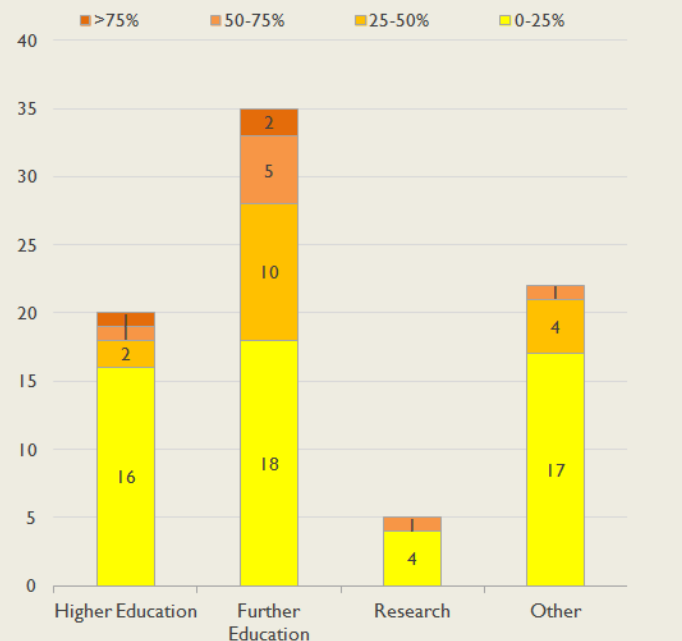
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

**Connection Usage**

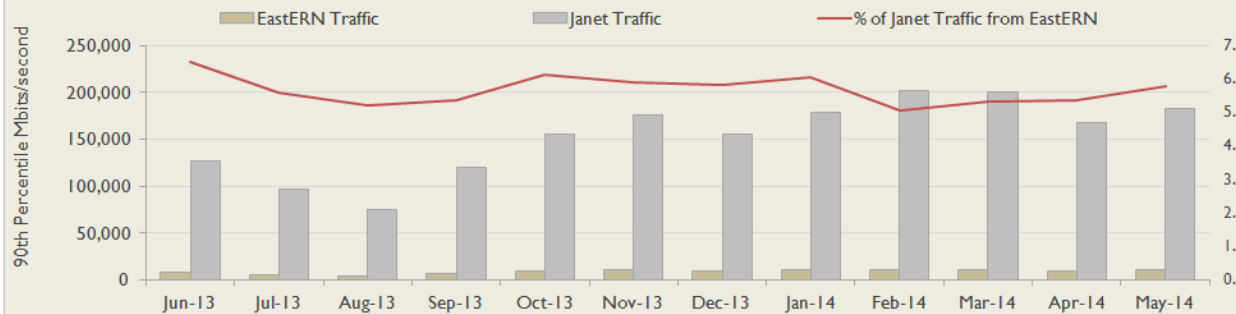
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



**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	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	12 Month Rolling Availability
Anglia Ruskin University, Chelmsford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	99.84%
Anglia Ruskin University, University Centre Peterborough	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, Cambridge	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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%	92.51%	100%	100%	100%	99.38%
Central Bedfordshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	95.97%	100%	99.66%
Chelmsford College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	99.84%
City College Norwich	100%	100%	98.03%	98.35%	100%	100%	100%	100%	100%	99.94%	98.32%	100%	99.55%
Colchester Institute Enterprises Limited, Sheepen Road	100%	100%	100%	100%	100%	100%	100%	100%	96.66%	100%	100%	98.11%	99.56%
Colchester Institute Enterprises Limited, The College at Braintree campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	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	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	12 Month Rolling Availability
Limited													
East Norfolk Sixth Form College	100%	100%	100%	100%	100%	100%	100%	98.43%	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, Luton Borough 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, Cambridgeshire 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, Suffolk County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	99.84%
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, Thurrock Council, Grays	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%	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%
Essex County Council, Personal & Community Development	94.28%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	99.37%
European Bioinformatics Institute	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	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%	98.11%	99.84%
Hertfordshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	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, Cambridge	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%	100%	100%	100%	98.45%	100%	100%	100%	100%	99.87%
Lowestoft Sixth Form College	100%	100%	100%	100%	100%	100%	100%	98.46%	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, University Centre	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%	98.92%	100%	100%	100%	99.91%
NBI Partnership Limited	100%	100%	94.41%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.53%
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%	99.90%	100%	96.85%	100%	100%	100%	100%	100%	100%	99.73%

Service	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	12 Month Rolling Availability
Paston Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Peterborough City Council, Personal & Community Development	100%	98.86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
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%	100%	100%	100%	91.51%	100%	100%	100%	100%	99.29%
South East Essex Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	99.84%
South Essex College of Further and Higher Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	99.84%
Suffolk New College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	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%	100%	100%	100%	99.90%	100%	100%	100%	100%	>99.99%
The Congregation Of The Daughters Of The Cross Of Liege	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	99.84%
The Easton and Otley College, Otley Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Easton and Otley College, Easton Campus	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%	98.11%	99.84%
University Campus Suffolk Ltd	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	99.84%
University of Bedfordshire	100%	100%	100%	100%	100%	100%	99.86%	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, Cambridge University Press	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 East Anglia, Norwich Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

**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
South East Essex Sixth Form College	01/05/2014 15:58	01/05/2014 16:20	00:00	00:22	Unknown	Unknown
University of Essex, Social Science Research Centre Building	04/05/2014 00:21	04/05/2014 07:00	00:00	06:39	Telco Unscheduled Maintenance	Maintenance we were not made aware of on 3 geographically diverse ODFs. This cut off Ipswich PoP and Chelmsford PoP entirely.
Suffolk New College	04/05/2014 00:21	04/05/2014 07:00	00:00	06:39	Telco Unscheduled Maintenance	Maintenance we were not made aware of on 3 geographically diverse ODFs. This cut off Ipswich PoP and Chelmsford PoP entirely.
Chelmsford College	04/05/2014 00:21	04/05/2014 07:00	00:00	06:39	Telco Unscheduled Maintenance	Maintenance we were not made aware of on 3 geographically diverse ODFs. This cut off Ipswich PoP and Chelmsford PoP entirely.
The Congregation Of The Daughters Of The Cross Of Liege	04/05/2014 00:21	04/05/2014 07:00	00:00	06:39	Telco Unscheduled Maintenance	Maintenance we were not made aware of on 3 geographically diverse ODFs. This cut off Ipswich PoP and Chelmsford PoP entirely.
The Sixth Form College, Colchester	04/05/2014 00:21	04/05/2014 07:00	00:00	06:39	Telco Unscheduled Maintenance	Maintenance we were not made aware of on 3 geographically diverse ODFs. This cut off Ipswich PoP and Chelmsford PoP entirely.
University Campus Suffolk Ltd, via Ipswich	04/05/2014 00:21	04/05/2014 07:00	00:00	06:39	Telco Unscheduled Maintenance	Maintenance we were not made aware of on 3 geographically diverse ODFs. This cut off Ipswich PoP and Chelmsford PoP entirely.
East of England Broadband Network, Suffolk County Council	04/05/2014 00:21	04/05/2014 07:00	00:00	06:39	Telco Unscheduled Maintenance	Maintenance we were not made aware of on 3 geographically diverse ODFs. This cut off Ipswich PoP and Chelmsford PoP entirely.
Colchester Institute Enterprises Limited, Sheepen Road	04/05/2014 00:21	04/05/2014 07:00	00:00	06:39	Telco Unscheduled Maintenance	Maintenance we were not made aware of on 3 geographically diverse ODFs. This cut off Ipswich PoP and Chelmsford PoP entirely.



Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Anglia Ruskin University, Chelmsford	04/05/2014 00:21	04/05/2014 07:00	00:00	06:39	Telco Unscheduled Maintenance	Maintenance we were not made aware of on 3 geographically diverse ODFs. This cut off Ipswich PoP and Chelmsford PoP entirely.
Colchester Institute Enterprises Limited, The College at Braintree campus	04/05/2014 00:21	04/05/2014 07:00	00:00	06:39	Telco Unscheduled Maintenance	Maintenance we were not made aware of on 3 geographically diverse ODFs. This cut off Ipswich PoP and Chelmsford PoP entirely.
The Babraham Institute, via Chelmsford	04/05/2014 00:21	04/05/2014 07:00	00:00	06:39	Telco Unscheduled Maintenance	Maintenance we were not made aware of on 3 geographically diverse ODFs. This cut off Ipswich PoP and Chelmsford PoP entirely.
South East Essex Sixth Form College	04/05/2014 00:21	04/05/2014 07:00	00:00	06:39	Telco Unscheduled Maintenance	Maintenance we were not made aware of on 3 geographically diverse ODFs. This cut off Ipswich PoP and Chelmsford PoP entirely.
Hertfordshire County Council	04/05/2014 00:21	04/05/2014 07:00	00:00	06:39	Telco Unscheduled Maintenance	Maintenance we were not made aware of on 3 geographically diverse ODFs. This cut off Ipswich PoP and Chelmsford PoP entirely.
South Essex College of Further and Higher Education	04/05/2014 00:21	04/05/2014 07:00	00:00	06:39	Telco Unscheduled Maintenance	Maintenance we were not made aware of on 3 geographically diverse ODFs. This cut off Ipswich PoP and Chelmsford PoP entirely.
University of Essex, Colchester Campus	04/05/2014 00:21	04/05/2014 07:00	00:00	06:39	Telco Unscheduled Maintenance	Maintenance we were not made aware of on 3 geographically diverse ODFs. This cut off Ipswich PoP and Chelmsford PoP entirely.
Harlow College	04/05/2014 00:21	04/05/2014 07:00	00:00	06:39	Telco Unscheduled Maintenance	Maintenance we were not made aware of on 3 geographically diverse ODFs. This cut off Ipswich PoP and Chelmsford PoP entirely.
Writtle Agricultural College Higher Education Corporation	04/05/2014 00:21	04/05/2014 07:00	00:00	06:39	Telco Unscheduled Maintenance	Maintenance we were not made aware of on 3 geographically diverse ODFs. This cut off Ipswich PoP and Chelmsford PoP entirely.
University of Essex, Southend-on-Sea Campus	04/05/2014 00:21	04/05/2014 07:00	00:00	06:39	Telco Unscheduled	Maintenance we were not made aware of on 3 geographically diverse ODFs. This cut off Ipswich PoP and

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Maintenance	Chelmsford PoP entirely.
University Campus Suffolk Ltd, via Chelmsford	04/05/2014 00:21	04/05/2014 07:00	00:00	06:39	Telco Unscheduled Maintenance	Maintenance we were not made aware of on 3 geographically diverse ODFs. This cut off Ipswich PoP and Chelmsford PoP entirely.
Essex County Council, Personal & Community Development	04/05/2014 00:21	04/05/2014 07:00	00:00	06:39	Telco Unscheduled Maintenance	Maintenance we were not made aware of on 3 geographically diverse ODFs. This cut off Ipswich PoP and Chelmsford PoP entirely.
Colchester Institute Enterprises Limited, The College at Braintree campus	04/05/2014 07:00	04/05/2014 14:26	00:00	07:26	Telco Line	Maintenance went wrong on unannounced fibre work
Harlow College	04/05/2014 07:00	04/05/2014 14:26	00:00	07:26	Telco Line	Maintenance went wrong on unannounced fibre work
South Essex College of Further and Higher Education	04/05/2014 07:00	04/05/2014 14:26	00:00	07:26	Telco Line	Maintenance went wrong on unannounced fibre work
South East Essex Sixth Form College	04/05/2014 07:00	04/05/2014 14:26	00:00	07:26	Telco Line	Maintenance went wrong on unannounced fibre work
The Babraham Institute, via Chelmsford	04/05/2014 07:00	04/05/2014 14:26	00:00	07:26	Telco Line	Maintenance went wrong on unannounced fibre work
Writtle Agricultural College Higher Education Corporation	04/05/2014 07:00	04/05/2014 14:26	00:00	07:26	Telco Line	Maintenance went wrong on unannounced fibre work
Hertfordshire County Council	04/05/2014 07:00	04/05/2014 14:26	00:00	07:26	Telco Line	Maintenance went wrong on unannounced fibre work
University Campus Suffolk Ltd, via Chelmsford	04/05/2014 07:00	04/05/2014 14:26	00:00	07:26	Telco Line	Maintenance went wrong on unannounced fibre work
University of Essex, Southend-on-Sea Campus	04/05/2014 07:00	04/05/2014 14:26	00:00	07:26	Telco Line	Maintenance went wrong on unannounced fibre work
University of Essex, Colchester Campus	04/05/2014 07:00	04/05/2014 14:26	00:00	07:26	Telco Line	Maintenance went wrong on unannounced fibre work
Essex County Council, Personal & Community Development	04/05/2014 07:00	04/05/2014 14:26	00:00	07:26	Telco Line	Maintenance went wrong on unannounced fibre work

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
The Congregation Of The Daughters Of The Cross Of Liege	04/05/2014 07:00	04/05/2014 14:26	00:00	07:26	Telco Line	Maintenance went wrong on unannounced fibre work
Chelmsford College	04/05/2014 07:00	04/05/2014 14:26	00:00	07:26	Telco Line	Maintenance went wrong on unannounced fibre work
Anglia Ruskin University, Chelmsford	04/05/2014 07:00	04/05/2014 14:26	00:00	07:26	Telco Line	Maintenance went wrong on unannounced fibre work
University Campus Suffolk Ltd, via Ipswich	04/05/2014 07:00	04/05/2014 14:26	00:00	07:26	Telco Line	Maintenance went wrong on unannounced fibre work
The Sixth Form College, Colchester	04/05/2014 07:00	04/05/2014 14:26	00:00	07:26	Telco Line	Maintenance went wrong on unannounced fibre work
Suffolk New College	04/05/2014 07:00	04/05/2014 14:26	00:00	07:26	Telco Line	Maintenance went wrong on unannounced fibre work
East of England Broadband Network, Suffolk County Council	04/05/2014 07:00	04/05/2014 14:26	00:00	07:26	Telco Line	Maintenance went wrong on unannounced fibre work
University of Essex, Social Science Research Centre Building	04/05/2014 07:00	04/05/2014 14:26	00:00	07:26	Telco Line	Maintenance went wrong on unannounced fibre work
Colchester Institute Enterprises Limited, Sheepen Road	04/05/2014 07:00	04/05/2014 14:26	00:00	07:26	Telco Line	Maintenance went wrong on unannounced fibre work
The Babraham Institute, via Cambridge	06/05/2014 16:57	06/05/2014 17:17	00:00	00:20	Customer Unscheduled Maintenance	Customer unscheduled maintenance
Anglia Ruskin University, University Centre Peterborough	13/05/2014 07:00	13/05/2014 07:19	00:00	00:19	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Peterborough Regional College	13/05/2014 07:00	13/05/2014 07:19	00:00	00:19	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
East of England Broadband Network, Peterborough City Council	13/05/2014 07:00	13/05/2014 07:19	00:00	00:19	Regional Scheduled	Scheduled maintenance within EastERN

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Maintenance	
Peterborough City Council, Personal & Community Development	13/05/2014 07:00	13/05/2014 07:19	00:00	00:19	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Anglia Ruskin University, Peterborough Campus	13/05/2014 07:00	13/05/2014 07:19	00:00	00:19	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Luton Sixth Form College	13/05/2014 07:19	13/05/2014 07:44	00:00	00:25	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
West Nottinghamshire College, Milton Keynes	13/05/2014 07:19	13/05/2014 07:44	00:00	00:25	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
University of Buckingham	13/05/2014 07:19	13/05/2014 07:44	00:00	00:25	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
The Open University, Milton Keynes	13/05/2014 07:19	13/05/2014 07:44	00:00	00:25	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Oaklands College	13/05/2014 07:19	13/05/2014 07:44	00:00	00:25	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Milton Keynes College, Bletchley Park Campus	13/05/2014 07:19	13/05/2014 07:44	00:00	00:25	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
East of England Broadband Network, Luton Borough Council	13/05/2014 07:19	13/05/2014 07:44	00:00	00:25	Regional Scheduled Maintenance	Scheduled maintenance within EastERN

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Milton Keynes College, University Centre	13/05/2014 07:19	13/05/2014 07:44	00:00	00:25	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Central Bedfordshire College	13/05/2014 07:19	13/05/2014 07:44	00:00	00:25	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Buckinghamshire New University, via Milton Keynes	13/05/2014 07:19	13/05/2014 07:44	00:00	00:25	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Bedford College	13/05/2014 07:19	13/05/2014 07:44	00:00	00:25	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
East of England Broadband Network, Bedford Borough Council, Link 2	13/05/2014 07:19	13/05/2014 07:44	00:00	00:25	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
East of England Broadband Network, Bedford Borough Council, Link 1	13/05/2014 07:19	13/05/2014 07:44	00:00	00:25	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Barnfield College	13/05/2014 07:19	13/05/2014 07:44	00:00	00:25	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Milton Keynes Council, Personal & Community Development	13/05/2014 07:19	13/05/2014 07:44	00:00	00:25	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Milton Keynes College, Chaffron Way Campus	13/05/2014 07:19	13/05/2014 07:44	00:00	00:25	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
East of England Broadband Network, Milton Keynes Council	13/05/2014 07:19	13/05/2014 07:44	00:00	00:25	Regional Scheduled	Scheduled maintenance within EastERN

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Maintenance	
European Bioinformatics Institute, via Cambridge	13/05/2014 07:38	13/05/2014 07:49	00:00	00:11	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
East of England Broadband Network, Cambridgeshire County Council	13/05/2014 07:38	13/05/2014 07:49	00:00	00:11	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Anglia Ruskin University, Cambridge	13/05/2014 07:38	13/05/2014 07:49	00:00	00:11	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
The Babraham Institute, via Cambridge	13/05/2014 07:38	13/05/2014 07:49	00:00	00:11	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Buckinghamshire County Council, Chiltern and South Bucks Area Office	13/05/2014 07:38	13/05/2014 07:49	00:00	00:11	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Huntingdonshire Regional College	13/05/2014 07:38	13/05/2014 07:49	00:00	00:11	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
University of Cambridge, Cambridge University Press	13/05/2014 07:38	13/05/2014 07:49	00:00	00:11	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
East of England Broadband Network, Central Bedfordshire Council	13/05/2014 07:38	13/05/2014 07:49	00:00	00:11	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Delivery of Advanced Network Technology to Europe Limited, via Cambridge	13/05/2014 07:38	13/05/2014 07:49	00:00	00:11	Regional Scheduled Maintenance	Scheduled maintenance within EastERN

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Hills Road Sixth Form College	13/05/2014 07:38	13/05/2014 07:49	00:00	00:11	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Cambridge Regional College	13/05/2014 07:38	13/05/2014 07:49	00:00	00:11	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Long Road Sixth Form College	13/05/2014 07:38	13/05/2014 07:49	00:00	00:11	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Imperial War Museum, Cambridge	13/05/2014 07:38	13/05/2014 07:49	00:00	00:11	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Workers' Educational Association, Cambridge	13/05/2014 07:38	13/05/2014 07:49	00:00	00:11	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
University of Hertfordshire, via Cambridge	13/05/2014 07:38	13/05/2014 07:49	00:00	00:11	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
University of Cambridge	13/05/2014 07:38	13/05/2014 07:49	00:00	00:11	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
The College of West Anglia, King's Lynn Campus	13/05/2014 07:38	13/05/2014 07:49	00:00	00:11	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Natural Environment Research Council, British Antarctic Survey	13/05/2014 07:38	13/05/2014 07:49	00:00	00:11	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Proquest Information and Learning Limited	13/05/2014 07:38	13/05/2014 07:49	00:00	00:11	Regional Scheduled	Scheduled maintenance within EastERN

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Maintenance	
The Easton and Otley College, Otley Campus	13/05/2014 07:38	13/05/2014 07:49	00:00	00:11	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
North Hertfordshire College	13/05/2014 07:38	13/05/2014 07:49	00:00	00:11	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
West Suffolk College	13/05/2014 07:38	13/05/2014 07:49	00:00	00:11	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
The College of West Anglia, King's Lynn Campus	15/05/2014 07:28	15/05/2014 07:31	00:00	00:03	Unknown	.
Buckinghamshire County Council, Chiltern and South Bucks Area Office	17/05/2014 09:51	17/05/2014 16:56	00:00	07:05	Customer Scheduled Maintenance	Site maintenance
East of England Broadband Network, Thurrock Council, Grays	20/05/2014 07:02	20/05/2014 07:22	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
West Herts College	20/05/2014 07:02	20/05/2014 07:22	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
University of Bedfordshire, Luton Campus	20/05/2014 07:02	20/05/2014 07:22	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Oaklands College, Welwyn Garden City Campus	20/05/2014 07:02	20/05/2014 07:22	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
East of England Broadband Network, Thurrock	20/05/2014 07:02	20/05/2014 07:22	00:00	00:20	Regional Scheduled	Scheduled maintenance within EastERN



Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Council, Tilbury					Maintenance	
Colchester Institute Enterprises Limited, Sheepen Road	20/05/2014 07:23	20/05/2014 07:40	00:00	00:17	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
The Sixth Form College, Colchester	20/05/2014 07:23	20/05/2014 07:40	00:00	00:17	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
East of England Broadband Network, Suffolk County Council	20/05/2014 07:23	20/05/2014 07:40	00:00	00:17	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Suffolk New College	20/05/2014 07:23	20/05/2014 07:40	00:00	00:17	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
University Campus Suffolk Ltd, via Ipswich	20/05/2014 07:23	20/05/2014 07:40	00:00	00:17	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
University of Essex, Colchester Campus	20/05/2014 07:23	20/05/2014 07:40	00:00	00:17	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Lowestoft Sixth Form College	20/05/2014 07:42	20/05/2014 08:01	00:00	00:19	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Lowestoft College	20/05/2014 07:42	20/05/2014 08:01	00:00	00:19	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
East Norfolk Sixth Form College	20/05/2014 07:42	20/05/2014 08:01	00:00	00:19	Regional Scheduled Maintenance	Scheduled maintenance within EastERN

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
University of East Anglia, Norwich Campus, Link I	20/05/2014 07:42	20/05/2014 08:01	00:00	00:19	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
NBI Partnership Limited, Norwich Biosciences	20/05/2014 07:42	20/05/2014 08:01	00:00	00:19	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Paston Sixth Form College	20/05/2014 07:42	20/05/2014 08:01	00:00	00:19	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Norwich University of the Arts	20/05/2014 07:42	20/05/2014 08:01	00:00	00:19	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
East of England Broadband Network, Norfolk County Council	20/05/2014 07:42	20/05/2014 08:01	00:00	00:19	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
City College Norwich	20/05/2014 07:42	20/05/2014 08:01	00:00	00:19	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
The Easton and Otley College, Easton Campus	20/05/2014 07:42	20/05/2014 08:01	00:00	00:19	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
Great Yarmouth College	20/05/2014 07:42	20/05/2014 08:01	00:00	00:19	Regional Scheduled Maintenance	Scheduled maintenance within EastERN
The Easton and Otley College, Otley Campus	22/05/2014 16:18	22/05/2014 16:49	00:00	00:31	Customer Environment	Site power outage
Imperial War Museum, Cambridge	24/05/2014 10:58	24/05/2014 12:03	00:00	01:05	Customer Environment	Local power issue

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Milton Keynes College, University Centre	27/05/2014 17:11	27/05/2014 17:29	00:00	00:18	Customer Unscheduled Maintenance	Unscheduled maintenance
East of England Broadband Network, Southend on Sea Borough Council	30/05/2014 05:35	30/05/2014 06:46	00:00	01:11	Customer Environment	Power issues at site