

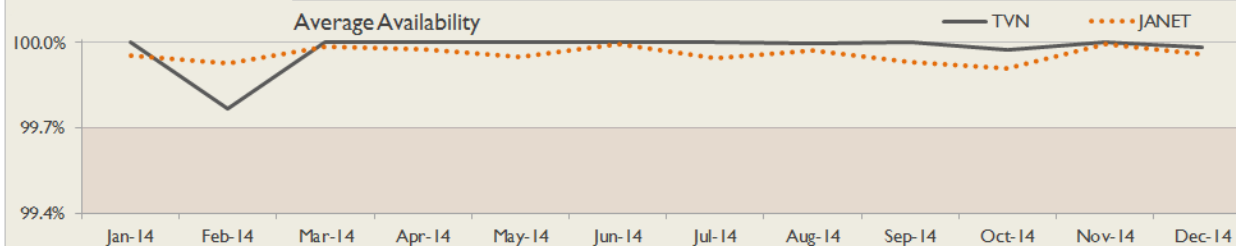


TVN Service Report

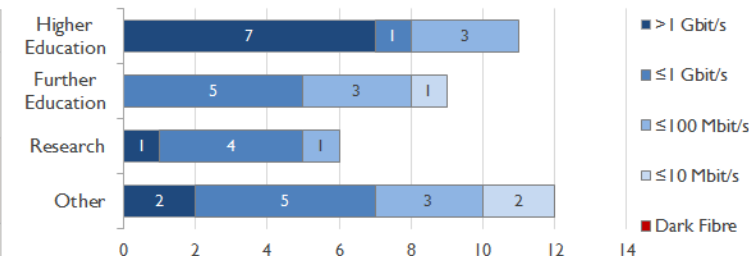
December 2014

Service Reliability

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

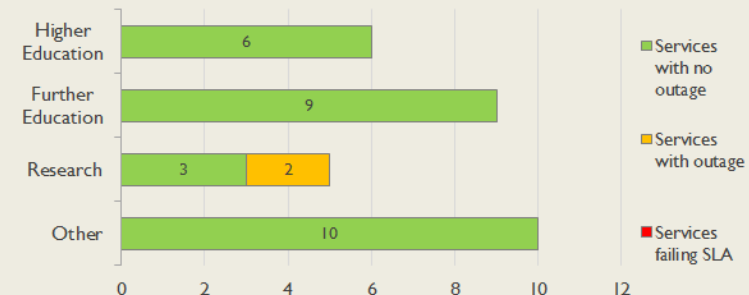


Connections in TVN by Bandwidth



Average Availability of All Services in TVN				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
99.98%	9	99.98%	125	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	
4h 11m		0.24		6h 03m		0.62	
Based on 15 faults over the last 24 months				Based on 1221 faults over the last 24 months			

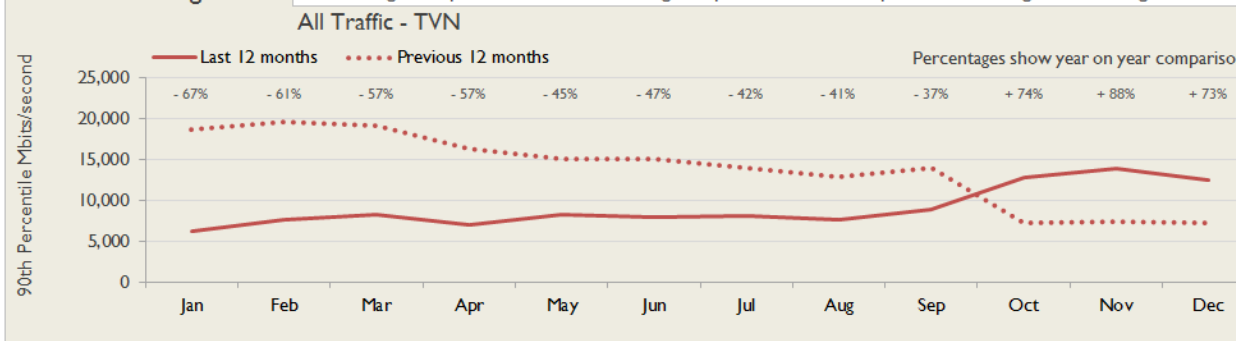
TVN Service Outages - Last 12 Months



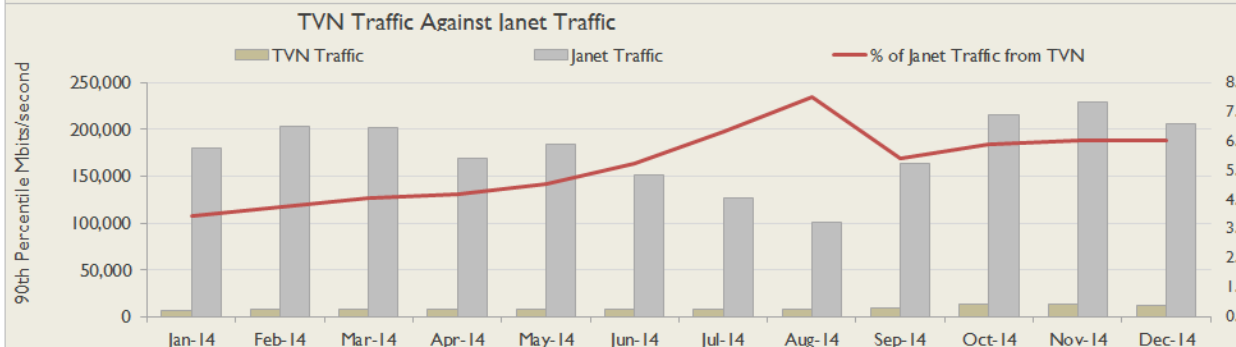
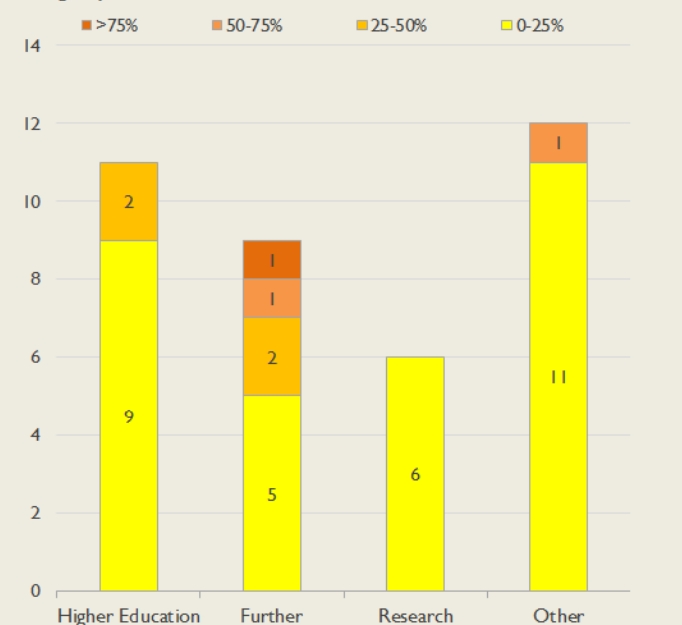
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

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
Abingdon and Witney College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Activate Learning	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Activate Learning	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	100%	100%	>99.99%
Aylesbury College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Buckinghamshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Buckinghamshire New University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Defence Academy of the United Kingdom	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
European Centre for Medium-Range Weather Forecasts	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc Collections and Janet Limited	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	100%	100%	>99.99%
Medical Research Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.18%	100%	100%	99.93%
Medical Research Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.41%	99.95%
Natural Environment Research Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
New College Swindon	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Newbury College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oxford Brookes University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oxfordshire County Council	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
Reading Borough Council	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Royal Borough of Windsor and Maidenhead	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Borough of Windsor and Maidenhead	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Ruskin College	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	100%	100%	>99.99%
Science and Technology Facilities Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Slough Borough Council	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Swindon College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Henley College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Reading	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Reading	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
United Kingdom Atomic Energy Authority	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Oxford	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	100%	100%	>99.99%
University of Oxford	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	100%	100%	>99.99%
University of Oxford				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months

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
Medical Research Council, MRC Harwell	02/12/2014 10:15	02/12/2014 14:39	00:00	04:24	Regional Other	Circuit erroneously cancelled by Janet Connections (wrong circuit ID given to telco)
Natural Environment Research Council, Joint Research Council HQ, North Star House	09/12/2014 00:54	09/12/2014 03:13	00:00	02:19	Telco Maintenance	Scheduled Maintenance