

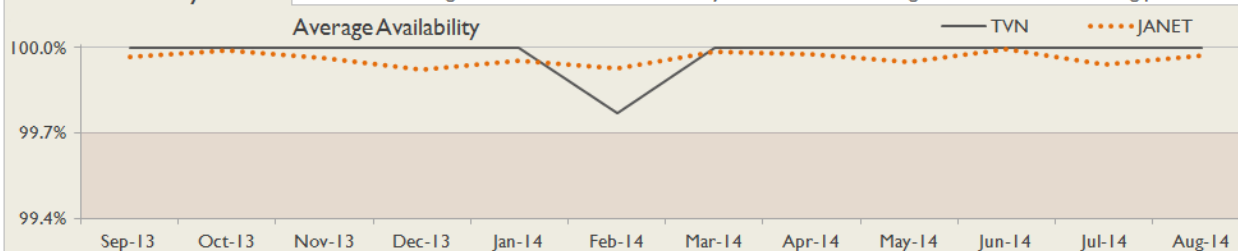


TVN Service Report

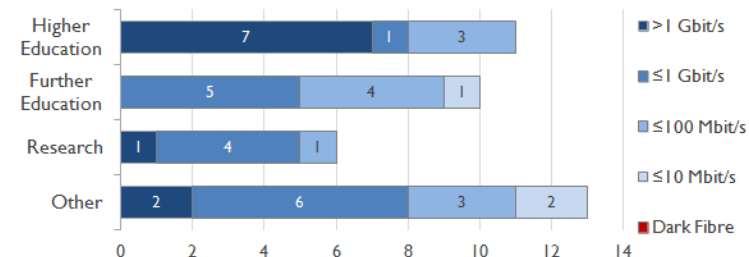
August 2014

Service Reliability

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

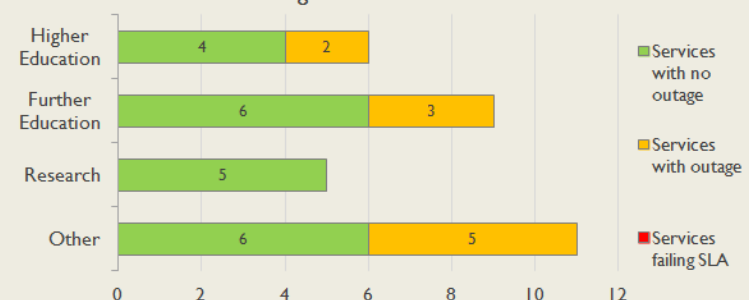


Connections in TVN by Bandwidth



Average Availability of All Services in TVN				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
>99.99%	1	99.98%	105	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	
4h 26m		0.21		5h 30m		0.74	
Based on 14 faults over the last 24 months				Based on 1446 faults over the last 24 months			

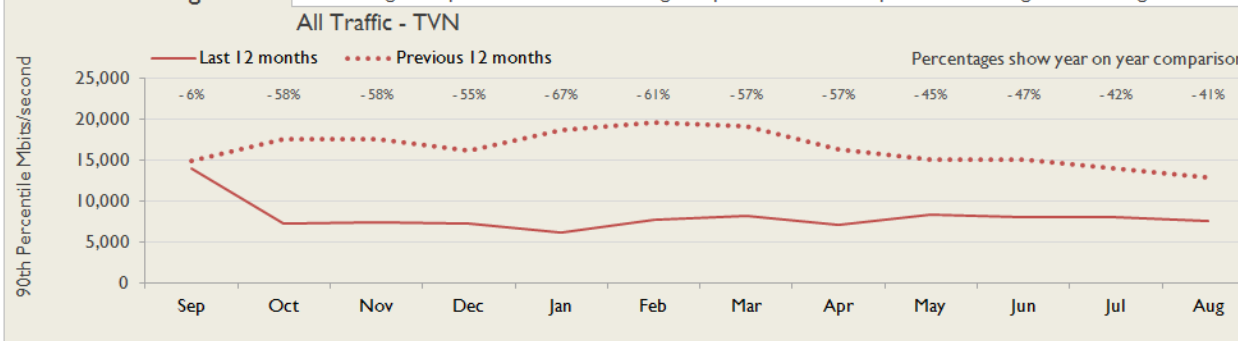
TVN Service Outages - Last 12 Months



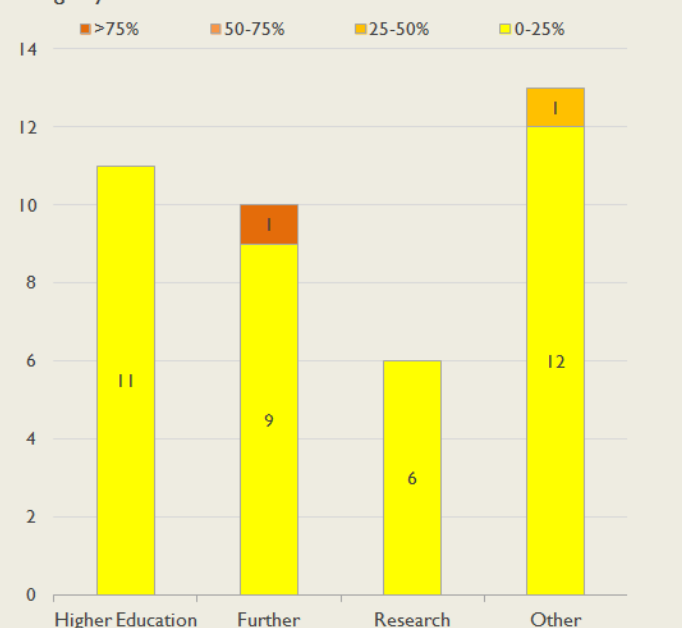
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

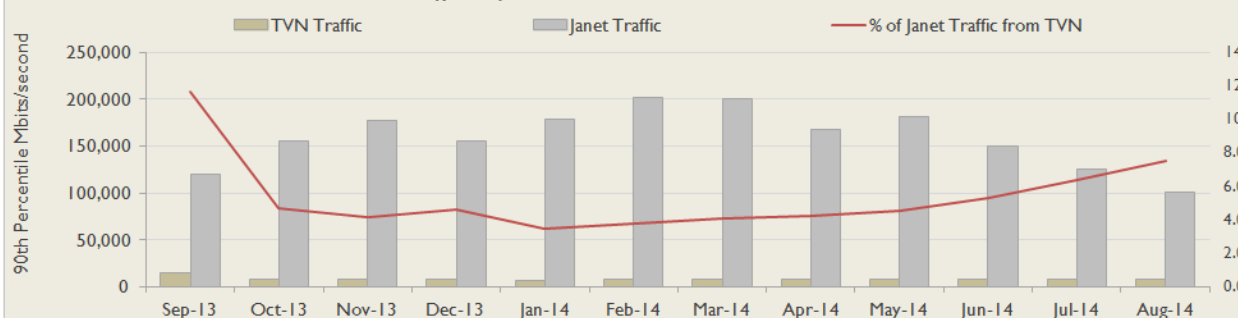
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



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



TVN 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
Abingdon and Witney College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Activate Learning, Oxford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	>99.99%
Activate Learning, Reading College Campus	100%	100%	100%	100%	100%	>99.99%	100%	100%	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, North Leigh	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	>99.99%
Medical Research Council, David Phillips Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, MRC Harwell	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, CEH Wallingford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, Joint Research Council HQ	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%

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
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%
Reading Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	>99.99%	100%	100%	100%	100%	100%	100%	>99.99%
Royal Borough of Windsor and Maidenhead, Tinkers Lane	100%	100%	100%	100%	100%	>99.99%	100%	100%	100%	100%	100%	100%	>99.99%
Royal Borough of Windsor and Maidenhead, York Stream House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ruskin College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	>99.99%
Science and Technology Facilities Council, Rutherford Appleton Laboratory	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Slough Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	>99.99%	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 Numerical Algorithms Group Ltd	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	>99.99%
The University of Reading	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Reading, Henley Business School	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
United Kingdom Atomic Energy Authority, Culham Science Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Oxford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	>99.99%
University of Oxford, Bodleian Facility								100%	100%	100%	100%	100%	<12 Months

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 Oxford, Institute for Reproductive Services	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	>99.99%
West Nottinghamshire College, Banbury			100%	100%	100%	92.37%	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
Aylesbury College, via Oxford	06/08/2014 16:07	06/08/2014 16:15	00:00	00:08	Regional Environment	Power failure at PoP
Ruskin College	06/08/2014 16:07	06/08/2014 16:15	00:00	00:08	Regional Environment	Power failure at PoP
University of Oxford, Institute for Reproductive Services	06/08/2014 16:07	06/08/2014 16:15	00:00	00:08	Regional Environment	Power failure at PoP
University of Oxford, Link 2	06/08/2014 16:07	06/08/2014 16:15	00:00	00:08	Regional Environment	Power failure at PoP
Activate Learning, Oxford Campus	06/08/2014 16:07	06/08/2014 16:15	00:00	00:08	Regional Environment	Power failure at PoP
Buckinghamshire County Council, Personal & Community Development	06/08/2014 16:07	06/08/2014 16:15	00:00	00:08	Regional Environment	Power failure at PoP
Jisc Collections and Janet Limited, North Leigh	06/08/2014 16:07	06/08/2014 16:15	00:00	00:08	Regional Environment	Power failure at PoP
Natural Environment Research Council, Joint Research Council HQ, North Star House	06/08/2014 16:07	06/08/2014 16:15	00:00	00:08	Regional Environment	Power failure at PoP
The Numerical Algorithms Group Ltd	06/08/2014 16:07	06/08/2014 16:15	00:00	00:08	Regional Environment	Power failure at PoP
Oxford Brookes University, via Banbury Road	06/08/2014 16:07	06/08/2014 16:15	00:00	00:08	Regional Environment	Power failure at PoP
Oxfordshire County Council, County Hall	06/08/2014 16:07	06/08/2014 16:15	00:00	00:08	Regional Environment	Power failure at PoP
University of Oxford, Link I	06/08/2014 16:07	06/08/2014 16:15	00:00	00:08	Regional	Power failure at PoP

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Environment	
University of Oxford, Bodleian Facility	16/08/2014 09:36	16/08/2014 15:37	00:00	06:01	Customer Environment	Power issues affecting University of Oxford, Bodleian Facility
Aylesbury College, via Oxford	27/08/2014 09:48	27/08/2014 11:17	00:00	01:29	Telco Equipment	Telco equipment fault
Defence Academy of the United Kingdom	29/08/2014 21:04	29/08/2014 21:42	00:00	00:38	Customer Unscheduled Maintenance	Site firewall maintenance