

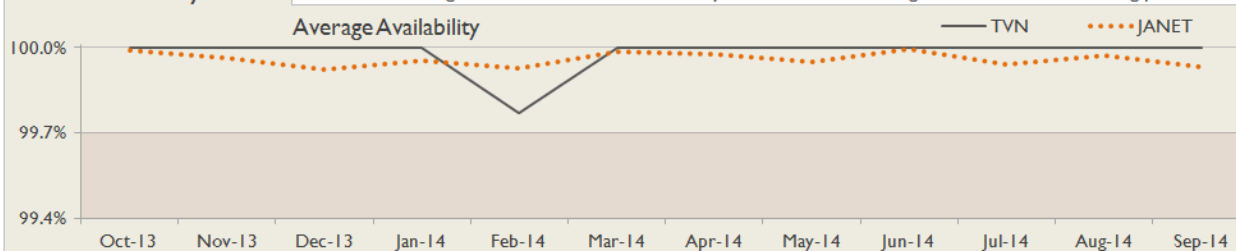


TVN Service Report

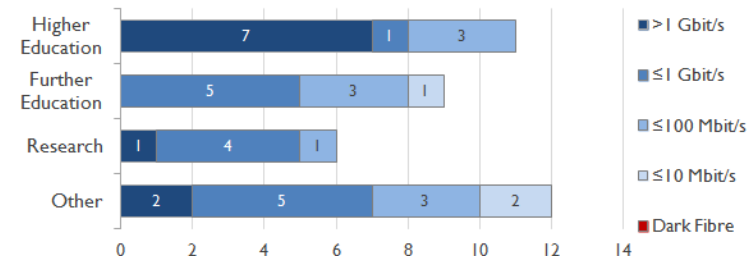
September 2014

Service Reliability

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

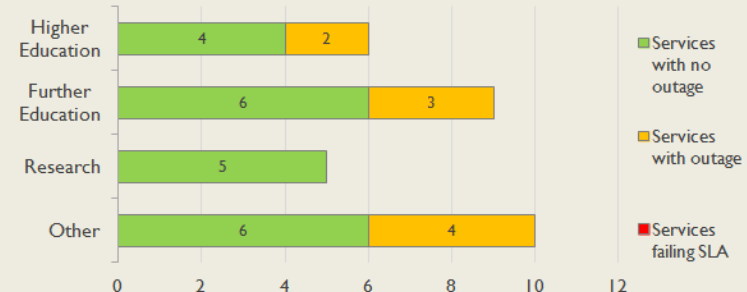


Connections in TVN by Bandwidth



Average Availability of All Services in TVN				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	99.98%	105	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	
4h 26m		0.23		5h 12m		0.71	
Based on 14 faults over the last 24 months				Based on 1378 faults over the last 24 months			

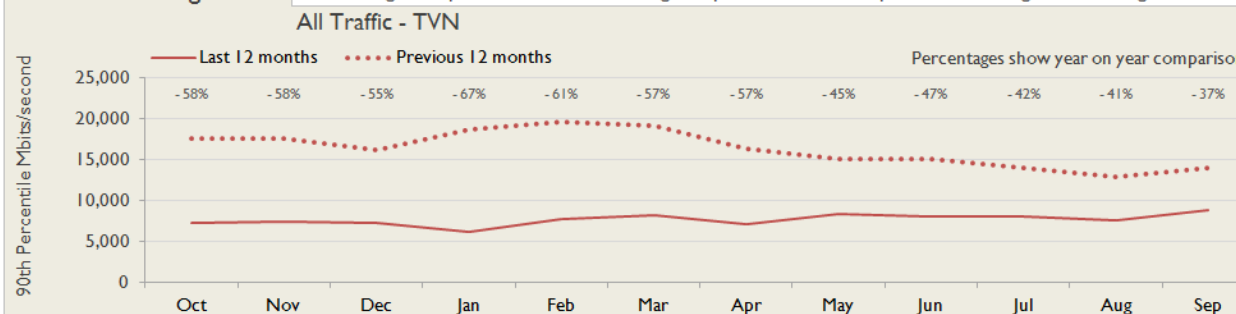
TVN Service Outages - Last 12 Months



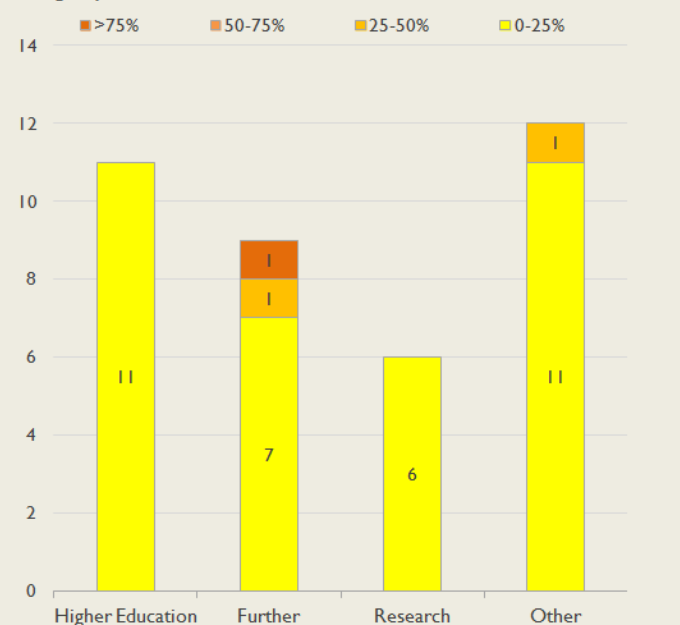
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

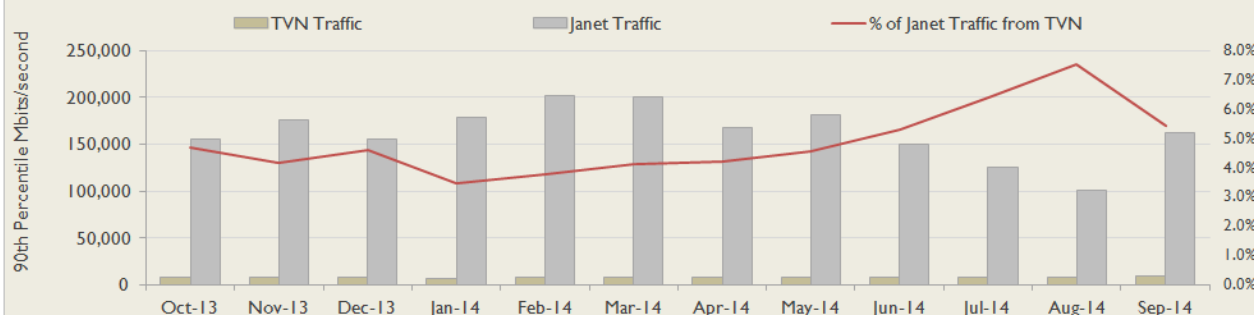
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



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	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
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%	99.98%	100%	>99.99%
Activate Learning, Reading College Campus	100%	100%	100%	100%	>99.99%	100%	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%	99.98%	100%	>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%
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%	>99.99%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Royal Borough of Windsor and Maidenhead, Tinkers Lane	100%	100%	100%	100%	>99.99%	100%	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%	99.98%	100%	>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	100%	100%	100%	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	>99.99%

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
Development													
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, 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%	99.98%	100%	>99.99%
University of Oxford, Bodleian Facility							100%	100%	100%	100%	100%	100%	<12 Months
University of Oxford, Institute for Reproductive Services	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	>99.99%

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
New College Swindon	02/09/2014 14:40	02/09/2014 14:58	00:00	00:18	Unknown	Unknown
University of Surrey, Manor Park Campus	04/09/2014 23:17	09/09/2014 22:14	00:00	22:57	Customer Scheduled Maintenance	Scheduled maintenance
Medical Research Council, MRC Harwell	19/09/2014 07:38	19/09/2014 09:21	00:00	01:43	Customer Equipment	Customer firewall failure
Medical Research Council, MRC Harwell	26/09/2014 23:32	27/09/2014 00:07	00:00	00:35	Customer Equipment	Customer firewall failure
The University of Reading, Department of Meteorology	30/09/2014 10:01	30/09/2014 10:17	00:00	00:16	Customer Scheduled Maintenance	Site 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
Abingdon and Witney College	100Mbit/s	39%	50%	41%	52%	52%	70%	23%	54%	60%	12%	9%	37%
Activate Learning, Oxford Campus	1Gbit/s	8%	10%	10%	11%	12%	14%	8%	12%	10%	2%	2%	10%
Activate Learning, Reading College Campus	1Gbit/s	39%	48%	42%	51%	52%	6%	4%	5%	6%	2%	1%	2%
Aylesbury College, via Oxford	200Mbit/s	19%	19%	18%	20%	19%	20%	15%	16%	19%	11%	4%	18%
Buckinghamshire County Council, Personal & Community Development	500Mbit/s	7%	7%	6%	6%	8%	19%	9%	8%	3%	1%	<0.5%	<0.5%
Buckinghamshire New University, via Reading	1Gbit/s	21%	22%	22%	24%	26%	25%	21%	25%	16%	8%	4%	21%
Defence Academy of the United Kingdom	100Mbit/s	38%	43%	24%	33%	43%	51%	53%	41%	47%	50%	36%	44%
European Centre for Medium-Range Weather Forecasts, via Neos	10Gbit/s	14%	16%	13%	7%	12%	18%	18%	18%	17%	19%	19%	20%
European Centre for Medium-Range Weather Forecasts, via Reading	10Gbit/s	6%	<0.5%	7%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Jisc Collections and Janet Limited, North Leigh	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	1%	1%	<0.5%	1%	<0.5%	<0.5%	<0.5%
Medical Research Council, David Phillips Building	100Mbit/s	3%	3%	3%	3%	4%	4%	4%	3%	4%	5%	4%	4%
Medical Research Council, MRC Harwell	1Gbit/s	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%
Natural Environment Research Council, CEH, Wallingford	1Gbit/s	7%	4%	4%	4%	5%	7%	6%	11%	7%	11%	10%	12%
Natural Environment Research Council, Joint Research Council HQ, North Star House	400Mbit/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%
Natural Environment Research Council, Joint Research Council HQ, Polaris House	1Gbit/s	14%	13%	12%	12%	12%	13%	14%	14%	14%	14%	16%	16%
New College Swindon	1Gbit/s	5%	7%	6%	7%	7%	8%	5%	5%	3%	1%	1%	7%
Newbury College	100Mbit/s	14%	16%	13%	20%	17%	21%	10%	16%	21%	8%	2%	12%
Oxford Brookes University, via Banbury Road	10Gbit/s	11%	12%	12%	9%	14%	14%	13%	12%	5%	5%	4%	12%
Oxford Brookes University, via Old Indian Institute	10Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	4%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Oxfordshire County Council, County Hall	1Gbit/s	24%	24%	19%	18%	18%	17%	14%	16%	16%	14%	12%	13%
Reading Borough Council, Personal & Community Development	10Mbit/s	2%	2%	1%	1%	2%	2%	2%	2%	2%	2%	1%	2%
Royal Borough of Windsor and Maidenhead, Tinkers	100Mbit/s	1%	1%	2%	1%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%

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
Lane													
Royal Borough of Windsor and Maidenhead, York Stream House	200Mbit/s	39%	44%	39%	40%	29%	19%	9%	9%	9%	10%	10%	10%
Ruskin College	10Mbit/s	109%	134%	93%	127%	136%	150%	110%	138%	181%	114%	87%	97%
Science and Technology Facilities Council, Rutherford Appleton Laboratory, via Bradley Stoke	40Gbit/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%
Slough Borough Council, Personal & Community Development	10Mbit/s	9%	12%	9%	13%	16%	17%	4%	7%	11%	4%	1%	3%
Swindon College	1Gbit/s	3%	4%	4%	5%	4%	5%	4%	5%	5%	1%	1%	4%
The Henley College	100Mbit/s	18%	21%	17%	23%	22%	27%	13%	19%	19%	5%	2%	23%
The University of Reading, Department of Meteorology	10Gbit/s	10%	11%	10%	12%	13%	12%	7%	13%	11%	4%	3%	6%
The University of Reading, Henley Business School	100Mbit/s	8%	8%	6%	8%	9%	11%	10%	9%	14%	14%	9%	10%
The University of Reading, Mathematics and IT Services	10Gbit/s	6%	6%	7%	6%	8%	7%	5%	9%	5%	5%	5%	6%
United Kingdom Atomic Energy Authority, Culham Science Centre, via Neos	1Gbit/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%
United Kingdom Atomic Energy Authority, Culham Science Centre, via Reading	400Mbit/s	20%	30%	19%	20%	19%	22%	21%	25%	16%	17%	15%	20%
University of Oxford, Bodleian Facility	100Mbit/s	0%	0%	0%	0%	0%	0%	2%	2%	2%	2%	2%	2%
University of Oxford, Institute for Reproductive Services	100Mbit/s	6%	6%	6%	6%	6%	6%	7%	7%	9%	10%	14%	14%
University of Oxford, Link 1	10Gbit/s	8%	8%	7%	9%	9%	8%	8%	8%	5%	8%	21%	23%
University of Oxford, Link 2	10Gbit/s	6%	5%	4%	6%	8%	5%	5%	5%	22%	29%	15%	6%
University of Surrey, Manor Park Campus	10Gbit/s	28%	31%	27%	28%	33%	38%	3%	4%	3%	3%	3%	3%