



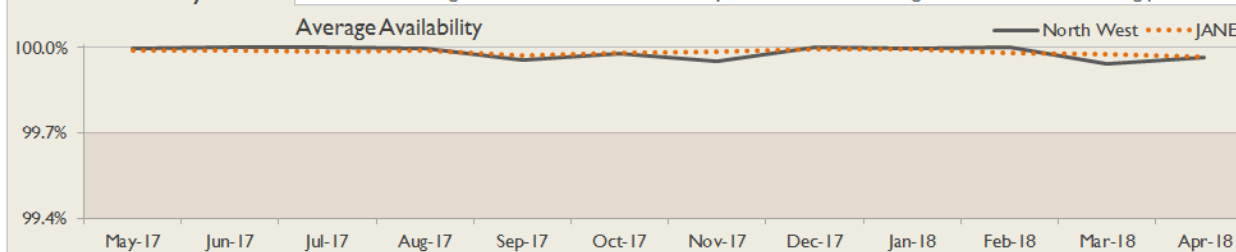
North West Service Report

April 2018



Service Reliability

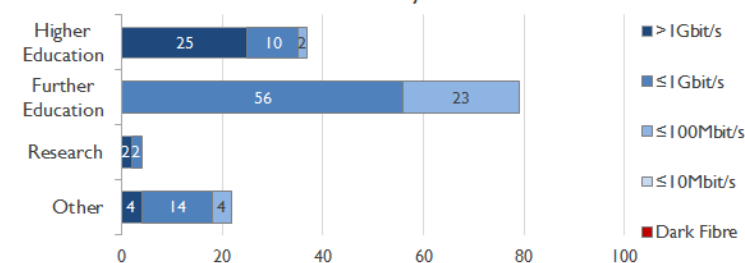
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



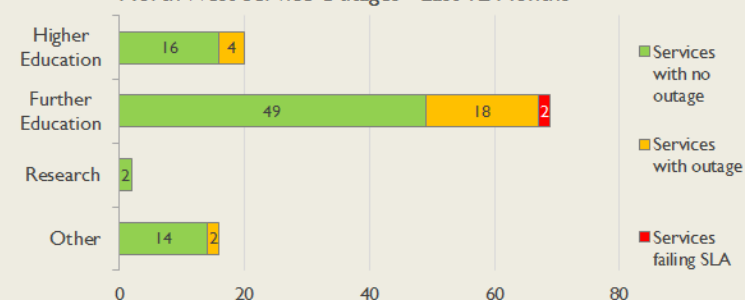
Average Availability of All Services in North West				Average Availability of All Services in Janet			
Apr 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Apr 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.97%	15	99.98%	95	99.97%	13	99.98%	86
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
4h 17m		0.76		4h 59m		0.36	
Based on 170 faults over the last 24 months				Based on 835 faults over the last 24 months			

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

Connections in North West by Contractual Bandwidth

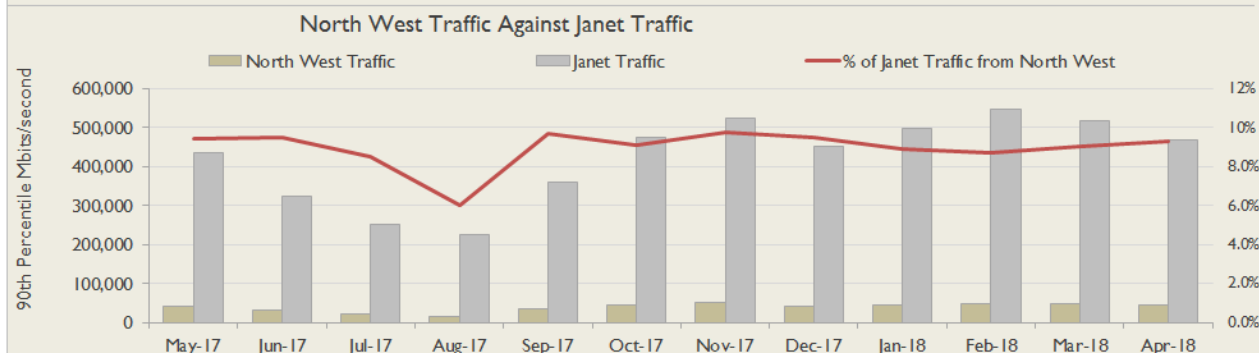
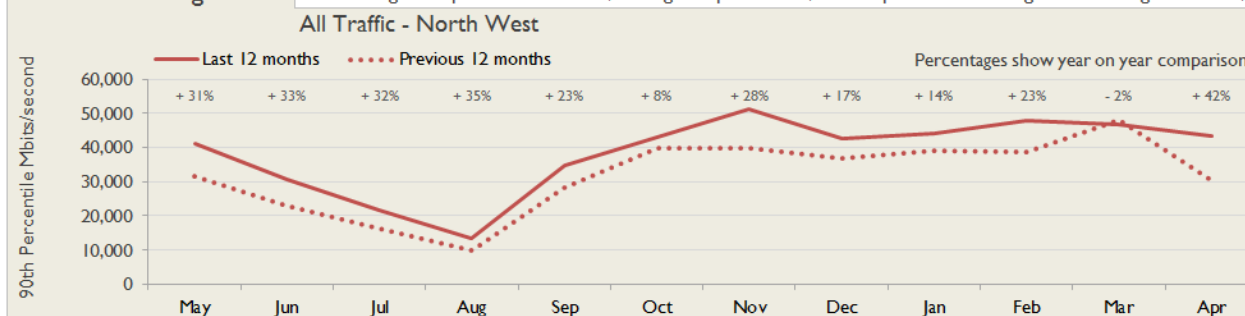


North West Service Outages - Last 12 Months

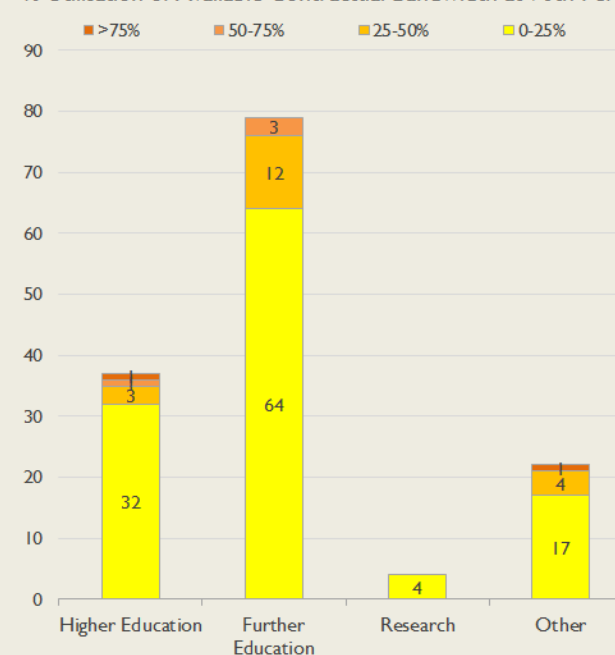


Connection Usage

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



% Utilisation of Available Contractual 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

Monthly and annual availabilities falling below 99.7% are highlighted

* Service has resilience - where an organisation retains connectivity during an outage period by means of a second connection, the outage is not counted against its availability figures

Service	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	12 Month Rolling Availability
Accrington and Rossendale College	100%	100%	100%	100%	100%	100%	95.86%	100%	100%	100%	100%	100%	99.66%
Aquinas College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ashton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Birkenhead Sixth Form College	100%	100%	100%	100%	96.48%	100%	100%	100%	100%	100%	100%	96.12%	99.38%
Blackburn College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Blackburn with Darwen Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Blackpool and The Fylde College, South Building Annex	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Blackpool and The Fylde College, University Centre	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	>99.99%
Bolton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bolton Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	100%	99.81%	100%	100%	100%	100%	100%	100%	100%	99.98%
Bolton Sixth Form College, Town Centre Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bridge College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Burnley College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	12 Month Rolling Availability
Bury College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bury Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bury Metropolitan Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cardinal Newman College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Carmel College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cheadle and Marple Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cheshire East Council, Riverside Campus *	100%	100%	100%	100%	100%	99.47%	99.70%	100%	100%	100%	100%	100%	99.93%
City of Stoke-on-Trent Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Edge Hill University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Edge Hill University, Manchester	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Holy Cross College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hopwood Hall College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hugh Baird College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Imperial War Museum, IWM North	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc Commercial Limited, Ovid Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
King George V College	100%	100%	100%	100%	100%	99.30%	100%	100%	100%	100%	100%	100%	99.94%
Knowsley Community College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lancashire County Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Langdon College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Liverpool Hope University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	12 Month Rolling Availability
Liverpool Institute for Performing Arts	100%	100%	100%	100%	99.64%	100%	100%	100%	100%	100%	100%	100%	99.97%
Liverpool John Moores University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Loreto Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
LTE Group, The Manchester College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Macclesfield College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Manchester Metropolitan University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Manchester Metropolitan University, Cheshire Campus		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Manchester Metropolitan University, Crewe Campus		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Manchester Metropolitan University, Film Archive											100%	100%	<12 Months
Myerscough College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.49%	100%	99.96%
Myerscough College, Additional Connection	99.87%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.99%
Natural Environment Research Council, National Oceanography Centre, Liverpool *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NCG, West Lancashire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Nelson and Colne College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	>99.99%
Newcastle and Stafford Colleges Group, Newcastle-under-Lyme College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Newcastle and Stafford Colleges Group, Stafford College *	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%
Oldham Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oldham Sixth Form College, Science Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	12 Month Rolling Availability
Oldham Sixth Form College, Union Street West	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Preston College, via London Powergate	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	96.88%	100%	99.73%
Preston College, via UCLAN	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Priestley College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Reaseheath College *	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Redcar and Cleveland College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Regent College Limited	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Riverside College Halton, Halton College Campus	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Rochdale Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Northern College of Music	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Runshaw College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Salford City College, Pendleton Sixth Form Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Salford City College, Walkden Sixth Form Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Salford City Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Science and Technology Facilities Council, Daresbury Laboratory *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Seashell Trust	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sir John Deane's College	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
South Cheshire College	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Southport College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Staffordshire University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	12 Month Rolling Availability
Staffordshire University, Stoke-on-Trent Express Route *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Helens College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Helens Council, Lincoln House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Helens Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Helens Council, Town Hall	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St John Rigby College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.20%	100%	99.77%
St Mary's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stockport College	100%	100%	100%	99.62%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Stockport Metropolitan Borough Council *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stockton Riverside College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	>99.99%
Stoke-on-Trent College	100%	100%	100%	100%	99.24%	100%	100%	100%	100%	100%	100%	100%	99.94%
Stoke-on-Trent College, Burslem Campus	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	>99.99%
Tameside College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The City of Liverpool College, Learning Exchange						100%	100%	100%	100%	100%	100%	100%	<12 Months
The Co-operative College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The David Lewis Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Liverpool School of Tropical Medicine *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Oldham College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Open University, Manchester	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Science Museum, Museum of Science and Industry Manchester	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	12 Month Rolling Availability
The University of Bolton *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Manchester *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Manchester, Ahmed Iqbal Ullah Race Relations Resource Centre											100%	100%	<12 Months
Trafford College, Altrincham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Trafford College, The Centre for Science and Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Trafford Council, North West Learning Grid *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Central Lancashire *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Chester	100%	100%	100%	100%	100%	99.47%	99.70%	100%	100%	100%	100%	100%	99.93%
University of Chester, Leighton Hospital	100%	100%	100%	99.97%	100%	99.47%	100%	100%	99.69%	100%	100%	100%	99.93%
University of Keele, University Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Liverpool *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Salford *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Salford, via Salford	100%	100%	100%	100%	100%	99.78%	100%	100%	100%	100%	100%	100%	99.98%
Warrington & Vale Royal College, Warrington Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Cheshire College	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Wigan & Leigh College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Winstanley College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wirral Metropolitan College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wirral Metropolitan College, Conway Park Campus	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	>99.99%
Workers' Educational Association, North West	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	12 Month Rolling Availability
Xaverian College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Connection outages for current month

Maintenance outages are included in this table - only unscheduled maintenance is counted against availability.

Some of the outages reported below are on circuits which are not connected through the selected region - they appear in the table because they are part of a service whose primary connection does belong to this region.

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Nelson and Colne College	11/04/2018 00:52	11/04/2018 01:04	00:00	00:12	Telco Unscheduled Maintenance	Unscheduled telco maintenance
Birkenhead Sixth Form College	02/04/2018 03:00	03/04/2018 10:58	04:03	27:55	Regional Network Equipment	Faulty port at A-end (Liverpool University)
Cardinal Newman College, via University of Manchester	20/04/2018 02:03	20/04/2018 02:21	00:00	00:18	Telco Scheduled Maintenance	Scheduled maintenance
Edge Hill University, CMIST Building	03/04/2018 07:58	03/04/2018 11:15	00:00	03:17	Customer Scheduled Maintenance	Customer scheduled maintenance
Knowsley Community College	11/04/2018 08:15	11/04/2018 08:34	00:00	00:19	Telco Emergency Maintenance	Emergency maintenance
Natural Environment Research Council, National Oceanography Centre, Liverpool, via LJMU	11/04/2018 08:15	11/04/2018 08:34	00:00	00:19	Telco Emergency Maintenance	Emergency maintenance
University of Salford, Clifford Whitworth Building	19/04/2018 22:15	20/04/2018 00:23	00:00	02:08	Unknown reason for outage	Unknown outage
Imperial War Museum, IWM North	13/04/2018 00:03	13/04/2018 01:15	00:00	01:12	Telco Scheduled Maintenance	Telco scheduled maintenance
Oldham Metropolitan Borough Council, North West Learning Grid	16/04/2018 01:56	16/04/2018 02:10	00:00	00:14	Unknown reason for outage	Unknown outage
Bolton Metropolitan Borough Council, North West Learning Grid	20/04/2018 02:03	20/04/2018 02:21	00:00	00:18	Telco Scheduled Maintenance	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Cheshire East Council, Riverside Campus, Minerva	06/04/2018 08:32	06/04/2018 22:29	00:00	13:57	Customer Line	Fibre break caused by Telco works
The City of Liverpool College, Learning Exchange	09/04/2018 21:01	10/04/2018 03:15	00:00	06:14	Telco Scheduled Maintenance	Scheduled telco maintenance