

janet

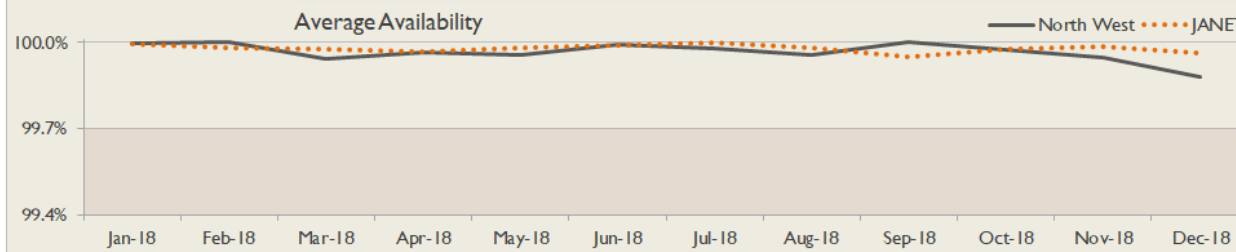
North West Service Report

December 2018

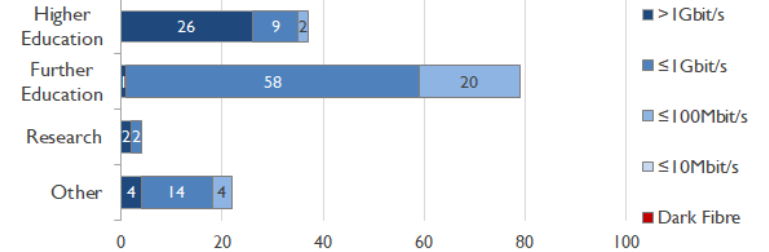


Service Reliability

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

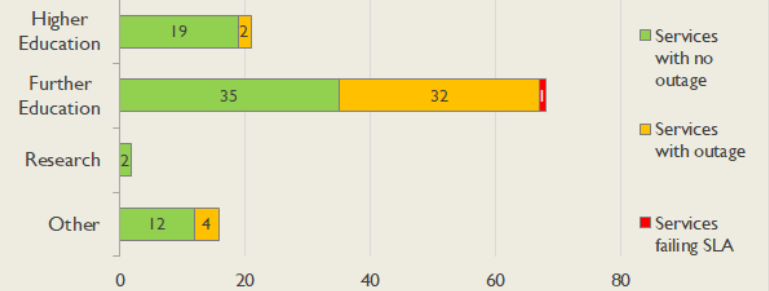


Connections in North West by Contractual Bandwidth



Average Availability of All Services in North West				Average Availability of All Services in Janet			
Dec 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Dec 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.88%	54	99.97%	178	99.96%	17	99.98%	114
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
4h 43m		0.61		4h 54m		0.33	
Based on 134 faults over the last 24 months				Based on 766 faults over the last 24 months			

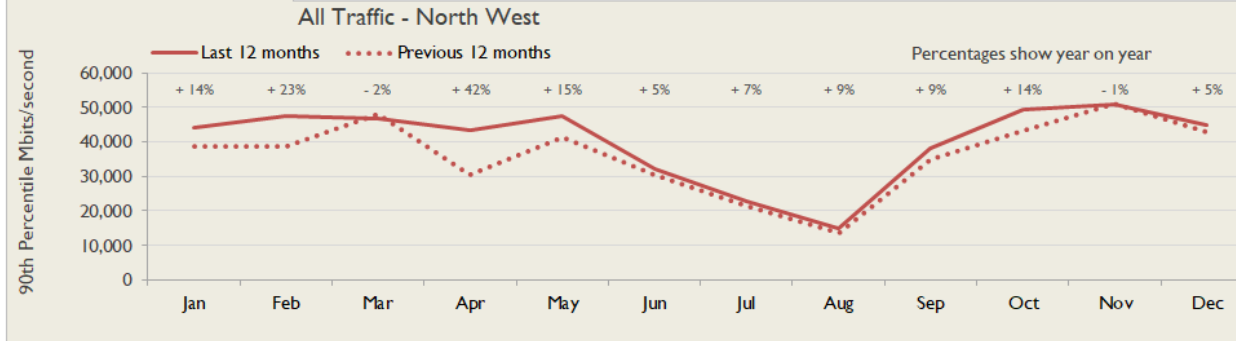
North West Service Outages - Last 12 Months



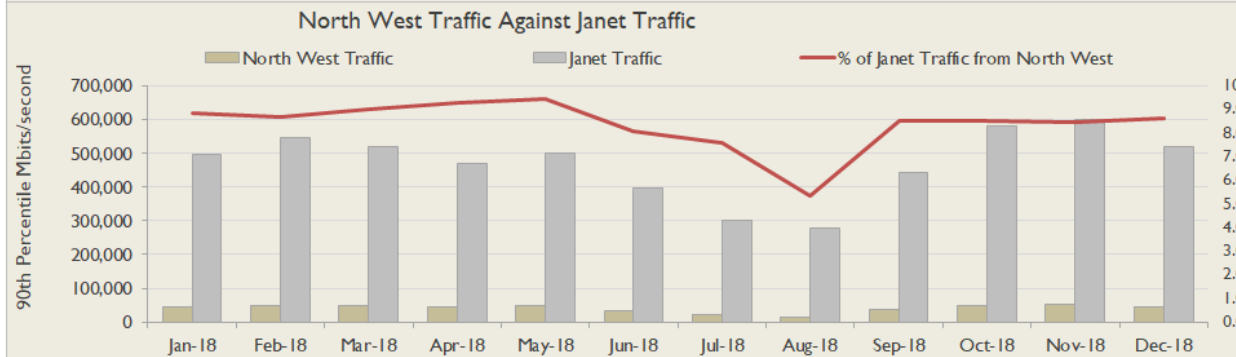
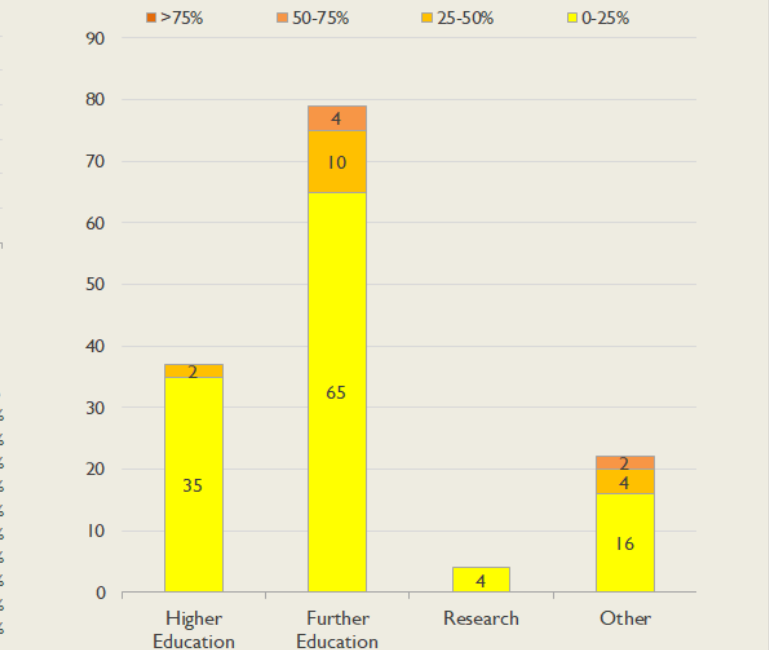
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

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



% 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	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	12 Month Rolling Availability
Accrington and Rossendale College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	96.12%	100%	100%	100%	99.50%	100%	99.66%	100%	100%	99.61%
Blackburn College	100%	100%	100%	100%	100%	100%	100%	99.38%	100%	100%	100%	100%	99.95%
Blackburn with Darwen Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	97.64%	100%	100%	100%	100%	99.80%
Blackpool and The Fylde College, South Building Annex	100%	100%	100%	100%	100%	100%	100%	99.38%	100%	99.56%	100%	100%	99.91%
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	98.11%	99.84%
Burnley College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%

Service	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	12 Month Rolling Availability
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%	<b>99.79%</b>	100%	100%	100%	100%	100%	<b>99.98%</b>
Cheadle and Marple Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cheshire College - South and West, South Cheshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.31%</b>	100%	<b>99.94%</b>
Cheshire College - South and West, West Cheshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.31%</b>	100%	<b>99.94%</b>
Cheshire East Council, Riverside Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of Stoke-on-Trent Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.31%</b>	100%	<b>99.94%</b>
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, King George V College	100%	100%	100%	100%	100%	<b>99.47%</b>	100%	100%	100%	100%	100%	100%	<b>99.96%</b>
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%	<b>98.11%</b>	<b>99.84%</b>
Liverpool Hope University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Liverpool Institute for Performing Arts	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	12 Month Rolling Availability
Liverpool John Moores University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Loreto 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%	100%	100%
Manchester Metropolitan University, Crewe Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Manchester Metropolitan University, Film Archive			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Myerscough College	100%	100%	99.49%	100%	98.70%	100%	100%	100%	100%	100%	100%	100%	99.85%
Myerscough College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	99.79%	99.74%	100%	100%	100%	100%	99.96%
Nelson and Colne College	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Newcastle and Stafford Colleges Group, Newcastle-under-Lyme College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%
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%	96.88%	100%	100%	100%	100%	100%	100%	99.56%	100%	100%	99.70%
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%	99.79%	100%	100%	100%	100%	100%	99.98%

Service	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	12 Month Rolling Availability
Reaseheath College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Redcar and Cleveland College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.56%	100%	100%	99.96%
Regent College Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.31%	100%	99.94%
Riverside College Halton, Halton College Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.31%	100%	99.94%
Rochdale Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Runshaw College *	100%	100%	100%	100%	100%	100%	100%	99.74%	100%	100%	100%	100%	99.98%
Salford City College, Pendleton Sixth Form Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	99.84%
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%
SCMG Enterprises Limited, Museum of Science and Industry Manchester	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%	100%	100%	100%	100%	100%	100%	100%	99.31%	100%	99.94%
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%
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%	99.79%	100%	100%	100%	100%	100%	99.98%
St Helens College, Knowsley Community College			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
St Helens Council, Lincoln House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	99.84%
St Helens Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	99.98%
St Helens Council, Town Hall	100%	100%	100%	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	99.98%

Service	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	12 Month Rolling Availability
St John Rigby RC Sixth Form College	100%	100%	97.20%	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	99.75%
St Mary's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	100%	99.56%	100%	100%	99.96%
Stoke-on-Trent College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stoke-on-Trent College, Burslem Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.56%	100%	100%	99.96%
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%	100%	100%	100%	100%	100%	100%
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%	96.91%	100%	100%	100%	100%	100%	100%	100%	99.74%
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%	99.88%	100%	100%	100%	100%	100%	>99.99%
The Trafford College Group, Stockport College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.31%	98.11%	99.78%
The Trafford College Group, Trafford College - Altrincham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Trafford College Group, Trafford College - The Centre for Science and Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	99.84%
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%	99.73%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Trafford Council, North West Learning Grid *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	12 Month Rolling Availability
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%	100%	100%	100%	100%	100%	100%	100%	100%
University of Chester, Leighton Hospital	<b>99.69%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.31%</b>	100%	<b>99.92%</b>
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, Media City	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Warrington & Vale Royal College, Warrington Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wigan and Leigh College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Winstanley College	100%	100%	100%	100%	100%	100%	<b>99.79%</b>	100%	100%	100%	100%	100%	<b>99.98%</b>
Wirral Metropolitan College	100%	100%	100%	100%	100%	<b>99.47%</b>	<b>99.79%</b>	100%	100%	100%	100%	100%	<b>99.94%</b>
Wirral Metropolitan College, Conway Park Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.56%</b>	100%	100%	<b>99.96%</b>
Workers' Educational Association, North West	100%	100%	100%	100%	100%	100%	<b>99.79%</b>	100%	100%	100%	100%	100%	<b>99.98%</b>
Xaverian College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>98.11%</b>	<b>99.84%</b>



## 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
Bridge College	12/12/2018 12:41	13/12/2018 02:44	00:00	14:03	Telco Line	Damaged patch leads at Manchester Reynold House
Cardinal Newman College, via University of Manchester	12/12/2018 12:41	13/12/2018 02:44	00:00	14:03	Telco Line	Damaged patch leads at Manchester Reynold House
Cheadle and Marple Sixth Form College, via University of Liverpool	17/12/2018 20:20	18/12/2018 04:29	00:00	08:09	Unknown reason for outage	Unknown
Langdon College	12/12/2018 12:41	13/12/2018 02:44	00:00	14:03	Telco Line	Damaged patch leads at Manchester Reynold House
Liverpool Hope University, Sheppard Worlock Library	15/12/2018 10:54	16/12/2018 12:27	00:00	25:33	Regional Network Emergency Maintenance	Emergency fibre diversions in the North West Network
Liverpool John Moores University, Avril Robarts Building	15/12/2018 10:54	16/12/2018 12:27	00:00	25:33	Regional Network Emergency Maintenance	Emergency fibre diversions in the North West Network
Loreto College	01/12/2018 09:15	01/12/2018 15:13	00:00	05:58	Customer Scheduled Maintenance	Power maintenance
Loreto College	02/12/2018 12:53	02/12/2018 21:34	00:00	08:41	Customer Scheduled Maintenance	Power maintenance
Loreto College	03/12/2018 18:07	03/12/2018 22:56	00:00	04:49	Customer Scheduled Maintenance	Customer maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Salford City College, Pendleton Sixth Form Centre	12/12/2018 12:41	13/12/2018 02:44	00:00	14:03	Telco Line	Damaged patch leads at Manchester Reynold House
Southport College, via University of Manchester	12/12/2018 06:36	12/12/2018 08:16	00:00	01:40	Unknown reason for outage	Unknown
St John Rigby RC Sixth Form College	10/12/2018 10:25	10/12/2018 12:39	00:00	02:14	Customer Environment	Customer power issue
The Trafford College Group, Stockport College	12/12/2018 12:41	13/12/2018 02:44	00:00	14:03	Telco Line	Damaged patch leads at Manchester Reynold House
The University of Manchester, Kilburn Building	02/12/2018 07:11	03/12/2018 15:14	00:00	32:03	Customer Unscheduled Maintenance	Customer's fibre supplier performed maintenance they were not aware of
The Trafford College Group, Trafford College - The Centre for Science and Technology	12/12/2018 12:41	13/12/2018 02:44	00:00	14:03	Telco Line	Damaged patch leads at Manchester Reynold House
Xaverian College	12/12/2018 12:41	13/12/2018 02:44	00:00	14:03	Telco Line	Damaged patch leads at Manchester Reynold House
Rochdale Sixth Form College	17/12/2018 16:45	17/12/2018 17:04	00:00	00:19	Unknown reason for outage	Unknown
St Helens Council, Lincoln House	12/12/2018 12:41	13/12/2018 02:44	00:00	14:03	Telco Line	Damaged patch leads at Manchester Reynold House