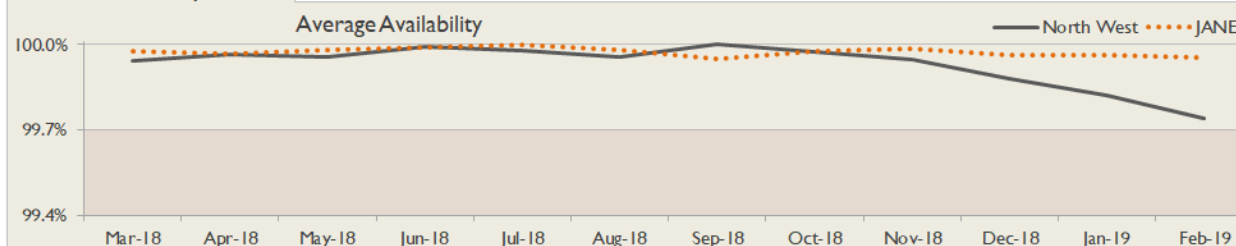# janet

North West Service Report

February 2019

Jisc

Service Reliability

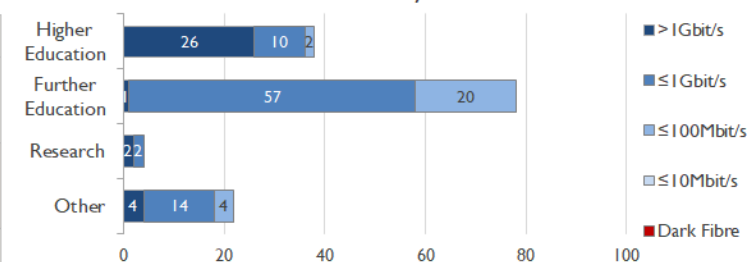The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period
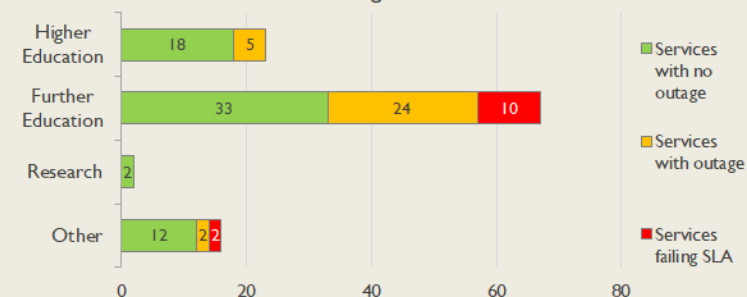
Average Availability

Legend: North West, JANET

Y-axis: 100.0%, 99.7%, 99.4%
X-axis: Mar-18, Apr-18, May-18, Jun-18, Jul-18, Aug-18, Sep-18, Oct-18, Nov-18, Dec-18, Jan-19, Feb-19

Connections in North West by Contractual Bandwidth

	>1Gbit/s	≤1Gbit/s	≤100Mbit/s	≤10Mbit/s	Dark Fibre
Higher Education	26	10	2		
Further Education	1		57	20	
Research	2	2			
Other		4	14	4	

	Feb 2019	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Feb 2019	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
	Average Availability of All Services in North West				**Average Availability of All Services in Janet**			
	99.74%	104	99.93%	366	99.95%	19	99.97%	139

Mean Time to Repair	Average Faults per Service per Year	Mean Time to Repair	Average Faults per Service per Year
5h 05m	**0.78**	**4h 58m**	**0.35**
Based on 169 faults over the last 24 months		Based on 827 faults over the last 24 months	

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

North West Service Outages - Last 12 Months

Legend: Services with no outage (green), Services with outage (orange), Services failing SLA (red)

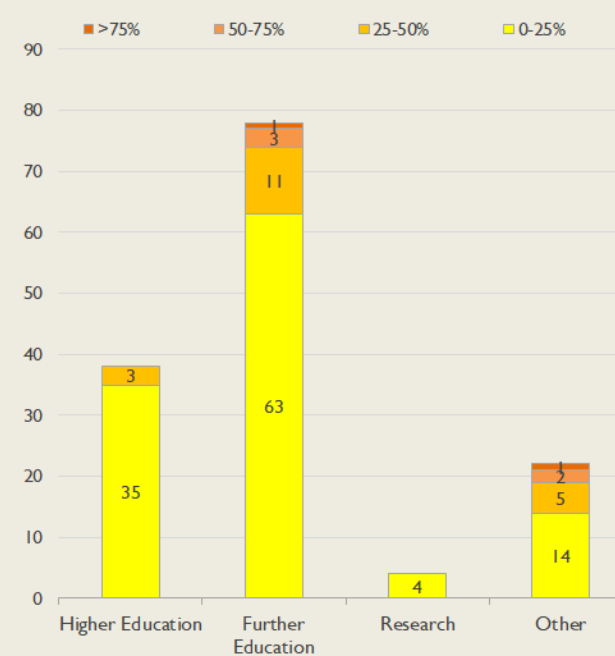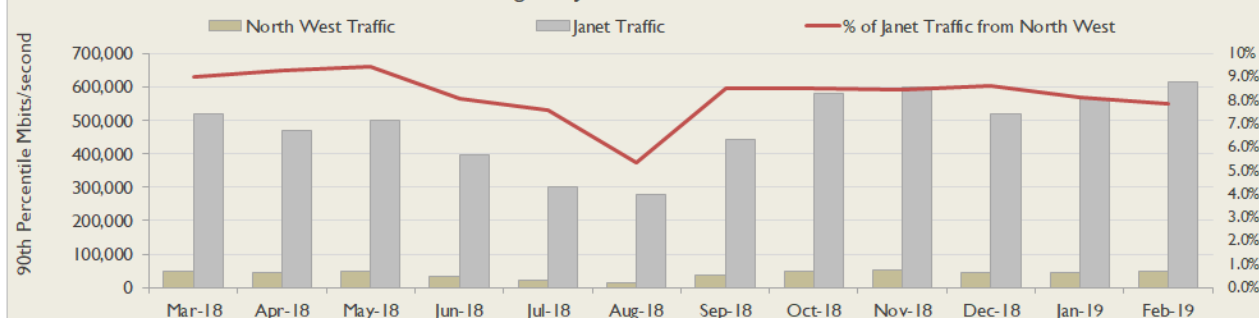|	no outage	with outage	failing SLA
Higher Education	18	5	
Further Education	33	24	10
Research	2		
Other	12	2	2

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

All Traffic - North West

Legend: Last 12 months, Previous 12 months

Percentages show year on year comparison

Year on year: -2%, +42%, +15%, +5%, +7%, +9%, +9%, +14%, -1%, +5%, +5%, +1%

Y-axis: 90th Percentile Mbits/second — 60,000, 50,000, 40,000, 30,000, 20,000, 10,000, 0
X-axis: Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec, Jan, Feb

North West Traffic Against Janet Traffic

Legend: North West Traffic, Janet Traffic, % of Janet Traffic from North West

Y-axis: 90th Percentile Mbits/second — 700,000, 600,000, 500,000, 400,000, 300,000, 200,000, 100,000, 0
Secondary Y-axis: 10%, 9.0%, 8.0%, 7.0%, 6.0%, 5.0%, 4.0%, 3.0%, 2.0%, 1.0%, 0.0%
X-axis: Mar-18, Apr-18, May-18, Jun-18, Jul-18, Aug-18, Sep-18, Oct-18, Nov-18, Dec-18, Jan-19, Feb-19

% Utilisation of Available Contractual Bandwidth at 90th Percentile

Legend: >75%, 50-75%, 25-50%, 0-25%

	0-25%	25-50%	50-75%	>75%
Higher Education	35	3		
Further Education	63	11	3	1
Research	4			
Other	14	5	2	1

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 agarnst its availability figures

Service	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	12 Month Rolling Availability
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%	96.12%	100%	100%	100%	99.50%	100%	99.66%	100%	100%	100%	100%	99.61%
Blackburn College	100%	100%	100%	100%	100%	99.38%	100%	100%	100%	100%	100%	99.61%	99.92%
Blackburn with Darwen Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	97.64%	100%	100%	100%	100%	100%	99.61%	99.77%
Blackpool and The Fylde College, South Building Annex	100%	100%	100%	100%	100%	99.38%	100%	99.56%	100%	100%	100%	99.61%	99.88%
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%	98.11%	100%	100%	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	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	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%	99.79%	100%	100%	100%	100%	100%	98.53%	98.07%	99.70%
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%	99.31%	100%	99.65%	100%	99.91%
Cheshire College - South and West, West Cheshire College	100%	100%	100%	100%	100%	100%	100%	100%	99.31%	100%	99.65%	100%	99.91%
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%	99.31%	100%	100%	100%	99.94%
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%	97.59%	93.34%	99.24%
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%	99.47%	100%	100%	100%	100%	100%	100%	100%	99.90%	99.95%
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%	98.11%	100%	100%	99.84%
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	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	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%	100%	100%	100%
Myerscough College	99.49%	100%	98.70%	100%	100%	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%	99.79%	99.74%	100%	100%	100%	100%	98.53%	97.99%	99.67%
Nelson and Colne College, Nelson	100%	99.97%	100%	100%	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	96.88%	100%	100%	100%	100%	100%	100%	99.56%	100%	100%	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%	99.79%	100%	100%	100%	100%	100%	98.53%	97.99%	99.69%

Service	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	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%	99.56%	100%	100%	100%	100%	99.96%
Regent College Limited	100%	100%	100%	100%	100%	100%	100%	100%	99.31%	100%	99.65%	100%	99.91%
Riverside College Halton, Halton College Campus	100%	100%	100%	100%	100%	100%	100%	100%	99.31%	100%	99.65%	100%	99.91%
Rochdale Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Runshaw College *	100%	100%	100%	100%	100%	99.74%	100%	100%	100%	100%	100%	100%	99.98%
Salford City College, Pendleton Sixth Form Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	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%	99.31%	100%	99.65%	100%	99.91%
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%	99.79%	100%	100%	100%	100%	100%	98.53%	97.99%	99.69%
St Helens College, Knowsley Community 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%	98.11%	100%	100%	99.84%
St Helens Council, Personal & Community Development	100%	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	98.53%	97.99%	99.69%
St Helens Council, Town Hall	100%	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	98.53%	97.99%	99.69%

Service	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	12 Month Rolling Availability
St John Rigby RC Sixth Form College	97.20%	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	98.53%	98.07%	99.47%
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%	99.56%	100%	100%	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%	99.56%	100%	100%	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%	96.91%	100%	100%	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%	99.88%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The Trafford College Group, Stockport College	100%	100%	100%	100%	100%	100%	100%	100%	99.31%	98.11%	100%	100%	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%	98.11%	100%	100%	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%	100%	100%	99.98%
Trafford Council, North West Learning Grid *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	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%	99.83%	100%	99.99%
University of Chester, Leighton Hospital	100%	100%	100%	100%	100%	100%	100%	100%	99.31%	100%	99.48%	100%	99.90%
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 Clty	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.77%	99.98%
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%	99.79%	100%	100%	100%	100%	100%	98.53%	98.07%	99.70%
Wirral Metropolitan College	100%	100%	100%	99.47%	99.79%	100%	100%	100%	100%	100%	98.53%	97.99%	99.65%
Wirral Metropolitan College, Conway Park Campus	100%	100%	100%	100%	100%	100%	100%	99.56%	100%	100%	100%	100%	99.96%
Workers' Educational Association, North West	100%	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	98.53%	98.07%	99.70%
Xaverian College	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	99.84%

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, Nelson	24/02/2019 23:14	24/02/2019 23:28	00:00	00:14	Telco Scheduled Maintenance	Telco scheduled maintenance
Blackburn College	19/02/2019 21:03	19/02/2019 23:39	00:00	02:36	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Carmel College	01/02/2019 21:48	01/02/2019 22:29	00:00	00:41	Telco Unscheduled Maintenance	Fibre maintenance
Carmel College	22/02/2019 01:32	22/02/2019 13:48	00:00	12:16	Telco Line	Fibre break caused by vandalism
Holy Cross College	13/02/2019 11:36	14/02/2019 17:28	00:00	29:52	Telco Line	Micro bend in fibres
Holy Cross College	19/02/2019 21:03	19/02/2019 23:39	00:00	02:36	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Holy Cross College	22/02/2019 01:32	22/02/2019 13:48	00:00	12:16	Telco Line	Fibre break caused by vandalism
Hugh Baird College, via Liverpool	01/02/2019 21:48	01/02/2019 22:29	00:00	00:41	Telco Unscheduled Maintenance	Fibre maintenance
Hugh Baird College, via Liverpool	22/02/2019 01:32	22/02/2019 13:48	00:00	12:16	Telco Line	Fibre break caused by vandalism
Hugh Baird College, via Liverpool	28/02/2019 12:42	28/02/2019 13:14	00:00	00:32	Telco Line Other	Fibre disturbance caused by Telco

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
King George V College, King George V College	09/02/2019 20:16	09/02/2019 22:40	00:00	02:24	Telco Scheduled Maintenance	Telco maintenance
King George V College, King George V College	11/02/2019 18:04	11/02/2019 18:43	00:00	00:39	Telco Unscheduled Maintenance	Telco unscheduled fibre maintenance
Langdon College	28/02/2019 09:52	28/02/2019 10:51	00:00	00:59	Customer Equipment	Contractor tripped electrical circuit
Liverpool Institute for Performing Arts	03/02/2019 18:05	03/02/2019 21:54	00:00	03:49	Customer Environment	Area power cut
Priestley College	01/02/2019 21:48	01/02/2019 22:29	00:00	00:41	Telco Unscheduled Maintenance	Fibre maintenance
Priestley College	22/02/2019 01:32	22/02/2019 13:48	00:00	12:16	Telco Line	Fibre break caused by vandalism
Priestley College	28/02/2019 12:42	28/02/2019 13:14	00:00	00:32	Telco Line Other	Fibre disturbance caused by Telco
Runshaw College	09/02/2019 18:42	11/02/2019 06:00	00:00	35:18	Telco Scheduled Maintenance	Scheduled Third-party fibre maintenance
Seashell Trust	24/02/2019 23:14	24/02/2019 23:28	00:00	00:14	Telco Scheduled Maintenance	Telco scheduled maintenance
NCG, West Lancashire College	01/02/2019 21:48	01/02/2019 22:29	00:00	00:41	Telco Unscheduled Maintenance	Fibre maintenance
NCG, West Lancashire College	22/02/2019 01:32	22/02/2019 13:48	00:00	12:16	Telco Line	Fibre break caused by vandalism
NCG, West Lancashire College	28/02/2019 12:42	28/02/2019 13:14	00:00	00:32	Telco Line Other	Fibre disturbance caused by Telco
Southport College, via University of Manchester	22/02/2019 01:32	22/02/2019 13:48	00:00	12:16	Telco Line	Fibre break caused by vandalism

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
St Helens Council, Personal & Community Development	01/02/2019 21:48	01/02/2019 22:29	00:00	00:41	Telco Unscheduled Maintenance	Fibre maintenance
St Helens Council, Personal & Community Development	22/02/2019 01:32	22/02/2019 13:48	00:00	12:16	Telco Line	Fibre break caused by vandalism
St Helens Council, Personal & Community Development	28/02/2019 12:42	28/02/2019 13:14	00:00	00:32	Telco Line Other	Fibre disturbance caused by Telco
St Helens College	01/02/2019 21:48	01/02/2019 22:29	00:00	00:41	Telco Unscheduled Maintenance	Fibre maintenance
St Helens College	22/02/2019 01:32	22/02/2019 13:48	00:00	12:16	Telco Line	Fibre break caused by vandalism
St Helens College	28/02/2019 12:42	28/02/2019 13:14	00:00	00:32	Telco Line Other	Fibre disturbance caused by Telco
St John Rigby RC Sixth Form College	01/02/2019 21:48	01/02/2019 22:29	00:00	00:41	Telco Unscheduled Maintenance	Fibre maintenance
St John Rigby RC Sixth Form College	22/02/2019 01:32	22/02/2019 13:48	00:00	12:16	Telco Line	Fibre break caused by vandalism
LTE Group, The Manchester College, Openshaw Campus - Ball Green	07/02/2019 17:40	07/02/2019 18:09	00:00	00:29	Customer Unscheduled Maintenance	Customer unscheduled router maintenance
Winstanley College	01/02/2019 21:48	01/02/2019 22:29	00:00	00:41	Telco Unscheduled Maintenance	Fibre maintenance
Winstanley College	22/02/2019 01:32	22/02/2019 13:48	00:00	12:16	Telco Line	Fibre break caused by vandalism
Wirral Metropolitan College	01/02/2019 21:48	01/02/2019 22:29	00:00	00:41	Telco Unscheduled Maintenance	Fibre maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Wirral Metropolitan College	22/02/2019 01:32	22/02/2019 13:48	00:00	12:16	Telco Line	Fibre break caused by vandalism
Wirral Metropolitan College	28/02/2019 12:42	28/02/2019 13:14	00:00	00:32	Telco Line Other	Fibre disturbance caused by Telco
Workers' Educational Association, North West	01/02/2019 21:48	01/02/2019 22:29	00:00	00:41	Telco Unscheduled Maintenance	Fibre maintenance
Workers' Educational Association, North West	22/02/2019 01:32	22/02/2019 13:48	00:00	12:16	Telco Line	Fibre break caused by vandalism
Lancashire County Council, Personal & Community Development	19/02/2019 07:01	19/02/2019 07:19	00:00	00:18	Regional Network Scheduled Maintenance	Regional Network Scheduled Maintenance Router
St Helens Council, Town Hall	01/02/2019 21:48	01/02/2019 22:29	00:00	00:41	Telco Unscheduled Maintenance	Fibre maintenance
St Helens Council, Town Hall	22/02/2019 01:32	22/02/2019 13:48	00:00	12:16	Telco Line	Fibre break caused by vandalism
St Helens Council, Town Hall	28/02/2019 12:42	28/02/2019 13:14	00:00	00:32	Telco Line Other	Fibre disturbance caused by Telco
London Grid for Learning Trust, Orpington via Manchester	19/02/2019 07:01	19/02/2019 07:19	00:00	00:18	Regional Network Scheduled Maintenance	Regional Network Scheduled Maintenance Router
Blackburn with Darwen Borough Council, North West Learning Grid	19/02/2019 21:03	19/02/2019 23:39	00:00	02:36	Telco Unscheduled Maintenance	Telco unscheduled maintenance
University of Salford, Media CIty	12/02/2019 22:27	13/02/2019 00:01	00:00	01:34	Telco Unscheduled Maintenance	Telco fibre maintenance we were not informed of

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
The Oldham College, University Campus	30/01/2019 14:15	19/02/2019 07:02	00:00	472:47	Customer Emergency Maintenance	Customer emergency router maintenance
Wigan and Leigh College, Leigh College	06/02/2019 23:06	06/02/2019 23:35	00:00	00:29	Telco Scheduled Maintenance	telco scheduled maintenance
Wigan and Leigh College, Parson's Walk Centre	01/02/2019 21:48	01/02/2019 22:29	00:00	00:41	Telco Unscheduled Maintenance	Fibre maintenance
Wigan and Leigh College, Parson's Walk Centre	22/02/2019 01:32	22/02/2019 13:48	00:00	12:16	Telco Line	Fibre break caused by vandalism
The Liverpool School of Tropical Medicine, Wolfson Building	01/02/2019 21:48	01/02/2019 22:29	00:00	00:41	Telco Unscheduled Maintenance	Fibre maintenance
The Liverpool School of Tropical Medicine, Wolfson Building	22/02/2019 01:32	22/02/2019 13:48	00:00	12:16	Telco Line	Fibre break caused by vandalism
Blackpool and The Fylde College, South Building Annex	19/02/2019 21:03	19/02/2019 23:39	00:00	02:36	Telco Unscheduled Maintenance	Telco unscheduled maintenance