



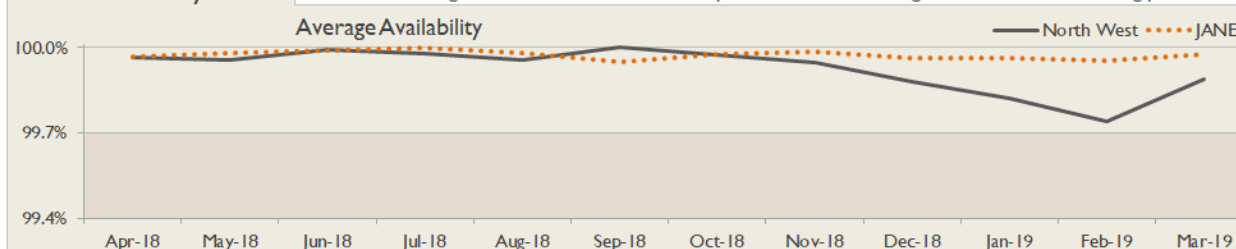
## North West Service Report

March 2019



## Service Reliability

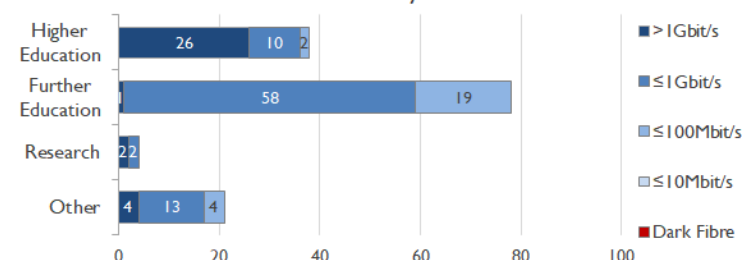
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



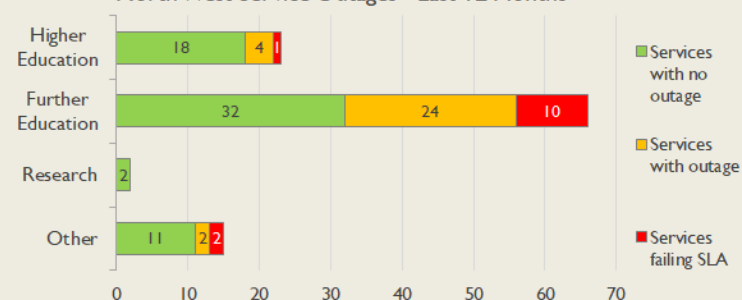
Average Availability of All Services in North West				Average Availability of All Services in Janet			
Mar 2019	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Mar 2019	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.89%	49	99.93%	389	99.98%	11	99.97%	138
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
5h 27m		0.79		5h 05m		0.35	
Based on 169 faults over the last 24 months				Based on 829 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

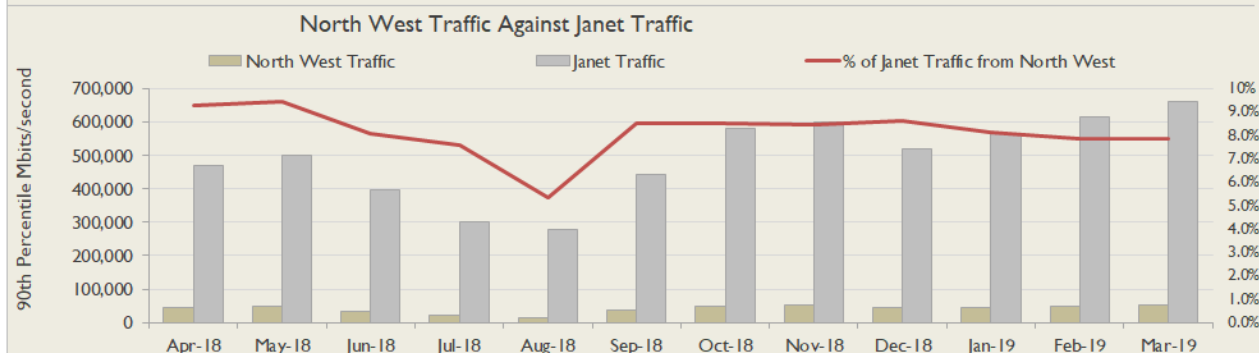
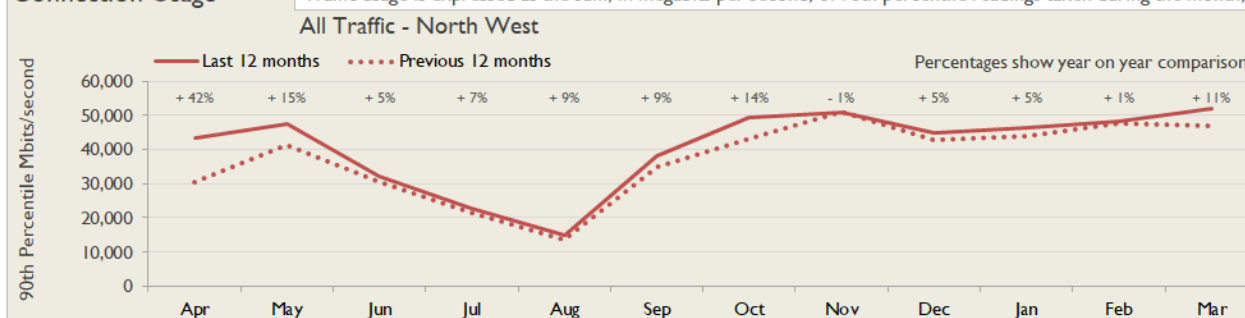


## North West Service Outages - Last 12 Months

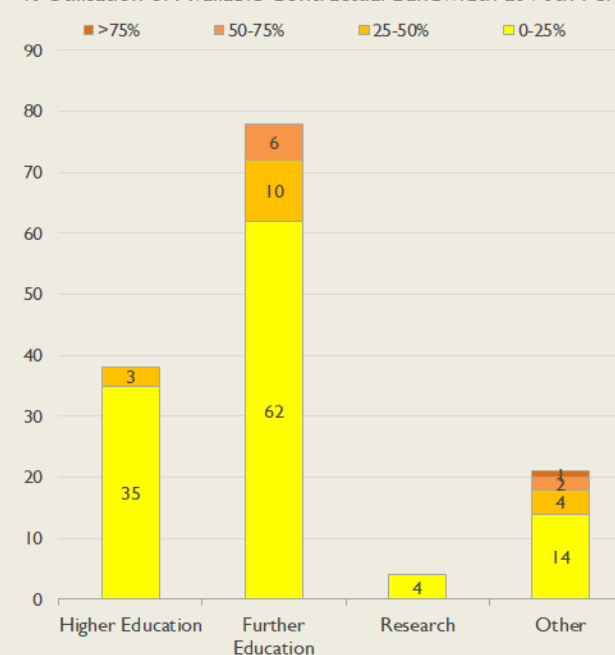


## Connection Usage

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	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 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	96.12%	100%	100%	100%	99.50%	100%	99.66%	100%	100%	100%	100%	100%	99.61%
Blackburn College	100%	100%	100%	100%	99.38%	100%	100%	100%	100%	100%	99.61%	100%	99.92%
Blackburn with Darwen Borough Council, North West Learning Grid	100%	100%	100%	100%	97.64%	100%	100%	100%	100%	100%	99.61%	100%	99.77%
Blackpool and The Fylde College, South Building Annex	100%	100%	100%	100%	99.38%	100%	99.56%	100%	100%	100%	99.61%	100%	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%	98.11%	100%	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	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 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%	99.79%	100%	100%	100%	100%	100%	98.53%	98.07%	99.30%	99.64%
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%	99.31%	100%	99.65%	100%	100%	99.91%
Cheshire College - South and West, West Cheshire College	100%	100%	100%	100%	100%	100%	100%	99.31%	100%	99.65%	100%	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%	99.31%	100%	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%	97.59%	93.34%	100%	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%
King George V College, King George V College	100%	100%	99.47%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	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%	98.11%	100%	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%
Liverpool John Moores University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	12 Month Rolling Availability
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	100%	98.70%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%
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%	99.79%	99.74%	100%	100%	100%	100%	98.53%	97.99%	99.31%	99.61%
Nelson and Colne College, Nelson	99.97%	100%	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	100%	100%	100%	100%	100%	100%	99.56%	100%	100%	100%	100%	100%	99.96%
Preston College, via UCLAN	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Priestley College	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	98.53%	97.99%	99.31%	99.64%
Reaseheath College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	12 Month Rolling Availability
Redcar and Cleveland College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	99.56%	100%	100%	100%	100%	100%	99.96%
Regent College Limited	100%	100%	100%	100%	100%	100%	100%	99.31%	100%	99.65%	100%	100%	99.91%
Riverside College Halton, Halton College Campus	100%	100%	100%	100%	100%	100%	100%	99.31%	100%	99.65%	100%	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%	99.74%	100%	100%	100%	100%	100%	100%	100%	99.98%
Salford City College, Pendleton Sixth Form Centre	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	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%	99.31%	100%	99.65%	100%	100%	99.91%
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%	99.79%	100%	100%	100%	100%	100%	98.53%	97.99%	99.31%	99.64%
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%	98.11%	100%	100%	100%	99.84%
St Helens Council, Personal & Community Development	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	98.53%	97.99%	99.31%	99.64%
St Helens Council, Town Hall	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	98.53%	97.99%	99.31%	99.64%
St John Rigby RC Sixth Form College	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	98.53%	98.07%	99.30%	99.64%
St Mary's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	12 Month Rolling Availability
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%	99.56%	100%	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%	99.56%	100%	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%	96.91%	100%	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%	99.88%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The Trafford College Group, Stockport College	100%	100%	100%	100%	100%	100%	100%	99.31%	98.11%	100%	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%	98.11%	100%	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%	99.73%	100%	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%
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%	99.83%	100%	100%	99.99%

Service	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	12 Month Rolling Availability
University of Chester, Leighton Hospital	100%	100%	100%	100%	100%	100%	100%	99.31%	100%	99.48%	100%	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 City	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.77%	95.22%	99.58%
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%
Wigan and Leigh College, Leigh College Netpath Classic												100%	<12 Months
Winstanley College	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	98.53%	98.07%	99.30%	99.64%
Wirral Metropolitan College	100%	100%	99.47%	99.79%	100%	100%	100%	100%	100%	98.53%	97.99%	99.31%	99.59%
Wirral Metropolitan College, Conway Park Campus	100%	100%	100%	100%	100%	100%	99.56%	100%	100%	100%	100%	100%	99.96%
Workers' Educational Association, North West	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	98.53%	98.07%	99.30%	99.64%
Xaverian College	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	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
Carmel College	10/03/2019 10:01	10/03/2019 15:12	00:00	05:11	Telco Equipment	Telco ADVA performing sub-standard
Carmel College	28/03/2019 21:02	29/03/2019 08:11	00:00	11:09	Unknown reason for outage	No response from customer
Hugh Baird College, via Liverpool	01/03/2019 11:26	01/03/2019 16:34	00:00	05:08	Telco Line	Fault found on patch panel at Liverpool, Brownlow Hill PoP
Priestley College	01/03/2019 11:26	01/03/2019 16:34	00:00	05:08	Telco Line	Fault found on patch panel at Liverpool, Brownlow Hill PoP
Regent College Limited	28/03/2019 16:02	28/03/2019 16:43	00:00	00:41	Customer Environment	Local Area Power Outage
Royal Northern College of Music, Backup	14/03/2019 02:09	14/03/2019 03:23	00:00	01:14	Customer Unscheduled Maintenance	Customer unscheduled firewall maintenance
NCG, West Lancashire College	01/03/2019 11:26	01/03/2019 16:34	00:00	05:08	Telco Line	Fault found on patch panel at Liverpool, Brownlow Hill PoP
St Helens Council, Personal & Community Development	01/03/2019 11:26	01/03/2019 16:34	00:00	05:08	Telco Line	Fault found on patch panel at Liverpool, Brownlow Hill PoP
St Helens College	01/03/2019 11:26	01/03/2019 16:34	00:00	05:08	Telco Line	Fault found on patch panel at Liverpool, Brownlow Hill PoP
St John Rigby RC Sixth Form College	10/03/2019 10:01	10/03/2019 15:12	00:00	05:11	Telco Equipment	Telco ADVA performing sub-standard
The University of Bolton, Eagle Building	11/03/2019 22:33	12/03/2019 03:11	00:00	04:38	Telco Scheduled Maintenance	Telco fibre maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
University of Salford, Allerton Building	11/03/2019 22:23	12/03/2019 06:00	00:00	07:37	Telco Scheduled Maintenance	Telco fibre maintenance
University of Salford, Allerton Building	12/03/2019 06:00	13/03/2019 18:10	00:00	36:10	Telco Scheduled Maintenance	Maintenance has gone wrong
Winstanley College	10/03/2019 10:01	10/03/2019 15:12	00:00	05:11	Telco Equipment	Telco ADVA performing sub-standard
Wirral Metropolitan College	01/03/2019 11:26	01/03/2019 16:34	00:00	05:08	Telco Line	Fault found on patch panel at Liverpool, Brownlow Hill PoP
Workers' Educational Association, North West	10/03/2019 10:01	10/03/2019 15:12	00:00	05:11	Telco Equipment	Telco ADVA performing sub-standard
Imperial War Museum, IWM North	27/03/2019 17:47	28/03/2019 01:00	00:00	07:13	Customer Unscheduled Maintenance	site unscheduled power maintenance
St Helens Council, Town Hall	01/03/2019 11:26	01/03/2019 16:34	00:00	05:08	Telco Line	Fault found on patch panel at Liverpool, Brownlow Hill PoP
University of Salford, Media City	12/03/2019 04:15	13/03/2019 15:47	00:00	35:32	Telco Line	Crossed fibre issue
Wigan and Leigh College, Parson's Walk Centre	10/03/2019 10:01	10/03/2019 15:12	00:00	05:11	Telco Equipment	Telco ADVA performing sub-standard
The Open University, Manchester	17/03/2019 08:02	17/03/2019 08:56	00:00	00:54	Customer Unscheduled Maintenance	Customer unscheduled power maintenance
Stoke-on-Trent College, Burslem Campus	03/03/2019 04:34	06/03/2019 13:42	00:00	81:08	Customer Environment	Local area power outage
Stoke-on-Trent College, Burslem Campus	10/03/2019 06:26	10/03/2019 08:27	00:00	02:01	Customer Environment	Local area power outage
Stoke-on-Trent College, Burslem Campus	10/03/2019 10:22	10/03/2019 13:52	00:00	03:30	Customer Environment	Local area power outage

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Stoke-on-Trent College, Burslem Campus	12/03/2019 10:16	12/03/2019 10:50	00:00	00:34	Customer Environment	Local area power outage
The Liverpool School of Tropical Medicine, CTID Building	19/03/2019 01:23	19/03/2019 09:02	00:00	07:39	Unknown reason for outage	No response from customer