



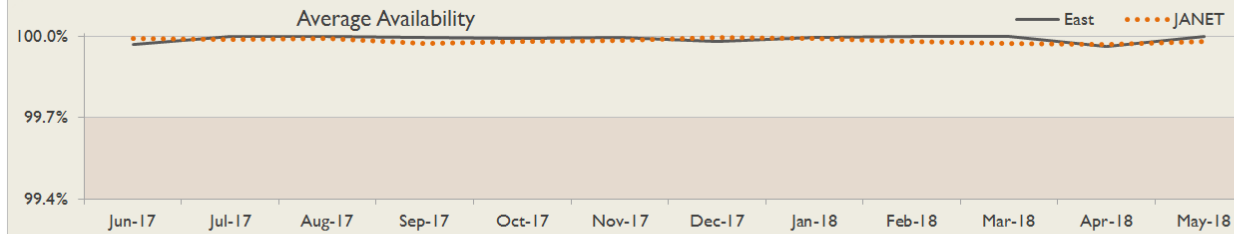
East Service Report

May 2018



Service Reliability

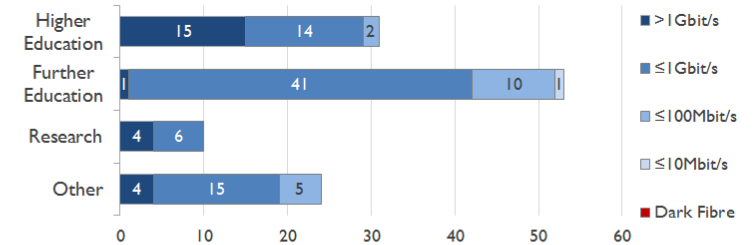
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



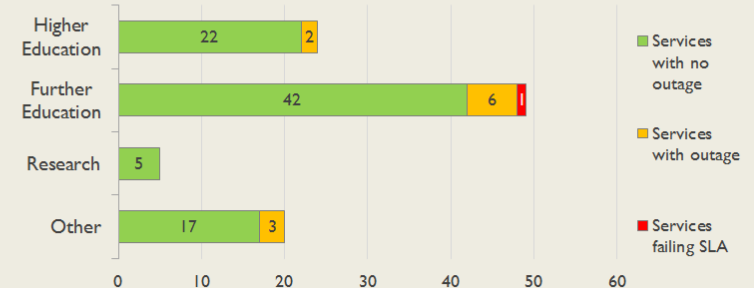
| Average Availability of All Services in East | | | | Average Availability of All Services in Janet | | | |
|--|--|-------------------------------------|--|---|--|-------------------------------------|--|
| May 2018 | Equivalent | 12 Months Rolling | Equivalent | May 2018 | Equivalent | 12 Months Rolling | Equivalent |
| | Unavailability in Minutes per Service | | Unavailability in Minutes per Service | | Unavailability in Minutes per Service | | Unavailability in Minutes per Service |
| 100% | 0 | >99.99% | 48 | 99.98% | 9 | 99.98% | 89 |
| Mean Time to Repair | | Average Faults per Service per Year | | Mean Time to Repair | | Average Faults per Service per Year | |
| 3h 38m | | 0.24 | | 5h 02m | | 0.35 | |
| Based on 47 faults over the last 24 months | | | | Based on 808 faults over the last 24 months | | | |

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

Connections in East by Contractual Bandwidth

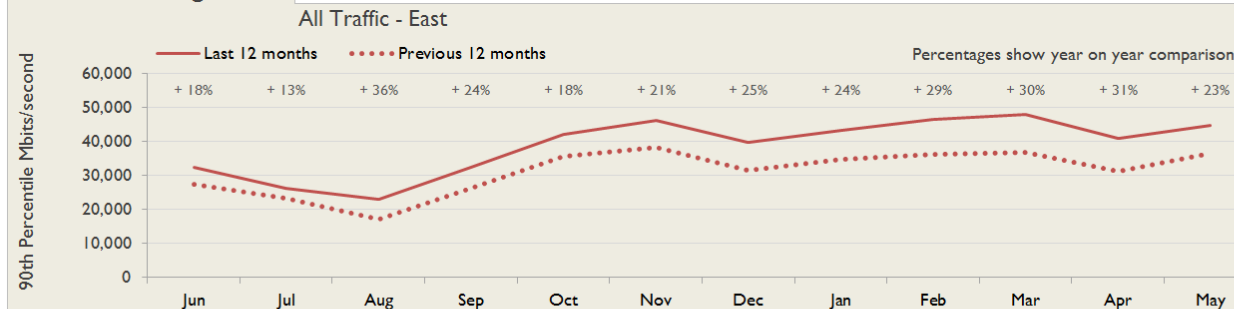


East Service Outages - Last 12 Months



Connection Usage

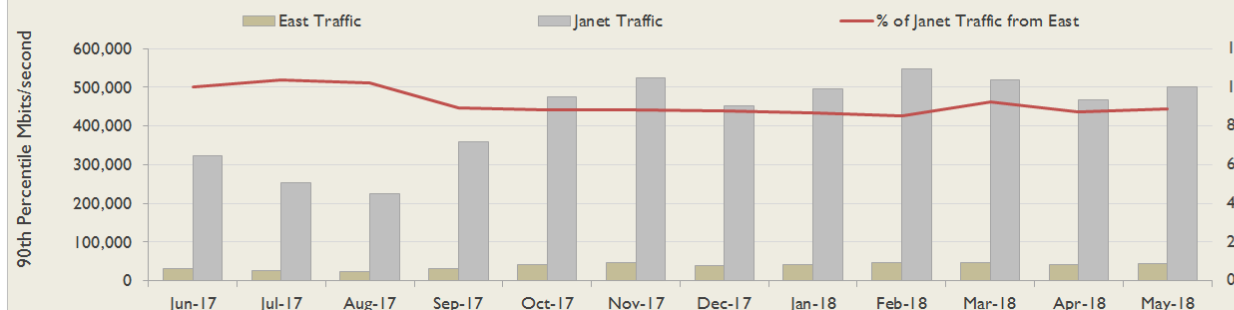
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



East 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

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 | Jun 17 | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | 12 Month Rolling Availability |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------|
| Anglia Ruskin University, Cambridge Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Anglia Ruskin University, Chelmsford Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Barnfield College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 96.08% | 100% | 99.67% |
| Bedford College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Brunel University London, National Structural Integrity Research Centre | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Cambridge Regional College, Cambridge Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Cambridge Regional College, Huntingdon Campus * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Central Bedfordshire College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Chelmsford College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| City College Norwich | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| City College Norwich, via Norwich | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| City College Norwich, via Telehouse West | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Colchester Institute, Braintree Campus * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Colchester Institute, Colchester Campus [1] | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Colchester Institute, Colchester Campus [2] | 100% | 100% | 100% | 100% | 100% | 99.90% | 100% | 100% | 100% | 100% | 100% | 100% | >99.99% |

| Service | Jun 17 | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | 12 Month Rolling Availability |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------|
| Cranfield University * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| East Norfolk Sixth Form College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| East of England Broadband Network, Bedford Borough Council * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| East of England Broadband Network, Cambridgeshire County Council | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| East of England Broadband Network, Central Bedfordshire Council | 100% | 100% | 100% | 100% | 98.98% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.92% |
| East of England Broadband Network, Luton Borough Council | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| East of England Broadband Network, Peterborough City Council - Bayard Place | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| East of England Broadband Network, Southend on Sea Borough Council * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| East of England Broadband Network, Thurrock Council, Grays | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| East of England Broadband Network, Thurrock Council, Tilbury | 97.24% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.77% |
| Easton and Otley College, Easton Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Easton and Otley College, Otley Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Essex County Council, Personal & Community Development | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| European Bioinformatics Institute * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| GEANT Limited * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Genome Research Limited, Wellcome Trust Sanger Institute * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

| Service | Jun 17 | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | 12 Month Rolling Availability |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------|
| Great Yarmouth College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Harlow College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Hertford Regional College, Broxbourne Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Hertford Regional College, Ware Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Hertfordshire County Council | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Hills Road Sixth Form College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Imperial War Museum, IWM Duxford | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Jisc Commercial Limited, Vergis | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | <12 Months |
| LifeArc, Stevenage Bioscience Catalyst | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Long Road Sixth Form College * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Lowestoft College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Lowestoft Sixth Form College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Luton Sixth Form College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Milton Keynes College, Bletchley Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Milton Keynes College, Chaffron Way Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Milton Keynes College, Silbury Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Milton Keynes Council, Personal & Community Development | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Moulton College * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Natural Environment Research Council, British Antarctic Survey | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| NBI Partnership Limited * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| New College Stamford, Drift Road | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

| Service | Jun 17 | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | 12 Month Rolling Availability |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------------|
| Northamptonshire County Council | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| North Hertfordshire College, Hitchin Centre | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.71% | 100% | 100% | 100% | 100% | 99.98% |
| North Hertfordshire College, Stevenage Centre | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Norwich University of the Arts * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Oaklands College, St Albans Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Oaklands College, Welwyn Garden City Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Peterborough City Council, Personal & Community Development | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Peterborough Regional College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Peterborough Regional College, Additional Connection | 100% | 100% | 100% | 100% | 100% | 99.90% | 100% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| Prospects College of Advanced Technology | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Rothamsted Research Limited, Harpenden * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| SEEVIC College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Southend-on-Sea Borough Council, Personal & Community Development | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.93% | 100% | 100% | >99.99% |
| South Essex College of Further and Higher Education | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Suffolk New College, via Telecity Powergate | 100% | 100% | 100% | 100% | 100% | 99.90% | 100% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| Suffolk New College, via University of Essex | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| The Babraham Institute * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| The College of West Anglia, King's Lynn Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| The College of West Anglia, Wisbech Campus | 100% | 100% | 100% | 100% | 100% | 99.90% | 100% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| The Congregation Of The Daughters Of The Cross Of Liege | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

| Service | Jun 17 | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | 12 Month Rolling Availability |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------|
| The Open University, Milton Keynes * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| The Sixth Form College, Colchester | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| The University of Buckingham | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| The University of Northampton * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Thurrock Council, Personal & Community Development | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Tresham College of Further and Higher Education, Kettering Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| TWI Ltd | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| University of Bedfordshire, Bedford Campus | 100% | 100% | 100% | 100% | 100% | 100% | 98.11% | 100% | 100% | 100% | 100% | 100% | 99.84% |
| University of Bedfordshire, Luton Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| University of Bedfordshire, Milton Keynes | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| University of Cambridge * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| University of Cambridge, Cambridge University Press | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| University of Cambridge, William Gates Building | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| University of East Anglia, Norwich Campus * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.98% | 100% | 100% | 100% | 100% | >99.99% |
| University of Edinburgh, Astronomy: IGE Edinburgh to Cambridge JLPID:1025 | | | | | | | 100% | 100% | 100% | 100% | 100% | 100% | <12 Months |
| University of Essex * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| University of Essex, Colchester Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| University of Essex, Social Science Research Centre Building | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| University of Essex, Southend Campus, Gateway Building | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| University of Essex, Southend Campus, University Square | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| University of Hertfordshire * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------------|
| University of Suffolk Limited, Perry Building * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| West Herts College, Dacorum Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| West Herts College, Watford Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| West Suffolk College, Additional Connection | 100% | 100% | 100% | 99.47% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.96% |
| Workers' Educational Association, Eastern | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Writtle University 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 |
|--|---------------------|-------------------|---------------|----------------|----------------------------------|-----------------------------------|
| European Bioinformatics Institute, Hemel Hempstead Data Centre | 23/05/2018 12:22 | 24/05/2018 11:45 | 17:03 | 06:20 | Telco Equipment | Faulty patch cable |
| The College of West Anglia, King's Lynn Campus | 30/05/2018 00:34 | 30/05/2018 01:59 | 00:00 | 01:25 | Telco Scheduled Maintenance | Telco maintenance |
| University of Suffolk Limited, Perry Building, via Ipswich | 30/05/2018 00:34 | 30/05/2018 02:00 | 00:00 | 01:26 | Telco Scheduled Maintenance | Telco scheduled maintenance |
| The Congregation Of The Daughters Of The Cross Of Liege | 19/05/2018 09:51 | 19/05/2018 10:17 | 00:00 | 00:26 | Customer Environment | Customer power outage |
| East of England Broadband Network, Bedford Borough Council, Borough Hall | 09/05/2018 06:29 | 09/05/2018 06:40 | 00:00 | 00:11 | Customer Unscheduled Maintenance | Site unscheduled maintenance |
| Rothamsted Research Limited, Harpenden | 04/05/2018 08:34 | 04/05/2018 09:18 | 00:00 | 00:44 | Customer Equipment | Site firewall configuration issue |