

janet

Yorkshire & Humberside Service
Report

April 2017

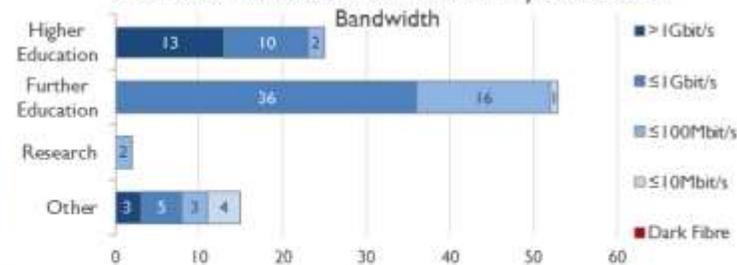


Service Reliability

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



Connections in Yorkshire & Humberside by Contractual Bandwidth



Average Availability of All Services in Yorkshire & Humberside

Apr 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.88%	54	99.94%	336
Mean Time to Repair		Average Faults per Service per Year	
6h 27m		0.73	
Based on 122 faults over the last 24 months			

Average Availability of All Services in Janet

Apr 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.97%	11	99.97%	158
Mean Time to Repair		Average Faults per Service per Year	
6h 30m		0.45	
Based on 988 faults over the last 24 months			

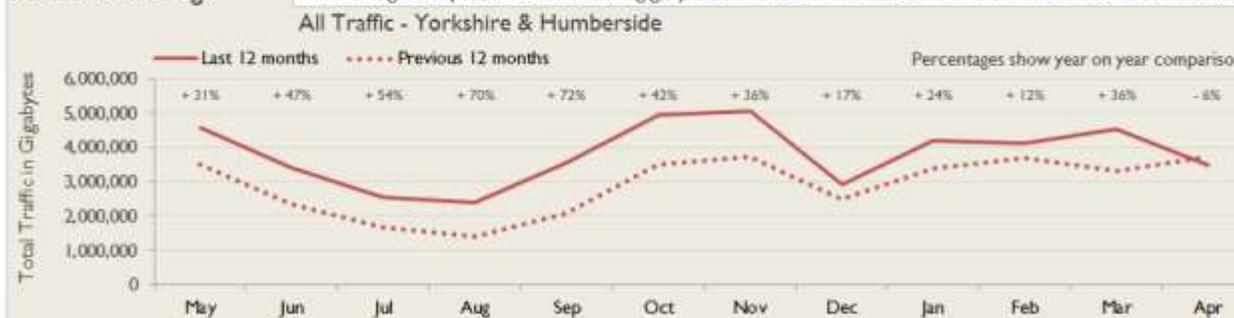
Yorkshire & Humberside Service Outages - Last 12 Months



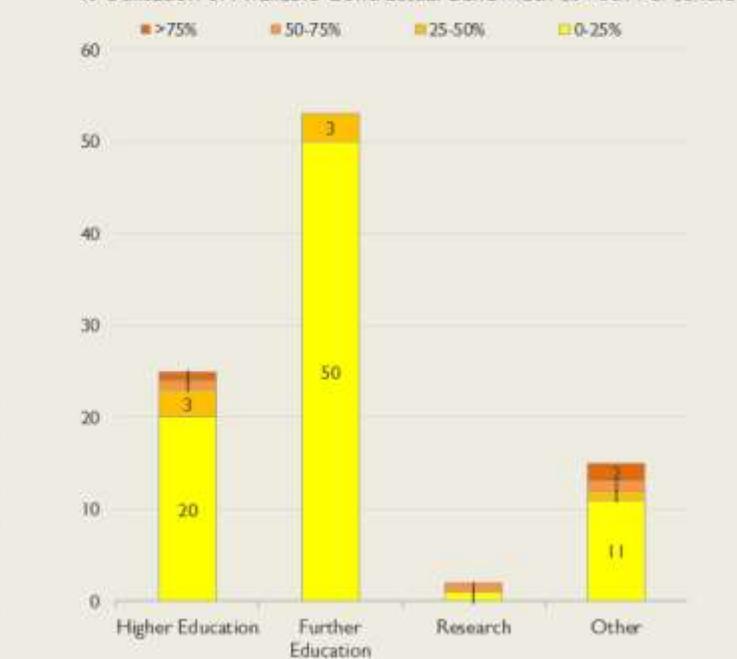
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



Yorkshire & Humberside 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	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	12 Month Rolling Availability
Askham Bryan College, York Campus	100%	100%	100%	100%	100%	100%	100%	98.82%	100%	100%	100%	100%	99.90%
Barnsley College	100%	100%	100%	100%	100%	99.73%	99.91%	100%	100%	100%	100%	100%	99.97%
Barnsley Metropolitan Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	99.91%	100%	100%	100%	100%	100%	>99.99%
Bishop Burton College, Bishop Burton	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bradford College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Calderdale College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Calderdale Metropolitan Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Chesterfield College, Automotive Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Chesterfield College, Infirmary Road	93.30%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.44%
City of York Council, Personal & Community Development	100%	100%	100%	96.29%	100%	100%	100%	100%	100%	100%	100%	100%	99.69%
Craven College	100%	100%	100%	96.29%	100%	100%	100%	100%	100%	100%	100%	100%	99.69%
Cybula Ltd										99.56%	100%	90.98%	<12 Months
Doncaster College, High Melton	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Doncaster College, The Hub	100%	100%	100%	100%	100%	100%	98.96%	100%	100%	100%	100%	100%	99.91%
Doncaster Deaf Trust	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Doncaster Metropolitan Borough Council	100%	100%	100%	99.83%	100%	100%	99.91%	100%	100%	100%	100%	100%	99.98%
East Riding College, Beverley Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Riding of Yorkshire Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Franklin College	100%	100%	100%	100%	100%	100%	99.91%	100%	100%	100%	100%	100%	>99.99%
Greenhead College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Grimsby Institute of Further and Higher Education, Grimsby Campus	100%	100%	100%	100%	100%	100%	99.91%	100%	100%	100%	100%	100%	>99.99%

Service	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	12 Month Rolling Availability
Grimsby Institute of Further and Higher Education, Scarborough Campus	100%	100%	100%	96.29%	100%	100%	100%	100%	100%	100%	100%	100%	99.69%
Henshaws Society for Blind People	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Huddersfield New College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hull College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hull College, Harrogate Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
John Leggott College	93.44%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.45%
Kingston Upon Hull City Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kirklees College, Dewsbury Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kirklees College, Huddersfield Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Landmarks	93.30%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.44%
Leeds Beckett University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leeds City College, Keighley Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leeds City College, Park Lane Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leeds City College, Printworks Campus	100%	98.67%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%
Leeds City College, Technology Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	99.97%
Leeds College of Art	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leeds College of Building *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leeds College of Music	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	99.97%
Leeds Trinity University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Longley Park Sixth Form College	100%	100%	100%	100%	100%	100%	99.91%	100%	100%	100%	100%	100%	>99.99%
New College Pontefract	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Northern College for Residential Adult Education	100%	100%	100%	100%	100%	100%	98.96%	100%	100%	100%	100%	100%	99.91%
Northern Grid for Learning	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Northern School of Contemporary Dance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Lindsey College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Notre Dame Catholic Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Pennine Camphill Community Limited	100%	100%	100%	100%	100%	100%	99.04%	100%	100%	100%	100%	100%	99.92%
RNN Group, Dearne Valley College	100%	100%	100%	100%	100%	100%	99.91%	100%	100%	100%	100%	100%	>99.99%
RNN Group, Rotherham College, Dinnington Campus												100%	<12 Months

Service	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	12 Month Rolling Availability
RNN Group, Rotherham College Town Centre Campus [1]	100%	100%	100%	100%	100%	100%	98.96%	100%	100%	100%	100%	100%	99.91%
RNN Group, Town Centre Campus [2]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ruskin Mill Trust Limited, Freeman College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ruskin Mill Trust Limited, Freeman College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Scarborough Sixth Form College	100%	100%	100%	96.29%	100%	100%	100%	100%	100%	100%	100%	100%	99.69%
Selby College	100%	100%	100%	96.29%	100%	100%	100%	100%	100%	100%	100%	100%	99.69%
Sheffield City Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sheffield Hallam University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
ShIPLEY College, Exhibition Road	99.41%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%
ShIPLEY College, Salt Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stem Learning Limited, National Science Learning Centre *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Peter's School York	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The British Library, Boston Spa	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Open University, Leeds	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	99.97%
The Science Museum, National Media Museum Bradford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Science Museum, National Railway Museum, York	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Sheffield College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Thomas Rotherham College	100%	100%	100%	100%	100%	100%	98.96%	100%	100%	100%	100%	100%	99.91%
University of Bradford *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Huddersfield *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Hull, Hull Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Hull, Scarborough Campus	100%	100%	100%	96.29%	100%	100%	100%	100%	100%	100%	100%	100%	99.69%
University of Leeds *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Sheffield *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of York *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wakefield College, Castleford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Wakefield College, Wakefield City Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Wilberforce College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, Yorkshire and Humber	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wyke Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	12 Month Rolling Availability
YHGfL Foundation *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
York College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
York St John University *	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
Askham Bryan College, York Campus	08/04/2017 06:58	08/04/2017 07:05	00:00	00:07	Regional Network Scheduled Maintenance	Scheduled maintenance
Askham Bryan College, York Campus	09/04/2017 13:38	09/04/2017 13:54	00:00	00:16	Regional Network Scheduled Maintenance	Scheduled maintenance
Grimsby Institute of Further and Higher Education, Grimsby Campus	24/04/2017 00:33	24/04/2017 02:54	02:21	00:00	Telco Equipment	Routing engine failure on telco equipment
Henshaws Society for Blind People	04/04/2017 08:58	04/04/2017 09:22	00:00	00:24	Regional Network Other	Services disconnected in error during maintenance
Henshaws Society for Blind People	09/04/2017 14:16	09/04/2017 14:44	00:00	00:28	Regional Network Scheduled Maintenance	Scheduled maintenance
Kirklees College, Dewsbury Centre	09/04/2017 16:19	09/04/2017 16:35	00:00	00:16	Regional Network Scheduled Maintenance	Scheduled maintenance
University of Leeds, via Leeds (1)	09/04/2017 14:16	09/04/2017 14:44	00:00	00:28	Regional Network Scheduled Maintenance	Scheduled maintenance
Leeds College of Building, North Street	14/04/2017 07:03	14/04/2017 09:54	00:00	02:51	Regional Network Environment	Wide area power
Leeds College of Art	09/04/2017 16:19	09/04/2017 16:35	00:00	00:16	Regional Network Scheduled Maintenance	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Leeds City College, Technology Campus	14/04/2017 07:03	14/04/2017 09:54	00:00	02:51	Regional Network Environment	Wide area power
Leeds Beckett University, City Campus	14/04/2017 07:03	14/04/2017 09:54	00:00	02:51	Regional Network Environment	Wide area power
Leeds Beckett University, City Campus	18/04/2017 07:16	18/04/2017 07:33	00:00	00:17	Customer Scheduled Maintenance	Customer scheduled maintenance
Leeds Beckett University, Headingley Campus	04/04/2017 07:04	04/04/2017 07:17	00:00	00:13	Customer Scheduled Maintenance	Site router upgrades
Leeds College of Music	14/04/2017 07:03	14/04/2017 09:54	00:00	02:51	Regional Network Environment	Wide area power
Northern School of Contemporary Dance	09/04/2017 16:19	09/04/2017 16:35	00:00	00:16	Regional Network Scheduled Maintenance	Scheduled maintenance
Stem Learning Limited, National Science Learning Centre, Link 1	07/04/2017 15:02	09/04/2017 17:08	00:00	50:06	Customer Emergency Maintenance	Customer Router Maintenance
Stem Learning Limited, National Science Learning Centre, Link 2	09/04/2017 17:01	09/04/2017 17:46	00:00	00:45	Customer Scheduled Maintenance	Site maintenance
New College Pontefract	09/04/2017 16:19	09/04/2017 16:35	00:00	00:16	Regional Network Scheduled Maintenance	Scheduled maintenance
Notre Dame Catholic Sixth Form College	09/04/2017 16:19	09/04/2017 16:35	00:00	00:16	Regional Network Scheduled Maintenance	Scheduled maintenance
Leeds City College, Park Lane Campus	09/04/2017 16:19	09/04/2017 16:35	00:00	00:16	Regional Network Scheduled Maintenance	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Scarborough Sixth Form College	08/04/2017 06:58	08/04/2017 07:05	00:00	00:07	Regional Network Scheduled Maintenance	Scheduled maintenance
Scarborough Sixth Form College	09/04/2017 13:38	09/04/2017 13:54	00:00	00:16	Regional Network Scheduled Maintenance	Scheduled maintenance
ShIPLEY College, Salt Building	06/04/2017 21:56	06/04/2017 22:18	00:00	00:22	Customer Environment	Local area power outage
ShIPLEY College, Salt Building	06/04/2017 21:56	06/04/2017 22:18	00:00	00:22	Customer Environment	Local area power outage
ShIPLEY College, Salt Building	06/04/2017 21:56	06/04/2017 22:18	00:00	00:22	Customer Environment	Local area power outage
ShIPLEY College, Salt Building	06/04/2017 21:56	06/04/2017 22:18	00:00	00:22	Customer Environment	Local area power outage
ShIPLEY College, Salt Building	06/04/2017 21:56	06/04/2017 22:18	00:00	00:22	Customer Environment	Local area power outage
St Peter's School York	08/04/2017 06:58	08/04/2017 07:05	00:00	00:07	Regional Network Scheduled Maintenance	Scheduled maintenance
St Peter's School York	09/04/2017 13:38	09/04/2017 13:54	00:00	00:16	Regional Network Scheduled Maintenance	Scheduled maintenance
Leeds Trinity University	04/04/2017 08:58	04/04/2017 09:22	00:00	00:24	Regional Network Other	Services disconnected in error during maintenance
Leeds Trinity University	09/04/2017 14:16	09/04/2017 14:44	00:00	00:28	Regional Network Scheduled Maintenance	Scheduled maintenance
Wakefield College, Wakefield City Campus	04/04/2017 08:58	04/04/2017 09:22	00:00	00:24	Regional Network Other	Services disconnected in error during maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Wakefield College, Wakefield City Campus	04/04/2017 08:58	04/04/2017 09:22	00:00	00:24	Regional Network Other	Services disconnected in error during maintenance
Wakefield College, Wakefield City Campus	04/04/2017 08:58	04/04/2017 09:22	00:00	00:24	Regional Network Other	Services disconnected in error during maintenance
Wakefield College, Wakefield City Campus	04/04/2017 08:58	04/04/2017 09:22	00:00	00:24	Regional Network Other	Services disconnected in error during maintenance
Wakefield College, Wakefield City Campus	04/04/2017 08:58	04/04/2017 09:22	00:00	00:24	Regional Network Other	Services disconnected in error during maintenance
Wakefield College, Wakefield City Campus	09/04/2017 14:16	09/04/2017 14:44	00:00	00:28	Regional Network Scheduled Maintenance	Scheduled maintenance
Wakefield College, Wakefield City Campus	09/04/2017 14:16	09/04/2017 14:44	00:00	00:28	Regional Network Scheduled Maintenance	Scheduled maintenance
Wakefield College, Wakefield City Campus	09/04/2017 14:16	09/04/2017 14:44	00:00	00:28	Regional Network Scheduled Maintenance	Scheduled maintenance
Wakefield College, Wakefield City Campus	09/04/2017 14:16	09/04/2017 14:44	00:00	00:28	Regional Network Scheduled Maintenance	Scheduled maintenance
Wakefield College, Wakefield City Campus	09/04/2017 14:16	09/04/2017 14:44	00:00	00:28	Regional Network Scheduled Maintenance	Scheduled maintenance
Workers' Educational Association, Yorkshire and Humber	09/04/2017 16:19	09/04/2017 16:35	00:00	00:16	Regional Network Scheduled Maintenance	Scheduled maintenance
University of York, Link I	08/04/2017 06:58	09/04/2017 13:54	00:00	30:56	Regional Network Scheduled Maintenance	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
University of York, Link 2	08/04/2017 06:58	09/04/2017 13:54	00:00	30:56	Regional Network Scheduled Maintenance	Scheduled maintenance
York St John University, Fountains Learning Centre	08/04/2017 06:58	09/04/2017 13:54	00:00	30:56	Regional Network Scheduled Maintenance	Scheduled maintenance
Grimsby Institute of Further and Higher Education, Scarborough Campus	08/04/2017 06:58	08/04/2017 07:05	00:00	00:07	Regional Network Scheduled Maintenance	Scheduled maintenance
Grimsby Institute of Further and Higher Education, Scarborough Campus	09/04/2017 13:38	09/04/2017 13:54	00:00	00:16	Regional Network Scheduled Maintenance	Scheduled maintenance
City of York Council, Personal & Community Development	08/04/2017 06:58	08/04/2017 07:05	00:00	00:07	Regional Network Scheduled Maintenance	Scheduled maintenance
City of York Council, Personal & Community Development	09/04/2017 13:38	09/04/2017 13:54	00:00	00:16	Regional Network Scheduled Maintenance	Scheduled maintenance
The British Library, Boston Spa	09/04/2017 14:16	09/04/2017 14:44	00:00	00:28	Regional Network Scheduled Maintenance	Scheduled maintenance
YHGfL Foundation, via Leeds	09/04/2017 16:19	09/04/2017 16:35	00:00	00:16	Regional Network Scheduled Maintenance	Scheduled maintenance
Wakefield College, Castleford Campus	04/04/2017 08:58	04/04/2017 09:22	00:00	00:24	Regional Network Other	Services disconnected in error during maintenance
Wakefield College, Castleford Campus	09/04/2017 14:16	09/04/2017 14:44	00:00	00:28	Regional Network	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Scheduled Maintenance	
The Science Museum, National Railway Museum, York	08/04/2017 06:58	08/04/2017 07:05	00:00	00:07	Regional Network Scheduled Maintenance	Scheduled maintenance
The Science Museum, National Railway Museum, York	09/04/2017 13:38	09/04/2017 13:54	00:00	00:16	Regional Network Scheduled Maintenance	Scheduled maintenance
Leeds City College, Printworks Campus	09/04/2017 16:19	09/04/2017 16:35	00:00	00:16	Regional Network Scheduled Maintenance	Scheduled maintenance
University of Hull, Scarborough Campus	08/04/2017 06:58	08/04/2017 07:05	00:00	00:07	Regional Network Scheduled Maintenance	Scheduled maintenance
University of Hull, Scarborough Campus	09/04/2017 13:38	09/04/2017 13:54	00:00	00:16	Regional Network Scheduled Maintenance	Scheduled maintenance
The Open University, Leeds	14/04/2017 07:03	14/04/2017 09:54	00:00	02:51	Regional Network Environment	Wide area power
Ruskin Mill Trust Limited, Freeman College, via Telehouse West	13/04/2017 10:03	13/04/2017 10:18	00:00	00:15	Customer Unscheduled Maintenance	Customer unplugged NTE
Ruskin Mill Trust Limited, Freeman College, via Telehouse West	18/04/2017 11:04	18/04/2017 11:18	00:00	00:14	Customer Scheduled Maintenance	Customer maintenance
Ruskin Mill Trust Limited, Freeman College, via Telehouse West	18/04/2017 11:52	18/04/2017 22:10	00:00	10:18	Customer Scheduled Maintenance	Customer maintenance
University of Edinburgh, Advanced Computing Facility, via Leeds	09/04/2017 16:19	09/04/2017 16:35	00:00	00:16	Regional Network	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Scheduled Maintenance	
Cybula Ltd	01/04/2017 15:05	03/04/2017 11:55	00:00	44:50	Telco Equipment	Failed microwave equipment
Cybula Ltd	09/04/2017 14:34	10/04/2017 10:40	00:00	20:06	Telco Equipment	UPS Failure
Cybula Ltd	13/04/2017 19:41	13/04/2017 20:40	00:00	00:59	Customer Scheduled Maintenance	Customer router maintenance
Cybula Ltd	14/04/2017 19:32	14/04/2017 20:36	00:00	01:04	Customer Environment	Customer power outage
Cybula Ltd	29/04/2017 14:35	29/04/2017 14:55	00:00	00:20	Customer Unscheduled Maintenance	Customer unscheduled maintenance

Link Utilisation of Contractual Bandwidth

The table shows utilisation at the 90th percentile, i.e. for 90% of the samples within the period the traffic was at or below the level shown and for 10% of the samples traffic was above the level shown. The figure therefore gives a reasonable indication of the loading of the connection during the busiest periods. The measurements are shown as a percentage of the available contractual bandwidth, and only the highest of the to/from readings for the month is used.

Connection	Current Bandwidth	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17
Askham Bryan College, York Campus	1Gbit/s	10%	8%	3%	3%	10%	12%	12%	11%	13%	12%	13%	9%
Barnsley College	1Gbit/s	26%	22%	8%	10%	24%	32%	34%	20%	27%	23%	28%	19%
Barnsley Metropolitan Borough Council, Personal & Community Development	500Mbit/s	19%	18%	15%	4%	14%	13%	13%	12%	15%	12%	10%	5%
Bishop Burton College, Bishop Burton	1Gbit/s	16%	12%	3%	4%	15%	19%	21%	17%	19%	21%	22%	17%
Bradford College	1Gbit/s	24%	18%	7%	5%	21%	28%	34%	23%	33%	33%	35%	19%
Calderdale College	1Gbit/s	70%	53%	20%	1%	8%	9%	11%	8%	11%	10%	10%	4%
Calderdale Metropolitan Borough Council, Personal & Community Development	4Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	9%	1%
Chesterfield College, Automotive Campus	100Mbit/s	2%	1%	1%	1%	1%	1%	2%	1%	2%	2%	2%	2%
Chesterfield College, Infirmary Road	1Gbit/s	17%	12%	3%	3%	12%	16%	20%	16%	21%	22%	23%	13%
City of York Council, Personal & Community Development	500Mbit/s	52%	53%	48%	22%	56%	51%	56%	45%	64%	75%	91%	70%
Craven College	1Gbit/s	65%	52%	12%	12%	49%	45%	67%	5%	7%	7%	8%	4%
Cybula Ltd	1Gbit/s										<0.5%	<0.5%	<0.5%
Doncaster College, High Melton	100Mbit/s	<0.5%	5%	5%	4%	18%	23%	18%	22%	32%	39%	39%	31%
Doncaster College, The Hub	1Gbit/s	369%	253%	85%	26%	57%	84%	120%	8%	14%	13%	16%	9%
Doncaster Deaf Trust	100Mbit/s	15%	17%	10%	15%	22%	34%	57%	24%	19%	18%	20%	10%
Doncaster Metropolitan Borough Council	1Gbit/s	14%	12%	9%	4%	11%	10%	12%	9%	12%	11%	13%	7%
East Riding College, Beverley Campus	1Gbit/s	6%	6%	1%	1%	4%	5%	6%	4%	7%	6%	7%	4%
East Riding of Yorkshire Council, Personal & Community Development	4Mbit/s	176%	145%	146%	141%	139%	140%	133%	120%	149%	156%	186%	163%
Franklin College	1Gbit/s	39%	29%	4%	5%	39%	31%	4%	2%	4%	4%	5%	2%
Greenhead College	1Gbit/s	24%	15%	15%	3%	25%	26%	3%	2%	3%	4%	7%	3%
Grimsby Institute of Further and Higher Education, Grimsby Campus	1Gbit/s	21%	17%	6%	4%	61%	59%	72%	48%	74%	71%	74%	32%
Grimsby Institute of Further and Higher Education, Scarborough Campus	100Mbit/s	49%	43%	12%	10%	40%	39%	49%	32%	47%	47%	53%	22%
Henshaws Society for Blind People	100Mbit/s	11%	10%	12%	10%	10%	10%	10%	8%	12%	10%	12%	10%

Connection	Current Bandwidth	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17
Huddersfield New College	1Gbit/s	17%	9%	4%	4%	8%	8%	11%	8%	13%	13%	18%	6%
Hull College, Harrogate Campus	1Gbit/s	4%	3%	1%	<0.5%	2%	2%	3%	2%	3%	3%	3%	1%
Hull College, Queen's Gardens	1Gbit/s	16%	11%	4%	3%	10%	14%	16%	11%	16%	15%	18%	9%
John Leggott College	100Mbit/s	41%	85%	8%	10%	91%	75%	84%	58%	85%	77%	70%	14%
Kingston Upon Hull City Council, Personal & Community Development	4Mbit/s	1350%	1463%	1550%	1545%	1513%	1633%	1780%	1388%	1498%	1588%	1638%	1635%
Kirklees College, Dewsbury Centre	1Gbit/s	16%	12%	1%	1%	13%	17%	19%	13%	19%	17%	19%	10%
Kirklees College, Huddersfield Centre	1Gbit/s	9%	7%	2%	1%	9%	10%	10%	7%	9%	9%	12%	7%
Landmarks	100Mbit/s	2%	4%	4%	<0.5%	1%	1%	2%	1%	3%	2%	5%	1%
Leeds Beckett University, City Campus	1Gbit/s	33%	15%	15%	13%	17%	37%	47%	34%	30%	48%	53%	44%
Leeds Beckett University, Headingley Campus	1Gbit/s	13%	10%	10%	10%	10%	13%	15%	12%	12%	14%	15%	13%
Leeds City College, Keighley Campus	100Mbit/s	37%	30%	8%	5%	28%	36%	48%	27%	47%	45%	52%	20%
Leeds City College, Park Lane Campus	1Gbit/s	11%	9%	4%	3%	12%	17%	18%	13%	18%	18%	20%	8%
Leeds City College, Printworks Campus	1Gbit/s	90%	48%	22%	11%	33%	54%	9%	6%	9%	9%	10%	4%
Leeds City College, Technology Campus	1Gbit/s	13%	10%	2%	2%	10%	13%	15%	10%	15%	14%	17%	5%
Leeds College of Art	1Gbit/s	8%	2%	2%	2%	4%	13%	14%	7%	13%	14%	18%	8%
Leeds College of Building, Black Bull Street	1Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	1%	1%	1%	1%	1%	1%	1%	1%
Leeds College of Building, North Street	100Mbit/s	27%	28%	22%	10%	34%	48%	38%	26%	39%	39%	47%	22%
Leeds College of Music	500Mbit/s	9%	4%	3%	2%	6%	10%	12%	9%	9%	11%	12%	6%
Leeds Trinity University	1Gbit/s	5%	4%	4%	3%	6%	9%	8%	6%	8%	8%	9%	6%
Leeds Trinity University, via Leeds Metropolitan	1Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Longley Park Sixth Form College	500Mbit/s	168%	170%	184%	143%	175%	16%	4%	19%	19%	20%	18%	19%
New College Pontefract	1Gbit/s	11%	9%	1%	1%	14%	18%	22%	14%	22%	20%	22%	4%
Northern College for Residential Adult Education	100Mbit/s	202%	181%	192%	143%	176%	164%	17%	13%	14%	13%	16%	11%
Northern Grid for Learning, via Leeds	10Gbit/s	17%	16%	14%	4%	17%	18%	20%	15%	17%	14%	18%	9%
Northern School of Contemporary Dance	100Mbit/s	8%	8%	5%	2%	7%	8%	10%	5%	10%	9%	11%	6%
North Lindsey College	1Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
North Lindsey College, via Telehouse West	1Gbit/s	11%	12%	3%	2%	9%	13%	15%	23%	16%	16%	18%	8%
Notre Dame Catholic Sixth Form College	1Gbit/s	45%	31%	6%	3%	49%	5%	9%	4%	8%	9%	12%	2%
Pennine Camphill Community Limited	100Mbit/s	15%	15%	11%	9%	14%	13%	17%	17%	17%	18%	19%	17%
RNN Group, Dearne Valley College	1Gbit/s	17%	23%	7%	6%	16%	26%	3%	1%	2%	2%	2%	1%

Connection	Current Bandwidth	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17
RNN Group, Town Centre Campus [2]	1Gbit/s	11%	7%	2%	2%	7%	9%	12%	7%	13%	13%	7%	4%
Ruskin Mill Trust Limited, Freeman College, via Sheffield	100Mbit/s	4%	4%	3%	3%	5%	6%	6%	4%	5%	3%	5%	4%
Ruskin Mill Trust Limited, Freeman College, via Telehouse West	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Scarborough Sixth Form College	100Mbit/s	34%	17%	7%	20%	32%	36%	49%	54%	56%	44%	44%	22%
Selby College	1Gbit/s	63%	48%	10%	7%	57%	62%	4%	6%	8%	8%	8%	5%
Sheffield City Council, Personal & Community Development	10Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Sheffield Hallam University, City Campus	10Gbit/s	52%	36%	35%	32%	41%	87%	95%	71%	73%	93%	10%	8%
Sheffield Hallam University, Collegiate Campus	10Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Shipley College, Exhibition Road	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Stem Learning Limited, National Science Learning Centre, Link 1	100Mbit/s	6%	6%	6%	7%	8%	8%	10%	14%	7%	8%	8%	60%
Stem Learning Limited, National Science Learning Centre, Link 2	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
St Peter's School York	100Mbit/s	340%	316%	153%	41%	323%	314%	486%	68%	79%	84%	96%	49%
The British Library, Boston Spa	1Gbit/s	111%	111%	70%	98%	145%	146%	171%	191%	77%	97%	13%	11%
The Open University, Leeds	100Mbit/s	5%	6%	5%	5%	6%	7%	8%	7%	8%	9%	11%	6%
The Science Museum, National Media Museum Bradford	100Mbit/s	4%	5%	5%	6%	5%	6%	7%	6%	1%	10%	10%	10%
The Science Museum, National Railway Museum, York	100Mbit/s	3%	3%	4%	4%	3%	4%	3%	3%	5%	10%	10%	10%
The Sheffield College, Hillsborough College	1Gbit/s	332%	224%	69%	20%	116%	16%	<0.5%	<0.5%	<0.5%	<0.5%	1%	4%
The Sheffield College, Sheffield City College	1Gbit/s	292%	203%	58%	31%	119%	182%	32%	24%	35%	36%	33%	15%
Thomas Rotherham College	1Gbit/s	277%	199%	64%	3%	34%	38%	59%	40%	8%	8%	8%	3%
University of Bradford, Link 1	1Gbit/s	9%	5%	5%	5%	8%	18%	21%	15%	14%	20%	23%	19%
University of Bradford, Link 2	1Gbit/s	20%	16%	15%	16%	19%	25%	30%	25%	26%	26%	29%	27%
University of Edinburgh, Advanced Computing Facility, via Leeds	20Gbit/s	5%	9%	9%	12%	25%	9%	10%	10%	11%	11%	10%	12%
University of Huddersfield, Link 1	10Gbit/s	38%	26%	25%	22%	3%	7%	7%	6%	6%	7%	8%	5%
University of Huddersfield, Link 2	10Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
University of Hull, Hull Campus, Link 1	2Gbit/s	29%	19%	16%	21%	22%	37%	37%	29%	25%	39%	42%	29%
University of Hull, Hull Campus, Link 2	2Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	4%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
University of Leeds, via Leeds (1)	10Gbit/s	46%	24%	17%	18%	38%	49%	52%	47%	52%	56%	58%	51%

Connection	Current Bandwidth	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17
University of Leeds, via Leeds (2)	5Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
University of Sheffield, Brunswick Street	2Gbit/s	56%	65%	35%	34%	18%	33%	16%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
University of Sheffield, Hounsfield Road	4Gbit/s	97%	71%	48%	47%	74%	100%	102%	17%	31%	9%	10%	22%
University of York, Link 1	4Gbit/s	82%	59%	27%	27%	47%	85%	92%	44%	95%	99%	98%	97%
University of York, Link 2	4Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Wakefield College, Castleford Campus	100Mbit/s	79%	58%	9%	10%	54%	59%	10%	6%	10%	11%	16%	11%
Wakefield College, Wakefield City Campus	1Gbit/s	85%	68%	18%	18%	62%	8%	20%	15%	21%	19%	22%	13%
Wilberforce College	1Gbit/s	45%	24%	8%	<0.5%	3%	3%	4%	3%	4%	4%	5%	2%
Workers' Educational Association, Yorkshire and Humber	10Mbit/s	12%	12%	18%	12%	11%	11%	28%	8%	12%	11%	11%	10%
Wyke Sixth Form College	1Gbit/s	96%	88%	<0.5%	<0.5%	13%	12%	16%	7%	19%	18%	19%	8%
YHGfL Foundation, via Leeds	3Gbit/s	63%	57%	43%	10%	52%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
YHGfL Foundation, via Leeds Beckett University	10Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	16%	17%	15%	16%	14%	15%	8%
York College	1Gbit/s	27%	19%	2%	2%	20%	28%	34%	26%	33%	35%	42%	27%
York St John University, Fountains Learning Centre	1Gbit/s	12%	6%	6%	6%	13%	19%	19%	10%	13%	21%	22%	15%
York St John University, Holgate Building	1Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%