**Duration of Porting Outages Due to Planned SP Maintenance**

*Submitted By: NPIF*

*Accepted:11/05/2007*

*Revised: 02/09/2021*

*Revised: 10/05/2022*

*Version: 3*

**Version History:**

This Best Practice was created by the LNPA WG (now known as the NPIF – Number Portability Industry Forum) and originally accepted on 11/05/2007 (Version 1). This Best Practice was reviewed by the NPIF on 02/09/2021 where consensus was reached to update information on new maintenance scheduling tool located on the self-service portal (version 2). This Best Practice was reviewed again by the NPIF on 10/05/2022 where consensus was reached to update remove the references to 14-day minimum notice (version 3).

**Background:**

**Documentation Referenced:**

[PIM 62 – Planned Maintenance Duration v3](https://workinggroup.numberportability.com/documents/6502/PIM_062_-_Planned_maintenance_duration_v3.docx)

**Decisions/Recommendations**

Every attempt should be made to perform planned maintenance during the regularly scheduled Sunday SP maintenance windows.

An Industry Best Practice has been agreed upon to limit the length of time for planned service provider downtime to a maximum of 60 consecutive hours as it relates to Local Number Portability outages.  Additionally, Trading Partners should provide a minimum of 30 days’ notice for planned porting outages.

It is recognized that there may be emergency situations that could require less than the planned outage notification window.

If maintenance is required outside the regularly scheduled Sunday SP maintenance window, the Service Provider should place the request through self-service (preferred method), email, chat or by phone.