**No NPAC Porting Activity During SP Maintenance Windows**

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*Version: 1*

**Version History:**

This Best Practice was created by the NPIF – Number Portability Industry Forum and accepted on 10/05/2022.

**Background:**

**BP 010 – No NPAC Porting Activities During the SP Maintenance Windows** was accepted (03/04/2002) to address situations when porting activities were attempted during the regularly scheduled maintenance window. In 2012 consensus was reached at the LNPA WG to delete BP 010. In 2022 Porting activities were attempted during the regularly scheduled maintenance window that resulted in the NPAC queueing the messages from that SP. When the NPAC came out of maintenance the large quantity of queued messages caused issues for some LSMS’ attempting to resynchronize.

**Documentation Referenced:**

**BP 010 – DELETED - No NPAC Porting Activities During the SP Maintenance Windows**

**Decisions/Recommendations:**

During the Service Provider scheduled maintenance window (even if the NPAC is back online prior to the end of the scheduled maintenance window):

* Porting transactions should not be submitted to the NPAC
* NPAC porting activities should not be planned/initiated
* Large porting and other activities that could impede the ability of the local systems to resynchronize should be avoided

In addition, service providers should start maintenance at the start of the window. Service Provider Scheduled Maintenance Window is defined on the NPAC Secured website Knowledge Base in the document titled Scheduled Service Unavailability (SSUSched\_UDOC\_008).