Letter of Permission Requirements Article no. 1249

Introduction

- **For Digital West** customers, send an email to support@digitalwest.com and include the following information:
    - Contact Name
    - Daytime contact number
    - Details of the request

New Install or Additional Outlet Requests

- For **owners**, install as usual
- For **renters**, a **Letter of Permission** (**LOP**) is **required**

Note: an LOP is ***not*** required when reconnecting or activating an existing outlet for renters

Resolution Steps

Install or Service Change with an LOP

- **DC Metro, IL, MA, NY, PA and TX:**
    - Enter work order with a **No schedule** time frame

        - Note **LOP Needed** in the **Work Order Comments**
        - Advise customer of the information that must be present on the LOP as below
            - **When** the customer secures the **LOP** from the property owner, they can call to schedule the appointment
            - The **LOP must be presented to** the **technician** at the **time of install**
- **CA, OR and WA:**
    - Enter work order and schedule as normal
    - Note **LOP needed** in Work Order Comments
    - Advise customer of the information that must be present on the LOP at time of install as below

Letter of Permission Required Information

- Name, address and phone number for all **owner**(s) and **tenant**(s)
- **Permission** for our company to perform work required for the **tenant**(s) requested **services**
- **Owner(s) and tenant(s) signature, dated**

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