

# Letter of Permission Requirements Article no. 1249

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## Introduction

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- **For Digital West** customers, send an email to [support@digitalwest.com](mailto: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

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### 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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