

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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