LoA User Guide

12 Nov 2019

The essence of this change is the ability for you the user to directly attach a Letter of Authority (LoA) to a porting request, rather than having to separately email it as now. This will both save you work, and be more reliable and secure for both of us.

We'll use a Standard Geo request page as it now is, as an example

And here is the equivalent page in the new system.

Notice the new line of entry, circled in blue.

Using the new *Choose File* button, the user can to navigate to and attach a **.pdf** *or* **.jpg** LoA file, up to a maximum size of 3MB.

This is optional, you can still proceed without attaching one if you prefer.

Do you have a Letter of Authority from the Customer?	Yes ▼
Customer's Letter of Authority (max size 3 MB)	Choose file **oab.pdf**

We see here the LoA file called *oab.pdf* has been chosen.

Note that it is still mandatory to answer *Yes* to the question just above the button
if you wish to proceed.

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10.0.100.67 says

Maximum LoA size exceeded - 4 MB

OK

Geographic Porting Request Form
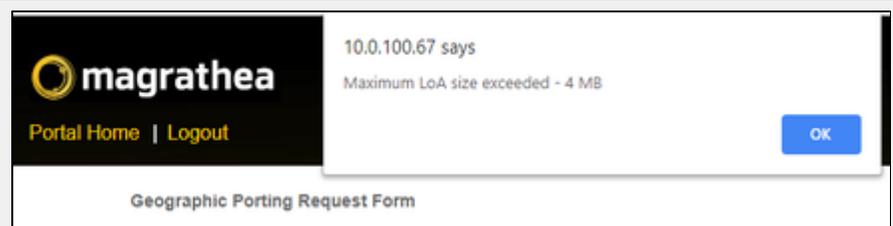
If you choose an LoA that is too big (bigger than 3MB), you'll get a message like the one
above.   Click *OK* and choose another one.

○ UserManual.pdf	13/05/2019 16:13	Chrome HTML Do...	4,362 KB
○ Magrathea REST API.pdf	05/06/2018 10:30	Chrome HTML Do...	406 KB

Customised Files (*.pdf;*.png;*. ∨

Open   Cancel
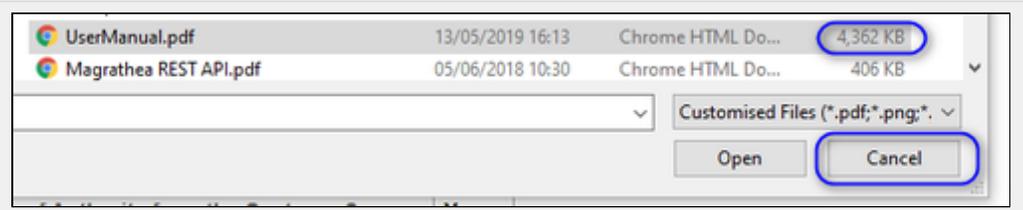
But if you don't have another one, and so just want to proceed without attaching an LoA, navigate back to
that file, but this time click *Cancel* rather than *Open.*   That will clear the choice from the button.

Geographic Porting Request

You are viewing Order Number 473

View LoA

Current Status ENTER

Then continue capturing the request as normal.
If you *did* attach an LoA, then when you review the request you'll now see a
new **View LoA** button.

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Letter of Authorisation

Please ensure this Letter of Authority is returned to the new Service Provider and not Gaining Communications Provider.

To: Losing Communications Provider	From: Gaining Communications Provider
123 Telecom Telecom House Telecom Road Telecoms AB1 2CD	Magrathea Telecom 5 Commerce Park Brunel Road Theale RG7 4AB

Customer Details:

Company Name: (as shown on the most recent telecommunications bill from the current Communications Provider)	Chicken 4U

Return to order   LoA for Order No 473

And if you click it you'll see something like this.
To then get back to the order, click *Return to orde*r