Mobile Service: Replacements
http://www.ucl.ac.uk/isd/staff/network/telecoms/

1: User informs DA of need for replacement

2: DA (or Abzorb) bar device (if lost/stolen)

3: Selects Replacement Device/SIM

4: DA orders new handset through portal

5: Receives new Device/SIM

5A: DA connects new SIM through portal

6: Collects Device/SIM

7: SIM inserted. Phone charged and ready

ORDERING PROCESS

User Action
DA Action
Optional Action

Online
Email
In person
Courier
Device