

# Missouri Public Service Commission

## EFIS – Submit IVoIP Application

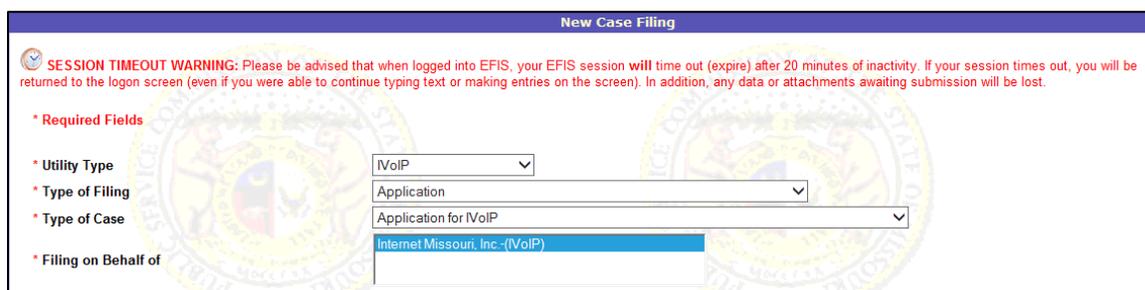
To submit an interconnected voice over Internet protocol (IVoIP) application:

1. Log on to EFIS.
2. From the *Welcome* screen, click the **'Filing/Submission'** menu option
3. Select the **'New Case'** link to continue to the *New Case Filing* screen.



On the *New Case Filing* screen, complete the following steps:

4. In the **'Utility Type'** drop-down list, select 'IVoIP'.
5. In the **'Type of Filing'** drop-down list, select 'Application'.
6. In the **'Type of Case'** drop-down list, select 'Application for IVoIP'.
7. In the **'Filing on Behalf of'** drop-down list, select the applicable company or companies. If a company uses a d/b/a name, both the parent company name and the d/b/a name should be selected.
  - *This list will only list those companies for which the user has been designated as a contact for. If the company is not listed, contact the company's Official Representative and ask them to add the user as a contact; or notify the Data Center.*
  - *To select more than one company, press and hold the 'Ctrl' button on the keyboard and select the next company from the drop-down list.*



**SESSION TIMEOUT WARNING:** Please be advised that when logged into EFIS, your EFIS session will time out (expire) after 20 minutes of inactivity. If your session times out, you will be returned to the logon screen (even if you were able to continue typing text or making entries on the screen). In addition, any data or attachments awaiting submission will be lost.

**\* Required Fields**

* Utility Type	IVoIP
* Type of Filing	Application
* Type of Case	Application for IVoIP
* Filing on Behalf of	Internet Missouri, Inc.-(IVoIP)

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8. In the **'Enter related case number(s) and/or tracking number(s)'** field, input any related Commission case or tracking number(s). If there are no related case or tracking numbers, skip to the next step.
  - a. After entering a related case or tracking number, tab out of the field.
  - b. After tabbing, any referenced case or tracking numbers will appear in the **'Selected Tracking Nos.'** box.
  - c. A **'Remove'** button will appear once a case or tracking number is listed in the 'Selected Tracking Nos.' box.
    - i. If an incorrect number was entered, click the **'Remove'** button to remove the incorrect number and enter the correct number in the **'Enter related case number(s) and/or tracking number(s)'** field.

The screenshot shows a form with two main input areas. The top area is labeled "Enter related case number(s) and/or tracking number(s)" and contains a text input field with the value "DA-2016-0282" and a red tooltip that says "[Tab out to enter multiple case/tracking numbers.]". Below this is a box labeled "Selected Tracking Nos." which also contains the value "DA-2016-0282". To the right of this box is a "Remove" button with a trash can icon.

9. In the **'Style of Case'** field, input the of case style/case matter. *The case style should always begin with the phrase, "In the Matter of".* (Please do not use all caps.)
10. In the **'Title of Filing/Submission'** field, input the document title. ((Please do not use all caps.)
11. In the **'Clear and Concise Statement of Relief Requested'** field, input a statement of relief. If unknown or not applicable, input 'N/A'.
12. In the **'Indicate Cite for Commission Authority'** field, input any applicable rule or statute. If unknown or not applicable, input 'N/A'.
13. Under the **'Data Request Contact Person (Optional)'** section, input the Data Request Contact Person information, if available at the time of filing; if not, skip this step.
14. Click the **'Continue'** button to continue to the *Minimum Filing Requirements* screen.

The screenshot shows a form with four labeled fields. The first field is "Style of Case" with the value "In the Matter of the Application for Interconnection Voice Over Internet Protocol Service for Internet Missouri, Inc." and a note "(Allows only 500 characters)". The second field is "Title of Filing/Submission" with the value "Application for Service" and a note "(Allows only 500 characters)". The third field is "Clear and Concise Statement of Relief Requested" with the value "Application for Service" and a note "(Allows only 250 characters)". The fourth field is "Indicate Cite for Commission Authority" with the value "4 CSR 240-28.030".

15. In the **'Data Request Contact Person (Optional)'** fields, input the name and e-mail address of the personal who will be responsible for responding to any Data Requests (discovery requests) that may be issued to the filing party. This person will be the default contact person for any Data Requests that are issued. If Data Requests are not anticipated for this case or if the Data Request Contact information is unknown at the time, skip to the next step. *(Only registered EFIS users are able to respond to Data Requests.)*

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16. Click the '**Continue**' button to continue to the *Minimum Filing Requirements* screen.

Data Request Contact Person (Optional)

First Name

Middle Initial

Last Name

E-mail Address

Sl.No.	Attachment(s)	Security Level
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Continue Exit

17. On the *Minimum Filing Requirements* screen, select one of two options:

- Click the '**Continue**' button to certify compliance with all applicable rules and statutes and to continue the *Filing/Submission – Attachment(s)* screen.
- Click the '**Back**' button to go back to the *New Case Filing* screen to verify the filing is in compliance with all applicable rules and statutes.

Minimum Filing Requirements

By clicking 'Continue', the filing party hereby certifies that this submission is in compliance with all applicable Statutes, Rules and Regulations governed by the Commission.

Continue Back

On the *Filing/Submission – Attachment(s)* screen, complete the following steps:

- Click the '**Browse**' button to select the document(s) for attaching.
  - File names and file paths cannot contain special characters (%&^\*#@) except an underscore or hyphen.
  - Attachment must be less than 20MB.
  - PDF documents are preferred.
  - Zip files are not permitted.
- Select the appropriate document security option using the radio buttons. If deemed highly confidential, check the box '**Check here to designate...**' to select the '**Highly Confidential**' radio button option.
  - It is the filer's responsibility to denote the correct security level for each attachment.
  - The '**Highly Confidential**' option will only appear if a case number has been entered on the previous screen.
- Click the '**Attach**' button to attach the document.
  - Multiple attachments can be made by selecting a document, its security level, and then clicking the '**Attach**' button.

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Filing/Submission - Attachment(s)

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**DISCLAIMER AND INSTRUCTIONS:** It is the sole responsibility of the person or entity submitting 'public' versions of electronic files to take appropriate measures to ensure that all 'confidential' information is to the best of his or her knowledge, information and belief, non-viewable, non-searchable and non-reversible. Informal consumer complaints and accompanying attachments are automatically designated confidential. For case documents, when submitting 'confidential' information, a cover sheet or pleading describing why that information qualifies for 'confidential treatment' must be included.

**Attachment Process:**

1. Click 'Browse' to select the attachment from its saved location.
2. Select the security designation for the attachment.
3. Click the 'Attach' button. (To upload multiple attachments, repeat steps 1 through 3.)
4. After all attachments for the submission have been uploaded, click the 'Done With Attach' button.

**Note:**

- Attachment file names and file paths cannot contain special characters.
- Each attachment must be less than 20MB. Attachments that are 20MB or greater must be divided into multiple parts.
- Password protected documents are not acceptable.

H:\test doc.pdf Browse...

Select Document Security from the following:

Public  Confidential

Check here to designate a document as 'Highly Confidential'. Documents may only be designated as 'Highly Confidential' if a Motion for Protective Order has been filed.

21. Click the 'Done with Attach' button after all the attachments have been uploaded.

**Note:**

- Attachment file names and file paths cannot contain special characters.
- Each attachment must be less than 20MB. Attachments that are 20MB or greater must be divided into multiple parts.
- Password protected documents are not acceptable.

H:\test doc.pdf Browse...

*To remove an item from the 'Attachment' list, click the 'Delete' checkbox and then click the 'Delete' button below.*

*The 'Attachment' list shows the 'Security Level' selected for each document.*

Delete	Attachments	Security Level
<input type="checkbox"/>	<a href="#">test doc.pdf</a>	Public

22. Verify that the security level of the attachment(s) is correct by clicking the 'OK' button. (If not correct, click 'Cancel' to make corrections.)

Message from webpage

Have you verified the documents attached are properly identified as 'Public', 'Confidential', or 'Highly Confidential' documents?

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On the *New Case Filing* screen, scroll down to the bottom of the screen to proceed.

23. Click the **'Service List'** button to continue to the *Subscriber Input Screen* to set up the service list for the new case.
  - *The purpose of the service list is to provide contact information about the attorney who is representing the company in the matter so they will receive information pertaining to the case.*
  - *All service list members will receive notification of all filings submitted in the case.*

The screenshot shows the 'New Case Filing' screen with the following fields and controls:

- \* Style of Case:** In the Matter of the Application for Interconnection Voice Over Internet Protocol Service for Internet Missouri, Inc. (Allows only 500 characters)
- \* Title of Filing/Submission:** Application for Service (Allows only 500 characters)
- \* Clear and Concise Statement of Relief Requested:** Application for Service (Allows only 250 characters)
- \* Indicate Cite for Commission Authority:** 4 CSR 240-28.030
- Data Request Contact Person (Optional):** First Name, Middle Initial, Last Name, E-mail Address (all empty)
- Table:**

Sl.No.	Attachment(s)	Security Level
1	<a href="#">test.doc.pdf</a>	Public
- Buttons:** Service List (circled in red), Attach, Exit

On the *Subscriber Input Screen*, under **'Name of Party'**, complete the following:

24. In the **'Company Name'** drop-down list, select the applicable company.
  - *This list will only list those companies for which the user has been designated as a contact for. If the company is not listed, contact the company's Official Representative and ask them to add the user as a contact; or notify the Data Center.*
25. In the **'User Name'** drop-down list, select the applicable user name.
  - *This list will only list individuals who have been designated as a contact for the company. If the user who should be designated to receive the information is not listed, please contact the company's Official Representative and ask them to add that user as a contact; or notify the Data Center.*
26. Click the **'Add'** button to add the user to the service list.
27. Repeat steps 23-25 until all parties have been added to the service list.

The screenshot shows the 'Subscriber Input Screen' with the following fields and controls:

- \* Required Fields:**
- Name of Party:** (empty)
- \* Company Name:** Internet Missouri, Inc.-(VoIP) (dropdown)
- \* User Name:** Cooper Dean (dropdown)
- Message:** (User ID is required to add a party to the subscriber Service List -- User ID may be obtained by completing EFIS Registration.)
- Buttons:** Add (circled in red), Continue, Clear

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28. After all service list members have been added, click the 'Continue' button to return to the *New Case Filing* screen.

**Subscriber Input Screen**

\* Required Fields

Name of Party

\* Company Name

\* User Name

(User ID is required to add a party to the subscriber Service List -- User ID may be obtained by completing EFIS Registration.)

Add  Clear

On the *New Case Filing* screen, scroll down to the bottom of the screen to proceed.

29. To finalize the submission, click the 'Submit' button.

If type of case is CLEC application complete the following 2 fields.

\* Service Area

\* Type of Service Offered  Residential  Business  Prepaid

\* Style of Case

(Allows only 500 characters)

\* Title of Filing/Submission

(Allows only 500 characters)

\* Clear and Concise Statement of Relief Requested

(Allows only 250 characters)

\* Indicate Cite for Commission Authority

Data Request Contact Person (Optional)

First Name

Middle Initial

Last Name

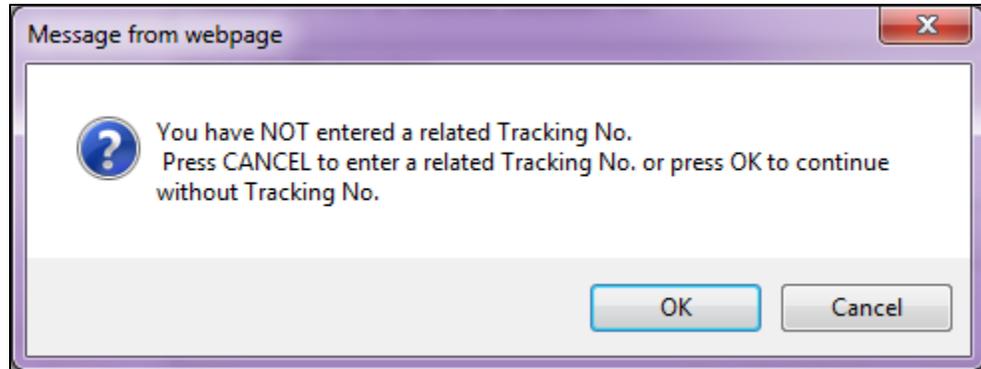
E-mail Address

Sl.No.	Attachment(s)	Security Level
1	<a href="#">test_doc.pdf</a>	Public

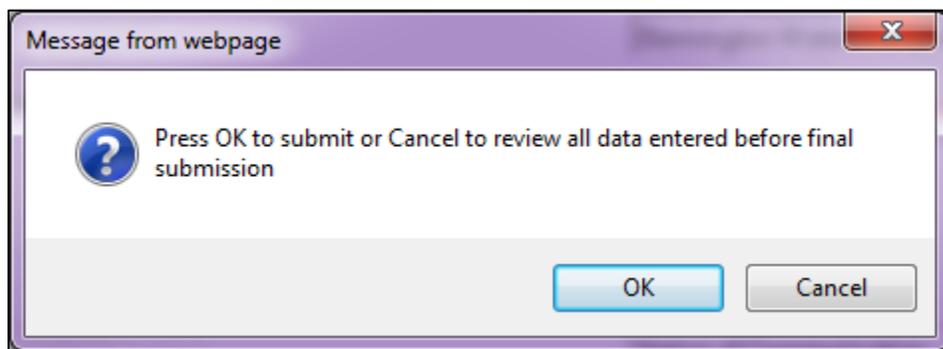
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30. If a related case or tracking number was not entered earlier, the following message will display.
- If there is a related case or tracking number to add, select **'Cancel'** and enter the related case/tracking number in the **'Enter related case number(s)...**' field.
  - If there is not a related case or tracking number, click **'OK'**



31. Click the **'OK'** button to submit the filing, or click the **'Cancel'** button to make changes to the submission.



32. A submission conformation message will appear on the screen.  
33. Click the **'OK'** button to return to the *Filing/Submission* screen.



For additional assistance, please contact the Data Center at 573-751-7496 or [datacenter@psc.mo.gov](mailto:datacenter@psc.mo.gov).