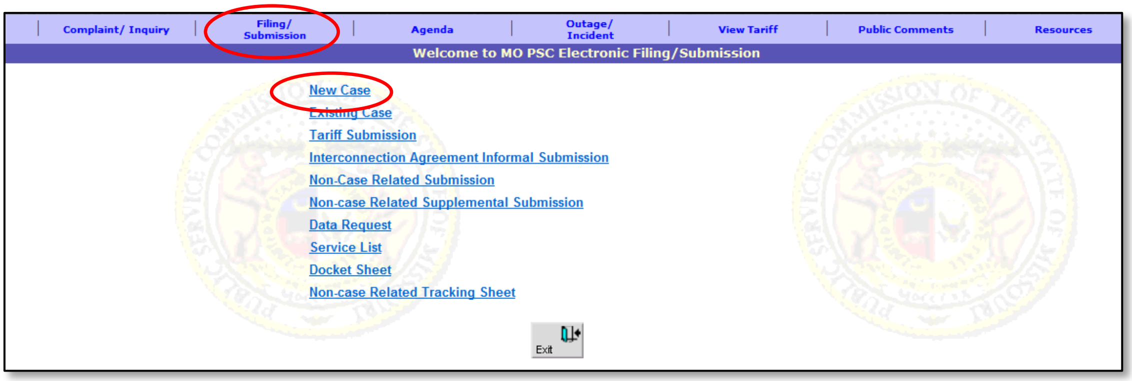
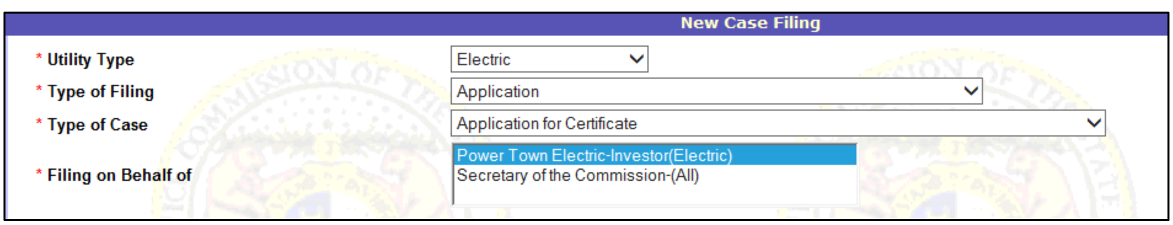
To file a new Commission case:

1. Logon to EFIS.
2. On the *Welcome* screen, click the '**Filing/Submission**' menu.
3. Select the '**New Case**' link to continue to the *New Case Filing* screen.



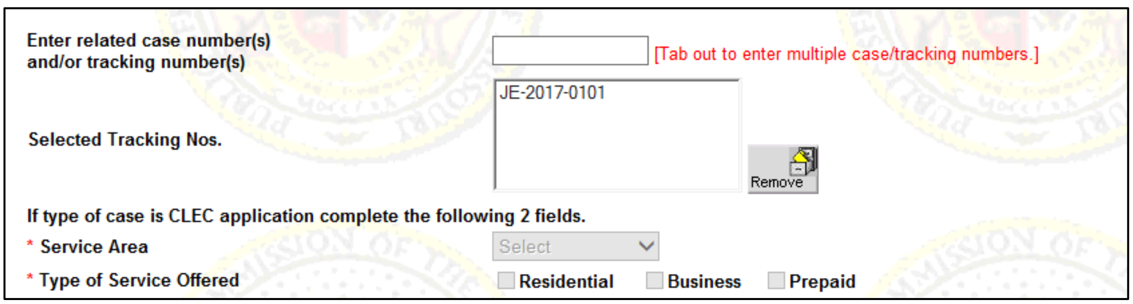
On the *New Case Filing* screen, complete the following steps:

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.*

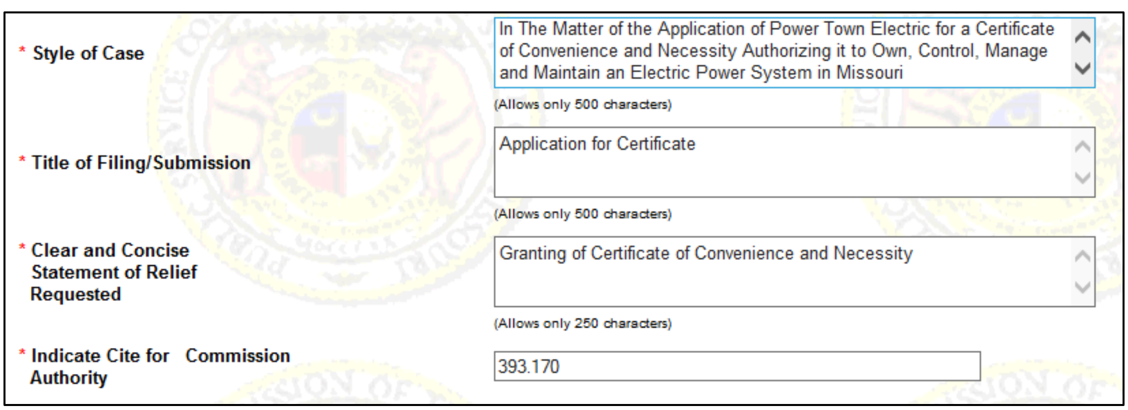


8. In the '**Enter related case number(s) and/or tracking number(s)**' field, input any related Commission case or tracking number(s). If there are no related case or tracking numbers, skip to the next step.
   a. After entering a related case or tracking number, tab out of the field.
   b. After tabbing, 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.

9. If the type of case is a CLEC application case, complete the following steps. If **not** a CLEC application case, skip this step.
   a. In the '**Service Area**' drop-down list, select the applicable service area.
   b. Check the '**Type of Service Offered**' box to select the type of service being offered.

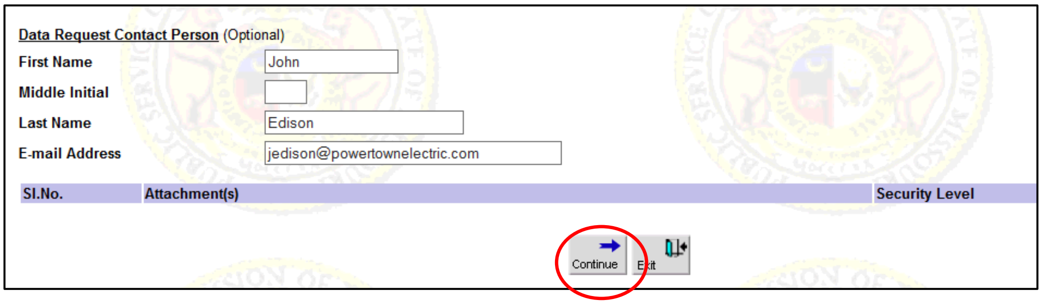


10. In the '**Style of Case**' field, input the of case style/case matter. *The case style should always begin with the phrase, "In the Matter of".* (Please do not use all caps.)
11. In the '**Title of Filing/Submission**' field, input the document title. ((Please do not use all caps.)
12. In the '**Clear and Concise Statement of Relief Requested**' field, input a statement of relief. If unknown or not applicable, input 'N/A'.
13. In the '**Indicate Cite for Commission Authority**' field, input any applicable rule or statute. If unknown or not applicable, input 'N/A'.



14. 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.)*

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



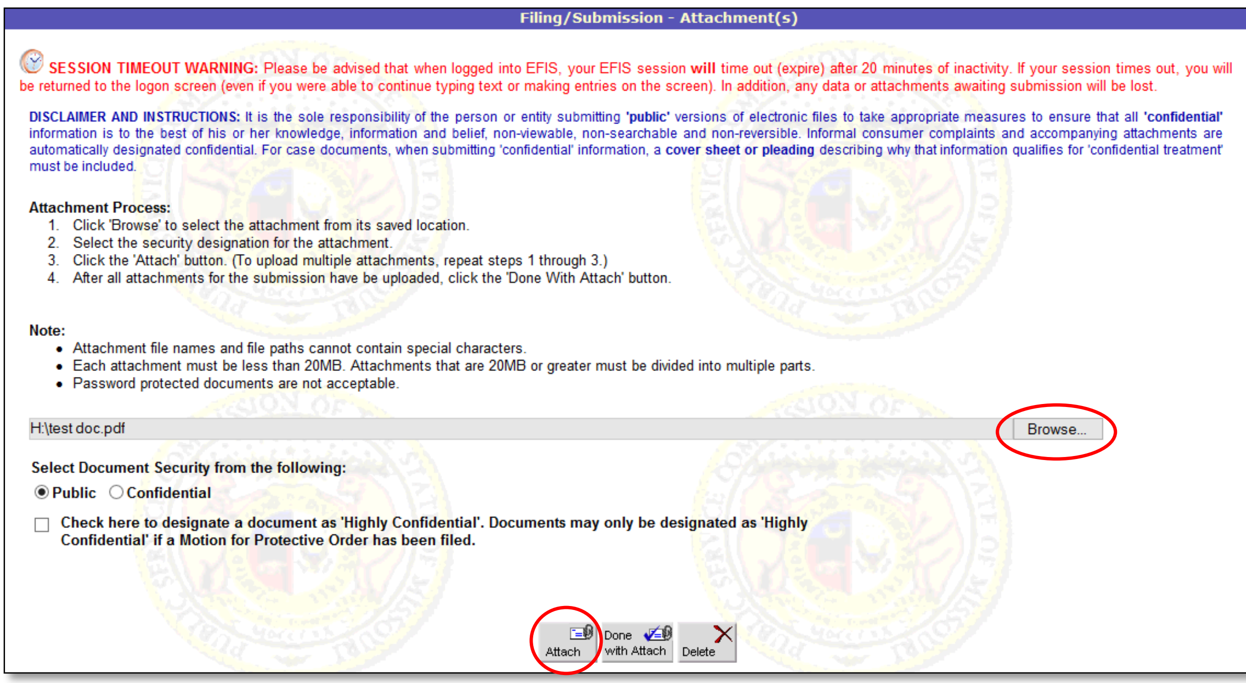
16. On the *Minimum Filing Requirements* screen, select one of two options:
    a. Click the '**Continue**' button to certify compliance with all applicable rules and statutes and to continue the *Filing/Submission – Attachment(s)* screen.
    b. Click the '**Back**' button to go back to the *New Case Filing* screen to verify the filing is in compliance with all applicable rules and statutes.

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

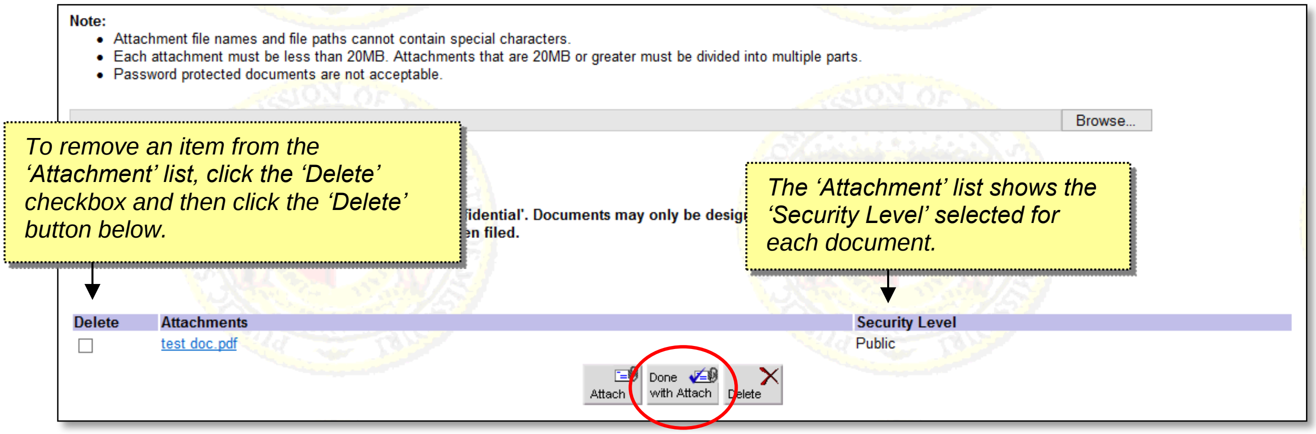
1. Click the '**Browse**' button to select the document(s) for attaching.
   - *File names and file paths cannot contain special characters (%'&^*#@) except an underscore or hyphen.*
   - *Attachment must be less than 20MB.*
   - *PDF documents are preferred.*
   - *Zip files are not permitted.*

2. 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.*

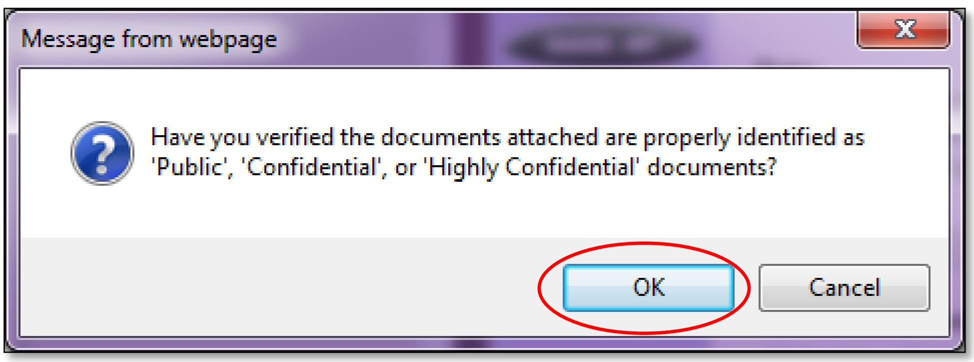
3. Click the '**Attach**' button to attach the document.
   - *Multiple attachments can be made by selecting a document, its security level, and then clicking the 'Attach' button.*



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

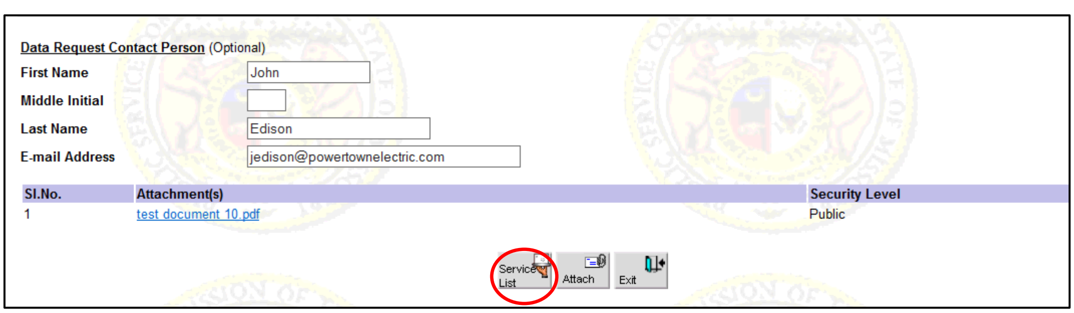


5. Verify that the security level of the attachment(s) is correct by clicking the '**OK**' button. (If not correct, click 'Cancel' to make corrections.)



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

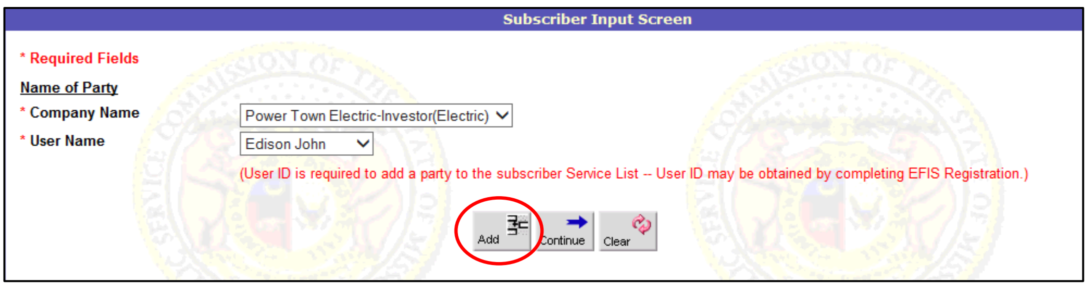
17. Click the '**Service List**' button to continue to the *Subscriber Input Screen* to set up the service list for the new case.
    - *The purpose of the service list is to provide contact information about the attorney who is representing the company in the matter so they will receive information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



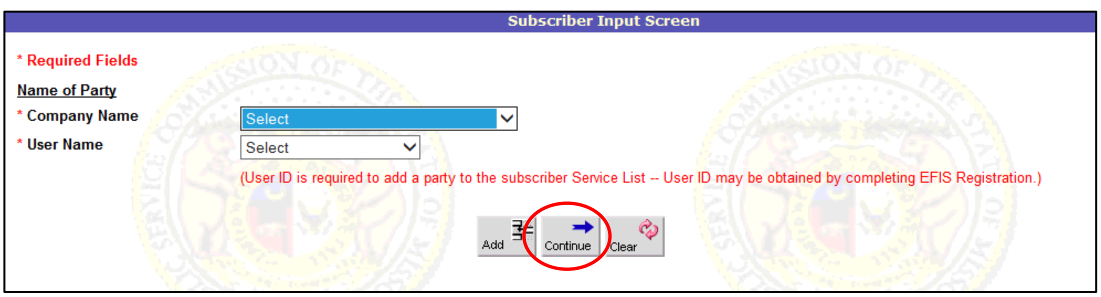
On the *Subscriber Input Screen*, under '**Name of Party**', complete the following:

18. 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.*
19. 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.*

20. Click the '**Add**' button to add the user to the service list.
21. Repeat steps 22-24 until all parties have been added to the service list.

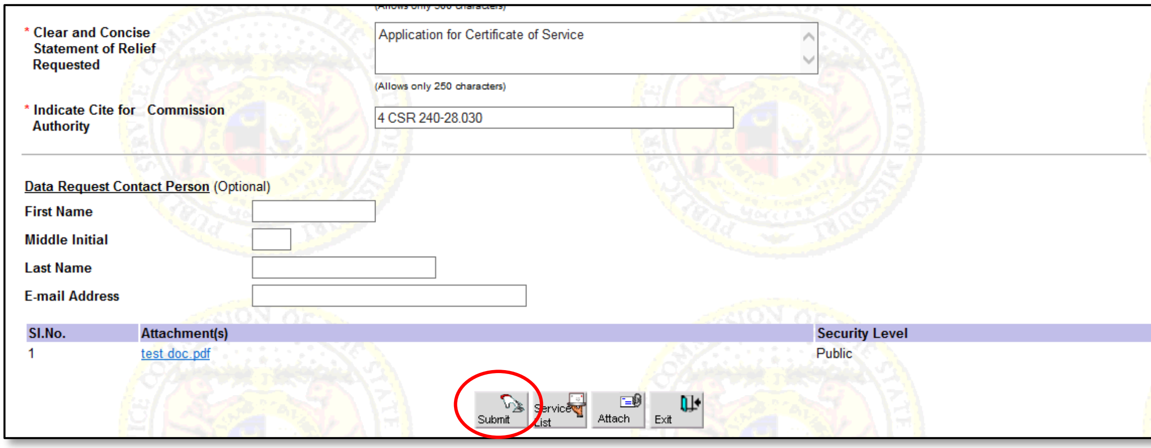


22. After all service list members have been added, click the '**Continue**' button to return to the *New Case Filing* screen.

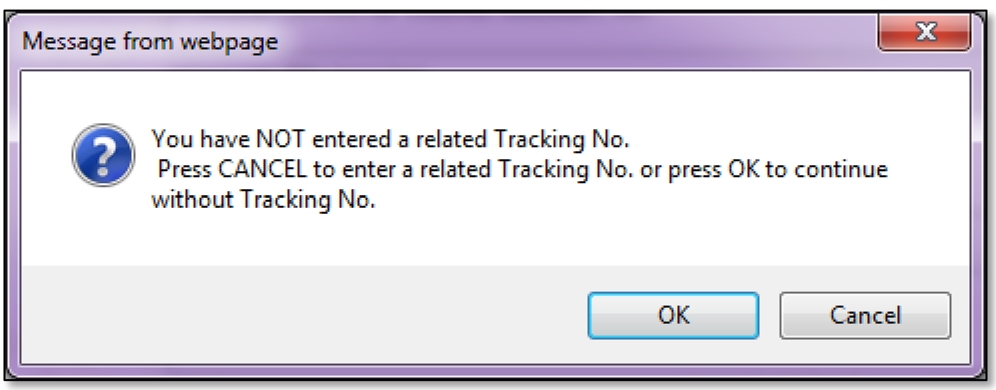


On the *New Case Filing* screen, scroll down to the bottom of the screen to proceed.

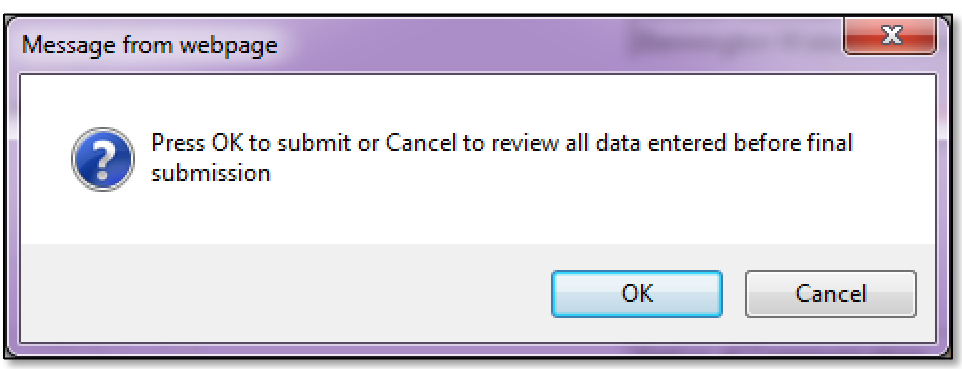
23. To finalize the submission, click the '**Submit**' button.



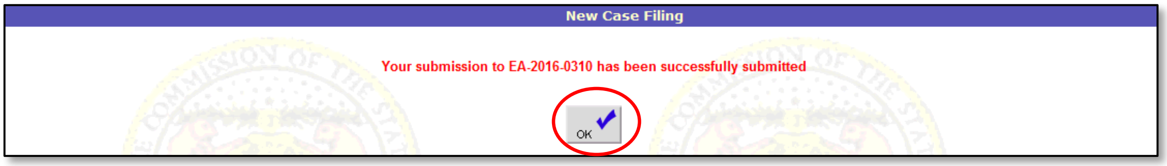
24. If a related case or tracking number was not entered earlier, the following message will display.
    a. If there is a related case or tracking number to add, select '**Cancel**' and enter the related case/tracking number in the '**Enter related case number(s)…**' field.
    b. If there is not a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



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



26. A submission conformation message will appear on the screen.
27. 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.