

# Missouri Public Service Commission

## EFIS – Submit IVoIP Application

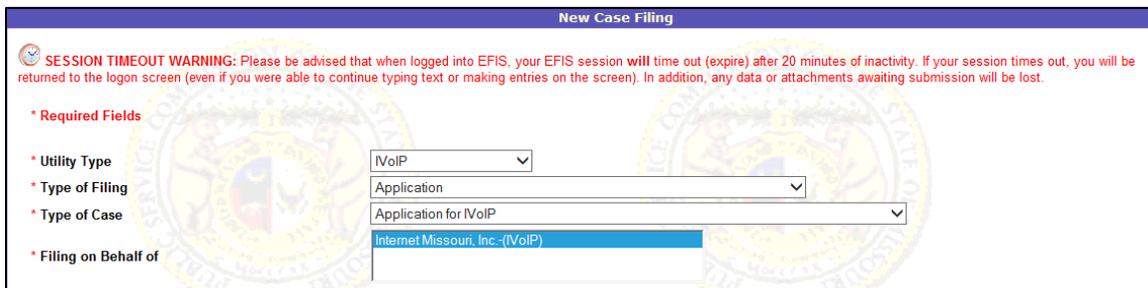
To submit an interconnected voice over Internet protocol (IVoIP) application:

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



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

4. Beside **'Utility Type'**, select 'IVoIP' from the drop-down list.
5. Beside **'Type of Filing'**, select 'Application' from the drop-down list.
6. Beside **'Type of Case'**, select 'Application for IVoIP' from the drop-down list.
7. Beside **'Filing on Behalf of'**, select the applicable company from the drop-down list.
  - *The list provided will contain only those companies for which you are designated as a contact. If you do not see the company in the list, contact the company, and ask them to add you as a contact or notify the Data Center.*
  - *To select more than one company, press and hold the **'Ctrl'** button on your 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 Missour. Inc -(IVoIP)

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8. Beside **‘Enter related case number(s) and/or tracking number(s)’**, input the ‘case number’ in which the original IVoIP registration was authorized. Tab out of this field after entering the case number to show beside **‘Selected Tracking Nos.’**.

*(Note: A ‘Remove’ button will appear once the case number is listed beside ‘Selected Tracking Nos.’. If you have entered an incorrect case number, click the ‘Remove’ button to remove the case number and reenter the correct case number beside ‘Enter related case number(s) and/or tracking number(s)’.)*

9. Beside **‘Style of Case’**, input the type of case as it appears on the pleading.
10. Beside **‘Title of Filing/Submission’**, input the title as it appears on the pleading.
11. Beside **‘Clear and Concise Statement of Relief Requested’**, input a statement of relief, if applicable. *(This field is limited on characters, if wording doesn’t fit, input N/A)*
12. Beside **‘Indicate Cite for Commission Authority’**, input the commission authority. If 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.

Enter related case number(s) and/or tracking number(s)  [Tab out to enter multiple case/tracking numbers.]

Selected Tracking Nos.

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

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**Data Request Contact Person (Optional)**

First Name

Middle Initial

Last Name

E-mail Address

SI.No.	Attachment(s)	Security Level
<input type="button" value="Continue"/> <input type="button" value="Exit"/>		

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15. Click the 'Continue' button to continue the 'Filing/Submission – Attachment(s)' screen.



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

16. Click the 'Browse' button to select the document(s) for attaching.

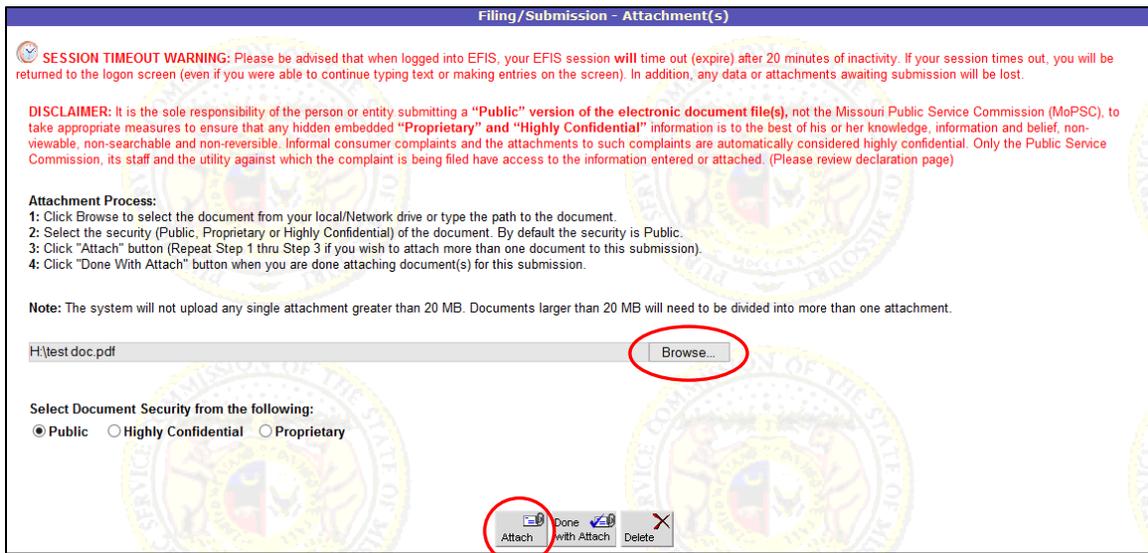
**Note:** File names and file paths cannot use any special characters (%'&^\*#@) except an underscore or hyphen.

17. Under 'Select Document Security from the following:', select the applicable radio button for the document's security level.

**Note:** It is the filer's responsibility to denote the correct security level on every document.

18. Click the 'Attach' button to attach the document.

**Note:** Multiple attachments may be made by selecting a document, its security level and then clicking the 'Attach' button.



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

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**DISCLAIMER:** It is the sole responsibility of the person or entity submitting a "Public" version of the electronic document file(s), not the Missouri Public Service Commission (MoPSC), to take appropriate measures to ensure that any hidden embedded "Proprietary" and "Highly 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 the attachments to such complaints are automatically considered highly confidential. Only the Public Service Commission, its staff and the utility against which the complaint is being filed have access to the information entered or attached. (Please review declaration page)

**Attachment Process:**  
1: Click Browse to select the document from your local/Network drive or type the path to the document.  
2: Select the security (Public, Proprietary or Highly Confidential) of the document. By default the security is Public.  
3: Click "Attach" button (Repeat Step 1 thru Step 3 if you wish to attach more than one document to this submission).  
4: Click "Done With Attach" button when you are done attaching document(s) for this submission.

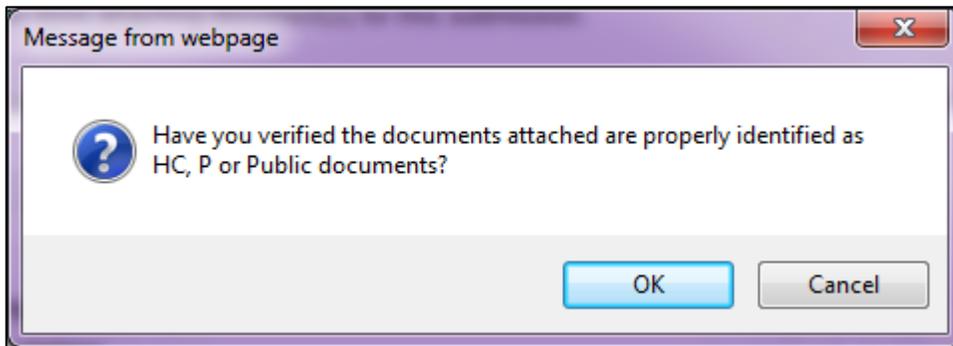
*To remove an item from the 'Attachment' list, click the 'Delete' checkbox and then click the 'Delete' button below.*

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

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

Buttons: Attach, Done with Attach, Delete

20. After verifying the security levels on the attachment(s), click the **'OK'** button to continue to the **'New Case Filing'** screen.



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Scroll down to the bottom of the screen to proceed.

21. Click the **'Service List'** button to continue to the **'Subscriber Input Screen'** to set up the service list for the new case.

**Note:** The purpose of the service list is to provide contact information about the attorney who is representing the company in this matter so they will receive information pertaining to this case.

\* 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 Authority: Commission 4 CSR 240-28.030

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

Buttons: Service List (circled in red), Attach, Exit

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

22. Beside **'Company Name'**, select the applicable company name from the drop-down list.
23. Beside **'User Name'**, select the applicable user name from the drop-down list.

**Note:** The drop down list will contain only those individuals who have been designated as a contact for the company. If you do not see the person who should be designated to receive information for this case, please contact the company and ask them to add that person as a contact or notify the Data Center.

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

Subscriber Input Screen

\* Required Fields

Name of Party

\* Company Name: Internet Missouri, Inc.-(VoIP) v

\* User Name: Cooper Dean

(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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26. Click the **'Continue'** button to continue back to the **'New Case Filing'** screen once all contacts have been added.

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

- \* Required Fields**
- Name of Party**
- \* Company Name**: A dropdown menu with 'Select' as the current value.
- \* User Name**: A dropdown menu with 'Select' as the current value.
- A red note below the dropdowns: "(User ID is required to add a party to the subscriber Service List -- User ID may be obtained by completing EFIS Registration.)"
- At the bottom, there are three buttons: 'Add', 'Continue', and 'Clear'. The 'Continue' button is circled in red.

Scroll down to the bottom of the screen to proceed.

27. Click the **'Submit'** button to submit the new case filing.

The screenshot shows a case filing form with the following sections and fields:

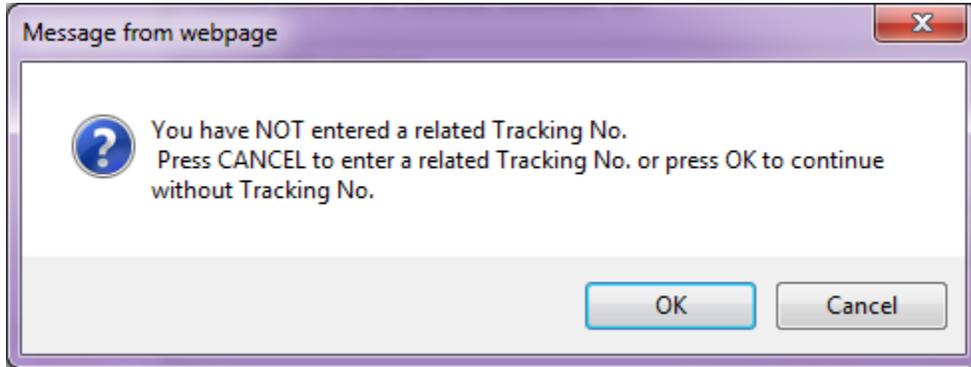
- If type of case is CLEC application complete the following 2 fields.**
- \* Service Area**: A dropdown menu with 'Select' as the current value.
- \* Type of Service Offered**: Radio buttons for  Residential,  Business, and  Prepaid.
- \* Style of Case**: A text area containing "In the Matter of the Application for Interconnection Voice Over Internet Protocol Service for Internet Missouri, Inc." with a character limit of 500.
- \* Title of Filing/Submission**: A text area containing "Application for Service" with a character limit of 500.
- \* Clear and Concise Statement of Relief Requested**: A text area containing "Application for Service" with a character limit of 250.
- \* Indicate Cite for Commission Authority**: A text area containing "4 CSR 240-28.030".
- Data Request Contact Person (Optional)**: Input fields for First Name, Middle Initial, Last Name, and E-mail Address.
- Attachment(s) Table**:

Sl.No.	Attachment(s)	Security Level
1	<a href="#">test_doc.pdf</a>	Public
- At the bottom, there are four buttons: 'Submit', 'Service List', 'Attach', and 'Exit'. The 'Submit' button is circled in red.

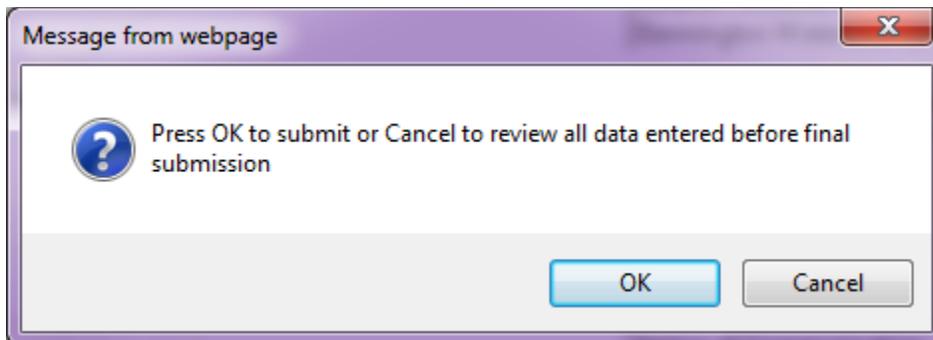
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28. If a related case or tracking number was not entered beside 'Enter related case number(s)...', then the following message will pop up. If there is a related case or tracking number, select '**Cancel**' and enter the related case/tracking number in the '**Enter related case number(s)**...' field. If there is not a related case or tracking number, select '**OK**'.



29. Click the '**OK**' button to submit the filing or the '**Cancel**' button if changes need to be made.



A confirmation screen with the case number will appear.

30. Click the '**OK**' button to return to the '**Filing/Submission**' screen.



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