To remove an area from a service area, correct an error in the original application, or correct an error in the notice of change application for interconnected voice over internet protocol (IVoIP):

> NOTE: Users must have a 'Professional Account' and linked to the company they are filing on behalf of.

1) Navigate to EFIS.
2) Click the **Log In** link located in the *Header Links* in the upper, right-hand corner.

3) In the **Email Address** field, input the user's email address registered with their user account.
4) In the **Password** field, input the user's password.
5) Click the **Log In** button.

6) Select the 'Case e-Filings & Search' tab.

7) Select the 'Existing Case e-Filing & Search' link.
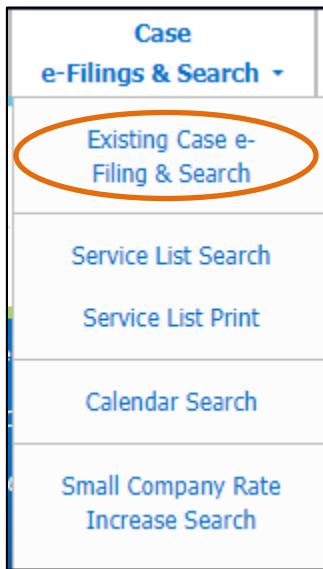
8) In the **Case No.** field, input the case number
9) Click the **Search** button; or click the **Clear** button to clear all fields and start over.

10) On the *Docket Sheet* page, in the *Docket Filings* section, click the **Add Docket Item** button.

a) In the **Type of Filing** field, select the applicable type of filing from the drop-down list. Once this field has been completed, additional fields will display.

b) Depending on how many companies a user represents will determine how the next field will populate.

> *NOTE: The company list will only list those companies for which the user has been designated as a contact for. If the company is not listed, the user will need to **Request to be a Company Representative** for that company.*

i) If the user only represents one company, the **Filed on Behalf of** fields will auto populate.

ii) If the user represents multiple companies, in the **Filed on Behalf of** field, select the applicable company name from the drop-down list.

c) In the **Related Submission No.** field, input any related submission numbers related to the case. If there are no related submission numbers, skip to the next step.

d) In the **Title of Filing** field, input the document title.

e) Check **This filing is to meet a scheduled deadline for today** box if the filing is meeting a filing deadline for the case.

f) If the filing is in **Response to Previous Filing** in the case, check the box labeled **Select Related Filing(s)** button.

Filed on Behalf of	(Select) ⌄
Related Submission No.	*Begin typing for suggestions*
Title of Filing	
	750 character(s) left.
This filing is to meet a scheduled deadline for today	☐
Response to Previous Filings	No previous filings have been selected. [Select Related Filing(s)]

i) In the *Response to Previous Filings* input screen, select the document or documents in which this filing is a response to by checking the check box in front of the filing.

ii) Click the **Close** button after all filings have been checked; or click the **Clear** button to clear all check boxes and start over.

Response to Previous Filings ✕

Display Items: [1] - [1] [Reset]

Returning 1 / 1

Selected	Item No.	Date Filed	Title of Filing	Filed on Behalf of
☐	1	8/3/2023 10:48 AM	Application	IVoIP Missouri, Inc. (Telephone - IVoIP)

[Close] [Clear]

g) In the *Attachment* section, click the **Select File(s) to Upload** button to upload documents for the filing.

Attachments

DISCLAIMER AND REQUIREMENTS: It is the sole responsibility of the person or entity submitting electronic files to take appropriate measures to ensure that all **"confidential"** information is to the best of their 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" is required.

At least one is required.

Note:
- Files must be uploaded individually or in batches. Each individual document upload or batch upload may not exceed 45 MB (45,000 KB).
- Password protected documents are not acceptable.
- Some file types are prohibited (examples: zip, exec, etc.).
- Folders cannot be uploaded.

Select File(s) to Upload

i) In the *Open Browser* window, select the document or documents to attach.

NOTE: Users can select multiple or batch documents by holding the Shift or Ctrl key and selecting the documents as long as the batch is not over 45 MB.
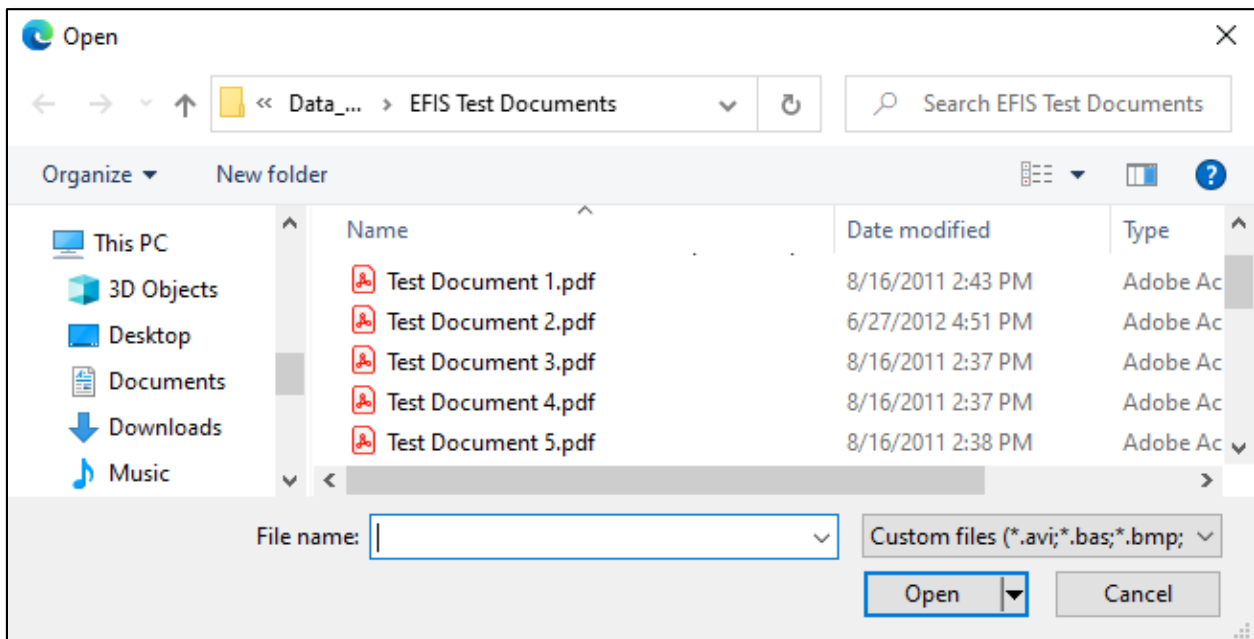
ii) After selecting the document(s), users must select the security level for each document by selecting the **Security** field beside each document.

    (1) If documents are deemed highly confidential, check the box above the document list labeled **Check here to designate a document…**

    (2) If the document(s) listed need to be removed, click the trash can in front of the document which needs to be removed.

h) Click the **Submit** button after all fields have been completed; or click the **Clear** button to clear all fields and start over.

i) Once submitted, users will be directed to the *Item Display* on Docket Sheet which lets the user know the filing was successfully submitted.

j) The submitter of the filing has the option to change the security level of the document up a level for the next 14 calendar days by clicking the **Update Security** button on the *Attachments* section.

> *NOTE: The submitter can only change the security level up. They cannot change the security level down. (For example, if the document was labeled public, the submitter can change the security level to confidential. However, if the submitter wants to change a confidential document back to public, they will need to contact the Data Center.)*

For additional assistance, please contact the Data Center at (573) 751-7496 or dcsupport@psc.mo.gov.