



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

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.

Login Help

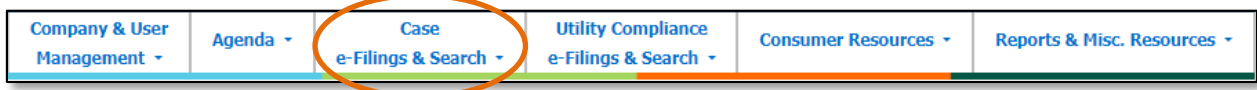
Email Address

Password

Log in

[Forgot your password?](#)
[Register as a new user?](#)

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



- 7) Select the 'New Case e-Filing' link.



A vertical menu titled "Case e-Filings & Search" with a dropdown arrow. The menu items are: "New Case e-Filing" (circled in orange), "Existing Case e-Filing & Search", "Service List Search", "Service List Print", "Calendar Search", "Data Request Search", and "Small Company Rate Increase Search".

- 8) On the *New Case e-Filing* page, complete the following information:
- a) The **Date Filed** field will auto populate to the current date.
 - b) In the **Utility Type** field, select 'Telephone - IVoIP' from the drop-down list. Once this field has been completed, additional fields will display.

The "New Case e-Filing" form includes a "Help" button in the top right corner. A light blue banner at the top states: "Items with an orange left border () are required." The "Date Filed" field is populated with "6/27/2023". The "Utility Type" field is a dropdown menu currently showing "(Select)". At the bottom of the form are "Submit" and "Clear" buttons.



- c) In the **Type of Filing** field, select 'Application' from the drop-down list. Once this field has been completed, additional fields will display.

Utility Type	Telephone - IVoIP
Type of Filing	(Select)
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	

- d) In the **Type of Case** field, select 'Application for IVoIP' from the drop-down list. Once this field has been completed, additional fields will display.

Utility Type	Telephone - IVoIP
Type of Filing	Application
Type of Case	(Select)
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	

- e) Depending on how many companies a user represents will determine how the next couple of fields 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 under the type of utility selected, the **Subject Companies** and **Filed on Behalf of** fields will auto populate.

Type of Case	Application for IVoIP
Subject Companies	IVoIP Missouri, Inc. (Telephone - IVoIP)
Filed on Behalf of	IVoIP Missouri, Inc. (Telephone - IVoIP)

- ii) If the user represents multiple companies under the type of utility selected, the user must complete the following fields:
 - (1) In the **Subject Companies** field, select the applicable company or companies from the drop-down list.
 - (2) In the **Filed on Behalf of** field, select the applicable company or companies from the drop-down list.



Type of Case	Application for IVoIP
Subject Companies	(Select)
Filed on Behalf of	(Select)
Check if Filed on Behalf of matches Subject Companies field: <input type="checkbox"/>	

(3) If the company making the filing is the same as the subject company, then check the box labeled **Check if Filed on Behalf of matches Subject Companies field:**.

Subject Companies	(Select)
Filed on Behalf of	
Check if Filed on Behalf of matches Subject Companies field: <input checked="" type="checkbox"/>	

- f) 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.
- g) In the **Style of Case** field, input the case style/case matter.

NOTE: The case style should always begin with the phrase, "In the Matter of...". (Please do not use all caps).

- h) In the **Title of Filing** field, input the document title. (Please do not use all caps)
- i) In the **Data Request Contact Person** field, select the applicable company contact responsible for responding to any data requests for the company. 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.

NOTE: This list will only contain company representatives designated as an Official Representative, Attorney, or Data Request contact for the company.

Related Submission No.	Begin typing for suggestions
Style of Case	 500 character(s) left.
Title of Filing	 750 character(s) left.
Data Request Contact Person	(Select)



- j) 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.

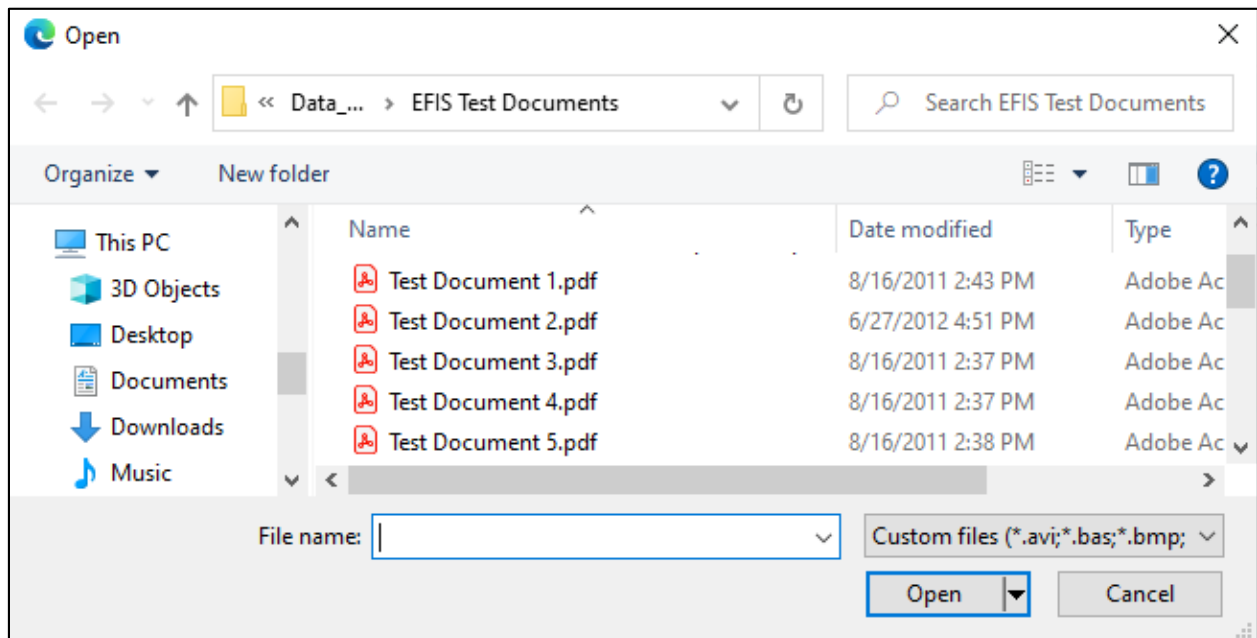
Note:

- 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.

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.

	Name	Size	Security
	Test Document 1.pdf	183.07 KB	(Select) ▼
	Test Document 2.pdf	91.28 KB	(Select) ▼
	Test Document 3.pdf	214.17 KB	(Select) ▼

Total: 3 file(s), 488.51 KB

Select File(s) to Upload

k) In the *Service List* section, click the **Add New** button to add the attorney who is representing the company in the case matter.

Service List

At least one is required.

+ Add New

- l) In the *Add Service List For Your Company* input screen, select the following;
- i) In the **Company** field, select the applicable company.
 - ii) In the **Representative Type** field, select the applicable type of representative from the drop-down list. (This is only applicable if the user wants to only show certain contacts in the Member Name field.)
 - iii) In the **Member Name** field, select the applicable contact from the drop-down list. Once this field has been completed, additional fields will display.



Add Service List Member For Your Company ✕

Items with an orange left border () are required.

Company

Representative Type

Member Name

- iv) The **Address** field will auto populate to the default address of the contact selected in the Member Name field.
 - (1) If the address is incorrect, select the applicable address from the drop-down list; or click the **Add New** button to add a new address.

Member Name

Address

Address with * is primary address for member.

- (a) In the **Address Line 1** field, input the street and/or mailing address of the company.
- (b) In the **Address Line 2** field, input an apartment, studio, or floor number, if applicable.
- (c) In the **City** field, input the name of the city.
- (d) In the **State** field, select the name of the state from the drop-down list.

NOTE: This field defaults to 'United States of America'.

- (e) In the **Zip** field, input the zip code.
- (f) In the **County** field, select the name of the county from the drop-down list.
- (g) In the **Country** field, select the name of the country from the drop-down list.

NOTE: This field defaults to 'United States of America'.

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



Add Address ✕

Address Line 1

Address Line 2

City

State

Zip

County

Country

- v) The **Email Address** field will auto populate with the default email address of the contact selected in the Member Name field.
 - (1) If the email address is incorrect, select the applicable email address from the drop-down list; or click the **Add New** button to add a new address.

Email Address

- (a) In the **Email Address** field, input the email address.
- (b) Click the **Submit** button after all fields have been completed; or click the **Clear** button to clear all fields and start over.

Add Email Address ✕

Email Address



vi) The **Phone** field will auto populate with the default phone number of the contact selected in the Member Name field.

(1) If the phone number is incorrect, select the applicable phone number from the drop-down list; or click the **Add New** button to add a new phone number.

Phone (123) 456-7890
+ Add New

(a) In the **Phone Type** field, select the type of phone from the drop-down list.

(b) For the **Is International** checkbox, check the box if the phone number is an international number.

(c) In the **Number** field, input the phone number with area code.

(d) In the **Extension** field, input an extension if needed.

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

Add Phone

Phone Type (Select)

Is International

Number (000) 000-0000

Extension 0000

Submit **Clear**

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

Submit **Clear**

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



REMINDER - Case-related tariff filings require two EFIS submissions. Filers must submit such tariff documents as a case submission and separately as a tariff submission.

Submit

Clear

- n) Once submitted, a new docket will open which lets the user know the case was successfully submitted.

The case was successfully submitted.

Docket Sheet
DA-2024-2512

Print Subscribe Now Service List Calendar Consumer Comments (0)
Data Requests Help

Status	Open (8/29/2023)
Utility Type	Telephone - IVoIP
Type of Case	Application for IVoIP
Subject Companies	IVoIP MO, Inc. (Telephone - IVoIP)

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