

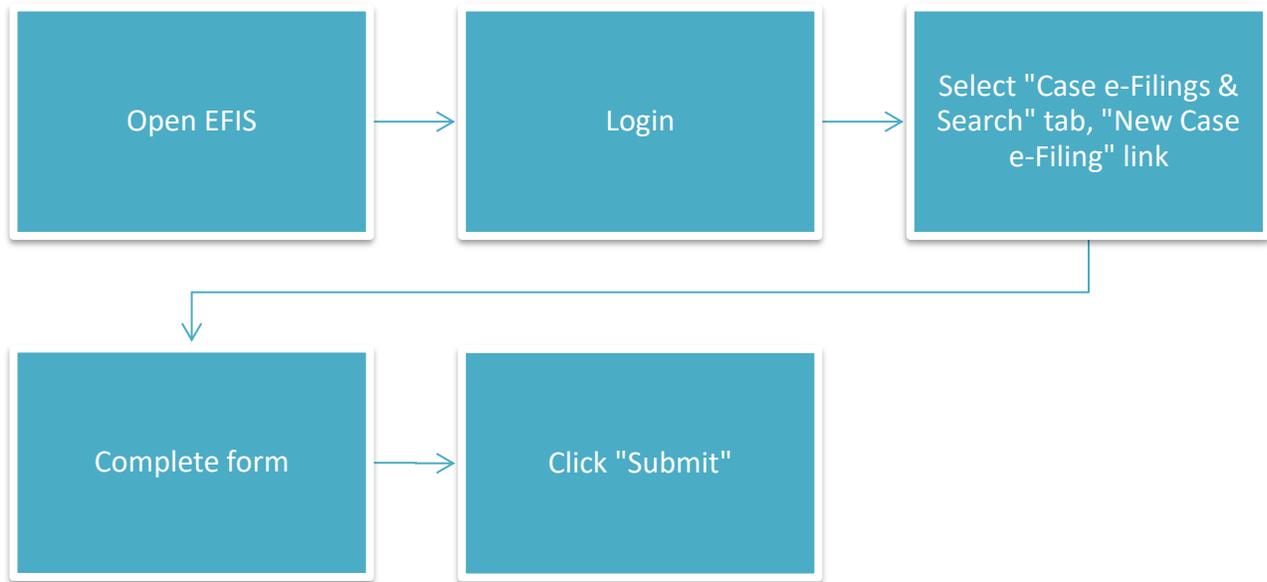


New Video Franchise Authorization Application

Professional account users, linked to the company, can file an application to provide video services.

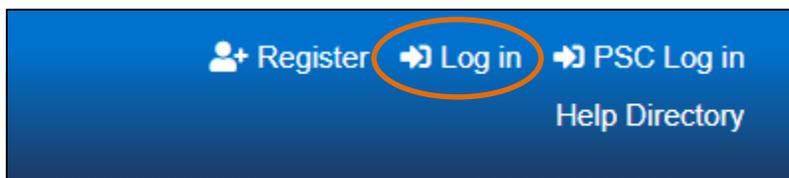
To file a new video franchise authorization application:

AT-A-GLANCE:



IN DETAIL:

- 1) Open 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.



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The login form is titled 'Login' and includes a 'Help' button in the top right corner. It contains two input fields: 'Email Address' and 'Password'. Below the password field is a 'Log in' button. Underneath the button are two links: 'Forgot your password?' and 'Register as a new user?'.

- 6) Select the 'Case e-Filings & Search' tab.
- 7) Select the 'New Case e-Filing' link.



- 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 'Video' 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. A light blue banner at the top states 'Items with an orange left border () are required.' Below this, the 'Date Filed' field is populated with '9/23/2025'. The 'Utility Type' field is a dropdown menu currently showing '(Select)'.

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

This form shows the 'Utility Type' dropdown menu set to 'Video'. Below it is the 'Type of Filing' dropdown menu, which is currently set to '(Select)'. At the bottom of the form are two buttons: 'Submit' and 'Clear'.

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



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Utility Type	Video
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.
 - i) If the user only represents one company under the type of utility selected, the **Video Service Provider** and **Filed on Behalf of** fields will auto populate.
 - ii) Since the user only represents one company, the **Other Subject Companies** field will remain empty.

Type of Case	Application for Video Service
Video Service Provider	GTech Comm (Video)
Other Subject Companies	(Select)
Filed on Behalf of	GTech Comm (Video)

- iii) If the user represents multiple companies under the type of utility selected, the user must complete the following fields:
 - (1) In the **Video Service Provider** field, select the appropriate company from the drop-down list. Only include the company to which the video service area and fees will apply. If there is both a parent company and a d/b/a entity, list only the d/b/a company here. The parent company should be entered in the **Other Subject Companies** field.
 - (2) In the **Other Subject Companies** field, input and/or select the applicable company or companies from the drop-down list. Do not include the company already listed in the **Video Service Provider** field.
 - (3) In the **Filed on Behalf of** field, select the applicable company or companies from the drop-down list.

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

NOTE: Only companies the user is assigned as a representative for will appear in the list. If a company is not listed, the user will need to ["Request to be a Company Representative"](#) for that company.

- (4) If the company making the filing is the same as the video service provider and other subject companies, then check the box labeled **Check if Filed on Behalf of matches Subject Companies field:**.



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Other Subject Companies (Select)

Filed on Behalf of

Check if Filed on Behalf of matches Subject Companies field:

- 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.
- 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.

Related Submission No.

Style of Case

Title of Filing

Data Request Contact Person (Select)

NOTE: The case style must begin with the phrase, "In the Matter of..." and should not be written in all capital letters.

NOTE: This list will include only those company representatives designated as an "Official Representative," "Attorney," "In-House Attorney," or "Data Request" representative.

- 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:

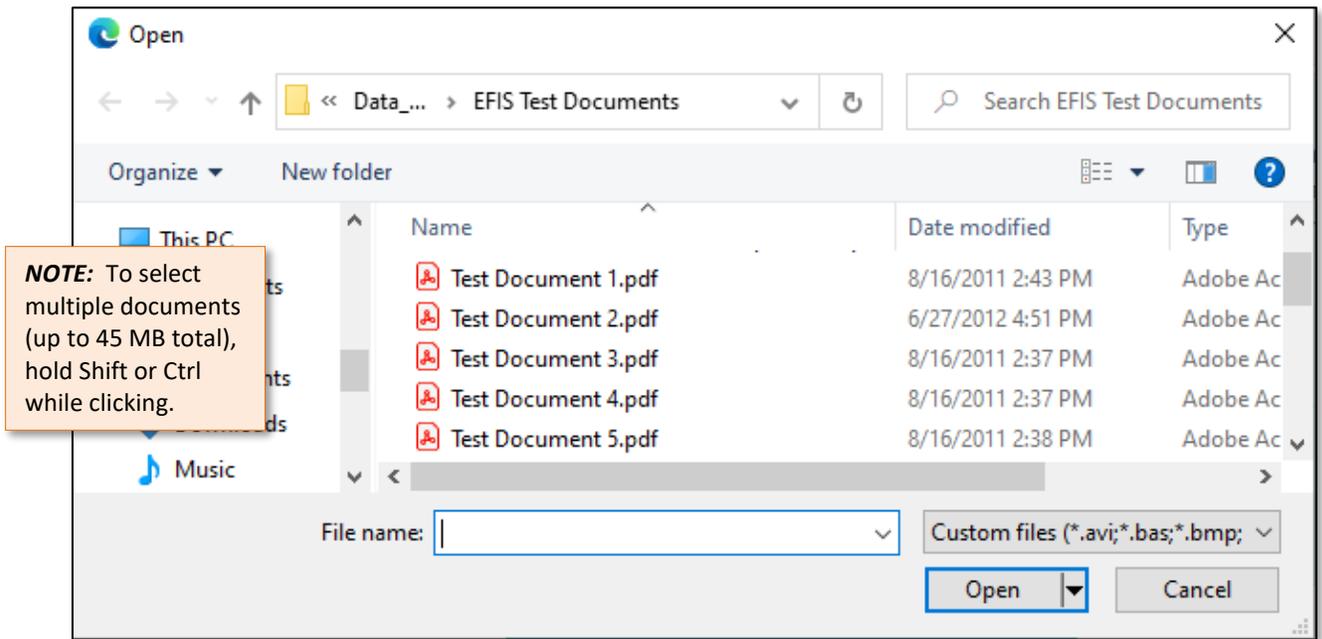
- Files must be uploaded individually or in batches. Each individual document upload or batch upload may not exceed 45 MB (45,000 KB).
- Password protected documents are not acceptable.
- Some file types are prohibited (examples: zip, exec, etc.).
- Folders cannot be uploaded.

Select File(s) to Upload

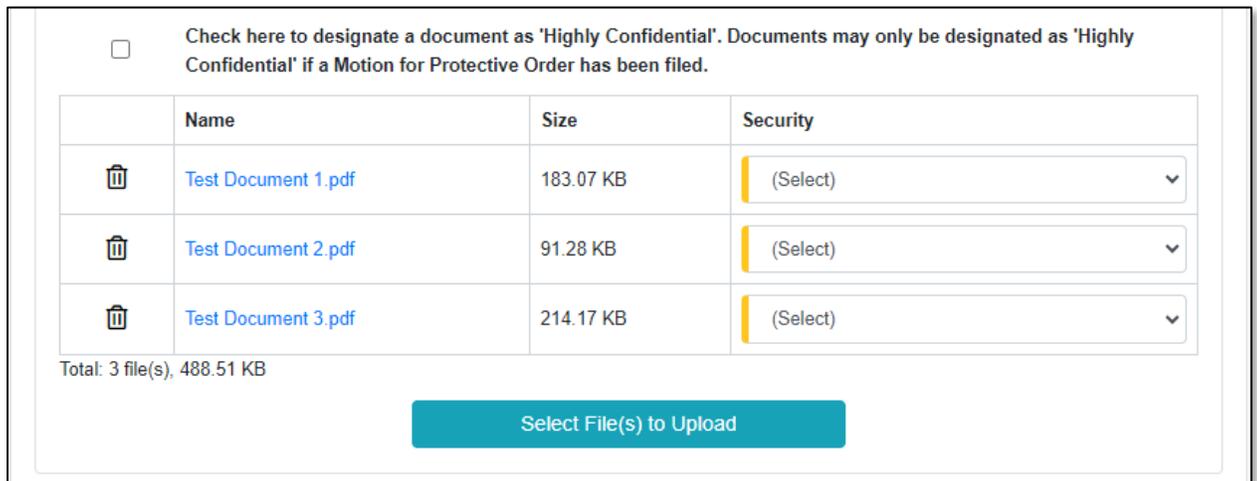
- i) In the *Open Browser* window, select the document or documents to attach.



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- 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.



- k) In the *Video Franchise Fee* section, complete the following steps:
 - i) Click the **Add New** button to add the location and fees.



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Video Franchise Fee

At least one is required.

[+ Add New](#)

ii) In the **Location Type** field, select the applicable type of location from the drop-down list.

Add ×

Location Type

[Submit](#) [Clear](#)

iii) Depending on the selection from the previous field, will determine the next field.

(1) If 'City, Town' or Village' is chosen, then in the **City, Town, or Village** field, select the applicable location from the drop-down list.

Add ×

Location Type

City, Town, or Village

(2) If 'County' is chosen, then in the **County** field, select the applicable location from the drop-down list.

Add ×

Location Type

County

(3) If 'Other' is chosen, then in the **Other** field, select the applicable location from the drop-down list.



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The screenshot shows a modal window titled "Add" with a close button (X) in the top right corner. It contains two input fields: a dropdown menu for "Location Type" which is currently set to "Other", and a text input field labeled "Other" which is empty.

- iv) In the **Fee (\$%)** field, input the applicable fee amount, making sure to indicate whether it's a dollar amount (\$) or a percentage (%).

The screenshot shows a modal window titled "Add" with a close button (X) in the top right corner. It contains three input fields: a dropdown menu for "Location Type" set to "City, Town, or Village", a dropdown menu for "City, Town, or Village" set to "Jefferson City", and a text input field for "Fee (\$%)" which is currently empty and highlighted with a blue border. At the bottom of the form are two buttons: "Submit" and "Clear".

- l) Repeat step 'k)' if there are more fees that need to be added. If no additional fees need to be added, then skip to the next step.

The screenshot shows a table titled "Video Franchise Fee" with a light blue header. Below the header is a light blue message box that says "At least one is required." The table has three columns: "Location", "Location Type", and "Fee (\$%)". There is one row of data with "Jefferson City" in the "Location" column, "City, Town, or Village" in the "Location Type" column, and "1%" in the "Fee (\$%)" column. To the left of the "Location" cell are two icons: a pencil and a trash can. At the bottom center of the table is a green button with a plus sign and the text "+ Add New".

Location	Location Type	Fee (\$%)
Jefferson City	City, Town, or Village	1%

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



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A screenshot of a web interface showing a 'Service List' section. At the top, the text 'Service List' is displayed. Below it, a light blue box contains the message 'At least one is required.' At the bottom center of the section is a green button with a white plus sign and the text '+ Add New'.

- n) 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.

A screenshot of a web form titled 'Add Service List Member For Your Company'. At the top right is a close button (X). Below the title is a light blue box with the text 'Items with an orange left border () are required.' The form contains three dropdown menus: 'Company' with 'Absolute Video (Video)' selected, 'Representative Type' with '(Select)' selected, and 'Member Name' with '(Select)' selected. At the bottom are two buttons: 'Submit' (blue) and 'Clear' (grey).

- 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.

A screenshot of a web form showing two dropdown menus. The first is 'Member Name' with 'Aaron, John' selected. The second is 'Address' with '*123 East Street, Jefferson City, MO 65101' selected. Below the 'Address' dropdown is a green '+ Add New' button. To the right of the '+ Add New' button is the text '*denotes 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.



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- (d) In the **State** field, select the name of the state from the drop-down list.
- (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.
- (h) Click the **Submit** button after all fields have been completed; or click the **Clear** button to clear all fields and start over.

The screenshot shows a form titled "Add Address" with a close button (X) in the top right corner. The form contains the following fields:

- Address Line 1:** Text input field containing "1234 Main St".
- Address Line 2:** Text input field containing "Apartment, studio, or floor".
- City:** Text input field containing "City".
- State:** Drop-down menu showing "Missouri". An orange callout box with an arrow points to this field, containing the text: "NOTE: Defaults to 'Missouri'".
- Zip:** Text input field containing "Zip".
- County:** Drop-down menu showing "(Select)".
- Country:** Drop-down menu showing "United States of America". An orange callout box with an arrow points to this field, containing the text: "NOTE: Defaults to 'United State of America'".

At the bottom of the form are two buttons: "Submit" (solid blue) and "Clear" (outlined blue).

- 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.

The screenshot shows a form field for "Email Address" with a dropdown menu. The selected email address is "jaaron@gmail.com". Below the dropdown is a green button with a white plus sign and the text "+ Add New".

- (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.



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The screenshot shows a modal window titled "Add Email Address" with a close button (X) in the top right corner. Inside the modal, there is a text input field labeled "Email Address" containing the placeholder text "email@provider.com". Below the input field are two buttons: a blue "Submit" button and a light blue "Clear" button.

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.

The screenshot shows a "Phone" field with a dropdown menu containing the value "(573) 987-6543". Below the dropdown is a green button with a white plus sign and the text "+ 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.

The screenshot shows a modal window titled "Add Phone" with a close button (X) in the top right corner. The form contains four fields: "Phone Type" (a dropdown menu with "(Select)" selected), "Is International" (an unchecked checkbox), "Number" (a text input field with "(000) 000-0000" as a placeholder), and "Extension" (a text input field with "0000" as a placeholder). At the bottom of the modal are two buttons: a blue "Submit" button and a light blue "Clear" button.

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



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Submit**Clear**

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

Submit**Clear**

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

The case was successfully submitted.

Docket Sheet
KA-2026-0044

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

Status	Open (9/23/2025)
Utility Type	Video
Type of Case	Application for Video Service

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