

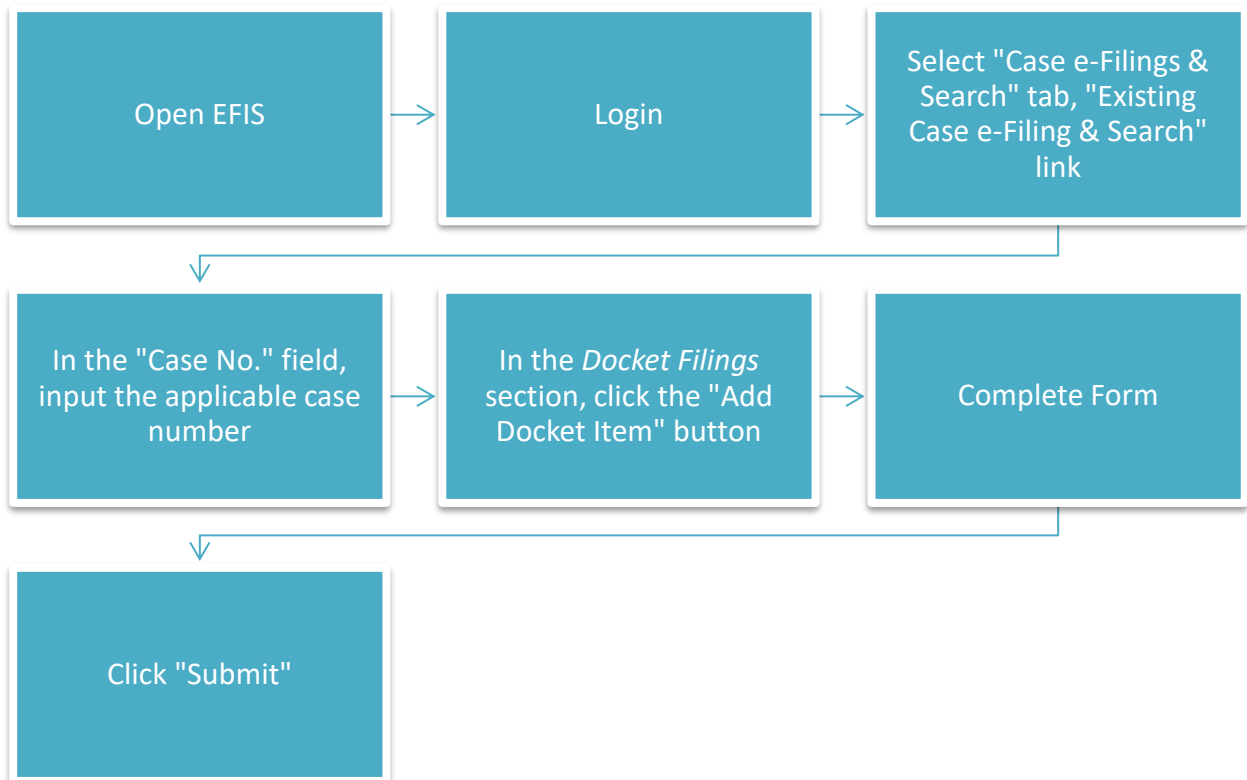


## Remove Areas or Correct Errors in IVoIP Application

Professional account users, linked to the company, can file a correction or change to the existing application interconnected voice over internet protocol (IVoIP).

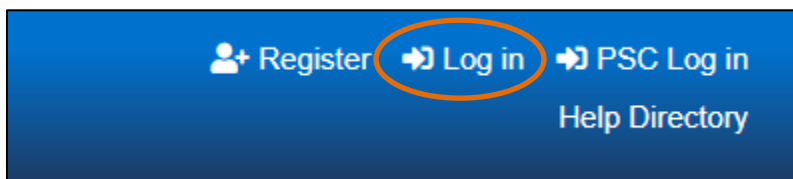
To remove an area from a service area, correct an error in the original application, or correct an error in the notice of change application:

### 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.



## Remove Areas or Correct Errors in IVOIP Application

- 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 applicable 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.





## Remove Areas or Correct Errors in IVoIP Application

- 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.

Date Filed 6/4/2025

Type of Filing (Select)

Submit Clear

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

**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.

- 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.



## Remove Areas or Correct Errors in IVoIP Application

### Response to Previous Filings ✕

Display Items:  -  [Reset](#)

Returning 1 / 1

<u>Selected</u>	<u>Item No.</u> ▼	<u>Date Filed</u>	<u>Title of Filing</u>	<u>Filed on Behalf of</u>
<input type="checkbox"/>	1	6/4/2025 11:13 AM	Application	<a href="#">Missouri IVoIP Company (Telephone - IVoIP)</a>

[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:**

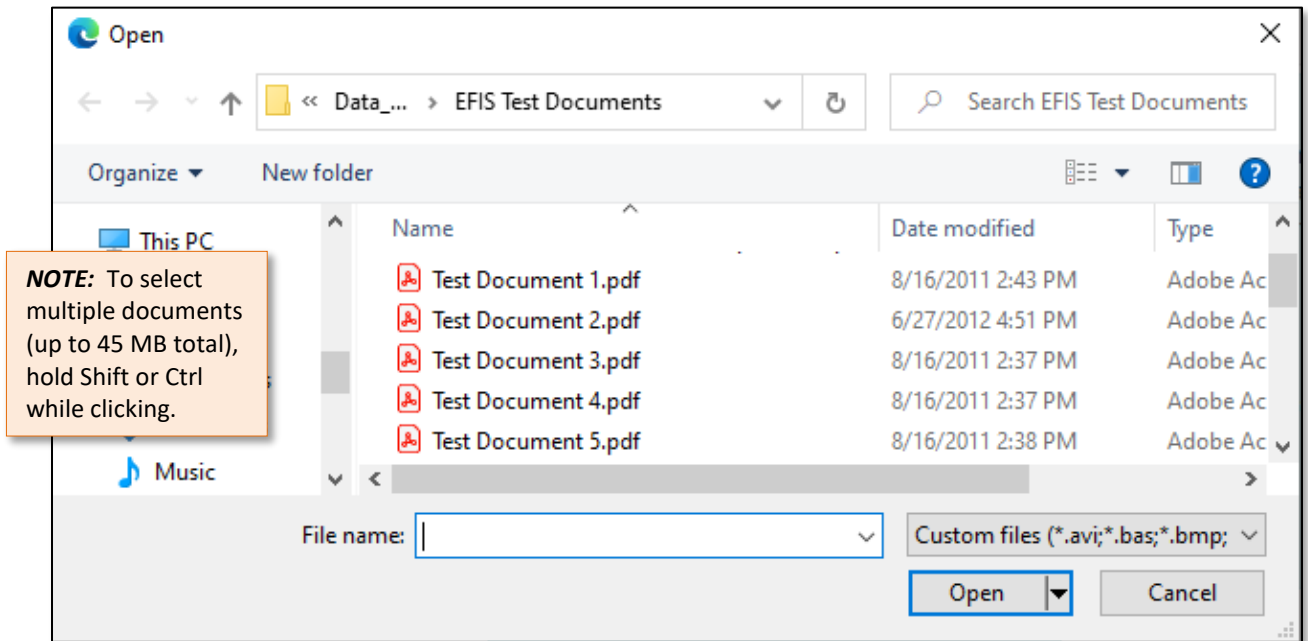
- Files must be uploaded individually or in batches. Each individual document upload or batch upload may not exceed 45 MB (45,000 KB).
- Password protected documents are not acceptable.
- Some file types are prohibited (examples: zip, exec, etc.).
- Folders cannot be uploaded.

[Select File\(s\) to Upload](#)

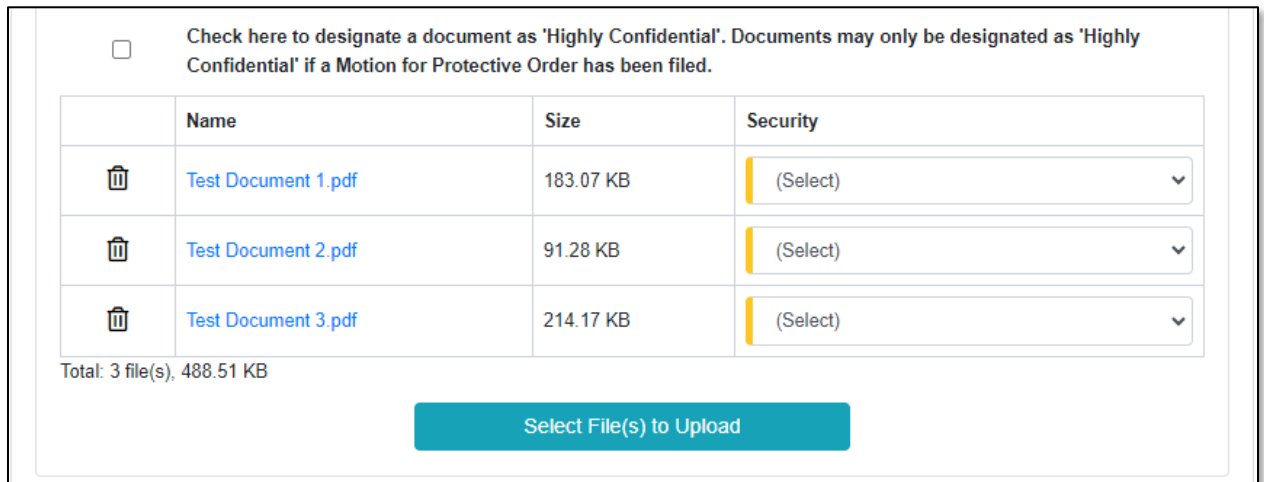
- i) In the *Open Browser* window, select the document or documents to attach.



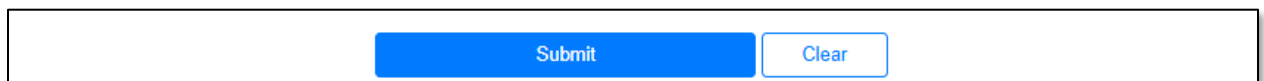
## Remove Areas or Correct Errors in IVoIP Application



- 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.





## Remove Areas or Correct Errors in IVoIP Application

- i) Once submitted, users will be directed to the *Filing Display* page on the Docket Sheet, confirming that the filing was successfully submitted.
- j) The submitter can increase the document’s security level within 14 calendar days by clicking the **Update Security** button on the *Attachments* section.

**NOTE:** Submitters can only increase a document’s security level—they cannot lower it. For example, a document labeled as *Public* can be changed to *Confidential*, but to downgrade a *Confidential* document to *Public*, the submitter must contact the Data Center.

The filing was successfully submitted.

**Docket Sheet** ← Full Docket Print Help  
DA-2025-0318 - Item 3

**Item No.** 3  
**Date Filed** 6/4/2025 12:41 PM  
**Filed on Behalf of** [Missouri IVoIP Company \(Telephone - IVoIP\)](#)  
**Type of Filing** Notice  
**Title of Filing** Notice of Correction  
**This filing is to meet a scheduled deadline for today** No  
**Response to Previous Filings**

**Attachments** Update Security

Name	Size	Security
<a href="#">Test Document 5.pdf</a>	123.91 KB	Public

Total: 1 file(s), 123.91 KB

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