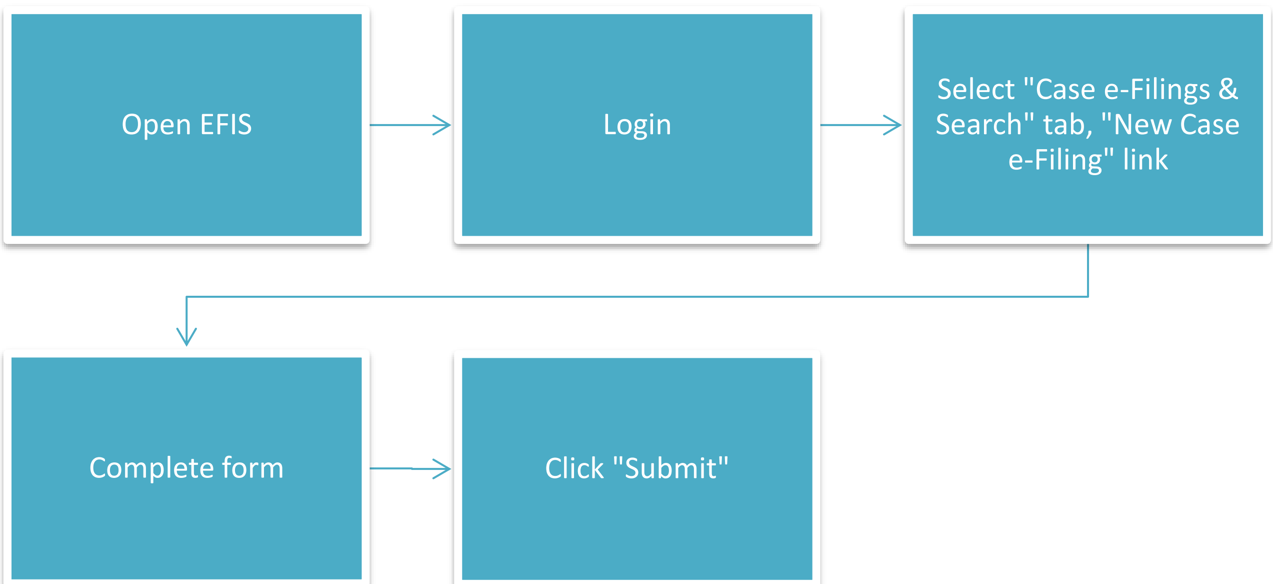
Professional account users, linked to the company, can request to remove specific video service areas and fees or to cancel their video service authorization entirely.

To request the removal or cancellation of video service:

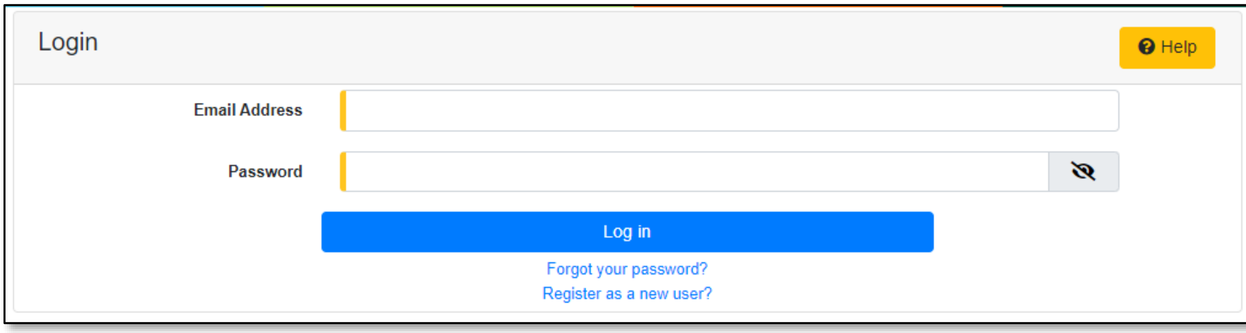
AT-A-GLANCE:



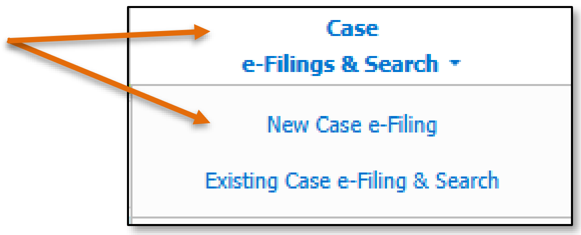
IN DETAIL:

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

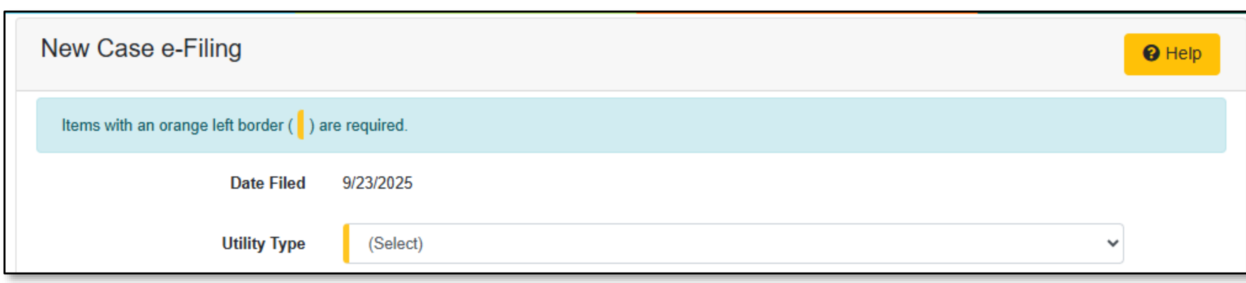
3) In the **Email Address** field, input the user's email address registered with their user account.
4) In the **Password** field, input the user's password.
5) Click the **Log In** button.



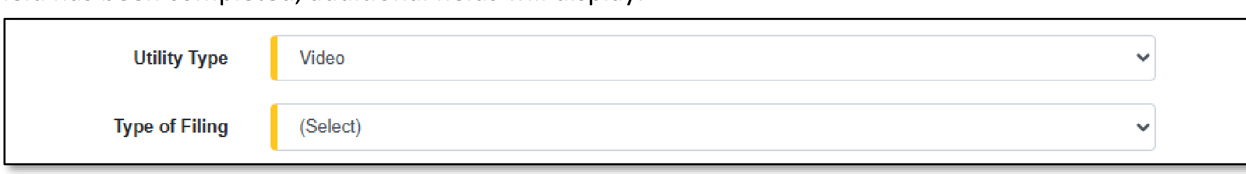
6) Select the ‘Case e-Filings & Search’ tab.
7) Select the ‘New Case e-Filing’ link.



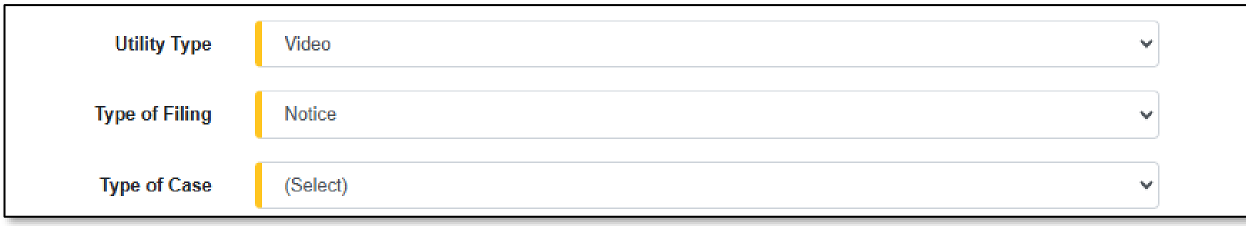
8) On the *New Case e-Filing* page, complete the following information:
   a) The **Date Filed** field will auto populate to the current date.
   b) In the **Utility Type** field, select ‘Video’ from the drop-down list. Once this field has been completed, additional fields will display.



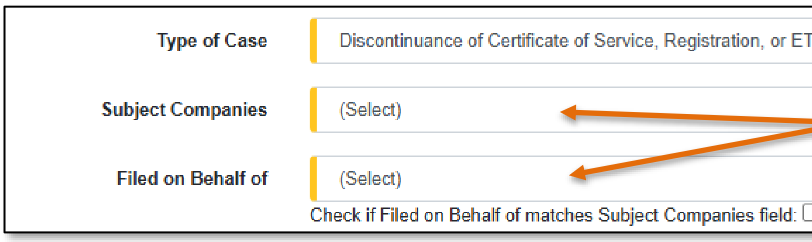
   c) In the **Type of Filing** field, select the applicable filing type from the drop-down list. Once this field has been completed, additional fields will display.



   d) In the **Type of Case** field, select ‘Discontinuance of Certificate of Service, Registration, or ETC Designation’ from the drop-down list. Once this field has been completed, additional fields will display.

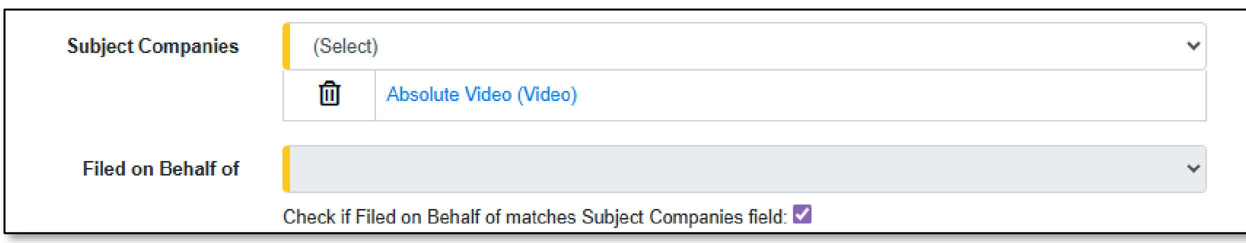


e) In the **Subject Companies** field, input and/or select the applicable company or companies from the drop-down list.
f) In the **Filed on Behalf of** field, select the applicable company or companies from the drop-down list.

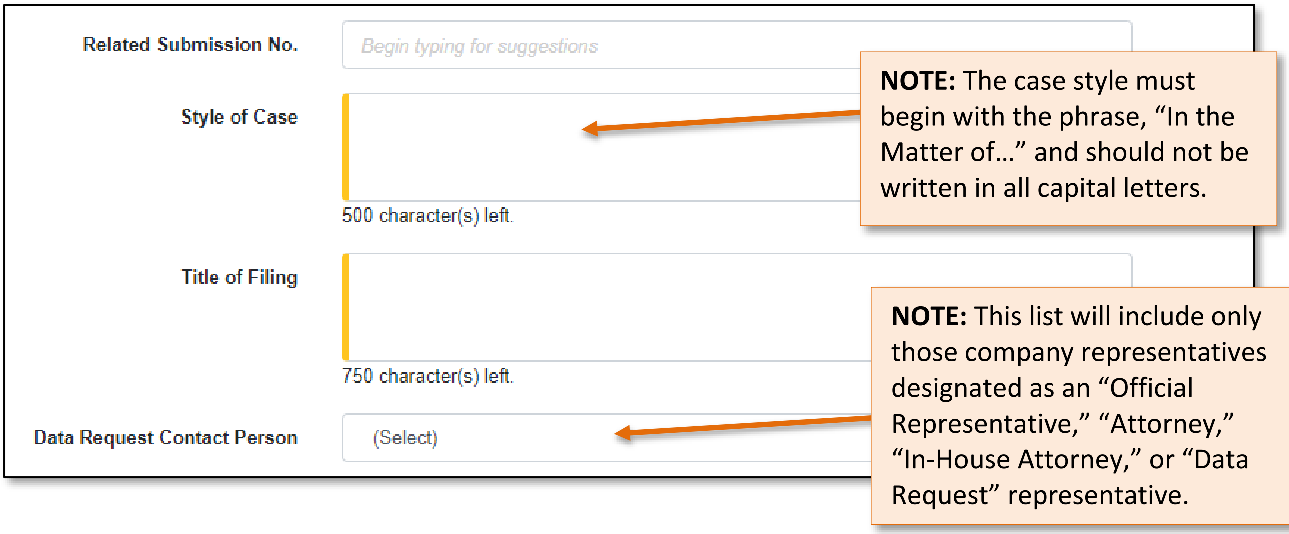


NOTE: Only companies the user is assigned as a representative for will appear in the list. If a company is not listed, the user will need to "[Request to be a Company Representative]" for that company.

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



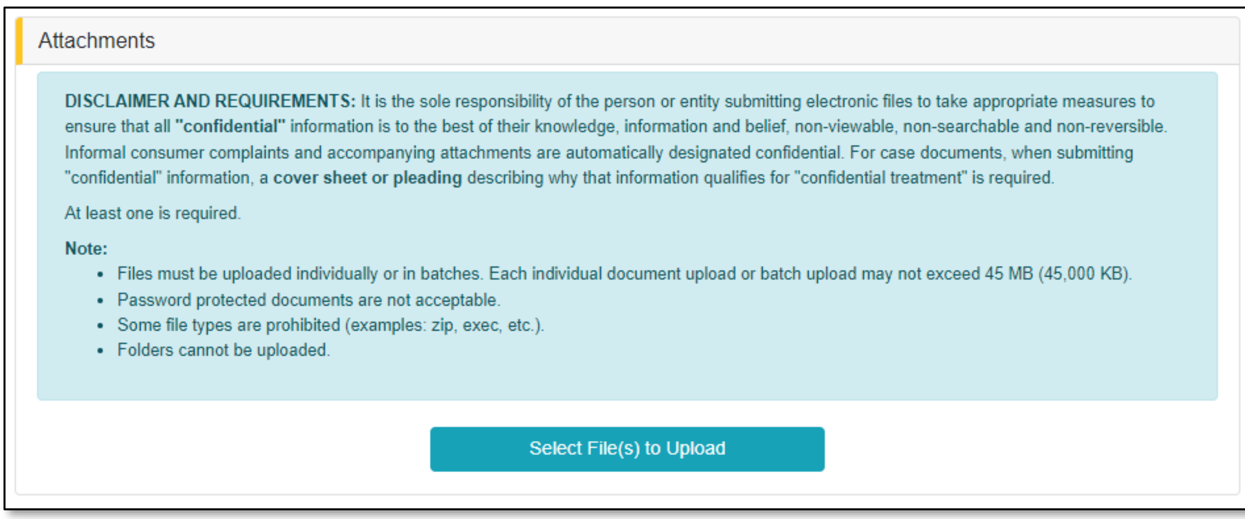
g) In the **Related Submission No.** field, input any related submission numbers related to the case. If there are no related submission numbers, skip to the next step.
h) In the **Style of Case** field, input the case style/case matter.
i) In the **Title of Filing** field, input the document title. (Please do not use all caps)
j) 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. | Begin typing for suggestions
Style of Case
500 character(s) left.
Title of Filing
750 character(s) left.
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.

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


Attachments

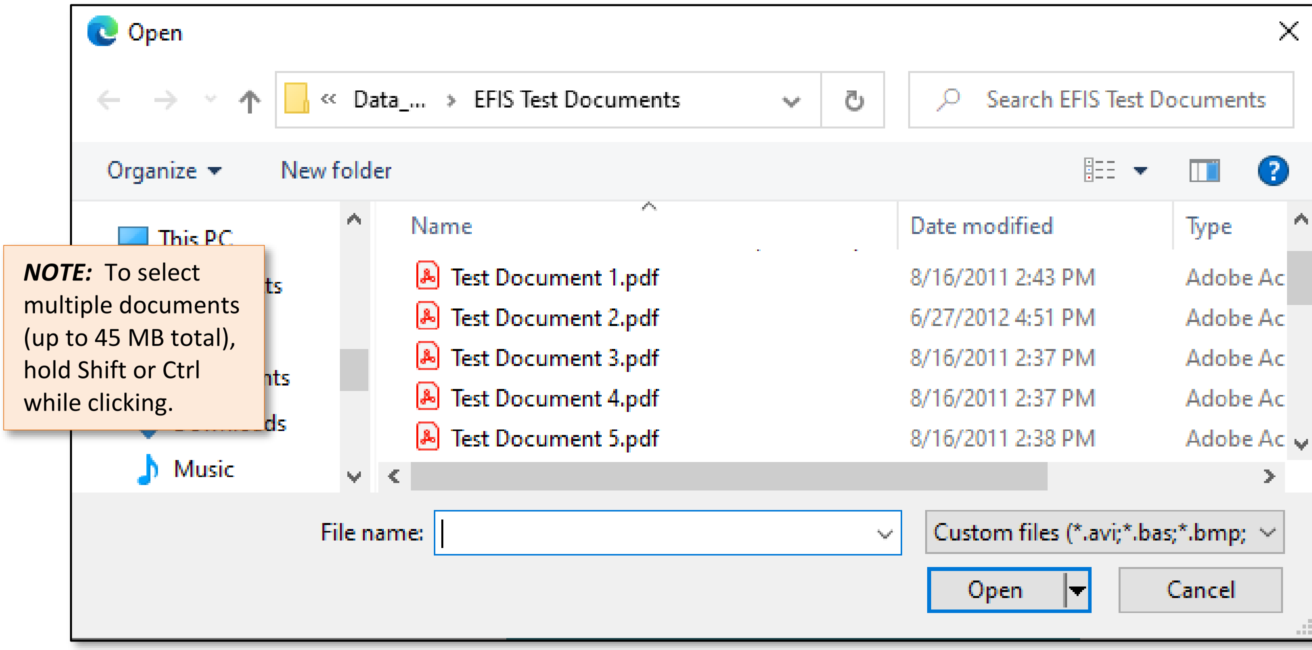
DISCLAIMER AND REQUIREMENTS: It is the sole responsibility of the person or entity submitting electronic files to take appropriate measures to ensure that all **"confidential"** information is to the best of their knowledge, information and belief, non-viewable, non-searchable and non-reversible. Informal 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

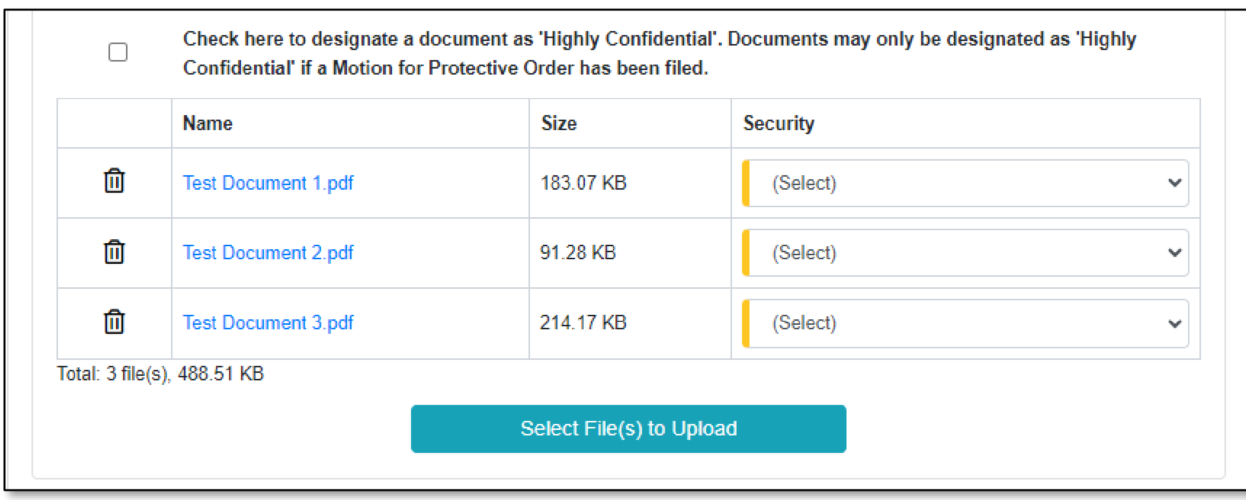
i) In the *Open Browser* window, select the document or documents to attach.



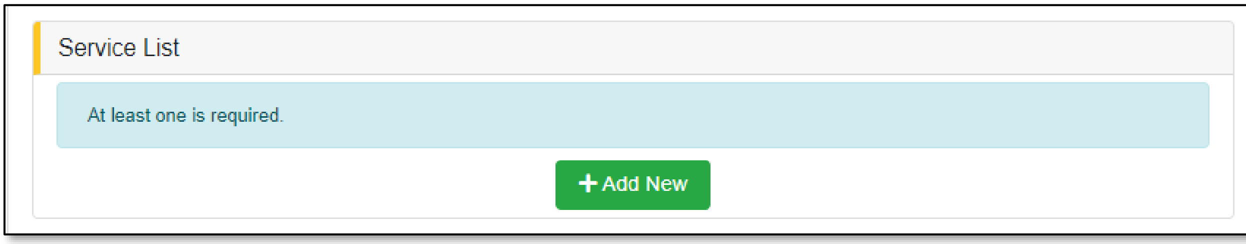
ii) After selecting the document(s), users must select the security level for each document by selecting the **Security** field beside each document.

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

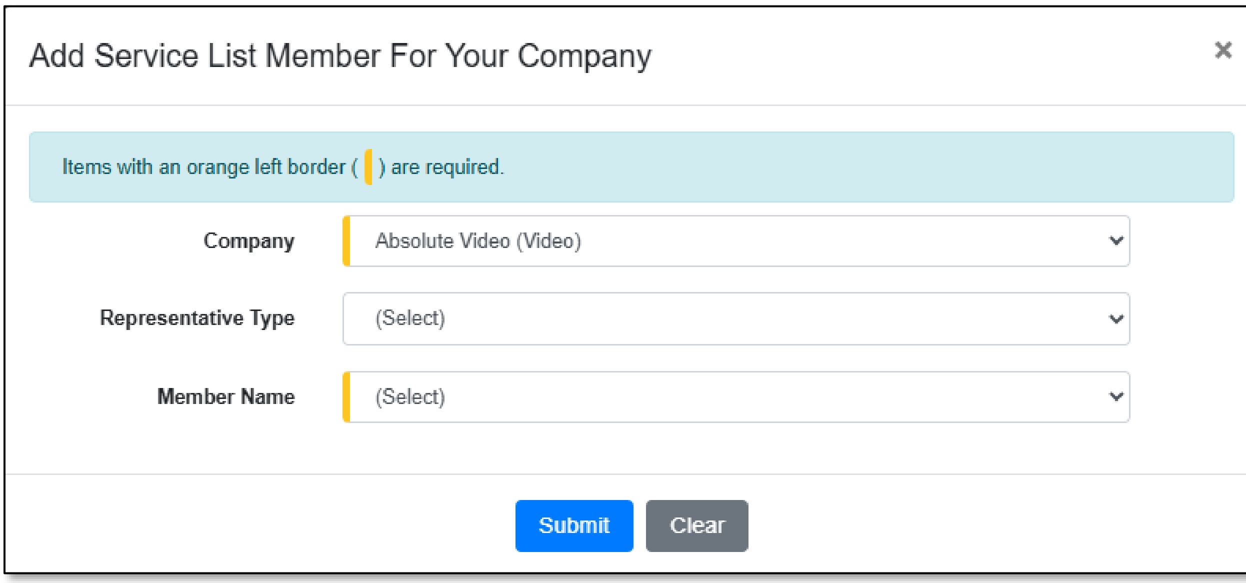
(2) If the document(s) listed need to be removed, click the trash can in front of the document which needs to be removed.



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



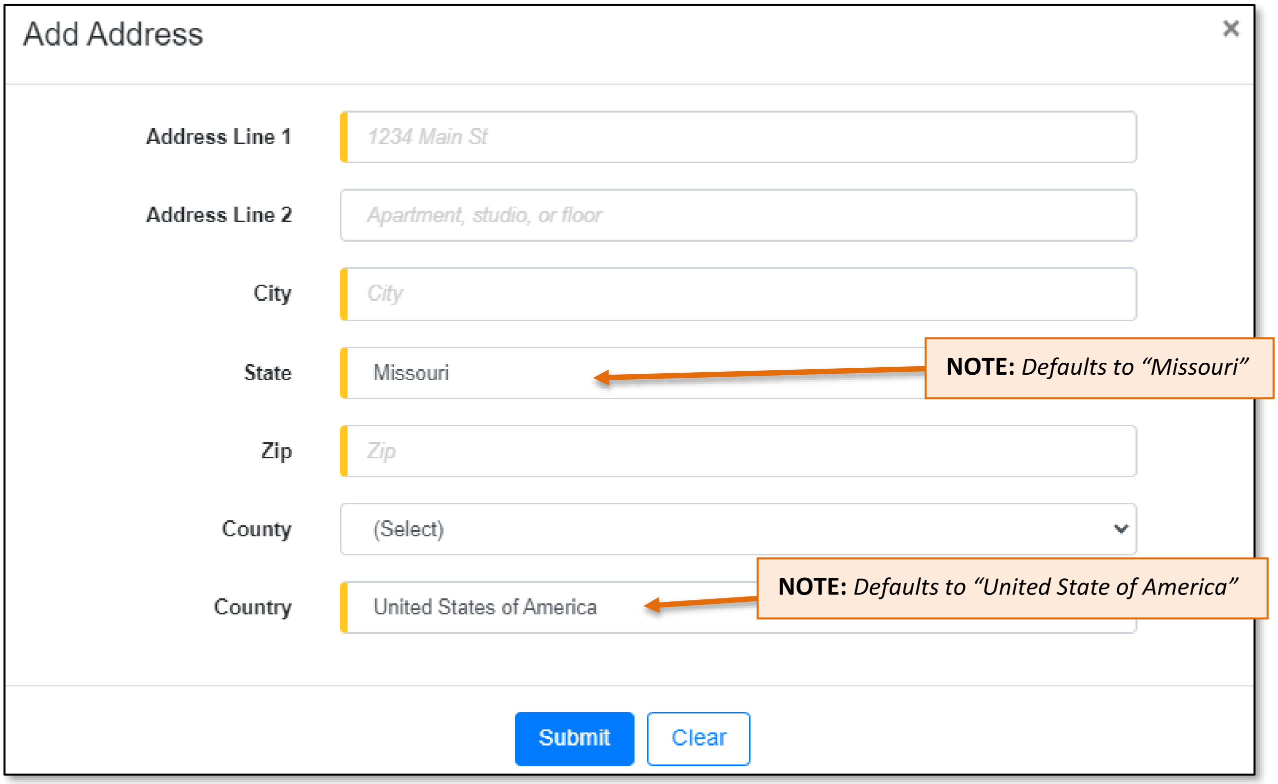
m) In the *Add Service List For Your Company* input screen, select the following;
   i) In the **Company** field, select the applicable company.
   ii) In the **Representative Type** field, select the applicable type of representative from the drop-down list. (This is only applicable if the user wants 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.



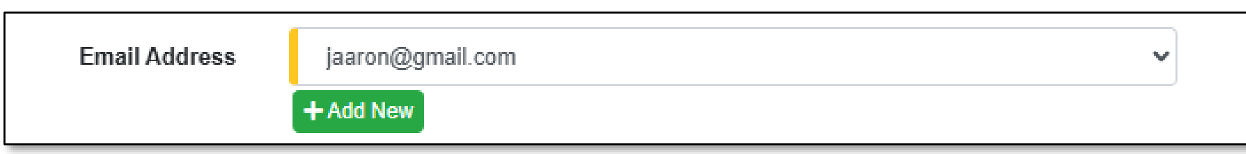
   iv) The **Address** field will auto populate to the default address of the contact selected in the Member Name field.
      (1) If the address is incorrect, select the applicable address from the drop-down list; or click the **Add New** button to add a new address.

         (a) 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.

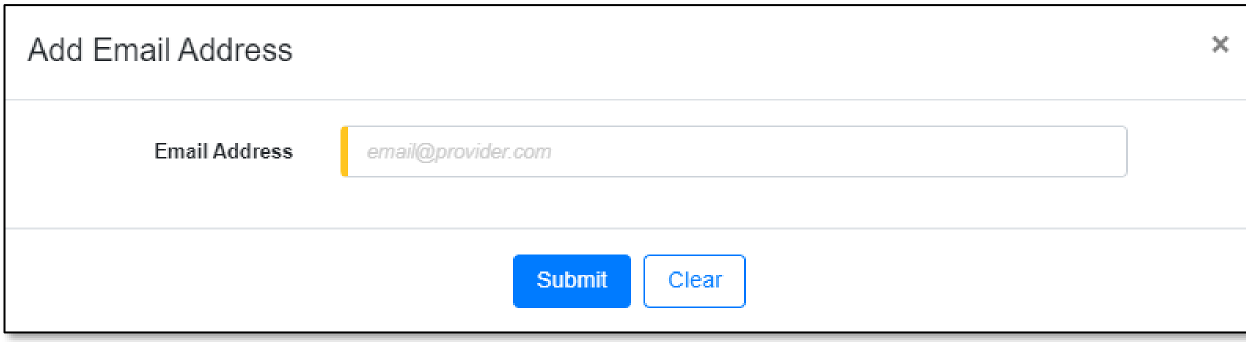
(d) In the **State** field, select the name of the state from the drop-down list.
(e) In the **Zip** field, input the zip code.
(f) In the **County** field, select the name of the county from the drop-down list.
(g) In the **Country** field, select the name of the country from the drop-down list.
(h) Click the **Submit** button after all fields have been completed; or click the **Clear** button to clear all fields and start over.



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.



(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.



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.

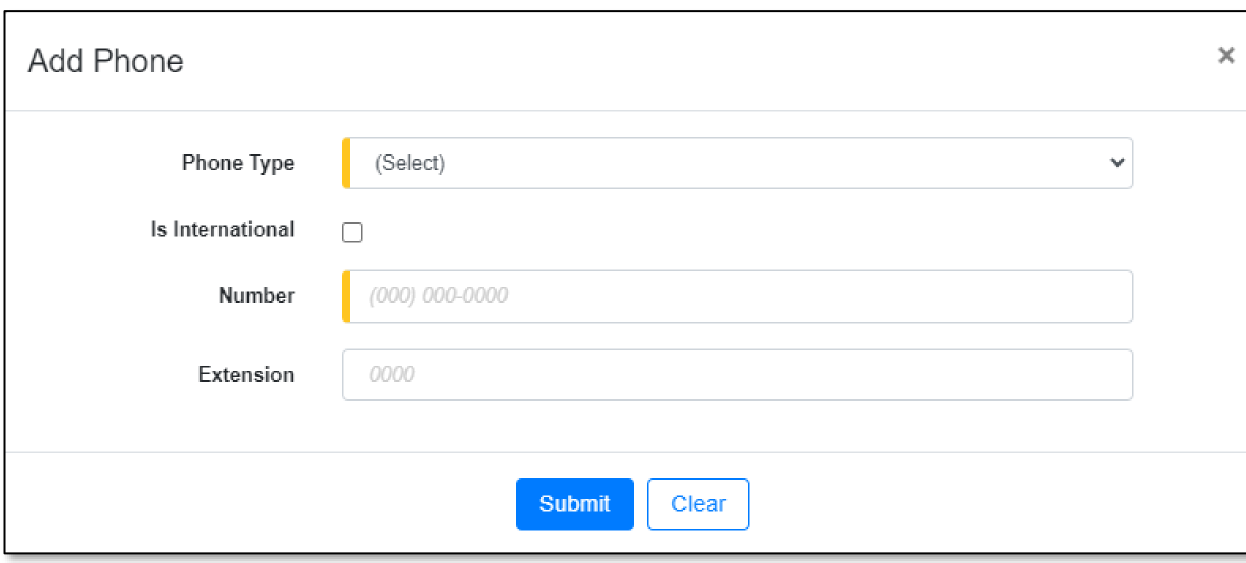
(a) In the **Phone Type** field, select the type of phone from the drop-down list.

(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.

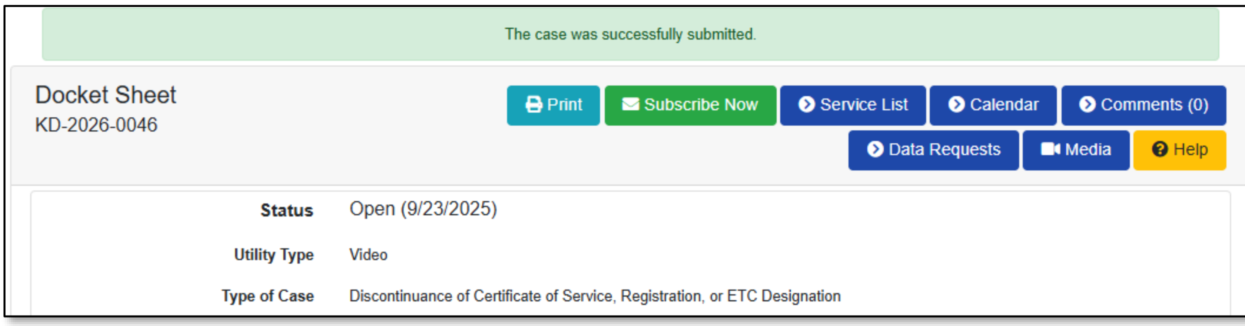
(e) Click the **Submit** button after all fields have been completed; or click the **Clear** button to clear all fields and start over.



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

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

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



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