

Missouri Public Service Commission
Annual Report Instructions
For Telecommunications Companies and VoIP Providers

1. General Information:

- This report is due to the Missouri Public Service Commission on or before **April 15th** and is required to be filed on a calendar year basis pursuant to the Commission rules (20 CSR 4240-28.012). ***Failure to file this report by the deadline of April 15th could result in penalties up to \$100 for every day the report is late pursuant to Section 392.210, RSMo.***
- To file a Request for Extension of less than 30 days, you must make your request **on or before April 15th**. Instructions for seeking an extension are at Item 8 below.
- This report is a public document, unless you provide a confidential version and a public version. Instructions for filing a confidential version are at Item 4, below.
- This report may not combine information from two or more certificated or registered companies.
- A company with multiple certificates and/or registrations must file their annual report multiple times into the Commission's Electronic Filing and Information System (EFIS) based on each certificate and/or registration held by the company.

2. About the Form

- You are required to use one of the three versions provided by the Commission: 1) the **Adobe fillable** document, 2) the **Excel** version, or 3) the **Adobe** document that may be printed and completed by hand. The Excel and Adobe fillable documents must be saved or copied to your computer's hard drive to input information into the annual report form.
- Questions about the annual report form or its contents may be submitted by e-mail to kari.salsman@psc.mo.gov.

3. VoIP Providers

- If a company provides only VoIP service or reports those line counts separately, the company is **required** to submit customer line counts (Form Page 4) as confidential. **Please follow the instructions for filing confidential versions outlined below (see Item 4).**

4. Confidential Information

- If an annual report contains confidential information, then two versions of the annual report must be provided: a non-public version to be kept by the Commission with restricted access and a public version with the confidential information redacted (removed).

Public Version Requirements:

- Check the "Public Submission" box and mark the page "Public" in the lower right corner, in the box provided.
- Complete the form **without** the non-public information. Confidential information must have two asterisks at the beginning and the end of the confidential information. Asterisk(s) shall be located on both sides of the blank field, in the fields provided, to indicate where the confidential had been before redaction/removal (** **).

Confidential Version Requirements:

- Check the "Non-Public Submission" box and denote "Confidential" in the lower right corner, in the box provided.
- Complete the form, including all confidential information. Confidential information on each page must be identified. Confidential information must have two asterisks at the beginning and the end of the confidential information. Example: ** this is an example of how to mark confidential text. **

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Additional documents required with both (Public and Confidential) submissions:

- A cover letter must accompany each filing, in which the company states that some or all of the information in its annual report is designated as confidential and requests non-public treatment under seal. The letter must provide the name, phone number and e-mail address of the person responsible for answering questions regarding the confidential information.
- An affidavit must be included, in which the company identifies the specific types of information to be kept under seal, justifies why the specific information should be a closed record and attests that none of the information is available to the public in any format.

5. Verification Page

- The Verification page must be completed in full, including notary seals, if, or where applicable. This page must accompany all versions of this report including any confidential and public versions. An updated verification page is required with any amended or revised submission attesting to the added/revise information.
- If obtaining an in person notarized sworn statement is not possible due to social distancing resulting from the response to the COVID-19 pandemic, please complete this verification page instead of the notarized verification page. The Verification Page must be completed in full. This page must accompany all versions of this report including any confidential and public versions. An updated verification page is required with any amended or revised submission attesting to the added/revise information.
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- **Electronic submission:** When submitting the annual report form electronically, complete the Verification page in full. Electronic signatures are acceptable pursuant to Sections 432.200 through 432.295 RSMo. The original document shall be notarized and kept for your records. On the electronic version, type the electronic signatures (i.e. /s/ John Doe) and dates that are reflected on the original notarized document.

6. Submitting the Report

- The Commission prefers to receive annual reports electronically. EFIS accepts submissions 24 hours a day and saves on postage/shipping expenses. **Do not submit the report by e-mail or fax.** Specific instructions for electronic filing are set out at item 7 below.
- A hard copy of the report may be mailed to the following addresses:

For U.S. Mail: Missouri Public Service Commission
Attention: Data Center
P.O. Box 360
Jefferson City, MO 65102-0360

For package delivery: Missouri Public Service Commission
Attention: Data Center
200 Madison Street, Suite 100
Jefferson City, MO 65101

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7. Electronic Filing Instructions Using EFIS

- If the report is filed electronically, please **do not** send in a paper copy. If you are unsure if you have a user ID, if your company is registered, or if you are registered as a contact for the company, please contact the Data Center at datacenter-psc@psc.mo.gov or (573) 751-7496 before completing new registration information.

To access EFIS:

1. Navigate to the PSC website at www.psc.mo.gov.
2. Click the EFIS icon near the center of the page.
3. Scroll down to the '**Main Menu Section of EFIS**' heading.
4. Click the '**Access EFIS**' button. This will open to the EFIS welcome screen.
5. Enter your **User ID and Password** (passwords are case sensitive).
6. Click the '**Logon**' button in the middle of the screen.

Submission of Annual Report:

1. Click the '**Filing/Submission**' menu option.
2. Click the 'Non-Case Related Submission' link.
3. Complete the Non-Case Related Submission screen with the following information:
 - a) **Type of Utility** – Select the utility type for which the company is certificated/registered.
Note: Separate submissions are required for each certification/registration the company has with the Commission.
 - b) **Company** – Select the company name. Choose the d/b/a name, if applicable.
 - c) **Type of Submission** – Select 'Annual Report (MO PSC)'.
 - d) **Total Missouri Jurisdictional Revenue** – Enter the amount from the annual report form on Form Page 3, Row 12, Column A.
 - e) **Report for Calendar Year** – Enter 2020.
 - f) **Applicable Case No.** – Leave blank.
 - g) Click the '**Continue**' button. This will take you to the Attachment screen.
 - h) Click '**Browse**' – Select the file that contains the completed annual report.
 - i) Choose the security level for your document: Public or Confidential.
 - j) Click the '**Attach**' button.
 - k) Confirm that the correct document is attached before proceeding.
 - l) Click the '**Done with Attach**' button.
 - m) Scroll down and click the '**Submit**' button.

This will complete your submission and assign a non-case related tracking number (i.e., BMAR-2021-XXXX). Please retain this number for your records.

Submission of Additional or Amended Information:

1. Click the '**Filing/Submission**' menu option.
2. Click the '**Non-Case Related Supplemental Submission**' link. Complete the Non-Case Related Supplemental Submission screen with the following information:
 - a) Enter the Tracking Number from the company's original annual report submission.
 - b) Select the most appropriate Title of Filing from the drop down list.
 - c) Select the company's name from the 'Filing on Behalf of' drop down list.

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d) Repeat steps from (g) through (m) above.

8. Request for Extension:

- All annual report extension requests of less than 30 days must be on company letterhead and signed by an officer of the company or on the form provided on the PSC website (www.psc.mo.gov/forms) and signed electronically. **You must include an e-mail address** where you can be notified (usually within five business days) of approval or denial of the extension request.
- To submit the document in EFIS, follow the instructions for filing an annual report above, but select '**Annual Report (MO PSC) Extension Request**' as the type of submission instead. Under 'Browse', attach your documentation for requesting an extension.

Once your submission is complete, you will be assigned a non-case related tracking number (i.e., BARE-2021-XXXX). Please retain this number for your records.