

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

**1. General Information:**

- This report is due to the Missouri Public Service Commission on or before **April 15<sup>th</sup>** 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 15<sup>th</sup> 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 15<sup>th</sup>**. 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 can make one filing into the Commission's Electronic Filing and Information System (EFIS).

**2. About the Form**

- You are required to use one of the two versions provided by the Commission: 1) the **Excel** version, or 2) the **PDF** document that may be printed and completed by hand. The Excel document 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. IVoIP Providers**

- If a company provides IVoIP service the company is **required** to submit customer line counts (Form Page 4) as confidential per Section 392.550.3(7)(c). This requires the company to submit both a public and non-public version of the report.
- This requirement applies to **any** company with an IVoIP authorization and is not limited to a company solely with IVoIP authorization.
- EFIS will prevent a company with an IVoIP authorization from only filing a public version of the company's annual report. You must file a public and non-public version of the company's annual report with the line counts redacted from page 4 of the public version.
- **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 (\*\*  \*\*).

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#### 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. \*\*

#### 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.

#### 5. 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/revised information.
- **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 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

#### 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 [dcsupport@psc.mo.gov](mailto:dcsupport@psc.mo.gov) or (573) 751-7496 before completing new registration information.

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#### To access EFIS:

1. Navigate to the PSC website at [www.psc.mo.gov](http://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 **'Utility Compliance e-Filings & Search'** menu option.
2. Click the **'New Non-Case e-Filing'** link.
3. Complete the Non-Case Related Submission screen with the following information:
  - a) **Date Filed** will auto populate
  - b) **Submission Subtype**– Select 'Annual Report (MO PSC)'.  
c) **Subject Companies** – Type the company name and select each certification/registration held by the company. **Note: Separate submissions are not required for each certification/registration the company has with the Commission. A single submission should be filed with all authorization types selected.**
  - d) **Reporting Year** – Enter 2025
  - e) **Total Missouri Jurisdictional Revenue** – Enter the amount from the annual report form on Form Page 3, Row 10, Column A.
  - f) **Related Submission No.** – Leave blank.
  - g) Click **'Select File(s) to Upload'** – Select the file(s) that contains the completed annual report.
  - h) Choose the security level for your document: Public or Confidential.
  - i) Confirm that the correct document is attached before proceeding.
  - j) Click the **'Submit'** button.

This will complete your submission and assign a non-case related tracking number (i.e., BMAR-2026-XXXX). Please retain this number for your records.

#### Submission of Additional or Amended Information:

1. Click the **'Utility Compliance e-Filings & Search'** menu option.
2. Click the **'Existing Non-Case e-Filing & Search'** 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 and hit enter or select search.
  - b) Click the green **'+add supplemental'** link.
  - c) Select the company's name from the 'Filing on Behalf of' drop down list.
  - d) Select the most appropriate Title of Submission from the drop down list.
  - e) Click **'Select File(s) to Upload'** – Select the file(s) that contains the completed annual report.
  - f) Choose the security level for your document: Public or Confidential.
  - g) Confirm that the correct document is attached before proceeding.
  - h) Click the **'Submit'** button.

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**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](http://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 '**Select File(s) to Upload**', 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-2026-XXXX). Please retain this number for your records.