IUB 24/7 - Frequently Asked Questions

NOTICE: IUB 24/7 will not be available to the public until Monday, November 16, 2020.

Q1. What is IUB 24/7?
A1. IUB 24/7 is a new company and customer contact portal — an always-available web application that allows companies, utilities, and individuals that interact with the Iowa Utilities Board (IUB) to manage and update company information. Initially, companies will be able to create a profile and add their regulatory contacts. These entries can be changed and updated in IUB 24/7 by the user, rather than submitting changes and updates to be made in EFS.

Q2. Why am I being asked to create a new user profile in EFS?
A2. Effective November 16, 2020, the two systems (IUB 24/7 and EFS) will be accessed with a single sign on (your email as your username and a password you choose) that syncs to both IUB 24/7 and EFS. Once you create a user profile in IUB 24/7, that login information will also be used for EFS. Before you can make an EFS filing on or after November 16, you will need a user profile for IUB 24/7. *Note:* If you change email addresses and update that in the system, it will automatically update all service lists that you are on.

Q3. Who needs to create a company record?
A3. During the release phase, the regulatory contact within the utility or company has been assigned the role of Company Administrator. The Company Administrator has permission within IUB 24/7 to create or edit the company record; add, edit, or remove company contacts, and assign permissions to the company's associated contacts. The Company Administrator can also assign another employee or consultant the role of Company Administrator.

Q4. Why do I need to create a company record?
A4. Having a company record in IUB 24/7 will allow the company to maintain current information on the company and associated contacts for IUB to provide regulatory oversight and invoice for associated costs.

Q5. When do I need to create a company record?
Q5. Rollout of IUB 24/7 will take place over several weeks, with registered users creating individual user accounts the first two weeks, followed by creation of company profiles during designated weeks starting December 7. Each company or utility's regulatory contact will be preregistered and receive an email invitation with instructions on how to complete their IUB 24/7 user account.

Here is the rollout schedule by user group:

November 16-25: Registered Users (User Account Setup)
December 7-11: Investor-owned Utilities (Company Profile Setup)
December 14-18: Rural Electric Cooperatives (Company Profile Setup)
December 21 to January 8: Municipalities (Company Profile Setup)
January 11 to February 5: Telecommunications (Company Profile Setup)

With each week of the company rollouts, the IUB will have dedicated customer service staff available to assist you with your registration. Prior to the rollout for your group, you will receive additional information about resources to assist you with completing your company record.

Q6. Why do I need to connect employees to my company?
A6. Company contacts were previously reported to IUB through the annual report process. IUB 24/7 allows you to show who the current contacts are for each industry type associated with your company's operations. Each contact listed within the company record in IUB 24/7 has a user record. In addition, all EFS registered users will need to create an IUB 24/7 user account after November 16, 2020. If the IUB 24/7 user is associated with a company, the company name will show up on the dropdown of companies when a filing is made in EFS.

Q7. Does IUB 24/7 replace EFS?
A7. No, IUB 24/7 does not replace EFS. All filings required by administrative rules, code, or order should continue to be filed in EFS. New telecom registrations and contact updates that were previously filed in EFS are being entered within the company record in IUB 24/7. The IUB will be transitioning some compliance reports and filings to IUB 24/7 in the future.

Q8. What is an employer identification number? Why do you need our company's employer identification number?
A8. The Employer Identification Number, referred to as an EIN, is used by the Internal Revenue Service to identify a business entity. An EIN is a nine-digit number and is written in the following form: 12-3456789. The EIN is used by the IUB to create the company record in the State's accounting system.

Q9. What is the Secretary of State's Certificate of Existence number and how do I find it?
A9. The Iowa Secretary of State issues a Certificate of Existence to companies, also known as a Certificate of Good Standing. The one-page document indicates whether a business is allowed to legally conduct business in the state of Iowa. Any company registered in Iowa can order a Certificate of Existence from the Iowa Secretary of State, provided the company is indeed in good standing. **Each Certificate contains a unique Certificate of Existence number to verify validity.** IUB can then search the Certificate ID on the Iowa Secretary of State's website to verify the validity of the certificate.
https://sos.iowa.gov/business/cert/ValidateCert.aspx

IOWA SECRETARY OF STATE
PAUL D. PATE

Certificate Validation
The following certificate was issued by the Iowa Secretary of State
Certificate ID: **# shown here**

Q10. How do I find my company number?
A10. You can still search in EFS to find your company number. At efs.iowa.gov, choose the Search menu, then select Company Search from the dropdown menu. Fill in the company name

and hit Enter to get the result(s) for that name. The company search will eventually be moved over to IUB 24/7 as more companies register in IUB 24/7.

Q11. How do I get a copy of my telecom registration certificate in IUB 24/7?
A11. After your telecommunications company record has been accepted in IUB 24/7, you can print or download a copy of your company's telecom registration certificate.

Instructions to print or download a copy of registration certificate:

1. Click on Records in the navigation bar of IUB 24/7.
2. Select Companies.
3. Click on the live link on the IUB Company Number or Legal Name of Organization.

Companies

IUB Company Number	Legal Name of Organization
5015	Telecom Company

4. In Company Information – General Information tab, scroll down the page to the Registration section.

Registration

Do You Have Revenue Producing Lines?:
Yes

How Many Revenue Producing Lines Do You Have (Including Voip)?:
⌀ ********...

Telecommunications Registration Document:
Generate Document

5. Under Telecommunication Registration Document, click on Generate Document.
6. Select document to generate. Click on Generate.

Select a Document to Generate ×

◉ Telecommunications Registration Document

Generate   Close

7. The document is downloaded and can be saved or printed by the user.

Q12. I clicked on Submit for my company record, but it does not appear to have submitted. Why?

A12. The most common reason a company record is not submitted is that there are errors in the company record. If you did not complete a required field or section, you will receive an error message at the top of the company record.

9 errors prohibited this company from being saved:

- Legal name of organization is a required field.
- Certificate of existence is a required field.
- General phone is a required field.
- Telecom regulatory contact is a required field.
- Telecom customer relations and complaints contact is a required field.
- Telecom billing contact is a required field.
- Telecom engineering operations contact is a required field.
- Telecom railroad emergency contact is a required field.
- Typed signature is a required field.

For each error listed, the required field is shown in the record in red. Once all of the errors have been corrected, click on **Update Company** and submit.

Company Information

What is the ownership structure of your company or utility? * ❷

Investor Owned or Privately Held ⌄

Legal Name of Organization * ❷

Q13. How does IUB 24/7 work with EFS?

A13. Information that was previously stored in EFS — company, contact, industry, company code, and company relationship information — will be maintained in IUB 24/7. EFS pulls some company and contact information from IUB 24/7 for Docket, Filing, and service list processing. In addition, the IUB 24/7 username and password is also used by EFS registered users to log in to both systems.

Q14. Do I still need to file in EFS?

A14. Yes, companies and utilities will still make filings in EFS and communication from the Board will be made in EFS in the appropriate dockets. You will continue to receive EFS notifications for dockets applicable to your company or utility.

Q15. What can I see in IUB 24/7 outside of my user or company information?

A15. All "active" companies will be searchable to the public with the following information showing: company name, IUB number, mailing address, industry type, ownership type, and website.

Q16. How do I contact someone if I need to make a change in IUB 24/7 and don't know how to do it?

A16. IUB 24/7 provides support through a Help Ticket system. Submitting a Help Ticket at any time of day or night will notify IUB's Customer Service staff to assist during regular business hours, 8 a.m. to 4:30 p.m. weekdays. You also can call Customer Service at 515-725-7300 or 877-565-4450.