

Affordable Connectivity Program: ACP Transparency Data Collection Office Hours

October 5, 2023



Universal Service
Administrative Co.

Housekeeping

- Real-time closed captions will be present during this presentation
- Audio is available through your computer's speakers
- The audience will remain on mute
- **Enter questions at any time using the “Questions” box**
 - We'll answer questions both verbally and through the questions feature
- If your audio or slides freeze, restart the webinar
- A copy of today's presentation is available in the handouts section

Meet Our Team

Oladotun Adio

Communications Specialist | ACP

Jonathan Loewus-Deitch

Product Manager | ACP

Sarah Ferguson

Senior Program Analyst | ACP

Agenda

- How to Use the ACP Data Collection System
 - Submit Data
 - Review & Certify Submissions
 - Email Notifications
- Frequently Asked Questions
- Resources

How to Use the ACP Data Collection System

ACP Data Collection System

Log in

- Log in to One Portal
 - Users must have 497 Officer or 497 Agent credentials to access the system
- Select **ACP Transparency Data Collection System (ACP Data System)** under the Lifeline section of the dashboard
 - Users will need to enter in their credentials a second time to login
- Alternatively, users may access the ACP Data Collection System through a direct link to the system
 - Doing so requires users to enter their credentials once

Federal
Communications
Commission

ACP Transparency Data Collection System

Sign In To Your Account

A screenshot of the 'Sign In' form. The form has a title 'Sign In' at the top. Below the title are two input fields: 'Username' and 'Password'. Below the 'Password' field is a checkbox labeled 'Remember me'. At the bottom of the form is a blue button labeled 'Sign In'. Below the button is a link that says 'Need help signing in?'.

By signing in, I accept the [terms and conditions](#) of the National Verifier system.

Need Help Accessing Your Existing Account?

Contact your company administrator.

Don't Have an Account?

If you have an account in the National Lifeline Accountability Database (NLAD), sign in using those credentials. Otherwise, contact your company administrator.

ACP Data Collection System

Home page

- On the left-hand navigation menu, users can submit data and view submitted data:
 - **Plan Data:** Where users submit service plan data
 - **Subscriber Metrics Data:** Where users submit subscriber metrics data
 - **Export Data:** Where users download submitted data
- On the **Service Plans** and **Subscriber Metrics** navigation menus, users can view the status of submitted data
- On the **Bulk Upload Errors** menu, users can view unsuccessful submissions and data validation errors

Welcome TDC Officer3!

The screenshot shows the ACP Data Collection System interface. On the left is a navigation menu with the following items:

- Export Data
 - Export Plan Data
 - Export Subscriber Metrics Data
 - Export Snapshot Data
- Plan Data
 - Download Plan Data Template
 - Single Entry of Plan Data
 - Bulk Upload of Plan Data
- Subscriber Metrics Data
 - Download Subscriber Metrics Data Template
 - Single Entry of Subscriber Metrics
 - Bulk Upload of Subscriber Metrics Data

The main content area is titled "Service Plans" and includes a "User Guide" button. Below the navigation tabs, there is a message: "There are 6 Certifications remaining in Ready for Certification." A search bar is present to the right of this message.

The main data table displays the following information:

<input type="checkbox"/>	Plan Name	SPIN	Status	Submission Date
<input type="checkbox"/>	Test 1234567	200000789 - T...	Review	08/16/2023 16...
<input type="checkbox"/>	Test 8/16	200000789 - T...	Rejected	08/16/2023 16...
<input type="checkbox"/>	Telecom B...	200000456 - A...	Review	08/11/2023 15...
<input type="checkbox"/>	Telecom B...	200000456 - A...	Review	08/10/2023 15...

ACP Data Collection System

Submit Service Plan Data

- Under the **Plan Data** section of the left-hand menu, select how you would like to submit the service plan data for your SPIN(s)
 - Service plan data can be entered by making **single entries** or by submitting a **bulk upload**
- ⚠ **Bulk Upload** submissions must be submitted as a CSV using the template available in the system

Service plan data must be submitted before the associated subscriber metrics are uploaded


Welcome TDC Officer3!

The screenshot shows the ACP Data Collection System interface. On the left, a navigation menu is visible with the 'Plan Data' section highlighted in a yellow box. The 'Plan Data' section includes links for 'Download Plan Data Template', 'Single Entry of Plan Data', and 'Bulk Upload of Plan Data'. The main content area displays the 'Service Plans' view, which shows a table of submitted data records. A notification at the top indicates that there are 6 certifications remaining in the 'Ready for Certification' status. The table has columns for 'Plan Name', 'SPIN', 'Status', and 'Submission Date'. The records shown are:

	Plan Name	SPIN	Status	Submission Date
<input type="checkbox"/>	Test 1234567	200000789 - T...	Review	08/16/2023 16...
<input type="checkbox"/>	Test 8/16	200000789 - T...	Rejected	08/16/2023 16...
<input type="checkbox"/>	Telecom B...	200000456 - A...	Review	08/11/2023 15...
<input type="checkbox"/>	Telecom B...	200000456 - A...	Review	08/10/2023 15...



ACP Data Collection System

Service Plan Data: Single Entry

- Select **Single Entry of Plan Data** under the **Plan Data** section of the home page
- Populate the required fields on the **Single Entry of Plan Data** page
 -  The information icon for blank fields gives a brief description of the data that is being requested
 - An error will appear for any required fields that are entered incorrectly
- Select **Submit**

Single Entry of Plan Data

Fill out the information below to submit or update plan data.

Service Plan	
Unique Plan Identifier 	Service Provider
<input type="text"/>	<input type="text" value=""/>
Plan Name 	Website
<input type="text"/>	<input type="text" value=""/>
Year	Data Contact
<input type="text" value="2023"/>	<input type="text" value="tdcofficer3@test.com"/>
	Data Contact Phone Number
	<input type="text" value="(321) 867-5309"/>

ACP Data Collection System

Service Plan Data: Bulk Upload

- Select **Bulk Upload of Plan Data** under the **Plan Data** section of the home page
- Select **Download Plan Template**
 - Populate the required fields
 - Refer to the [User Guide](#) for more information on the required data fields and validations
 - Each template can **only** include one SPIN
- On the **Bulk Upload of Plan Data** page, select the name of the service provider from the drop-down menu and fill in the blank fields
- Select **Required - Upload** to attach the completed template
- Select **Submit**

[Download Plan Template](#)

Bulk Upload of Plan Data

Please use the following form to bulk upload plan data.

Service Provider

SPIN Website

Data Contact

Data Contact Phone Number

File

- You can use the following file types: .csv
- Make sure that your file is not too large. The size limit is 10MB.

Required - Upload

[Submit](#)

ACP Data Collection System

Submit Subscriber Metrics Data

- Under the **Subscriber Metrics Data** section of the left-hand menu, select how you would like to submit the data for your SPIN(s)
 - Subscriber metrics data can be entered by making **single entries** or by submitting a **bulk upload**
 - ⚠ **Bulk Upload** submissions must be submitted as a CSV using the template available in the system
- Subscriber metrics can only be submitted after corresponding service plan data has been submitted

Welcome TDC Officer3!

The screenshot displays the 'Subscriber Metrics Data' section of the ACP Data Collection System. The left-hand menu is visible, with 'Subscriber Metrics Data' highlighted. The main content area shows a navigation bar with 'Service Plans', 'Subscriber Metrics', and 'Bulk Upload Errors' tabs. A 'User Guide' button is located in the top right corner. Below the navigation bar, there is a message: 'There are 6 Certifications remaining in Ready for Certification.' A search bar is present. The main table displays a list of service plans with columns for Plan Name, SPIN, Status, and Submission Date. The table contains five rows of data, with the first row highlighted in green.

	Plan Name	SPIN	Status	Submission Date
<input type="checkbox"/>	Test 1234567	200000789 - T...	Review	08/16/2023 16...
<input type="checkbox"/>	Test 8/16	200000789 - T...	Rejected	08/16/2023 16...
<input type="checkbox"/>	Telecom B...	200000456 - A...	Review	08/11/2023 15...
<input type="checkbox"/>	Telecom B...	200000456 - A...	Review	08/10/2023 15...

ACP Data Collection System

Subscriber Metrics Data: Single Entry

- Select **Single Entry of Subscriber Metrics** under the **Subscriber Metrics Data** section of the home page
- Populate the required fields on the **Single Entry of Subscriber Metrics** page
 - An error will appear for any required fields that are entered incorrectly
- Select **Submit**

Single Entry of Subscriber Metrics

Fill out the information below to submit or update subscriber metrics data

Subscriber Metrics

<p>Unique Plan Identifier ⓘ</p> <input style="width: 90%;" type="text"/>	<p>Data Contact</p> <input style="width: 90%;" type="text" value="tdcofficer3@test.com"/>
<p>SAC (Optional) ⓘ</p> <input style="width: 90%;" type="text"/>	<p>Data Contact Phone Number</p> <input style="width: 90%;" type="text" value="(321) 867-5309"/>
<p>ZIP Code (Optional) ⓘ</p> <input style="width: 90%;" type="text"/>	

Subscriber Data

Total ACP Subscribers on Plan ⓘ

ACP Subscribers also receiving Lifeline benefit ⓘ

ACP Subscribers receiving Enhanced Tribal Benefit ⓘ

ACP Subscribers Hit Hard Cap ⓘ

Average GB Hard Cap Overage ⓘ

Average Hard Cap Overage Amount Paid ⓘ

ACP Subscribers Hit Soft Cap ⓘ

Average GB Soft Cap Overage ⓘ

Average Soft Cap Overage Amount Paid ⓘ

ACP Subscribers on Introductory Prices (Optional) ⓘ

ACP Subscribers that Paid a Set-Up or Activation Fee (Optional) ⓘ

ACP Subscribers Paying \$0 after All Non-ACP Discounts and ACP Benefit Applied (Optional) ⓘ

Submit

ACP Data Collection System

Subscriber Metrics Data: Bulk Upload

- Select **Bulk Upload of Subscriber Metrics Data** under the **Subscriber Metrics Data** section of the home page
- Select **Download Subscriber Metrics Template**
 - Populate the required fields
- On the **Bulk Upload of Subscriber Metrics** page, select the name of the service provider from the drop-down menu and fill in the blank fields
- Select **Required - Upload** to attach the completed template
- Select **Submit**

Export Plan Data

[Download Subscriber Metrics Template](#)

Bulk Upload of Subscriber Metrics

Please use the following form to bulk upload subscriber metrics

Service Provider

Data Contact

Data Contact Phone Number

File

- You can use the following file types: .csv
- Make sure that your file is not too large. The size limit is 10MB.

[Required - Upload](#)

[Submit](#)

ACP Data Collection System

Successful Submissions

- Successful submissions will appear under the **Service Plans** and **Subscriber Metrics** navigation menus on the home page
 - The status of newly submitted or updated data will appear as **Review**

Welcome TDC Officer3!

Export Data

[Export Plan Data](#)

[Export Subscriber Metrics Data](#)

[Export Snapshot Data](#)

Plan Data

[Download Plan Data Template](#)

[Single Entry of Plan Data](#)

[Bulk Upload of Plan Data](#)

Subscriber Metrics Data

[Download Subscriber Metrics Data Template](#)

[Single Entry of Subscriber Metrics](#)

[Bulk Upload of Subscriber Metrics Data](#)

Service Plans

Subscriber Metrics

Bulk Upload Errors

[User Guide](#)


The Service Plans view below shows all data successfully submitted. When data records are ready for Officer review, use the checkboxes to select records and update the status to "Ready for Certification." When data records are in a "Ready for Certification" status, an Officer will review and use the checkboxes to select records and update the status to "Certified" or "Rejected."

There are 6 Certifications remaining in Ready for Certification.

<input type="checkbox"/>	Plan Name	SPIN	Status	Submission Date
<input type="checkbox"/>	Test 1234567	200000789 - T...	Review	08/16/2023 16...
<input type="checkbox"/>	Test 8/16	200000789 - T...	Rejected	08/16/2023 16...
<input type="checkbox"/>	Telecom B...	200000456 - A...	Review	08/11/2023 15...
<input type="checkbox"/>	Telecom B...	200000456 - A...	Review	08/10/2023 15...

ACP Data Collection System

Resolving Bulk Upload Errors






- Unsuccessful submissions for bulk uploads will appear under the **Bulk Upload Errors** menu on the home page
 - Download  the error report to review the rejected data
 - The error report provides details on the row and column with errors, the data that was entered, and a description of the error
- On the source file, make the required corrections to the rejected rows
- Resubmit the updated **Service Plan** or **Subscriber Metrics** bulk upload file under the appropriate bulk upload section

Welcome TDC Officer3!

Export Data
 Export Plan Data
 Export Subscriber Metrics Data
 Export Snapshot Data
 Plan Data
[Download Plan Data Template](#)
 Single Entry of Plan Data
 Bulk Upload of Plan Data
 Subscriber Metrics Data
[Download Subscriber Metrics Data Template](#)
 Single Entry of Subscriber Metrics
 Bulk Upload of Subscriber Metrics Data

Service Plans Subscriber Metrics **Bulk Upload Errors** [User Guide](#)

The Bulk Upload Errors tab will only display uploaded data records that returned validation errors. Any data record with no validation errors will be displayed under the Service Plans tab or Subscriber Metrics tab.


File Name	Type	Submission Date/Time	Total Rows	Rows Imported	Rows Rejected	Error
Subscriber Metrics Template_08162023.csv	Subscriber Metrics	08/17/2023 09:22:35	1	0	1	
Service Plan Bulk Upload Template_08162023v2.csv	Service Plan	08/17/2023 09:14:32	1	0	1	
Subscriber Metrics Template_08112023.csv	Subscriber Metrics	08/17/2023 09:01:23	1	0	1	
Service Plan Bulk Upload Template 07312023.csv	Service Plan	08/16/2023 16:50:20	1	0	1	
test all fields.csv	Service Plan	08/11/2023 15:40:46	1	0	1	

Questions?

Review & Certify Submissions

ACP Data Collection System

Review Data

- On the **Service Plans** and **Subscriber Metrics** navigation menus, users can review the submitted data
 - Users can also review submitted data under the **Export Data** section of the left-hand navigation menu
- To edit the data, click on the pencil icon  next to the linked **Plan Name**
- To mark the data ready for certification, click the checkbox that appears before the **Plan Name** column
- Next, click on the **Ready to Certify** button

Welcome TDC Officer3!

Export Data

[Export Plan Data](#)

[Export Subscriber Metrics Data](#)

[Export Snapshot Data](#)

Plan Data

[Download Plan Data Template](#)

[Single Entry of Plan Data](#)

[Bulk Upload of Plan Data](#)

Subscriber Metrics Data

[Download Subscriber Metrics Data Template](#)

Service Plans

Subscriber Metrics

Bulk Upload Errors

The Service Plans view below shows all data successfully submitted. When data records are ready for review, checkboxes to select records and update the status to "Ready for Certification." When data records are ready for review, an Officer will review and use the checkboxes to select records and update the status to "Ready for Certification."

1 selected **Ready to Certify** **Reject**

There are 6 Certifications remaining in Ready for Certification.

<input type="checkbox"/>	Plan Name	SPIN	Status
<input checked="" type="checkbox"/>	Telecom B...	200000456 - A...	Review
<input type="checkbox"/>	Test 1234567	200000789 - T...	Review

ACP Data Collection System

Certify Data

- On the **Service Plans** and **Subscriber Metrics** navigation menus, the **497 Officer** can review the submitted data
 - To review the data, click the linked **Plan Name**
 - Click the checkbox that appears before the **Plan Name** to take an action
 - If the data is accurate, select Certify
 - If changes are required, select Reject

Welcome TDC Officer3!

Export Data

Export Plan Data

Export Subscriber Metrics Data

Export Snapshot Data

Plan Data

Download Plan Data Template

Single Entry of Plan Data

Bulk Upload of Plan Data

Subscriber Metrics Data

Download Subscriber Metrics Data Template

Service Plans

Subscriber Metrics

Bulk Upload Errors

The Service Plans view below shows all data successfully submitted. When data records a checkboxes to select records and update the status to "Ready for Certification." When data status, an Officer will review and use the checkboxes to select records and update the stat

1 selected

✓ Certify

✓ Reject

There are 6 Certifications remaining in Ready for Certification.

<input type="checkbox"/>	Plan Name	SPIN	Status
<input checked="" type="checkbox"/>	Test 070523 D...	200000123 - A...	Ready for Cert...
<input type="checkbox"/>	FF 789646546...	200000456 - A...	Ready for Cert...

Email Notifications

ACP Data Collection System

Email Notifications

Once data is submitted, users will receive various following email notifications:

- 1. Data Submission Confirmation:** This confirms receipt of submitted data
- 2. Action Required - Resolve Bulk Data Submission Errors:** The user is prompted to resolve bulk upload errors
- 3. Data Ready for Officer Review and Certification:** Certifying Officer is notified that one or more submissions are marked as **Ready for Certification**
- 4. Data Flagged by Officer for Further Review:** This alerts the user that their submission was rejected by the 497 Officer
- 5. Successful Certification of Data:** System message confirming successful certification of one or more data submissions
- 6. SPIN Flagged by FCC for Further Review:** This informs the user that their submission was flagged by the FCC and requires further review

Questions?

Frequently Asked Questions

Frequently Asked Questions

Important Dates

What time period will this filing cover?

- This filing is only collecting data from the July 2023 service month, for the subscriber snapshot taken on August 1, 2023.

What is a “snapshot date” and when is it?

- The “snapshot date” refers to the date that relevant plan and subscriber metric data must be based on. It is a “snapshot” of the ACP subscribers that were active as of then and the plans to which they were subscribed.
- For the 2023 ACP Data Collection, the “snapshot date” is August 1, 2023.

What is the deadline for the annual submission?

- The 2023 annual submission window opened on **September 8, 2023**, and **must be completed by 11:59 p.m. ET on November 9, 2023.**
- The submission window is 60 days.

Frequently Asked Questions

Who Must File?

Who is required to file the ACP Data Collection?

- The ACP Data Collection is required of all ACP providers with active subscribers as of the snapshot date (August 1, 2023).
- If your SPIN was newly approved, but you had not started enrolling ACP subscribers as of the snapshot date, then you do not need to file a report.
- 497 Officers and Agents are responsible for ACP Transparency Data Collection submissions.

Which plans and ACP subscribers need to be submitted?

- The subscriber metric and plan data that are submitted should reflect the active subscribers, and the plans to which they were subscribed, as of the most recently completed service interval on or before the snapshot date—August 1, 2023.
- Former ACP subscribers who are no longer receiving the benefit, or plans for which there are no ACP subscribers, do not need to be submitted.

Frequently Asked Questions

System Access

Who can submit plans? Who can certify plans?

- A user who holds either the 497 Agent or Officer role can submit or update data and can also mark the submissions as “Ready for Certification”.
- Only the Officer can certify or reject plans.

Can I add or update my company’s 497 Officers and/or Agents?

- USAC manages 497 accounts. To add or update your company’s 497 Officers or Agents, please email a request to ACProgram@usac.org with the subject line "ACP 497 Officer Request".
 - The email should include the first name, last name, phone number, and email address of the new user along with the SPIN(s) they will be associated with.

Why can’t I see all of the SACs associated with my company?

- Any SAC added after July 31, 2023, will not appear in the ACP Data System for the 2023 submission window.

Frequently Asked Questions

Data Entry

Why can't I submit subscriber metrics?

- Service plan data must be entered **before** subscriber metrics can be submitted.

I've made a mistake in my data; can I correct my entry?

- Previously submitted data in the ACP Data Collection System can be updated or edited by using the single data entry workflow, bulk upload workflow, or making direct edits to individual data fields for a given submission.
- If any data being updated or edited has already been certified by an Officer, the certification status will be reset, and an Officer will need to complete the certification for any data records where updates were made.

Can we delete a record that is incorrect or was created in error?

- No, data cannot be deleted once submitted. You will need to leave this data in a **review** status and not certify it.

Frequently Asked Questions

Data Entry

Where can I access the bulk upload template?

- The bulk upload template can be found in the ACP Data Collection System on the bulk upload pages, as well as the [Annual Requirements page](#).

Can I still access the staging (test) environment?

- Yes, the staging environment can be accessed here:
<https://nationalverifiertraining.servicenowservices.com/acptdc>

Will the information input in the staging environment be removed before going live?

- USAC will not delete any data in the staging (test) environment.
- Data submitted to the staging environment can be resubmitted and certified in the production environment, during the 60-day submission window, to complete the annual requirement, if the data is accurate.
 - The data can be exported from the ACP Data Collection System and re-uploaded using the bulk upload template, which is available in the Data Collection System.

Frequently Asked Questions

Subscriber Metrics

How can a provider report data on the ACP subscribers also receiving the ACP High-Cost benefit? When would this field be applicable?

- As of the 2023 snapshot date, the ACP High-Cost benefit will not have been implemented. As a result, no subscribers would be receiving the ACP High-Cost benefit and “0” should be reported for this field.

For subscriber data, how should I report the number of subscribers who are receiving other benefits, such as Lifeline or the Enhanced Tribal Benefit, or who paid additional fees?

- The total reported should be the portion of the total number of active subscribers who either are receiving the other benefit or who paid the extra fee—not just those who received the benefit or paid the fee in the snapshot month.

Frequently Asked Questions

Plan Data

Are Unique Plan Identifiers required for the 2023 submission?

- Yes. Unique Plan Identifiers must be submitted for all plans for which there were ACP subscribers, including legacy and bundle plans. For plans that will require Broadband Labels, the Unique Plan Identifier should be the same as on the public-facing label.

Do I need to create my own Unique Plan Identifier?

- Providers will need to create and format their own Unique Plan Identifiers for each plan.

How do I format a Unique Plan Identifier?

- A Unique Plan Identifier is exactly 26 characters and has three parts:
 - A letter (F, M, or B) depending on the broadband provided with the plan (Fixed, Mobile, or Both)
 - 10 Numbers for the provider's FRN. In most cases, this should match the FRN used to file the Broadband Data Collection (ex. 0012345678)
 - 15 alpha-numeric characters which the provider can decide (ex. ABC123DEF456GHI or 100X100MBPSPLAN)
 - F/M/B + 0012345678 + 100X100MBPSPLAN = F0012345678100X100MBPSPLAN

Questions?

Resources

Resources

- Refer to the [ACP Data Collection System User Guide](#) for instructions on how to use the ACP Data System
- Refer to ACP's [Annual Requirements](#) page for submission dates and [FAQs](#) about the ACP Transparency Data Collection
- **Questions?** Email ACPdatacollection@usac.org for technical support or ACPdatacollection@fcc.gov for program and policy inquiries

Thank You!





**Universal Service
Administrative Co.**