Affordable Connectivity Program:
ACP Transparency Data Collection

August 22, 2023

Universal Service
Administrative Co.

DISCLAIMER

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Housekeeping

- 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

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Agenda

- Program Overview

- ACP Transparency Data Collection

- How to Use the ACP Data Collection System

  - Submit Data

  - Review & Certify Submissions

  - Email Notifications

  - FCC Reviews

- Resources

Program Overview

Affordable Connectivity Program (ACP)

The Affordable Connectivity Program (ACP) is a Federal Communications Commission (FCC) benefit program that helps low-income households pay for broadband service and connected internet devices

Eligible households can receive:

$30 Standard Discount
Up to $30/month discount for broadband services

$75 Tribal Discount
Up to $75/month discount for broadband services for households on qualifying Tribal lands

Device Discount
A one-time discount of up to $100 for a laptop, desktop computer, or tablet (consumer co-pay above $10 and less than $50 required)

The ACP benefit is limited to one monthly service discount and one device discount per household

ACP Transparency Data Collection

ACP Transparency Data Collection
Overview

- In November 2022, the Federal Communications Commission (FCC) released an [Order](#) establishing the ACP Transparency Data Collection

  - ACP participating providers are required to complete this annual data collection process through the ACP Transparency Data Collection System (ACP Data Collection System)

  - This process collects data related to the price and subscription rates of providers' internet service offerings as required by [§ 54.1813](#) of the Commission's rules and the Infrastructure Investment and Jobs Act

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

ACP Transparency Data Collection
System Overview

Participating ACP providers will use the **ACP Data Collection System** to submit service plan and zip-code level subscription rate data for their ACP service offerings

- The ACP Data Collection System will be available through USAC's One Portal system

    - Users with 497 Officer or Agent credentials can access, submit, view, and download data within the ACP Data Collection System

    - **Only 497 Officers** can certify data submissions

- All submissions must be made and certified within the 60-day submission window

    - **Opens**: September 8, 2023

    - **Ends**: November 9, 2023 at 11:59 p.m. ET

Questions?

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

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

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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!

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.

	Plan Name	SPIN	Status	Submission Date
☐	📝 Test 1234567	200000789 - T…	Review	08/16/2023 16…
☐	📝 Test 8/16	200000789 - T…	Rejected	08/16/2023 16…
☐	📝 Telecom B…	200000456 - A…	Review	08/11/2023 15…
☐	📝 Telecom B…	200000456 - A…	Review	08/10/2023 15…

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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

Plan Name ⓘ

Website

Year

2023

Data Contact

tdcofficer3@test.com

Data Contact Phone Number

(321) 867-5309

ACP Data Collection System
Service Plan Data: Bulk Upload

Download Plan Template

Bulk Upload of Plan Data

Please use the following form to bulk upload plan data.

- 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**

Service Provider

SPIN Website

Data Contact

tdcagent@test.com

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

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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!

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.

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☐	Test 8/16	200000789 - T…	Rejected	08/16/2023 16…
☐	Telecom B…	200000456 - A…	Review	08/11/2023 15…
☐	Telecom B…	200000456 - A…	Review	08/10/2023 15…

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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

Unique Plan Identifier ⓘ

Data Contact
tdcofficer3@test.com

SAC (Optional) ⓘ

Data Contact Phone Number
(321) 867-5309

ZIP Code (Optional) ⓘ

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 ⓘ
$ 0.00

ACP Subscribers Hit Soft Cap ⓘ

Average GB Soft Cap Overage ⓘ

Average Soft Cap Overage Amount Paid ⓘ
$ 0.00

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

tdcofficer3@test.com

Data Contact Phone Number

(321) 867-5309

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

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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.

	Plan Name	SPIN	Status	Submission Date
☐	Test 1234567	200000789 - T…	Review	08/16/2023 16…
☐	Test 8/16	200000789 - T…	Rejected	08/16/2023 16…
☐	Telecom B…	200000456 - A…	Review	08/11/2023 15…
☐	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
Verify Submissions

After submitting your data, submissions will have one of four statuses:

1. **Review**: This is the automatic status of newly submitted or updated data.

2. **Ready for Certification**: This occurs after a 497 Officer or Agent has verified that a submission is accurate.

3. **Certified**: A submission appears as **'Certified'** once an Officer has reviewed the data, entered their certification credentials, and changed the status of the submission to **'Certified'**.

4. **Rejected**: This occurs after an Officer has reviewed the data and changed the status to 'Rejected,' and entered a reason for the rejection. An automatic notification will be sent to the Agent or Officer that submitted the data to log in, review and update the submission, and re-submit the data.

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 re checkboxes to select records and update the status to "Ready for Certification." When data rec status, an Officer will review and use the checkboxes to select records and update the status to

1 selected   ✓ Ready to Certify   ✓ Reject

There are 6 Certifications remaining in Ready for Certification.

	Plan Name	SPIN	Status
✓	✎ Telecom B…	200000456 - A…	Review
☐	✎ Test 1234567	200000789 - T…	Review

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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

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Questions?

Email Notifications

ACP Data Collection System
Email Notifications

Once data is submitted, users will receive one of the 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

FCC Reviews

FCC Reviews

- The FCC will review all certified and submitted data to confirm submissions accurately fulfill the annual ACP Data Collection requirement

- If any data is identified as needing further review or correction by a service provider, the service provider will receive an email notification stating the reason their submission was flagged

- A manually opened submission period of 30 days will then be opened so that the Agent or Officer can make corrections to the flagged submission

Questions?

Resources

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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

Stay Informed

- [Sign up](#) for ACP email updates and upcoming events

- Visit [USAC's website](#) for program updates

- Find upcoming trainings and other resources on the [ACP Learn page](#)

- **Questions?** Email [ACPdatacollection@usac.org](#) for technical support or [ACPdatacollection@fcc.gov](#) for program and policy inquiries

Thank You!