

# Affordable Connectivity Program: ACP Transparency Data Collection Office Hours

August 29, 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

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# Agenda

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

# ACP Transparency Data Collection

# ACP Transparency Data Collection

## Overview

- The Federal Communications Commission (FCC) released an [Order](#) establishing the ACP Transparency Data Collection, which requires all ACP participating providers to complete an annual data collection process through the ACP Transparency Data Collection System (ACP Data Collection System)
  - 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

# 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 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 table below displays the data for the Service Plans view:

<input type="checkbox"/>	Plan Name	SPIN	Status	Submission Date
<input type="checkbox"/>	<a href="#">Test 1234567</a>	200000789 - T...	Review	08/16/2023 16...
<input type="checkbox"/>	<a href="#">Test 8/16</a>	200000789 - T...	Rejected	08/16/2023 16...
<input type="checkbox"/>	<a href="#">Telecom B...</a>	200000456 - A...	Review	08/11/2023 15...
<input type="checkbox"/>	<a href="#">Telecom B...</a>	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-hand menu, the **Plan Data** section is highlighted with a yellow box. It includes options for **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), and **Subscriber Metrics Data** (Download Subscriber Metrics Data Template, Single Entry of Subscriber Metrics, Bulk Upload of Subscriber Metrics Data).


The main content area shows the **Service Plans** view. It includes a navigation bar with **Service Plans**, **Subscriber Metrics**, and **Bulk Upload Errors**, and a **User Guide** button. Below the navigation bar, there is a message: "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.'"

Below the message, there is a search bar and a table of service plans. The table has columns for **Plan Name**, **SPIN**, **Status**, and **Submission Date**. There are 6 certifications remaining in Ready for Certification.

	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.

<b>Service Plan</b>	
<b>Unique Plan Identifier</b> 	<b>Service Provider</b>
<input type="text"/>	<input type="text" value="▼"/>
<b>Plan Name</b> 	<b>Website</b>
<input type="text"/>	<input type="text"/>
<b>Year</b>	<b>Data Contact</b>
<input type="text" value="2023"/>	<input type="text" value="tdcofficer3@test.com"/>
	<b>Data Contact Phone Number</b>
	<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!

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

## 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 <span>ⓘ</span></p> <input type="text" value="▼"/>	<p>Data Contact</p> <input type="text" value="tdcofficer3@test.com"/>
<p>SAC (Optional) <span>ⓘ</span></p> <input type="text"/>	<p>Data Contact Phone Number</p> <input type="text" value="(321) 867-5309"/>
<p>ZIP Code (Optional) <span>ⓘ</span></p> <input type="text"/>	

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**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"/>	<a href="#">Test 1234567</a>	200000789 - T...	Review	08/16/2023 16...
<input type="checkbox"/>	<a href="#">Test 8/16</a>	200000789 - T...	Rejected	08/16/2023 16...
<input type="checkbox"/>	<a href="#">Telecom B...</a>	200000456 - A...	Review	08/11/2023 15...
<input type="checkbox"/>	<a href="#">Telecom B...</a>	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, 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"/>	<a href="#">Telecom B...</a>	200000456 - A...	Review
<input type="checkbox"/>	<a href="#">Test 1234567</a>	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 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

**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](mailto:ACPdatacollection@usac.org) for technical support or [ACPdatacollection@fcc.gov](mailto:ACPdatacollection@fcc.gov) for program and policy inquiries

**Thank You!**





**Universal Service  
Administrative Co.**