

ACP Data Collection System - Production Environment Available Soon

September 7, 2023

On August 11, 2023 the Federal Communications Commission (FCC) announced a compliance date, or data submission deadline, for the Affordable Connectivity Program (ACP) [Transparency Data Collection](#), a mandatory annual data collection for service providers who participate in the ACP. Participating providers are required to complete the annual data collection process through the ACP Transparency Data Collection System (ACP Data Collection System).

The 2023 annual submission window opens on **September 8, 2023**, and **must be completed by 11:59 p.m. ET on November 9, 2023**. 497 Officers and Agents cannot make submissions or revisions once the 60-day submission window has closed.

Beginning on September 8, 2023, service providers can access the ACP Data Collection System production environment where they can upload, submit, certify, access, and download service plan data. 497 Officers and Agents will be able to log into the ACP Data Collection System using their existing [One Portal](#) credentials.

Service providers will need to submit all required data once the production environment opens. **If production data was submitted in the staging environment, it can be exported and uploaded to the ACP Data Collection System production environment.** Once the production environment opens, the staging environment will no longer be accessible via One Portal but can be found [here](#).

How to Submit Data:

1. Login to [One Portal](#)
2. Select “ACP Transparency Data Collection System (ACP Data Collection System)” under the Lifeline section of the dashboard
3. Submit the data through a single data entry and/or bulk upload using the [service plan](#) and [subscriber metrics](#) templates in the ACP Data Collection System
 - Refer to the [sample template](#) to see how bulk uploads should be completed
4. Review the submitted data records and mark them as “Ready for Certification” by selecting the checkbox that appears in the “Plan Name” column
 - The 497 Officer will receive an email that the data is ready to be certified

Once the data is ready to certify, the 497 Officer must:

1. Confirm the data uploaded is correct and ready to be certified
2. Select the checkboxes of the data records to be certified

3. Select “Certify”

For more information on the submission process, review:

- The [ACP Data Collection System User Guide](#)
- The [ACP Data Collection System FAQs](#)
- The [Annual Requirements page](#)
- The [ACP Data Collection System Webinar](#)
- The [ACP Data Collection System Office Hours](#)

USAC encourages users to review the ACP Data Collection System FAQs and user guide, which were last updated on September 7. ACP Data Collection resources will be updated regularly and have detailed information on data requirements and explain best practices, important user roles, and how to resolve errors.

Training & Resources

On September 14 at 3 p.m. ET, USAC will hold office hours on how to use the ACP Data Collection System. Register [here](#) to attend.

Additional support will also be provided to service providers throughout the submission window. Please visit ACP’s [Learn](#) page to register for office hours scheduled on October 19 and November 2.

Service providers can also email ACPdatacollection@fcc.gov for program and policy questions or ACPdatacollection@usac.org for technical questions about the ACP Data Collection System.

Need Help? Contact Us!

For questions about the Affordable Connectivity Program, service providers can visit [USAC.org](https://www.usac.org), and consumers should visit [AffordableConnectivity.gov](https://www.AffordableConnectivity.gov). Consumers can apply for the ACP at [GetInternet.gov](https://www.GetInternet.gov), and Spanish speaking consumers can apply at [AccedealInternet.gov](https://www.AccedealInternet.gov). For general program support, service providers should email ACProgram@usac.org and consumers should email ACPSupport@usac.org. Both providers and consumers may also call the ACP Support Center at (877) 384-2575 for assistance.