



ACP

Final Reminder - ACP Data Collection Submissions Due by November 30

November 27, 2023

If you have already submitted and certified your service plan and subscriber metrics data for the ACP Transparency Data Collection, thank you for completing the submission. If this reminder found you in error, please disregard this email.

Service providers participating in the Affordable Connectivity Program (ACP) that had active ACP subscribers in the July 2023 data month (August 1, 2023 snapshot) are required to complete their data submission for the mandatory [ACP Transparency Data Collection](#) by **11:59 p.m. ET on November 30, 2023**. The submission window opened on September 8 and was extended to November 30 to ensure all providers have an opportunity to complete their data submission. **The deadline will not be extended beyond November 30. Please submit and certify your data as soon as possible.**

We encourage providers to submit and certify their data ahead of the extended deadline. This will help ensure users have adequate time to get support to troubleshoot any technical issues before the submission window closes.

Service provider 497 Officers or Agents with [One Portal](#) credentials can upload, submit, access, and download data within the ACP Data Collection System, but only 497 Officers can certify submitted data in the ACP Data Collection System.

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"

- Alternatively, the 497 Officer can select "Certify All" to certify data records in bulk

For more information on the submission process, review:

- The [ACP Transparency Data Collection Demo](#)
- 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 resources listed above. ACP Data Collection resources are searchable, updated regularly and have detailed information on data requirements. These resources also explain best practices, important user roles, and how to resolve errors.

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.

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