ACP Connected Device Webform Instructions

Introduction:

Providers are required to submit information about the devices they offer subscribers through the Affordability Connectivity Program (ACP). Providers are eligible for reimbursement equal to the device's market rate net the co-pay paid by the subscriber, up to $100 per device. The market rate of a device should correspond to the values found on major retailers' websites. Thus, providers are required to either submit price information from three retailers of the exact device or information of three analogous devices found on the retail market to justify the reimbursement rate for the device they offer.

Key Definitions

- **Offered Devices:** Offered devices are categorized as either "widely available" (i.e., a model sold at multiple major retailers) or "company-specific" (i.e., a model specially offered by the service provider). The categorization of the offered device will determine the requirements for analogous device information. These requirements are described in further detail below.
- **Analogous Devices:** Analogous devices should be similar to the provider's device specifications, particularly in ROM, RAM, processor speed, and camera quality. The market rate of the analogous devices will help determine an appropriate market rate of the provider's offered device. The same analogous device may be used for multiple offered devices if the device characteristics are similar.
- **Major Retailers:** Major Retailers include, for example, Amazon, Apple, B&H, BJ's, Barnes and Noble, Best Buy, Lenovo, Micro Center (Micro Electronics), Microsoft, Newegg, Office Depot, Office Max, Sam's Club, Samsung, Staples, Target, TigerDirect, and Walmart – but do not include third-party sellers on any of these retailers' websites.

Providers are required to submit information on the offered devices and analogous devices. Below are instructions for entering information for devices offered through the Affordable Connectivity Program. This information should be entered into the Alchemer webform, found here.

Specification Definitions:

Make (Brand): The manufacturer of the listed device (e.g., Dell, Apple, Asus).

Model Name: The full name of the device. This can usually be found under settings.

Model Number: Model number should be unique to each device the provider offers. Providers may use an analogous device multiple times, so the model number may appear more than once for analogous devices.

Devices have a unique model number or identifier that may be used for maintenance purposes or to identify appropriate replacement parts. The unique model number is typically an alphanumeric identifier that may be on a label affixed to the device or contained internally within the settings (i.e., about this device page). Depending on the manufacturer, device model numbers may be labeled as the "Regular Type Number," "Product Number," or "Part Number." Please note that the device model number is not the same as the FCC ID number or the device serial number.

For further help in finding the correct model number for a device, refer to the resources below:

- Laptops and Desktops: https://drivesolutions.com/identify-your-laptop-model-number
- Tablet: Refer to the manufacturer's website. Model Numbers are usually listed under "settings" on a given device.

RAM (GB): The maximum random access (short-term) memory capacity of the listed device, reported in gigabytes (GB).

ROM (GB): The maximum storage capacity of the listed device, reported in gigabytes (GB).

Market Value: The market value is the price that consumers pay to purchase the device on the retail market. This excludes the market of previously owned (i.e., used) devices. Where possible, all retail prices should come from direct sales from recognized retailers (examples are listed in the definitions section above). If the device is a company-specific product, the market rate should approximate the rate of devices similar in ROM, RAM, processor speed, and camera quality.

Processor Speed: Number of cycles per second for a Computer Processing Unit (CPU) to process and execute instructions, reported in gigahertz (GHz). Also referred to as clock speed or clock rate.

Retailer: The name of the business that sells the device which you are using to justify your product's market rate. If you are using the exact model as the analogous devices (i.e., option 1 in question 12), this should be three separate retailers. This field is required for the analogous device fields

Retailer Price: The price that is listed on the retailer's website for the device; this should be the same price that is included in the screenshot and uploaded as supporting documentation.

Link to Retailer Website: The link to the retailer's website that shows the analogous device, its specifications, and its price.

Date Link was Last Accessed: The date that the information was obtained from the retailer's website.

Front Camera Resolution (MP) (Tablet Only): The resolution of the front-facing camera in megapixels. If the device does not have a rear camera, enter "NA."

Back Camera Resolution (MP) (Tablet Only): The resolution of the back-facing camera in megapixels. If the device does not have a rear camera, enter "NA."

Screen Resolution in (Pixels) (Tablet Only): The resolution of the screen, reported in pixels (*width X height*).

Screen Size (in.) (Tablet Only): The diagonal size of the screen in inches.

Operating System Platform (Tablet Only): Operating System (OS) Platform used by the device. For tablets, common OS platforms include Android and iOS.

Release Year (Tablet Only): The first year in which the device was available on the retail market.

Part 1: General Information

Below is a screenshot of the webform's first five fields which ask for provider information, including: company name, Provider SPIN number, Contact Name, Contact Phone Number, and Contact Email Address.

```
1. Provider Name *

[                    ]


2. Provider SPIN *

[                    ]

Characters used: 0  (minimum 9).
Characters used: 0  out of 9.


3. Contact Name *

[                    ]


4. Contact Phone Number *

[                    ]


5. Contact Email Address *

[                    ]
```

Fields with an asterisk (*) are required; all 5 fields are required:

Provider Name: Name of service provider submitting device information.

Provider SPIN: Service provider identification number (SPIN) of service provider submitting device information.

Contact Name: First and last name of individual submitting device information for service provider.

Contact Phone: Telephone number for individual submitting device information for service provider.

Contact Email: Email address for individual submitting device information for service provider.

Part 2: Additional Information of Offered Device

Questions 7, 8, 9, and 10 ask for additional information of the offered device. Fields with an asterisk (*) are required; questions 7, 8, 9, and 10 are required:

7. Submission Type *

○ New Device

○ Update Device

8. As required by the FCC, this device supports video conferencing platforms and other software essential to ensure full participation in online learning, is Wi-Fi enabled, has video and camera functions, and is accessible to and usable by those with disabilities.
*

○ Yes

9. This device cannot independently make cellular calls, or, this featured is disabled by the carrier.
*

○ Yes

10. Please provide documentation (screenshots, retailer inks, etc.) for the required specs of **offered device.** Documentation must include matching RAM/ROM, processor speed (in GHz), Make, Model Name and Number, Front/Rear Camera, Market Value.

Accepts up to 3 files
Allowed types: png, gif, jpg, jpeg, doc, xls, docx, xlsx, pdf, txt, mov, mp3, mp4
Max file size: 50 MB *

Browse...

Question 7 asks if the information being entered is for a new device, meaning the device is being entered into the webform for the first time. If you are updating information for a device that has already been entered into the webform, then you should select "Update Device."

Question 8 asks the provider to confirm the device adheres to functionality required by the program. Offered devices must support video conferencing platforms and other software essential to ensure full participation in online learning, is Wi-Fi enabled, has video and camera functions, and is accessible to and usable by those with disabilities. In addition, devices cannot be from a manufacturer on the List of Equipment and Services Covered By Section 2 of The Secure Networks Act. For questions about entering device information submission requirements, please contact ACProgram@USAC.org.

Question 9 asks the provider to confirm the device cannot make cellular calls. The FCC prohibits devices that can make calls from being offered as a connected-device in ACP. This question confirms that this functionality is not possible in the offered device.

Question 10 asks for documentation (screenshots, retailer links, etc.) for the required specs of **offered device.** This could be a screenshot of the device advertised, a product sheet, etc. Documentation must include matching RAM/ROM, processor speed (in GHz), Make, Model Name and Number, Front/Rear Camera, Market Value".

Part 3a: Device Information for Laptops & Desktops:

Question 6 asks for device type of the offered device, which can be either laptop, desktop, or tablet. If you choose laptop or desktop then you will be asked to enter the following information in for the offered device. Please refer to the "Device Specifications" on page 2 for more information about each field. Rows with an asterisk are required; all fields are required in this section. The fields are the same for desktops and laptops.

6. Device Type *

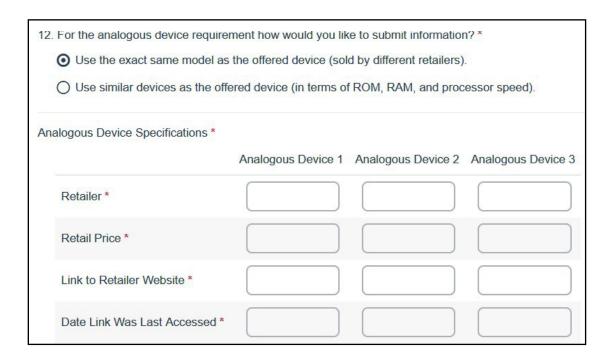⦿ Laptop

◯ Desktop

◯ Tablet

Device Information *

	Offered Device
Make (Brand) *	
Model Name *	
Model Number *	
GB of Memory (RAM) *	
GB of Storage (ROM) *	
Processor Speed (GHz) *	
Market Value *	

Providers are required to submit information of analogous devices to justify the market rate of the offered device. There are 2 options for analogous devices:

1. Use the exact same device as the offered device (this is appropriate for widely available products); or
2. Use devices that are similar but not the same model as the offered device (this is appropriate for company-specific products).

Question 12 asks which option the user would like to use to fill out the analogous device information. If you select the first option then you will be asked to enter the following information for each example of that device on the retail market.

12. For the analogous device requirement how would you like to submit information? *

  ⦿ Use the exact same model as the offered device (sold by different retailers).

  ◯ Use similar devices as the offered device (in terms of ROM, RAM, and processor speed).

Analogous Device Specifications *

	Analogous Device 1	Analogous Device 2	Analogous Device 3
Retailer *			
Retail Price *			
Link to Retailer Website *			
Date Link Was Last Accessed *			

If you choose the second option, you will be required to enter more information about the analogous device to ensure it is comparable to the offered device. The required information for each analogous device is listed in the screenshot below. Under this option, the provider may still use a device that is exactly the same as the offered device. However, the user will need to re-enter the device information for that model in that analogous device column.

12. For the analogous device requirement how would you like to submit information? *

○ Use the exact same model as the offered device (sold by different retailers).

◉ Use similar devices as the offered device (in terms of ROM, RAM, and processor speed).

Device Information *

	Analogous Device 1	Analogous Device 2	Analogous Device 3
Retailer *			
Retail Rate *			
Link to Retailer Website *			
Date Link Was Last Accessed *			
Make (Brand) *			
Model Name *			
Model Number *			
GB of Memory (RAM) *			
GB of Storage (ROM) *			
Processor Speed (GHz) *			

Part 3b: Device Information for Tablets

Question 6 asks for device type of the offered device, which can be either laptop, desktop, or tablet. If you choose tablet, you will be asked to enter the following information in for the offered device. Please refer to the "Device Specifications" on page 2 for more information about each field. Rows with an asterisk are required (screen resolution, screen size, operating platform, and release year are optional).

6. Device Type *

- ○ Laptop
- ○ Desktop
- ◉ Tablet

Device Information

	Offered Device
Make (Brand) *	
Model Name *	
Model Number *	
Processor Speed (GHz) *	
GB of Memory (RAM) *	
GB of Storage (ROM) *	
Front Camera Resolution (MP) *	
Rear Camera Resolution (MP) *	
Market Value *	
Screen Resolution (pixels)	
Screen Size (in.)	
Operating System Platform	
Release Year	

Providers are required to submit information of analogous devices to justify the market rate of the offered device. There are 2 options for analogous devices:

1. Use the exact same device as the offered device (this is appropriate for widely available products); or
2. Use devices that are similar but not the same model as the offered device (this is appropriate for company-specific products).

Question 12 asks which option the user would like to use to fill out the analogous device information. If you select the first option then you will be asked to enter the following information for each example of that device on the retail market.

If you choose the second option, you will be required to enter more information about the analogous tablet to ensure it is comparable to the offered device. The required information for each analogous tablet is listed in the screenshot below. Under this option, the provider may still use a device that is exactly the same as the offered device. However, the user will need to re-enter the device information for that model in that analogous device column.

12. For the analogous device requirement how would you like to submit information? *

○ Use the exact same model as the offered device (sold by different retailers).

◉ Use similar devices as the offered device (in terms of ROM, RAM, processor speed, and camera pixels).

Analogous Device Specifications

	Analogous Device 1	Analogous Device 2	Analogous Device 3
Retailer *			
Retail Price *			
Link to Retailer Website *			
Date Link Was Last Accessed *			
Make (Brand) *			
Model Name *			
Model Number *			
GB of Memory (RAM) *			
GB of Storage (ROM) *			
Front Camera Resolution (MP) *			
Rear Camera Resolution (MP) *			
Processor Speed (GHz) *			
Screen Resolution (pixels)			
Screen Size (in.)			
Operating System Platform			
Release Year			

Part 4: Supporting Documentation

Question 13: Providers are required to submit documentation for the analogous devices. The documentation should include screenshots of the analogous device on the retail market. The screenshot should include the retailer's name, the retail price, and the device name or model. Providers should also include other documentation that is relevant to the determination of the market value.

Question 14 asks for any additional information that may be pertinent to the offered device or analogous device that has not yet been submitted. This field is optional.

13. Please upload documentation that shows the following information for each analogous device: a screenshot of the product on the retailer's website which should include: the retailer's name, the device name or model, and the price of the device.

Accepts up to 3 files
Allowed types: png, gif, jpg, jpeg, doc, xls, docx, xlsx, pdf, txt, mov, mp3, mp4
Max file size: 50 MB *

[Browse...]

14. Additional Information:

Part 5: Updating Webform Entries

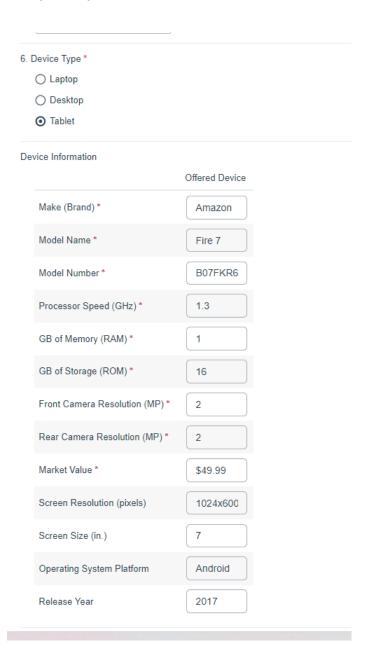Once a device has been submitted the provider cannot edit the information for that submission. Therefore, if a provider needs to edit the information of a submitted device they will need to start a new entry and choose "Update Device" in **question 7.** The provider may also use the text box in **question 14** to explain what variables have changed or give any other relevant information about the device update.

Tablet Entry Example

Below is an example of data entry for questions 6 and 12. An Amazon Fire 7 is used as an example of an offered device. The specifications of this device are shown for question 6. For questions 12, entries for both options are shown.

Example Entry: Question 6

6. Device Type *
- ○ Laptop
- ○ Desktop
- ◉ Tablet

Device Information

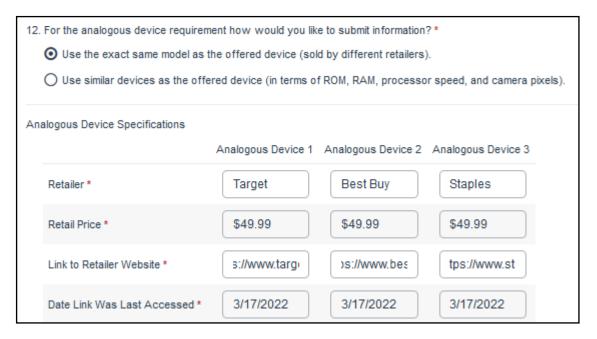|	Offered Device
Make (Brand) *	Amazon
Model Name *	Fire 7
Model Number *	B07FKR6
Processor Speed (GHz) *	1.3
GB of Memory (RAM) *	1
GB of Storage (ROM) *	16
Front Camera Resolution (MP) *	2
Rear Camera Resolution (MP) *	2
Market Value *	$49.99
Screen Resolution (pixels)	1024x600
Screen Size (in.)	7
Operating System Platform	Android
Release Year	2017

Example Entry: Question 12 Option 1

The first option for this question is to list and provide links to several major retailers of the offered device. The device must be the exact same model as the one offered.

12. For the analogous device requirement how would you like to submit information? *

    ◉ Use the exact same model as the offered device (sold by different retailers).

    ○ Use similar devices as the offered device (in terms of ROM, RAM, processor speed, and camera pixels).

Analogous Device Specifications

	Analogous Device 1	Analogous Device 2	Analogous Device 3
Retailer *	Target	Best Buy	Staples
Retail Price *	$49.99	$49.99	$49.99
Link to Retailer Website *	s://www.targ	s://www.bes	tps://www.st
Date Link Was Last Accessed *	3/17/2022	3/17/2022	3/17/2022

Example Entry: Question 12 Option 2

The second option is to select similar analogous devices and enter their specifications and retail prices.

12. For the analogous device requirement how would you like to submit information? *

○ Use the exact same model as the offered device (sold by different retailers).

◉ Use similar devices as the offered device (in terms of ROM, RAM, processor speed, and camera pixels).

Analogous Device Specifications

	Analogous Device 1	Analogous Device 2	Analogous Device 3
Retailer *	Lowes	Walmart	Office Depot
Retail Price *	$69.68	$59.99	$59.99
Link to Retailer Website *	https://www.i	https://www.l	https://www.\
Date Link Was Last Accessed *	3/10/22	3/10/22	3/10/22
Make (Brand) *	Contixo	Onn	Hyundai
Model Name *	V8-2	Onn 7	Koral 7w4x
Model Number *	V8-2	100005206	9721886
GB of Memory (RAM) *	1	1	1
GB of Storage (ROM) *	16	16	16
Front Camera Resolution (MP) *	0.3	2	2
Rear Camera Resolution (MP) *	2	2	2
Processor Speed (GHz) *	1.5	2	1.3
Screen Resolution (pixels)	1024x600	1024x600	1024x600
Screen Size (in.)	7	7	7
Operating System Platform	Android	Android	Android
Release Year	2019	2019	2019

Questions or Issues

For any additional questions or issues please contact ACProgram@USAC.org.