

ACP Transparency Data Collection Frequently Asked Questions (FAQs)

For more information, visit [ACP Transparency Data Collection website](#)

PROGRAM AND POLICY QUESTIONS

General:

Q1: What is the purpose of the ACP Transparency Data Collection?

A1: The 2021 Infrastructure Investment and Jobs Act directed the Commission to establish an annual mandatory collection “of data relating to the price and subscription rates of each internet service offering of a participating provider under the Affordable Connectivity Program . . . to which an eligible household subscribes.” Data from the Transparency Data Collection will be used to assist in evaluating the benefits that ACP participants are receiving and overall ACP usage characteristics.

Q2: Broadband labels are not yet required. Will carriers have to establish unique plan identifiers for the TDC before the labels are required?

A2: For the 2023 ACP Transparency Data Collection, filers are required to use unique plan identifiers. The formatting requirements for the unique plan identifier for the ACP Transparency Data Collection and the Broadband Labels are the same, so providers will be able to carry over the unique plan identifier from the ACP Transparency Data Collection to the Broadband Labels.

Q3: What is a “snapshot date” and when is it?

A3: The “snapshot date” refers to the date for which relevant plan and subscriber metric data must be based on. It is a “snapshot” of the ACP subscribers that were active as of then and the plans that to which they were subscribed. For the 2023 ACP Data Collection, the “snapshot date” is August 1, 2023.

Q4: Can a provider submit and certify data before the compliance date?

A4: Yes. Filers are encouraged to submit data as soon it is available within the filing window to ensure timely compliance with the filing requirement. Filers can continue to revise submitted and certified data prior to the compliance date.

Q5: What does it mean for a submission to be flagged by the FCC?

A5: After data are submitted, FCC staff will begin analyzing the information. If there are discrepancies that arise or questions that FCC staff have regarding the data, submissions may be flagged and follow-

up questions may be sent. A “flagged” submission is not inherently incorrect, it may be that a further explanation is requested on the content of some of the data submitted.

Who Must File?

Q6: Who is required to file the ACP Data Collection?

A6: The ACP Data Collection is required of all ACP providers with active subscribers as of the snapshot date (August 1, 2023).

Q7: We are a new SPIN but did not have any active subscribers as of the snapshot date or certain subscribers were not active as of the snapshot date. Do we still need to file the TDC or include these subscribers?

A7: If your SPIN was newly approved, but you had not started enrolling ACP subscribers as of the snapshot date, then you do not need to file a report.

Q8: Our company is in the process of ending our ACP service offerings but we still had active ACP customers as of the snapshot date. Do we still need to file the ACP Data Collection?

A8: Yes—if your company had ACP subscribers as of the snapshot date, then your company is expected to file an ACP Data Collection report.

What Do I Need to File?

Q9: Which plans and ACP subscribers need to be submitted?

A9: The subscriber metric and plan data that are submitted should reflect the active subscribers, and the plans to which they were subscribed, as of the most recently completed service interval on or before the snapshot date—August 1, 2023. Former ACP subscribers who are no longer receiving the benefit, or plans for which there are no ACP subscribers, do not need to be submitted.

Q10: For which SACs do we need to submit data?

A10: Data should be submitted for each SAC that had active ACP subscribers as of the snapshot date.

Q11: There are subscribers in the snapshot data for which our company has not claimed for the snapshot date. Do we need to report these subscribers in the ACP Data Collection?

A11: Yes. These subscribers should be reported as part of the ACP Data Collection to ensure that snapshot data more closely aligns with the subscriber metric data.

Q12: What should be reported if a plan had subscribers in a ZIP code in a month prior to the most recent service month, but not for the most recent service month?

A12: Filers are required to report subscribers for ZIP codes where they had subscribers as of the most recently completed service interval before the snapshot date. If a provider no longer has ACP subscribers in the ZIP, they are not required to report data for that ZIP code.

Q13: Which fields are “required” and which ones are “optional?”

A13: The Appendix of the ACP Data Collection User Guide includes a complete list of fields as well as information on which ones are optional.

Questions Related to Plan Characteristics:

Q14: How should the unique plan identifier be formatted?

A14: The unique plan identifier should be the same unique plan identifier that will be used in the Broadband Label. If a plan does not have an associated Broadband Label (such as for bundled plans), then the unique plan identifier should follow the same format.

The unique plan identifier should consist of a unique plan identifier for fixed plan, mobile plan, or both fixed and mobile plans (“F” for fixed plans, “M” for mobile plans, “B” for both fixed and mobile plans), followed by the broadband provider’s FCC Registration Number (FRN), and ending with a provider-chosen string of precisely 15 alphanumeric characters uniquely identifying the specific plan within the broadband provider’s offerings. The unique plan identifier shall not include special characters such as, &, *, and %. For example, AT&T could specify a fixed broadband offering as F + 0005937974 + 123ABC456DEF789. This would appear on the label as F0005937974123ABC456DEF789. Unique IDs should be sufficiently distinctive so that third parties and the Commission can identify the specific plan identified by the unique ID. Additionally, reuse of unique plan identifier s must not occur; even if a given plan is no longer offered, its string should not be repurposed for a new or different plan.

For the FRN, providers should use the FRN associated with their Broadband Data Collection filing (if applicable). Providers should use just one FRN across all of their unique plan identifiers (so that they do not have to duplicate a unique plan identifier to accommodate multiple FRNs). If a plan is specific to a brand, providers should use the FRN also associated with that brand (if applicable).

Q15: What is a network access fee?

A15: Network access fee is a general term that is intended to capture monthly charges such as subscriber line charge, access recover charge, presubscribed interexchange carrier charge, line port charge, special access surcharge, device access charge, or other similar charges.

Q16: What is a “legacy” plan, and how do reporting requirements differ for legacy plans as compared to non-legacy plans?

A16: A “legacy” or “grandfathered” plan refers to any plan that is no longer advertised by a provider, but for which an ACP subscriber still utilizes. This might include fixed broadband service plans with speeds that have been superseded by faster technologies but a subscriber has not yet adopted or mobile plans with legacy 4G technology that are no longer publicly available. Legacy plans must be reported as part of the ACP Data Collection. Providers are encouraged to refer to ACP Data Collection User Guide to review which items are required and which are optional for legacy plans.

Q17: Does the base monthly price include government taxes or fees?

A17: The base monthly price reported should be the base monthly price for the broadband offering. In the case of bundled offerings, this can be the total bundled price or separated out bundled price. The term “base monthly price” means the monthly price that would be paid by a household enrolled in the Affordable Connectivity Program, absent the affordable connectivity benefit. The base monthly price does not include the price of any recurring monthly fees (such as fees providers impose at their discretion, or equipment rental fees), government taxes or fees, or one-time charges (such as installation charges, equipment purchase fee, etc.).

Q18: How should latency be measured?

A18: The ACP Transparency Data Collection Order requires providers to submit latency data consistent with the Broadband Labels Order, which requires providers to display their typical latency for that particular speed tier, either based on MBA methodology or other relevant testing data.

Q19: How should speed be measured for mobile broadband plans?

A19: Providers should use reliable information on network performance that is the result of their own third-party testing. Providers that do not have reasonable access to network performance data are also permitted to disclose a typical speed range (TSR).

Q20: What features make a specific plan a “bundle?”

A20: Bundle Plans refer to any plan that provides a service beyond a single type of broadband internet access service. This includes mobile broadband plans that offer text and/or voice service as well as plans that offer multiple types of broadband service. For example, a plan that includes both a mobile service offering and a fixed broadband service would be considered a “bundle” plan.

Q21: How do I report a plan that has both “Mobile” and “Fixed” features?

A21: If a plan offers both mobile and fixed broadband services and features, indicate that the plan is “both” in “Fixed or Mobile Broadband Service” question of the interface entry or by entering “B” in the CSV upload template. Select “Yes” to “Bundle Plan” question or enter “Y” in the CSV upload. Additionally, please fill out the appropriate questions in the bundles plan section of the reporting interface or template.

Q22: How do I enter monthly and one-time fees for a plan that do not fit in the categories provided?

A22: The total amount of other one-time and monthly fees can be entered in the “Provider Monthly Fee(s) - Other Amount” and “One-Time Fee(s) - Other Amount” fields. These fees can be broken down in the “Provider Monthly Fee(s) - Other Description” and “One-Time Fee(s) - Other Description” text fields. The fees in the description fields should be briefly noted with the amount and separated by a semicolon. The amount in the description fields, should equal the amount in the “other amount” fields. An example of how other fees should be entered and formatted is below.

Example: (Fee 1 – 100.00; Fee 2 – 25.00) are entered as “One-Time Fee(s) - Other Description.” ” One-Time Fee(s) - Other Amount” should be “125.00”

Q23: If we offer both standalone internet as well as internet with another feature (like landline or cable service) do we need to report these as separate plans?

A23: Yes, if there are ACP subscribers on both of these offerings then they should be reported as two separate plans.

Q24: If a monthly or one-time fee varies individually among customers, what fee should we put in?

A24: Enter the maximum that a customer would expect to be charged for the fee. For example, if a one-time deposit may be required for only certain customers, and the fee for those customers varies between \$5 and \$25, enter 25.00 as the one-time deposit fee.

Q25: How should a plan with multiple prices depending on the contract length (e.g., a plan with a specific price for a 12-month contract and a different price for a 24 month contract)?

A25: Plans with different prices based on contract length should be reported as separate plans.

Q26: Do optional features that a customer may select need to be reported?

A26: If an ACP recipient is receiving an optional service, these optional services should be reported as part of the corresponding plan. For example, if an ACP household opts in to a monthly \$2 Wi-Fi calling

feature as part of a broadband plan, this monthly fee should be reported in “Provider Monthly Fee(s) – Other Description” as “Wi-Fi Calling (Optional) - \$2.00.”

Q27: How should we file plans where certain items are only applicable to select customers (e.g., some customers paid an installation fee where others did not or some customers are on an optional contract)?

A27: If the characteristics of the plan are different for some ACP subscribers, then these should be filed as separate plans. In this case two plans would be filed. One plan for those customers who do not pay the installation fee and those that do pay the installation fee.

Q28: What is considered “associated equipment”?

A28: Associated Equipment refers to items that are required for the provision of broadband service (e.g., router, modem, gateway, hotspot, ONT). Associated Equipment does not refer to personal computing devices such as a cell phone, tablet, laptop, or desktop.

Questions Related to Subscriber Metrics:

Q29: How can a provider report data on the ACP subscribers also receiving the ACP High-Cost benefit? When would this field be applicable?

A29: As of the 2023 snapshot date, the ACP High-Cost benefit will not have been implemented. As a result, no subscribers would be receiving the ACP High Cost benefit and “0” should be reported for this field.

Q30: For subscriber data, how should I report the number of subscribers who are receiving other benefits, such as Lifeline or the Enhanced Tribal Benefit, or who paid additional fees?

A30: The total reported should be the portion of the total number of active subscribers who either are receiving the other benefit or who paid the extra fee—not just those who received the benefit or paid the fee in the snapshot month.

Other Questions:

For additional program or policy questions, email ACPdatacollection@fcc.gov

SYSTEM AND TECHNICAL QUESTIONS

System Access:

Q1: Why am I unable to see the ACP Transparency Data Collection System (ACP Data System) when I log in to One Portal?

A1: Users must have 497 Officer or 497 Agent credentials to access the system. Please ensure you have the right credentials. If you still experience issues accessing the system or unsure if you hold the right credentials, please contact ACPdatacollection@usac.org.

Q2: Who can submit plans? Who can certify plans?

A2: A user who holds either the 497 Agent or Officer role is able to submit or update data. Agents and officers are also able to mark the submissions as “Ready for Certification”. Only the Officer is able to certify or reject plans.

Q3: What is a 497 Officer?

A3: A 497 Officer is able to submit and certify claims in the ACP Claims System (ACCS) for their ACP SPIN. This user is able to access ACP NLAD, the 497 Officer Homepage, the ACP Claims System (ACCS), and the ACP Data Collection system.

Q4: What is a 497 Agent/User?

A4: The 497 Agent/User entitlement is able to view, prepare, and submit claims in ACP Claims System (ACCS). This user has access to ACCS, and the ACP Data Collection system.

Q5: How do I confirm if I am a 497 Officer or Agent?

A5: Sign in to [One Portal](#) using your USAC credentials.

If you are assigned as a 497 Officer, you will see the 497 Officer Homepage. You will also be able to view the SPINs associated with your 497 Officer account in the ‘entitlements’ table in NLAD, in the section titled “Update ETC Admin SPIN Permissions.”

If you are only able to view LCS/ACCs and the ACP Data Collection system, you are assigned a 497 Agent/User role.

Q6: Can I add or update my company's 497 Officers and/or Agents?

A6: USAC manages 497 accounts. To add or update your company's 497 Officers or Agents, please email a request to ACPProgram@usac.org with the subject line "ACP 497 Officer Request". The email should include the first name, last name, phone number, and email address of the new user along with the SPIN(s) they should be associated with.

Q7: How many 497 Officers can be assigned to a SPIN?

A7: Service Providers are able to have up to five (5) 497 Officers.

Q8: What is a SPIN?

A8: A SPIN is a Service Provider Identification Number, also known as 498 ID, if you participate in other Universal Service Fund (USF) programs outside of the Affordable Connectivity Program (ACP). Your SPIN is a nine-digit number. The SPINs associated with the 497 Officer account are listed below the 'entitlements' table in NLAD, in the section titled "Update ETC Admin SPIN Permissions".

Q9: What is a SAC?

A9: For use in ACP, a SAC six-digit number that associates the carrier providing the benefit to the subscriber. Your company will have one SAC for each state or territory you operate in.

All ACP SACs will begin with the number "8". The ACP Data Collection system will not accept Lifeline SACs.

Q10: Why can I not see all of the SACs associated with my company?

A10: Any SAC added after 7/31/2023 it will not appear in the ACP Data System for the 2023 submission window.

Data Entry:**Q11: Why am I unable to submit subscriber metrics?**

A11: Service plan data must be entered *before* subscriber metrics can be submitted.

Q12: I've made a mistake in my data; can I correct my entry?

A12: Previously submitted data in the ACP Data Collection System can be updated or edited by using the single data entry workflow, bulk upload workflow, or making direct edits to individual data fields

for a given submission. If any data being updated or edited has already been certified by an Officer, the certification status will be reset, and an Officer will need to complete the certification for any data records where updates were made.

Q13: Can we delete a record that is incorrect or was created in error?

A13: No, data cannot be deleted once submitted. You will need to leave this data in a review status and not certify it. Only data that is certified will be reviewed and counted toward completing the ACP Transparency Data Collection requirement.

Q14: How can I make revisions or changes after the submission window has closed?

A14: After the submission window has closed, you will need to reach out to FCC staff in order to make a revision or change to your filing by emailing ACPDataCollection@FCC.gov. FCC staff will manually open the system, after which you will have 30 days to make submissions or revisions to the data.

Q15: What time period will this filing cover?

A15: This filing is only collecting data from the July 2023 service month, for the subscriber snapshot taken on August 1, 2023.

Q16: We are encouraged to complete all fields on the bulk template, even those that are optional. What sort of data would that include if a field does not apply to a plan or subscriber metrics?

A16: Completing all fields in the bulk template helps the user ensure that all required fields are completed and better ensure that data will successfully be imported into the system without validation errors. If a field is optional or does not apply to the plan or subscriber metrics being completed, enter data that indicates it is not applicable based on the input format. For dollar (\$) fields, enter "0" (zero excluding quotes). For yes/no fields, enter "No" (exclude the quotes). For comment fields, enter "N/A" or "Not Applicable". If a user wants to just enter the fields that are required, refer closely to the Appendix of the [ACP Data Collection System User Guide](#) for the field types and required, dependent required, or optional fields. A user can also keep a window of the single-entry form open to refer while completing the bulk template.

Q17: Where can I access the bulk upload template?

A17: The bulk upload template can be found in the ACP Data Collection System on the bulk upload pages, as well as the [Annual Requirements page](#).

Q18: Is there a file size limit for the bulk upload process?

A18: The maximum bulk upload size is 10MB. If a CSV file is too large, it must be broken up into smaller files and each smaller file must be uploaded.

Q19: Can I still access the staging (test) environment?

A19: Yes, the staging environment can be accessed here:
<https://nationalverifiertraining.servicenowservices.com/acptdc>

Q20: Will the information input in the staging (test) environment be removed before going live?

A20: USAC will not delete any data in the staging (test) environment. Data submitted to the staging environment must be resubmitted and certified in the production environment, during the 60-day submission window, to complete the annual requirement. If the data submitted to the staging environment is accurate, it can be exported from the ACP Data Collection System and re-uploaded using the bulk upload template, which is available in the Data Collection System. When adding data from the export file to the bulk template, be sure to match the columns up correctly and change the format in a spreadsheet software to “General” to remove any \$ dollar symbols or other formats added by the export.

Other Questions:

For additional technical questions, email ACPdatacollection@usac.org