ACP Transparency Data Collection Frequently Asked Questions (FAQs)

Visit the Annual Requirements page for more information on the ACP Transparency Data Collection.

PROGRAM AND POLICY QUESTIONS

Q1: How should the unique plan identifier be formatted?

A1: The unique plan identifier should be the same unique plan identifier 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 identifiers 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).

Q2: What is a network access fee?

A2: 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, or other similar charges. For purposes of reporting, providers should sum up the total amount of any such charges.

Q3: What is a “legacy” plan, and how do reporting requirements differ for legacy plans as compared to non-legacy plans?

A3: 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 the ACP Data Collection User Guide to review which items are required, and which are optional for legacy plans.

**Q4: 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?**

**A4:** 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.

**Q5: How can a provider report data on the ACP subscribers also receiving the ACP High-Cost benefit? When would this field be applicable?**

**A5:** As of the 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.

**Q6: Does the base monthly price include government taxes or fees?**

**A6:** 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 base monthly base does not include any provider-imposed monthly fees or government taxes or fees.

**Q7: Can a provider submit and certify data before the compliance date?**

**A7:** 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.

**Q8: How should latency be measured?**

**A8:** 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.

**Q9: How should speed be measured for mobile broadband plans?**

**A9:** 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).
Q10: What features make a specific plan a “bundle?”

A10: 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.

Q11: How do I report a plan that has both “Mobile” and “Fixed” features?

A11: 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.

Q12: How do I enter monthly and one-time fees for a plan that do not fit in the categories provided?

A12: 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”

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

SYSTEM AND TECHNICAL QUESTIONS

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 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: Why am I unable to submit subscriber metrics?

A3: Service plan data must be entered before subscriber metrics can be submitted.

Q4: I've made a mistake in my data; can I correct my entry?

A4: 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.

Q5: Why can I not see all of the SACs associated with my company?

A5: Any SAC added after 7/31/2023 will not appear in the ACP Data System for the 2023 submission window.

Q6: How can I make revisions or changes after the submission window has closed?

A6: 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.

For additional technical questions, email ACPdatacollection@usac.org.