

# Housekeeping

- Real-time closed captions will be present during this presentation
- Audio is available through your computer's speakers
- The audience will remain on mute
- Enter questions at any time using the "Questions" box
  - We'll answer questions both verbally and through the questions feature
- If your audio or slides freeze, restart the webinar
- A copy of today's presentation is available in the handouts section

### **Meet Our Team**

#### **Oladotun Adio**

Communications Specialist | ACP

#### **Jonathan Loewus-Deitch**

Product Manager | ACP

#### **Sarah Ferguson**

Senior Program Analyst | ACP

### **Agenda**

- How to Use the ACP Data Collection System
  - Submit Data
  - Review & Certify Submissions
  - Email Notifications
- Frequently Asked Questions
- Resources

# **How to Use the ACP Data Collection System**

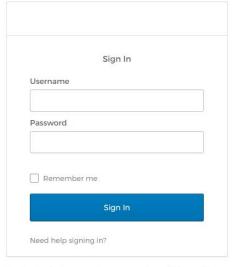
# **ACP Data Collection System** Log in

- Log in to One Portal
  - Users must have 497 Officer or 497 Agent credentials to access the system
- Select ACP Transparency Data Collection System (ACP Data System) under the Lifeline section of the dashboard
  - Users will need to enter in their credentials a second time to login
- Alternatively, users may access the ACP Data Collection System through a direct link to the system
  - •Doing so requires users to enter their credentials once



FC Federal Communications ACP Transparency Data Collection System

#### Sign In To Your Account



By signing in, I accept the terms and conditions of the National Verifier system.

#### Need Help Accessing Your Existing Account?

Contact your company administrator.

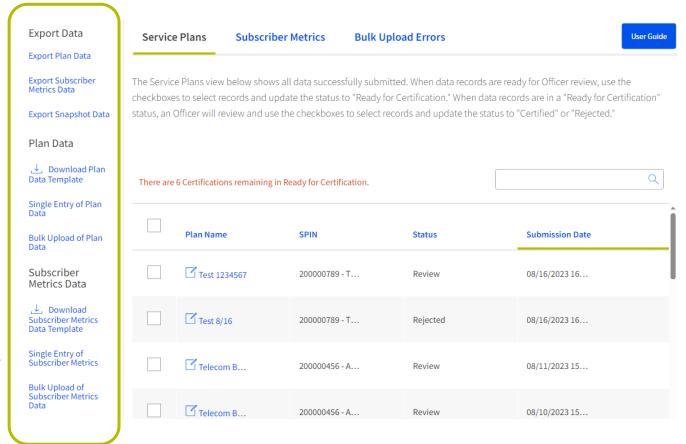
#### Don't Have an Account?

If you have an account in the National Lifeline Accountability Database (NLAD), sign in using those credentials. Otherwise, contact your company administrator.

### Home page

- On the left-hand navigation menu, users can submit data and view submitted data:
  - Plan Data: Where users submit service plan data
  - Subscriber Metrics Data: Where users submit subscriber metrics data
  - **Export Data**: Where users download submitted data
- On the Service Plans and Subscriber Metrics navigation menus, users can view the status of submitted data
- On the Bulk Upload Errors menu, users can view unsuccessful submissions and data validation errors

#### Welcome TDC Officer3!

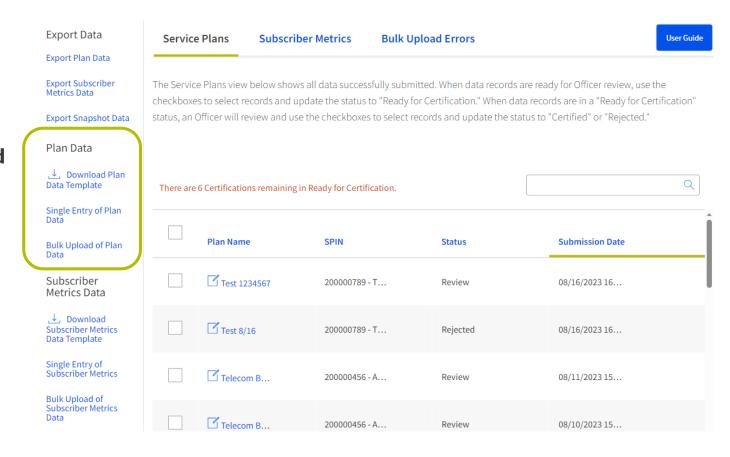


### Submit Service Plan Data

- Under the Plan Data section of the left-hand menu, select how you would like to submit the service plan data for your SPIN(s)
  - Service plan data can be entered by making single entries or by submitting a bulk upload
  - Bulk Upload submissions must be submitted as a CSV using the template available in the system

Service plan data must be submitted before the associated subscriber metrics are uploaded

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### Service Plan Data: Single Entry

- Select Single Entry of Plan Data under the Plan Data section of the home page
- Populate the required fields on the Single Entry of Plan Data page
  - i The information icon for blank fields gives a brief description of the data that is being requested
  - An error will appear for any required fields that are entered incorrectly
- Select Submit

#### Single Entry of Plan Data

Fill out the information below to submit or update plan data.

Service Provider
Website
Data Contact
tdcofficer3@test.com
Data Contact Phone Number
(321) 867-5309

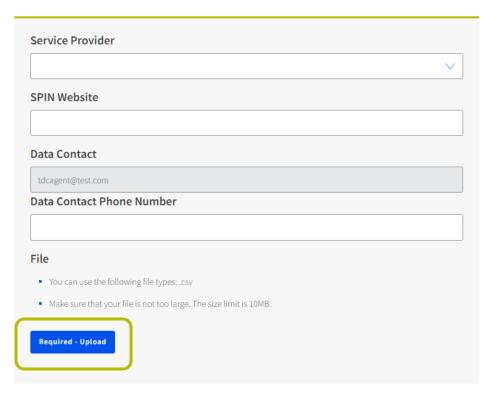
### Service Plan Data: Bulk Upload

- Select Bulk Upload of Plan Data under the Plan Data section of the home page
- Select Download Plan Template
  - Populate the required fields
    - Refer to the <u>User Guide</u> for more information on the required data fields and validations
  - Each template can **only** include one SPIN
- On the Bulk Upload of Plan Data page, select the name of the service provider from the drop-down menu and fill in the blank fields
- Select **Required Upload** to attach the completed template
- Select Submit



#### Bulk Upload of Plan Data

Please use the following form to bulk upload plan data.

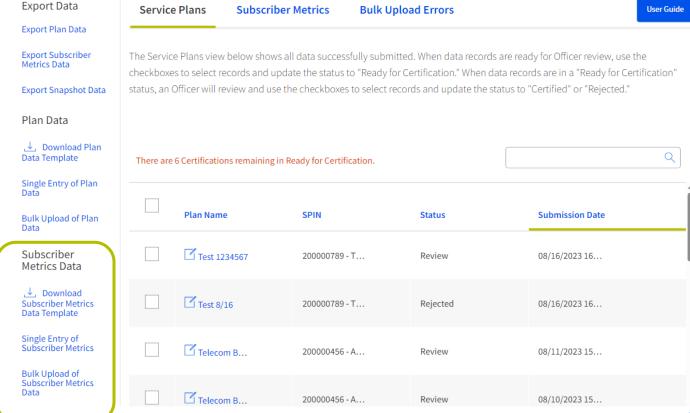




#### Submit Subscriber Metrics Data

- Under the Subscriber Metrics Data section of the left-hand menu, select how you would like to submit the data for your SPIN(s)
  - Subscriber metrics data can be entered by making single entries or by submitting a bulk upload
  - ! Bulk Upload submissions must be submitted as a CSV using the template available in the system
- Subscriber metrics can only be submitted after corresponding service plan data has been submitted

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### Subscriber Metrics Data: Single Entry

- Select Single Entry of Subscriber
   Metrics under the Subscriber Metrics
   Data section of the home page
- Populate the required fields on the Single Entry of Subscriber Metrics page
  - An error will appear for any required fields that are entered incorrectly
- Select Submit

#### Single Entry of Subscriber Metrics

Fill out the information below to submit or update subscriber metrics data

Subscriber Metrics	
Unique Plan Identifier ①	Data Contact
<u> </u>	tdcofficer3@test.com
SAC (Optional) ①	Data Contact Phone Number
	(321) 867-5309
ZIP Code (Optional) ①	
Subscriber Data  Total ACP Subscribers on Plan ①	
ACP Subscribers also receiving Lifeline bene	fit ①
ACP Subscribers receiving Enhanced Tribal B	Senefit ①
ACP Subscribers Hit Hard Cap ①	

Average Ha	rd Cap Overage Amount Paid ①	
\$		0.0
ACP Subsc	ribers Hit Soft Cap ①	
Average GE	S Soft Cap Overage ①	
Average So	ft Cap Overage Amount Paid ①	
\$		
ACP Subsc	ibers on Introductory Prices (Optional) ①	
ACP Subsc	ribers that Paid a Set-Up or Activation Fee (Optional) ①	
ACP Subsc	ribers Paying \$0 after All Non-ACP Discounts and ACP Benefit	Applied (Optional

# **ACP Data Collection System**Subscriber Metrics Data: Bulk Upload

- Select Bulk Upload of Subscriber Metrics Data under the Subscriber Metrics Data section of the home page
- Select Download Subscriber Metrics Template
  - Populate the required fields
- On the Bulk Upload of Subscriber Metrics page, select the name of the service provider from the drop-down menu and fill in the blank fields
- Select Required Upload to attach the completed template
- Select Submit

**Export Plan Data** 

Download Subscriber Metrics Template

#### Bulk Upload of Subscriber Metrics

Please use the following form to bulk upload subscriber metrics

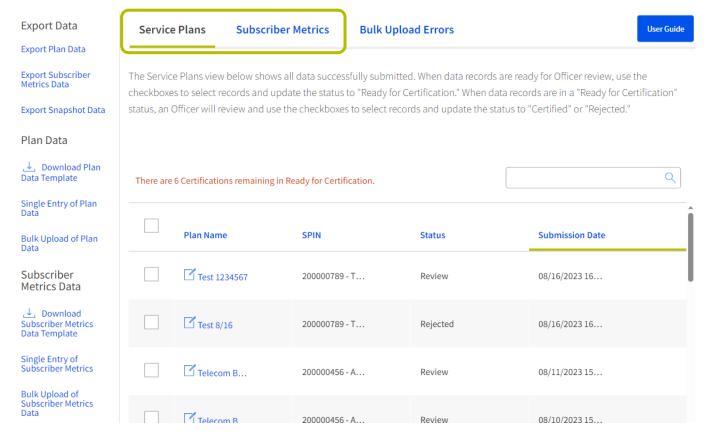
	<u> </u>
Data Contact	
tdcofficer3@test.com	
Data Contact Phone Number	
(321) 867-5309	
File	
You can use the following file types: .csv	
Make sure that your file is not too large. The size limit is 10MB.	
• Make sure that your file is not too large. The size limit is 10MB.	



### Successful Submissions

- Successful submissions will appear under the Service Plans and Subscriber Metrics navigation menus on the home page
  - The status of newly submitted or updated data will appear as **Review**

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### Resolving Bulk Upload Errors

- Unsuccessful submissions for bulk uploads will appear under the **Bulk Upload Errors** menu on the home page
  - Download ↓ the error report to review the rejected data
    - The error report provides details on the row and column with errors, the data that was entered, and a description of the error
  - On the source file, make the required corrections to the rejected rows
  - Resubmit the updated **Service Plan** or **Subscriber Metrics** bulk upload file under the appropriate bulk upload section

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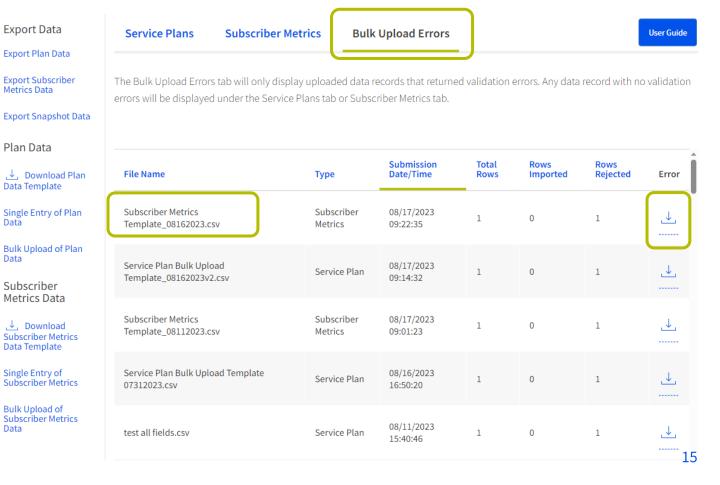
Metrics Data

Plan Data

Data Template

Subscriber

Data Template



# **Questions?**

# **Review & Certify Submissions**

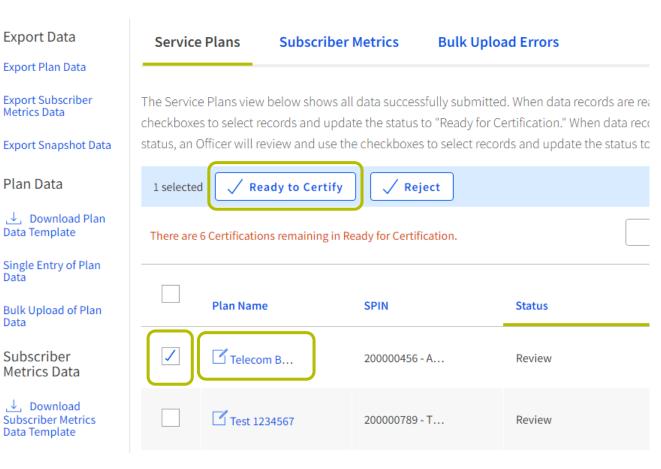
#### **Review Data**

- On the **Service Plans** and **Subscriber Metrics** navigation menus, users can review the submitted data
  - Users can also review submitted data under the **Export Data** section of the left-hand navigation menu
- To edit the data, click on the pencil icon next to the linked Plan Name
- To mark the data ready for certification, click the checkbox that appears before the **Plan Name** column
- Next, click on the **Ready to Certify** button

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Metrics Data

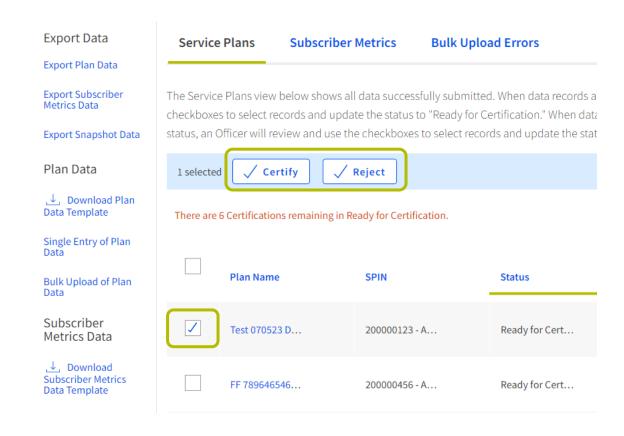
Plan Data



### Certify Data

- On the Service Plans and Subscriber
   Metrics navigation menus, the 497 Officer
   can review the submitted data
  - To review the data, click the linked Plan
     Name
  - Click the checkbox that appears before the Plan Name to take an action
    - If the data is accurate, select Certify
    - If changes are required, select Reject

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# **Email Notifications**

#### **Email Notifications**

Once data is submitted, users will receive various following email notifications:

- 1. Data Submission Confirmation: This confirms receipt of submitted data
- Action Required Resolve Bulk Data Submission Errors: The user is prompted to resolve bulk upload errors
- 3. Data Ready for Officer Review and Certification: Certifying Officer is notified that one or more submissions are marked as Ready for Certification
- **4. Data Flagged by Officer for Further Review**: This alerts the user that their submission was rejected by the 497 Officer
- 5. Successful Certification of Data: System message confirming successful certification of one or more data submissions
- **6. SPIN Flagged by FCC for Further Review**: This informs the user that their submission was flagged by the FCC and requires further review

# **Questions?**

### Important Dates

#### What time period will this filing cover?

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

#### What is a "snapshot date" and when is it?

- The "snapshot date" refers to the date that 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 to which they were subscribed.
- For the 2023 ACP Data Collection, the "snapshot date" is August 1, 2023.

#### What is the deadline for the annual submission?

- The 2023 annual submission window opened on <u>September 8, 2023</u>, and <u>must be completed by 11:59 p.m.</u>
   <u>ET on November 9, 2023</u>.
- The submission window is 60 days.

### Who Must File?

#### Who is required to file the ACP Data Collection?

- The ACP Data Collection is required of all ACP providers with active subscribers as of the snapshot date (August 1, 2023).
- 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.
- 497 Officers and Agents are responsible for ACP Transparency Data Collection submissions.

#### Which plans and ACP subscribers need to be submitted?

- 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.

### System Access

#### Who can submit plans? Who can certify plans?

- A user who holds either the 497 Agent or Officer role can submit or update data and can also mark the submissions as "Ready for Certification".
- Only the Officer can certify or reject plans.

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

- USAC manages 497 accounts. To add or update your company's 497 Officers or Agents, please email a request to <a href="mailto:ACProgram@usac.org">ACProgram@usac.org</a> 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 will be associated with.

#### Why can't I see all of the SACs associated with my company?

• Any SAC added after July 31, 2023, will not appear in the ACP Data System for the 2023 submission window.

### Data Entry

#### Why can't I submit subscriber metrics?

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

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

- 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.

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

No, data cannot be deleted once submitted. You will need to leave this data in a review status and not certify
it.

### Data Entry

#### Where can I access the bulk upload template?

The bulk upload template can be found in the ACP Data Collection System on the bulk upload pages, as well
as the <u>Annual Requirements page</u>.

#### Can I still access the staging (test) environment?

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

#### Will the information input in the staging environment be removed before going live?

- USAC will not delete any data in the staging (test) environment.
- Data submitted to the staging environment can be resubmitted and certified in the production environment, during the 60-day submission window, to complete the annual requirement, if the data is accurate.
  - The data 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.

### **Subscriber Metrics**

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

• 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.

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?

• 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.

### Plan Data

#### Are Unique Plan Identifiers required for the 2023 submission?

• Yes. Unique Plan Identifiers must be submitted for all plans for which there were ACP subscribers, including legacy and bundle plans. For plans that will require Broadband Labels, the Unique Plan Identifier should be the same as on the public-facing label.

#### Do I need to create my own Unique Plan Identifier?

Providers will need to create and format their own Unique Plan Identifiers for each plan.

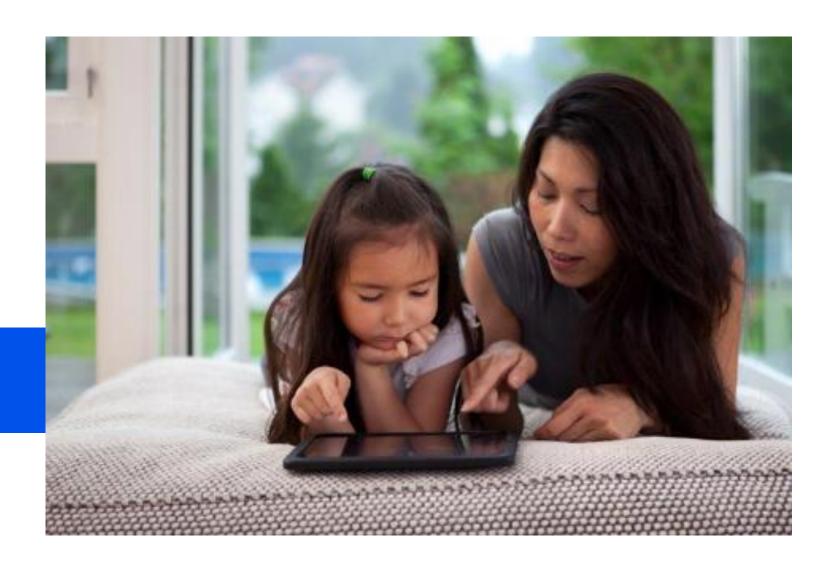
#### **How do I format a Unique Plan Identifier?**

- A Unique Plan Identifier is exactly 26 characters and has three parts:
  - A letter (F, M, or B) depending on the broadband provided with the plan (Fixed, Mobile, or Both)
  - 10 Numbers for the provider's FRN. In most cases, this should match the FRN used to file the Broadband Data Collection (ex. 0012345678)
  - 15 alpha-numeric characters which the provider can decide (ex. ABC123DEF456GHI or 100X100MBPSPLAN)
  - F/M/B + 0012345678 + 100X100MBPSPLAN = F0012345678100X100MBPSPLAN

# **Questions?**

### Resources

- Refer to the <u>ACP Data Collection System User Guide</u> for instructions on how to use the ACP Data System
- Refer to ACP's <u>Annual Requirements</u> page for submission dates and <u>FAQs</u> about the ACP Transparency Data Collection
- Questions? Email <u>ACPdatacollection@usac.org</u> for technical support or <u>ACPdatacollection@fcc.gov</u> for program and policy inquiries



# **Thank You!**

