

DISCLAIMER

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Housekeeping

- 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

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Agenda

- Program Overview
- ACP Transparency Data Collection
- How to Use the ACP Data Collection System
 - Submit Data
 - Review & Certify Submissions
 - Email Notifications
 - FCC Reviews
- Resources

Program Overview

Affordable Connectivity Program (ACP)

The Affordable Connectivity Program (ACP) is a Federal Communications Commission (FCC) benefit program that helps low-income households pay for broadband service and connected internet devices

Eligible households can receive:



\$30 Standard Discount

Up to \$30/month discount for broadband services



\$75 Tribal Discount

Up to \$75/month discount for broadband services for households on qualifying Tribal lands



Device Discount

A one-time discount of up to \$100 for a laptop, desktop computer, or tablet (consumer co-pay above \$10 and less than \$50 required)

The ACP benefit is limited to one monthly service discount and one device discount per household

ACP Transparency Data Collection

ACP Transparency Data Collection

Overview

- In November 2022, the Federal Communications Commission (FCC) released an <u>Order</u> establishing the ACP Transparency Data Collection
 - ACP participating providers are required to complete this annual data collection process through the ACP Transparency Data Collection System (ACP Data Collection System)
 - This process collects data related to the price and subscription rates of providers' internet service offerings as required by § 54.1813 of the Commission's rules and the Infrastructure Investment and Jobs Act
 - The 2023 annual submission window is expected to open on <u>September 8, 2023</u>, and <u>must be</u>
 <u>completed by 11:59 p.m. ET on November 9, 2023</u>

ACP Transparency Data Collection

System Overview

Participating ACP providers will use the **ACP Data Collection System** to submit service plan and zip-code level subscription rate data for their ACP service offerings

- The ACP Data Collection System will be available through USAC's <u>One Portal</u> system
 - Users with 497 Officer or Agent credentials can access, submit, view, and download data within the ACP Data Collection System
 - Only 497 Officers can certify data submissions
- All submissions must be made and certified within the 60-day submission window
 - **Opens**: September 8, 2023
 - **Ends**: November 9, 2023 at 11:59 p.m. ET

Questions?

How to Use the ACP Data Collection System

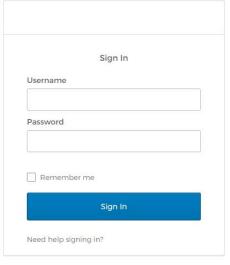
ACP Data Collection System Log in

- 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



FC Federal Commission 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.

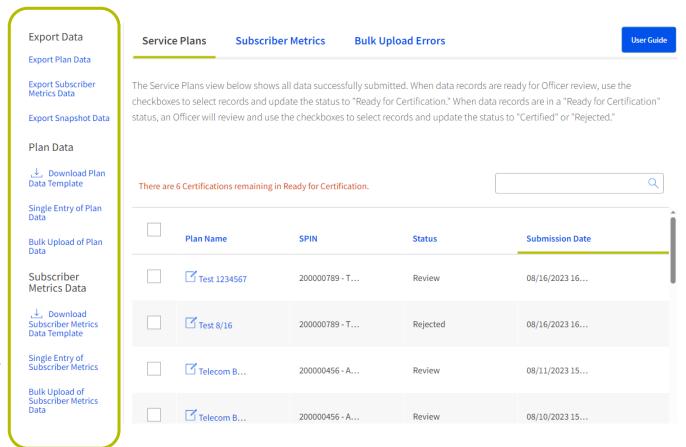
Don't Have an Account?

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!

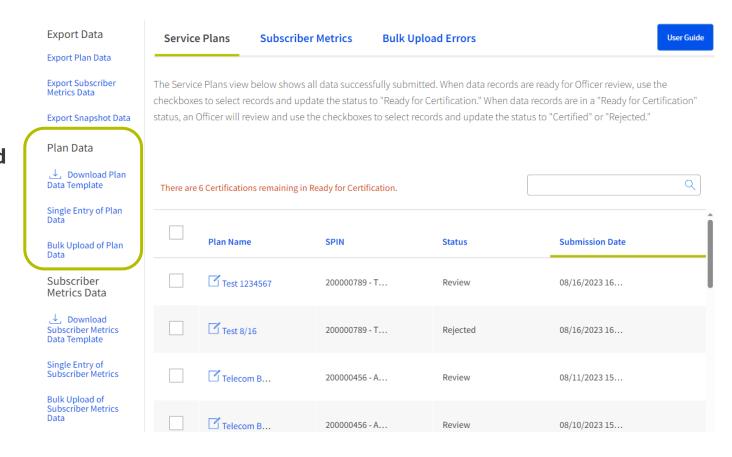


Submit Service Plan Data

- 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

Welcome TDC Officer3!



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.

Unique Plan Identifier ①	Service Provider
Plan Name ①	Website
Year	Data Contact
2023	tdcofficer3@test.com
	Data Contact Phone Number
	(321) 867-5309

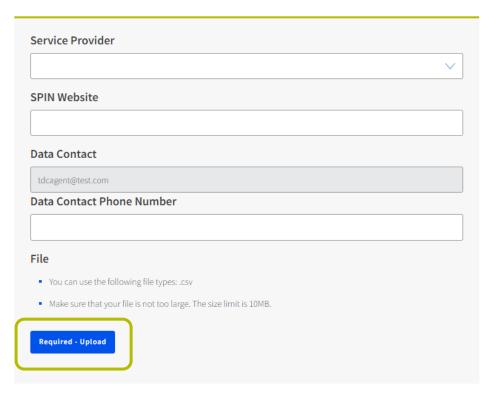
Service Plan Data: Bulk Upload

- 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.

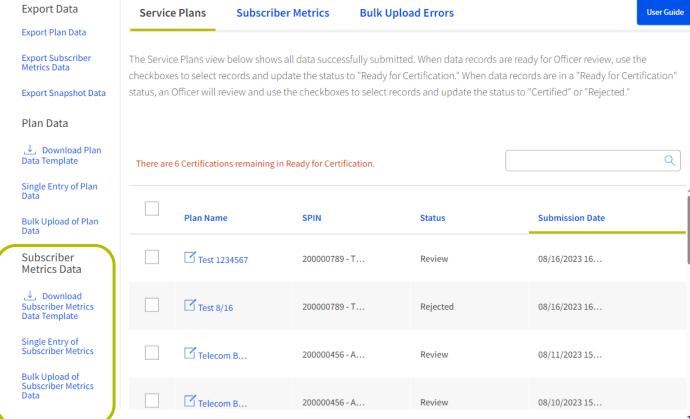




Submit Subscriber Metrics Data

- 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) (i)	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 Hard C	ap Overage Amount Paid ①	
Average Hard e	ip overage Amount I aid 🕠	
\$		0.0
ACP Subscriber	s Hit Soft Cap ①	
Average GR Sof	Cap Overage ①	
Average GD 301	Cap Overage (i)	
Average Soft Ca	p Overage Amount Paid ①	
\$		0.0
ACP Subscriber	s on Introductory Prices (Optional) ①	
ACP Subscriber	s that Paid a Set-Up or Activation Fee (Optional) ①	
ACP Subscriber	s Paying \$0 after All Non-ACP Discounts and ACP I	Benefit Applied (Optiona

ACP Data Collection System Subscriber Metrics Data: Bulk Upload

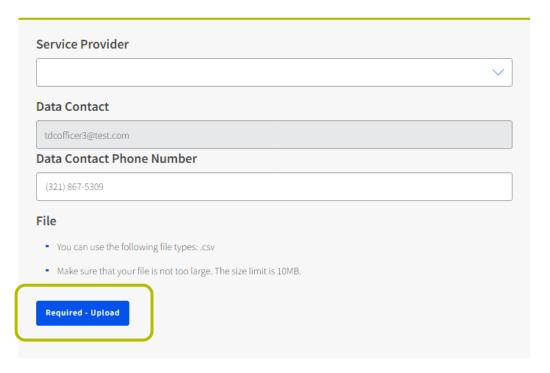
- Select Bulk Upload of Subscriber Metrics Data under the Subscriber Metrics Data section of the home page
- Select Download Subscriber Metrics Template
 - Populate the required fields
- On the Bulk Upload of Subscriber Metrics page, select the name of the service provider from the drop-down menu and 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

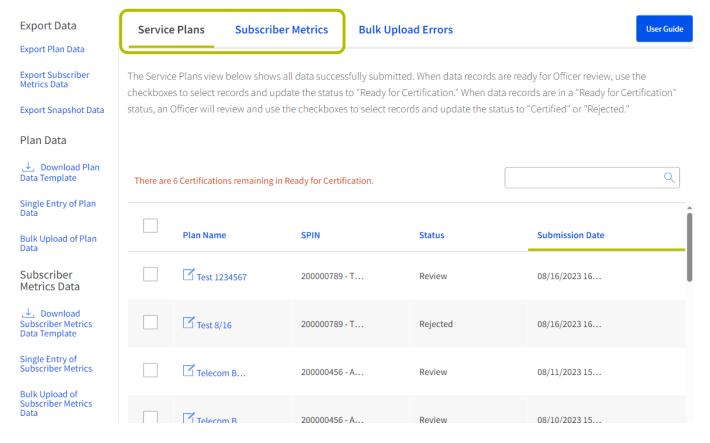




Successful Submissions

- 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

Welcome TDC Officer3!

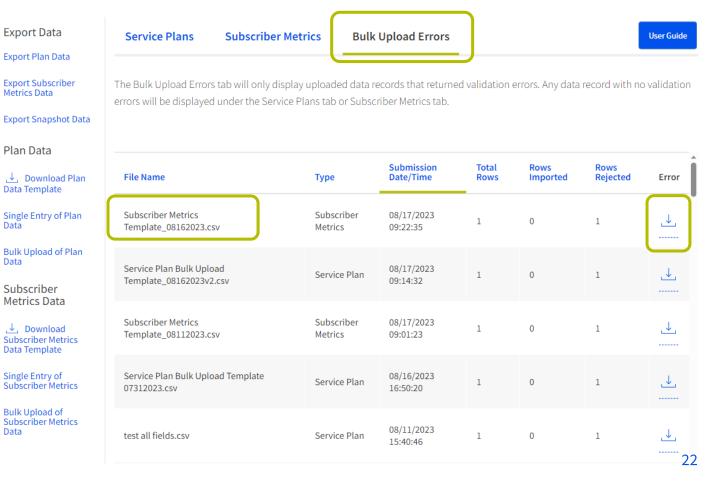
Metrics Data

Plan Data

Data Template

Subscriber

Data Template



Questions?

Review & Certify Submissions

ACP Data Collection System Verify Submissions

After submitting your data, submissions will have one of four statuses:

- 1. **Review**: This is the automatic status of newly submitted or updated data.
- 2. Ready for Certification: This occurs after a 497 Officer or Agent has verified that a submission is accurate.
- **3. Certified**: A submission appears as **'Certified'** once an Officer has reviewed the data, entered their certification credentials, and changed the status of the submission to **'Certified'**.
- 4. Rejected: This occurs after an Officer has reviewed the data and changed the status to 'Rejected,' and entered a reason for the rejection. An automatic notification will be sent to the Agent or Officer that submitted the data to log in, review and update the submission, and re-submit the data.

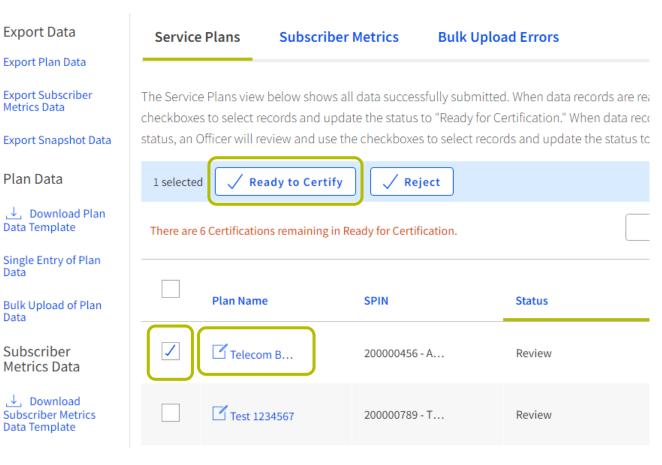
Review Data

- 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

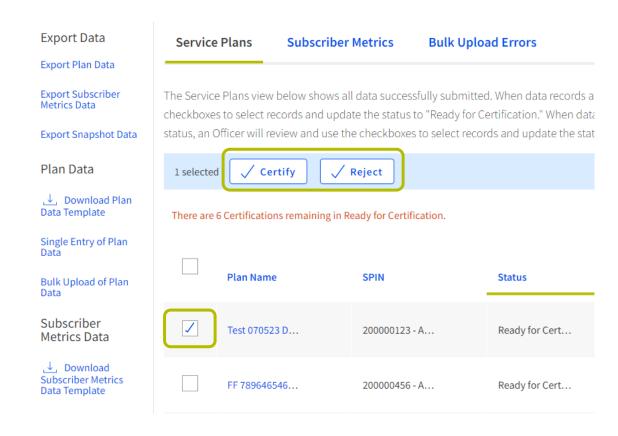
Plan Data



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

Welcome TDC Officer3!



Questions?

Email Notifications

Email Notifications

Once data is submitted, users will receive one of the following email notifications:

- 1. Data Submission Confirmation: This confirms receipt of submitted data
- 2. 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

FCC Reviews

FCC Reviews

- The FCC will review all certified and submitted data to confirm submissions accurately fulfill the annual ACP Data Collection requirement
- If any data is identified as needing further review or correction by a service provider, the service provider will
 receive an email notification stating the reason their submission was flagged
- A manually opened submission period of 30 days will then be opened so that the Agent or Officer can make corrections to the flagged submission

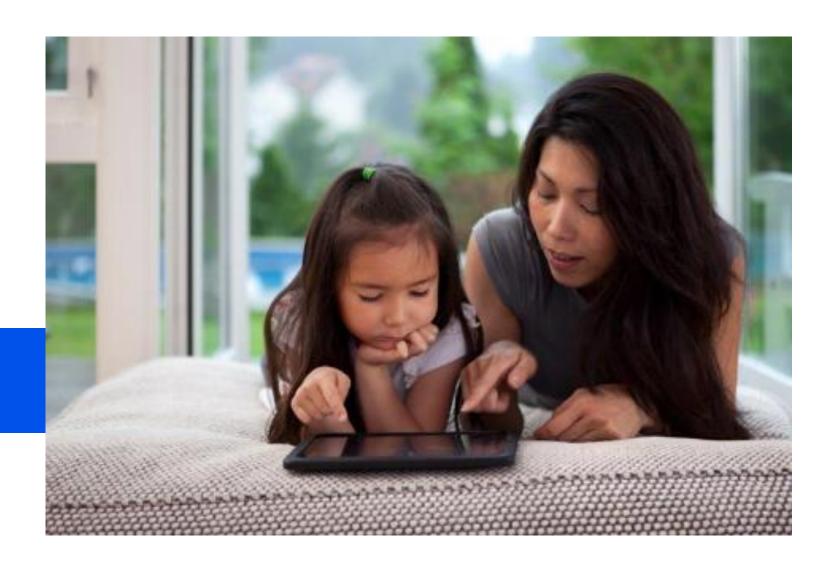
Questions?

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

Stay Informed

- Sign up for ACP email updates and upcoming events
- Visit <u>USAC's website</u> for program updates
- Find upcoming trainings and other resources on the <u>ACP Learn page</u>
- Questions? Email <u>ACPdatacollection@usac.org</u> for technical support or <u>ACPdatacollection@fcc.gov</u> for program and policy inquiries



Thank You!

