Affordable Connectivity Program: ACP Transparency Data Collection

August 22, 2023
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 Order 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 September 8, 2023, and must be completed by 11:59 p.m. ET on November 9, 2023
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 [One Portal](#) 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

Sign In To Your Account

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.
ACP Data Collection System

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
ACP Data Collection System

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
ACP Data Collection System

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
  - 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**
ACP Data Collection System
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 [user guide](#) 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**
ACP Data Collection System
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
**ACP Data Collection System**

**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**
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**
ACP Data Collection System
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**
ACP Data Collection System

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 Officer!**

The Bulk Upload Errors tab will only display uploaded data records that returned validation errors. Any data record with no validation errors will be displayed under the Service Plans tab or Subscriber Metrics tab.

<table>
<thead>
<tr>
<th>File Name</th>
<th>Type</th>
<th>Submission Date/Time</th>
<th>Total Rows</th>
<th>Rows Imported</th>
<th>Rows Rejected</th>
<th>Error</th>
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<tbody>
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<td>0</td>
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</table>
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.
ACP Data Collection System

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

Welcome TDC Officer3!

The Service Plans view below shows all data successfully submitted. When data records are re-submitted, checkboxes to select records and update the status to "Ready for Certification." When data records are ready for certification, an Officer will review and use the checkboxes to select records and update the status to "Ready for Certification."
ACP Data Collection System

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!

<table>
<thead>
<tr>
<th>Service Plans</th>
<th>Subscriber Metrics</th>
<th>Bulk Upload Errors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Export Data</td>
<td>Export Subscriber Metrics Data</td>
<td>Export Snapshot Data</td>
</tr>
<tr>
<td>Export Plan Data</td>
<td>Download Plan Data Template</td>
<td>Single Entry of Plan Data</td>
</tr>
<tr>
<td>Export Subscriber Metrics Data</td>
<td></td>
<td>Bulk Upload of Plan Data</td>
</tr>
</tbody>
</table>

Plan Data

- 1 selected [ ] Certify [ ] Reject

There are 6 Certifications remaining in Ready for Certification.

<table>
<thead>
<tr>
<th>Plan Name</th>
<th>SPIN</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test 070523 D...</td>
<td>200000123 - A...</td>
<td>Ready for Cert...</td>
</tr>
<tr>
<td>FF 785646546...</td>
<td>200000456 - A...</td>
<td>Ready for Cert...</td>
</tr>
</tbody>
</table>
Questions?
Email Notifications
ACP Data Collection System

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
Resources

• Refer to the ACP Data Collection System User Guide for instructions on how to use the ACP Data System

• Refer to ACP’s Annual Requirements page for submission dates and FAQs about the ACP Transparency Data Collection
Stay Informed

• **Sign up** for ACP email updates and upcoming events
• Visit **USAC’s website** for program updates
• Find upcoming trainings and other resources on the **ACP Learn page**
• **Questions?** Email **ACPdatacollection@usac.org** for technical support or **ACPdatacollection@fcc.gov** for program and policy inquiries
Thank You!