Affordable Connectivity Program: ACP Transparency Data Collection Office Hours

August 29, 2023
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

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Communications Specialist | ACP

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Product Manager | ACP

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Senior Program Analyst | ACP
Agenda

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

Overview

- The Federal Communications Commission (FCC) released an [Order](#) establishing the ACP Transparency Data Collection, which requires all ACP participating providers to complete an annual data collection process through the ACP Transparency Data Collection System (ACP Data Collection System)
  - 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
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

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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

Welcome TDC Officer3!
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!

<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>
</tr>
</thead>
<tbody>
<tr>
<td>Subscriber Metrics</td>
<td>Subscriber</td>
<td>08/17/2023 09:22:35</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Template_08162023.csv</td>
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<td></td>
</tr>
<tr>
<td>Service Plan Bulk Upload</td>
<td>Service Plan</td>
<td>08/17/2023 09:14:32</td>
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<tr>
<td>Template_08162023v2.csv</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subscriber Metrics</td>
<td>Subscriber</td>
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<tr>
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<td>1</td>
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<td>Template_07312023.csv</td>
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<tr>
<td>test all fields.csv</td>
<td>Service Plan</td>
<td>08/11/2023 15:40:46</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>
Questions?
Review & Certify Submissions
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-checked by an Officer, they will select the checkbox to update the status to "Ready for Certification." When data records are reviewed by an Officer, they will select the checkbox to update the status to "Certified."
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>Plan Data</th>
<th>Subscriber Metrics Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Download Plan Data Template</td>
<td>Download Subscriber Metrics Data Template</td>
</tr>
</tbody>
</table>

- The Service Plans view below shows all data successfully submitted. When data records a checkboxes to select records and update the status to "Ready for Certification." When data status, an Officer will review and use the checkboxes to select records and update the status.

There are 2 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 079523 D...</td>
<td>20000123 - A...</td>
<td>Ready for Cert...</td>
</tr>
<tr>
<td>FF 789646546...</td>
<td>200000456 - A...</td>
<td>Ready for Cert...</td>
</tr>
</tbody>
</table>
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
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

• Questions? Email ACPdatacollection@usac.org for technical support or ACPdatacollection@fcc.gov for program and policy inquiries
Thank You!