Final Reminder - ACP Data Collection Submissions Due by November 9

November 2, 2023

Service providers participating in the ACP are required to complete their data submission for the mandatory ACP Transparency Data Collection by 11:59 p.m. ET on November 9, 2023. The 60-day submission window opened on September 8 and will close on November 9, 2023.

Service providers or Agents with One Portal credentials can upload, submit, access, and download data within the ACP Data Collection System, but only 497 Officers can certify submitted data in the ACP Data Collection System.

ACP Data Collection System Updates
The ACP Data Collection System will be updated to include a “Certify All” function and performance improvements to download reports and bulk upload error files. The “Certify All” function will be available today, November 2 at 6 p.m. ET while the performance improvements will be available on Friday, November 3 at 6 p.m. ET.

Recent Resource Updates
USAC has developed and further updated several resources to help users successfully complete the ACP Transparency Data Collection requirement.

ACP Data Collection System Demo
Please review the ACP Transparency Data Collection Demo for a guided walkthrough of the ACP Data System. The recording explains how to accurately complete the submission and the data required to populate the blank fields in the single-entry interface and in the bulk upload templates.

The demo is divided into different segments that highlight specific submission functions and allow viewers to navigate the content. The demo can be downloaded and contains closed captions.

Updated User Guide
The User Guide has been updated from Version 1.1 to Version 1.2. Please refer to the Change Log in the User Guide for details about the changes.

How to Submit Data:

1. Login to One Portal

2. Select “ACP Transparency Data Collection System (ACP Data Collection System)” under the Lifeline section of the dashboard

3. Submit the data through a single data entry and/or bulk upload using the service plan and subscriber metrics templates in the ACP Data Collection System
   - Refer to the sample template to see how bulk uploads should be completed
4. Review the submitted data records and mark them as “Ready for Certification” by selecting the checkbox that appears in the “Plan Name” column
   - The 497 Officer will receive an email that the data is ready to be certified

Once the data is ready to certify, the 497 Officer must:

1. Confirm the data uploaded is correct and ready to be certified
2. Select the checkboxes of the data records to be certified
3. Select “Certify”

For more information on the submission process, review:

- The ACP Transparency Data Collection Demo
- The ACP Data Collection System User Guide
- The ACP Data Collection System FAQs
- The Annual Requirements Page
- The ACP Data Collection System Webinar
- The ACP Data Collection System Office Hours

USAC encourages users to review the ACP Data Collection System FAQs and User Guide. ACP Data Collection resources are searchable, updated regularly and have detailed information on data requirements. These resources also explain best practices, important user roles, and how to resolve errors.

Service providers can also email ACPdatacollection@fcc.gov for program and policy questions or ACPdatacollection@usac.org for technical questions about the ACP Data Collection System.

Need Help? Contact Us!
For questions about the Affordable Connectivity Program, service providers can visit USAC.org, and consumers should visit AffordableConnectivity.gov. Consumers can apply for the ACP at GetInternet.gov, and Spanish-speaking consumers can apply at AccedeInternet.gov. For general program support, service providers should email ACPProgram@usac.org and consumers should email ACPSupport@usac.org. Both providers and consumers may also call the ACP Support Center at (877) 384-2575 for assistance.

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