

LIFELINE NATIONAL VERIFIER QUARTERLY ELIGIBILITY DATA

Fourth Quarter 2024

The Lifeline National Eligibility Verifier (NV) is a centralized system that determines whether consumers are eligible for Lifeline. The NV launched in its first states in June of 2018 and is now fully launched in all 56 states, territories, and the District of Columbia.¹

- During the fourth quarter of 2024, the National Verifier (NV) received 7,433,414 applications.²
 - Of the applications received, 30.84% were qualified automatically, and 2.44% were qualified through manual documentation review.
 - Of the applications submitted, 4,960,115 applications were determined to be “Not Qualified” because they did not meet the program criteria and were not resolved by the applicant within 45 days.³

The data below examines the eligibility status result for individuals participating in a qualifying assistance program or through their income as well as the overall qualification results.⁴

¹ The NV leverages state administrator processes and eligibility determinations in the National Lifeline Accountability Database (NLAD) opt-out states (California, Oregon, and Texas). The data outlined here includes application results in the NLAD opt-out states for the limited number of applications that are submitted through the National Verifier for those consumers with broadband-only service in California.

² All applications received in Q4 2024.

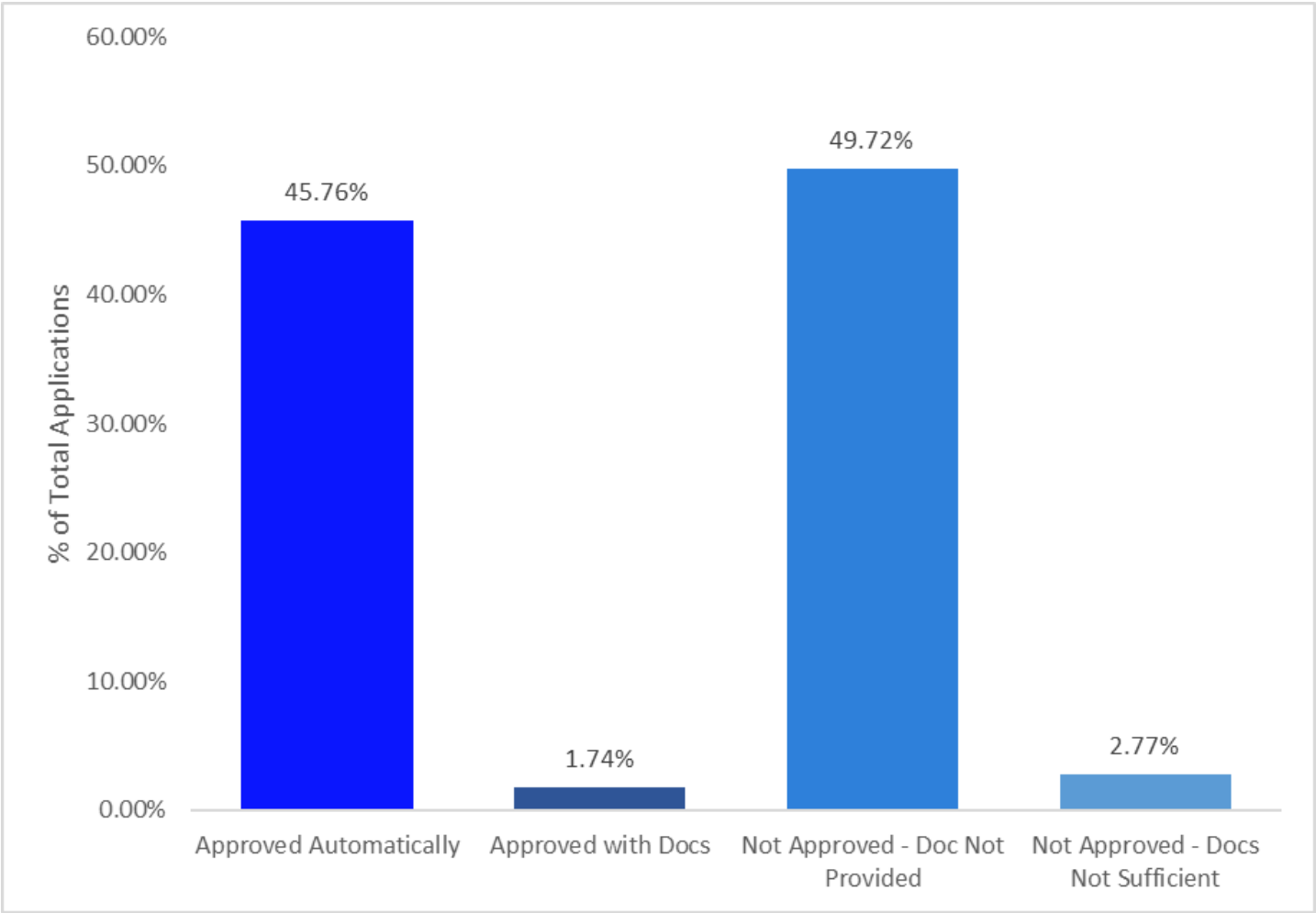
³ Program eligibility and the application results take into account eligibility through a qualifying assistance program or income, passing identity verifications, no duplicate enrollment, and address validation.

⁴ An applicant can have multiple applications. A qualified application does not equate to enrollment in Lifeline. The applicant must select and enroll in service with a participating Lifeline service provider.

Eligibility Status Result

The eligibility status check verifies an individual’s participation in a qualifying assistance program, such as SNAP or Medicaid. Of the applications received, 45.76% of applications were automatically deemed eligible via database connections that the Lifeline program has established with states and federal agencies. Of the applications received, 52.50% failed to pass an automated eligibility check and did not provide sufficient eligibility documentation.

Q4 2024 Eligibility Status Result
Income or participation in qualifying programs

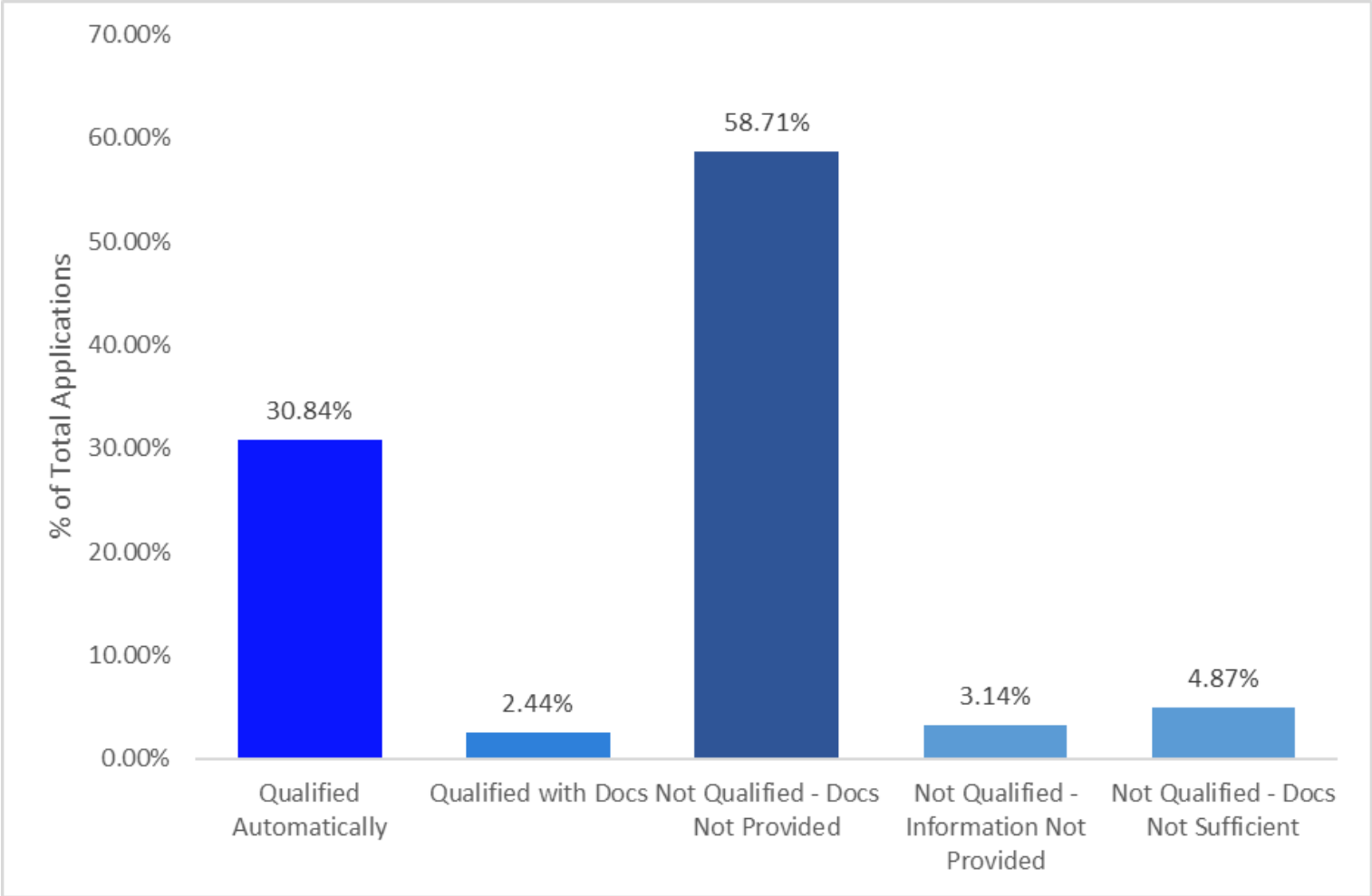


Overall Qualification Result

After all application checks were concluded, including eligibility status checks and NLAD validations¹, 2,473,299 applications were qualified to receive Lifeline (33.27% pass rate) either automatically or by submitting documentation.

Q4 2024 Overall Qualification Result

After Eligibility Status Result and including NLAD validations



2

¹ NLAD validations refer to duplicate subscriber, duplicate address, identity, and Address Management System (AMS) checks.

² This category refers to application errors that can be resolved without uploading documentation (e.g., pending consumer certifications, Lifeline Household Worksheet not complete, or AMS errors are unresolved).

Lifeline Program Eligibility Status Result
Fourth Quarter 2024

state	Approved Automatically	Approved with Docs	Not Approved - Docs Not Sufficient	Not Approved - Docs Not Provided	Total
AK	3,582	1,043	432	647	5,704
AL	36,720	51,129	6,227	6,830	100,906
AR	32,199	19,056	2,795	3,972	58,022
AS		42	597	182	821
AZ	81,568	49,693	3,670	5,299	140,230
CA	577	241	7	38	863
CO	57,407	17,867	372	1,405	77,051
CT	9,930	3,749	193	471	14,343
DC	5,449	1,525	469	545	7,988
DE	1,827	729	157	351	3,064
FL	327,626	137,383	7,686	13,265	485,960
GA	120,856	81,897	3,715	9,878	216,346
GU	42	19	10	12	83
HI	6,887	2,842	522	656	10,907
IA	25,142	9,223	539	1,450	36,354
ID	6,825	2,865	541	711	10,942
IL	74,288	29,998	2,743	6,011	113,040
IN	60,182	20,213	1,503	4,054	85,952
KS	5,422	4,838	1,414	1,731	13,405
KY	122,887	31,365	863	4,028	159,143
LA	91,632	45,348	4,171	7,617	148,768
MA	26,262	13,883	3,446	3,720	47,311
MD	75,505	129,423	2,734	4,601	212,263
ME	4,277	790	212	328	5,607
MI	262,328	283,538	669	3,096	549,631
MN	45,413	11,135	570	1,772	58,890
MO	63,435	21,768	690	3,201	89,094
MP		19	114	28	161
MS	43,476	22,017	2,657	4,732	72,882
MT	2,134	1,097	216	247	3,694
NC	24,858	7,438	716	1,879	34,891
ND	2,435	1,322	329	458	4,544
NE	4,482	2,778	323	519	8,102
NH	1,176	302	112	192	1,782
NJ	60,335	211,988	4,453	8,576	285,352
NM	11,136	1,264	251	309	12,960
NV	61,803	54,403	1,271	4,524	122,001
NY	679,961	1,621,303	7,355	25,770	2,334,389
OH	135,729	61,527	4,241	8,357	209,854
OK	73,253	53,861	24,457	20,470	172,041
OR	47	17	4	4	72
PA	226,688	445,803	2,452	9,302	684,245
PR	117,091	29,856	24,813	13,965	185,725
RI	9,032	5,114	512	775	15,433
SC	57,446	82,786	1,045	3,828	145,105
SD	1,074	520	384	235	2,213
TN	65,212	31,370	1,137	4,879	102,598
TX	12	224	32	64	332
UT	25,260	9,542	221	727	35,750
VA	89,600	30,656	1,145	3,435	124,836
VI	135	62	16	22	235
VT	2,490	795	108	212	3,605
WA	71,866	18,055	3,079	3,047	96,047
WI	54,159	19,928	362	1,625	76,074
WV	31,625	9,422	721	1,687	43,455
WY	764	1,164	164	256	2,348
Grand Total	3,401,547	3,696,235	129,637	205,995	7,433,414

Lifeline Overall Qualification Result
Fourth Quarter 2024

state	Approved Automatically	Approved with Docs	Not Approved - Docs Not Sufficient	Not Approved - Docs Not Provided	Total
AK	3,582	1,043	432	647	5,704
AL	36,720	51,129	6,227	6,830	100,906
AR	32,199	19,056	2,795	3,972	58,022
AS		42	597	182	821
AZ	81,568	49,693	3,670	5,299	140,230
CA	577	241	7	38	863
CO	57,407	17,867	372	1,405	77,051
CT	9,930	3,749	193	471	14,343
DC	5,449	1,525	469	545	7,988
DE	1,827	729	157	351	3,064
FL	327,626	137,383	7,686	13,265	485,960
GA	120,856	81,897	3,715	9,878	216,346
GU	42	19	10	12	83
HI	6,887	2,842	522	656	10,907
IA	25,142	9,223	539	1,450	36,354
ID	6,825	2,865	541	711	10,942
IL	74,288	29,998	2,743	6,011	113,040
IN	60,182	20,213	1,503	4,054	85,952
KS	5,422	4,838	1,414	1,731	13,405
KY	122,887	31,365	863	4,028	159,143
LA	91,632	45,348	4,171	7,617	148,768
MA	26,262	13,883	3,446	3,720	47,311
MD	75,505	129,423	2,734	4,601	212,263
ME	4,277	790	212	328	5,607
MI	262,328	283,538	669	3,096	549,631
MN	45,413	11,135	570	1,772	58,890
MO	63,435	21,768	690	3,201	89,094
MP		19	114	28	161
MS	43,476	22,017	2,657	4,732	72,882
MT	2,134	1,097	216	247	3,694
NC	24,858	7,438	716	1,879	34,891
ND	2,435	1,322	329	458	4,544
NE	4,482	2,778	323	519	8,102
NH	1,176	302	112	192	1,782
NJ	60,335	211,988	4,453	8,576	285,352
NM	11,136	1,264	251	309	12,960
NV	61,803	54,403	1,271	4,524	122,001
NY	679,961	1,621,303	7,355	25,770	2,334,389
OH	135,729	61,527	4,241	8,357	209,854
OK	73,253	53,861	24,457	20,470	172,041
OR	47	17	4	4	72
PA	226,688	445,803	2,452	9,302	684,245
PR	117,091	29,856	24,813	13,965	185,725
RI	9,032	5,114	512	775	15,433
SC	57,446	82,786	1,045	3,828	145,105
SD	1,074	520	384	235	2,213
TN	65,212	31,370	1,137	4,879	102,598
TX	12	224	32	64	332
UT	25,260	9,542	221	727	35,750
VA	89,600	30,656	1,145	3,435	124,836
VI	135	62	16	22	235
VT	2,490	795	108	212	3,605
WA	71,866	18,055	3,079	3,047	96,047
WI	54,159	19,928	362	1,625	76,074
WV	31,625	9,422	721	1,687	43,455
WY	764	1,164	164	256	2,348
Total	3,401,547	3,696,235	129,637	205,995	7,433,414