

LIFELINE NATIONAL VERIFIER QUARTERLY ELIGIBILITY DATA

Third Quarter 2025

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 third quarter of 2025, the National Verifier (NV) received 3,344,923 applications.²
 - Of the applications received, 45.53% were qualified automatically, and 4.96% were qualified through manual documentation review.
 - Of the applications submitted, 1,656,042 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 Q3 2025.

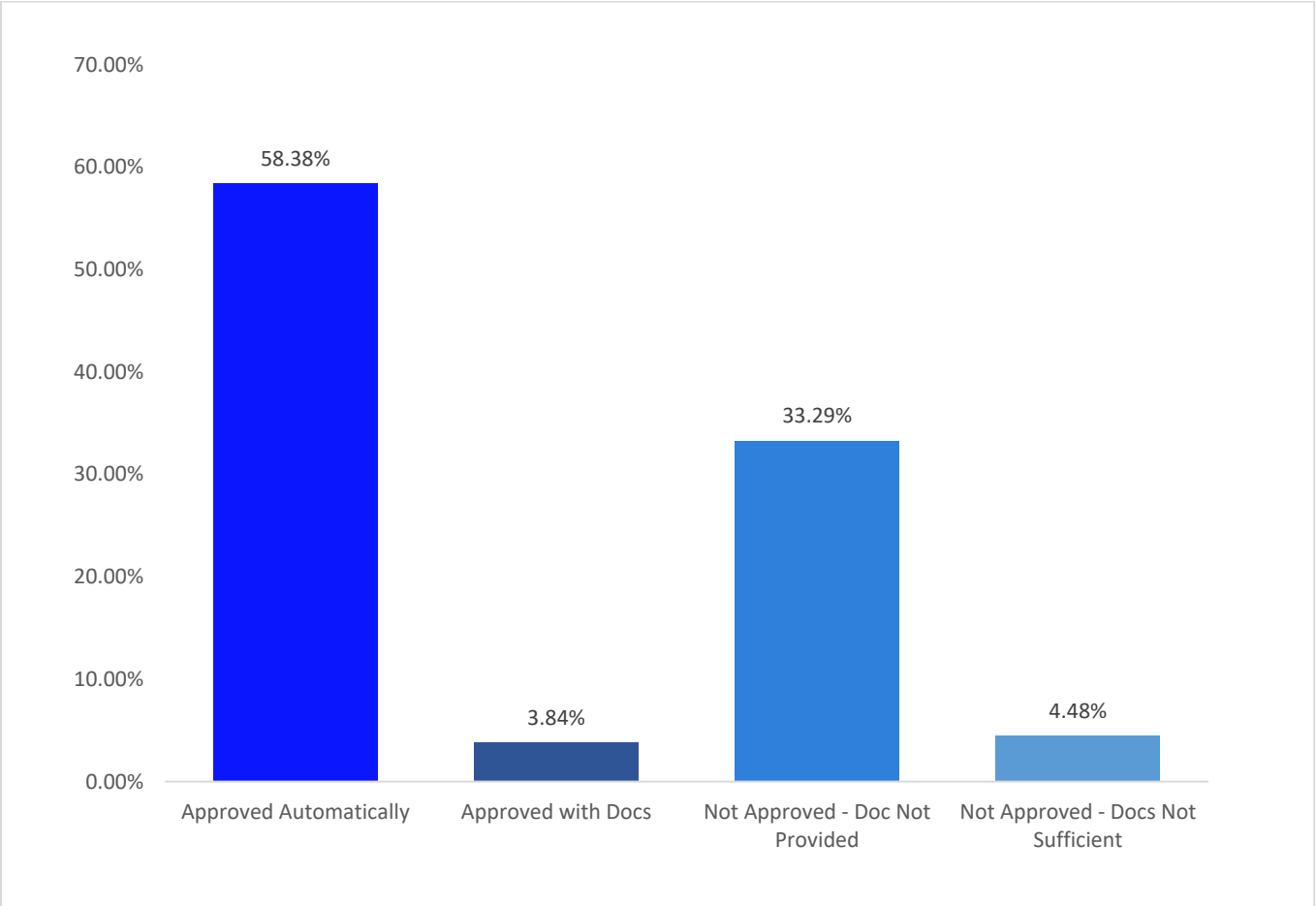
³ Program eligibility and the application results take into account eligibility through a qualifying assistance program or income, passing identity verifications, no duplicate enrollment, and address validation.

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, 58.38% of applications were automatically deemed eligible via database connections that the Lifeline program has established with states and federal agencies. Of the applications received, 37.37% failed to pass an automated eligibility check and did not provide sufficient eligibility documentation.

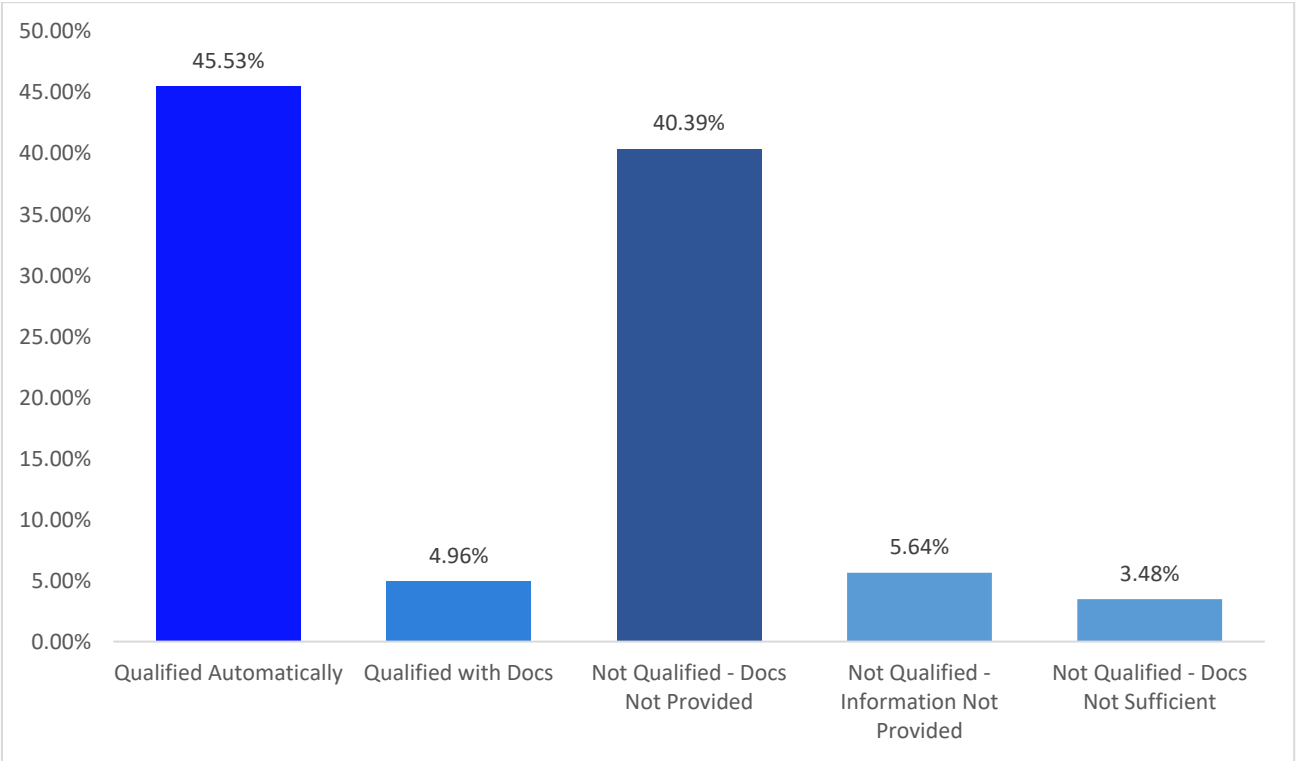
Q3 2025 Eligibility Status Result
Income or participation in qualifying programs



Overall Qualification Result

After all application checks were concluded, including eligibility status checks and NLAD validations¹, 1,688,881 applications were qualified to receive Lifeline (50.49% pass rate) either automatically or by submitting documentation.

Q3 2025 Overall Qualification Result
After Eligibility Status Result and including
NLAD validations



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
 Third Quarter 2025

State	Approved Automatically	Approved with Docs	Not Approved – Docs Not Sufficient	Not Approved – Docs Not Provided	Total
AL	24,722	5,371	5,380	27,032	62,505
AR	21,614	1,539	2,809	13,816	39,778
AS		485	126	53	664
AZ	47,675	1,890	3,185	19,475	72,225
CA	62	5	7	81	155
CO	32,343	278	878	6,649	40,148
CT	7,257	246	430	2,154	10,087
DC	3,851	405	549	959	5,764
DE	2,538	281	489	805	4,113
FL	120,642	4,846	9,280	69,146	203,914
GA	71,856	3,363	6,774	43,490	125,483
GU	80	38	29	36	183
HI	4,281	390	585	2,452	7,708
IA	14,286	534	1,319	6,186	22,325
ID	3,312	338	502	2,236	6,388
IL	66,176	3,892	7,632	38,356	116,056
IN	43,620	1,294	2,734	17,263	64,911
KS	3,230	1,392	1,492	3,325	9,439
KY	58,915	822	3,285	20,717	83,739
LA	66,444	3,001	5,350	37,193	111,988
MA	15,454	2,175	2,687	5,920	26,236
MD	42,863	2,183	3,348	53,289	101,683
ME	3,739	190	360	1,114	5,403
MI	85,710	681	2,671	23,829	112,891
MN	24,866	534	1,399	13,341	40,140
MO	40,973	471	1,986	15,316	58,746
MP	1	388	88	66	543
MS	27,305	1,950	3,299	19,119	51,673
MT	1,651	179	229	1,131	3,190
NC	31,586	704	1,978	8,495	42,763
ND	1,827	383	356	1,117	3,683
NE	3,827	416	597	2,611	7,451
NH	1,320	180	291	394	2,185
NJ	32,859	5,549	6,698	28,500	73,606
NM	11,295	1,073	1,330	3,286	16,984
NV	37,991	374	1,455	15,189	55,009
NY	334,300	8,626	15,573	276,166	634,665
OH	99,556	4,331	7,633	38,222	149,742
OK	56,497	31,873	11,774	60,956	161,100
OR	13	1	2	5	21
PA	133,666	1,555	5,531	95,332	236,084
PR	115,733	21,650	6,435	21,077	164,895
RI	5,408	567	700	2,077	8,752
SC	34,502	745	2,546	17,880	55,673
SD	2,251	1,187	479	944	4,861
TN	32,165	5,598	7,928	37,303	82,994
TX	2	17	21	23	63
UT	10,514	178	557	3,186	14,435
VA	59,117	1,164	2,764	19,230	82,275
VI	90	27	14	63	194
VT	1,441	81	137	527	2,186
WA	56,391	1,130	2,040	17,146	76,707
WI	34,088	397	1,805	10,524	46,814
WV	16,430	631	1,299	6,488	24,848
WY	440	129	172	587	1,328
Total	1,952,888	128,582	149,795	1,113,658	3,344,923

Lifeline Overall Qualification Result

Third Quarter 2025

State	Qualified Automatically	Qualified with Docs	Not Qualified - Docs Not Sufficient	Not Qualified - Docs Not Provided	Not Qualified - Information Not Provided	Total
AK	3,152	953	373	2,165	884	7,527
AL	20,268	5,673	1,213	29,631	5,720	62,505
AR	17,398	2,132	1,068	16,116	3,064	39,778
AS		444	3	52	165	664
AZ	39,200	2,991	2,729	23,639	3,666	72,225
CA	31	3	2	105	14	155
CO	25,981	824	2,056	10,073	1,214	40,148
CT	5,970	420	238	2,894	565	10,087
DC	2,923	491	135	1,587	628	5,764
DE	2,060	334	64	1,128	527	4,113
FL	98,348	6,938	7,021	80,994	10,613	203,914
GA	57,455	4,571	4,344	51,629	7,484	125,483
GU	59	40	6	44	34	183
HI	3,299	498	317	2,945	649	7,708
IA	11,425	847	745	7,829	1,479	22,325
ID	2,579	455	192	2,613	549	6,388
IL	54,624	5,275	3,382	44,385	8,390	116,056
IN	34,483	2,463	2,679	22,113	3,173	64,911
KS	2,675	1,438	70	3,646	1,610	9,439
KY	44,974	2,428	4,921	27,574	3,842	83,739
LA	55,350	4,217	3,933	42,524	5,964	111,988
MA	12,487	2,682	355	7,652	3,060	26,236
MD	32,933	2,695	2,228	60,121	3,706	101,683
ME	3,006	288	126	1,558	425	5,403
MI	70,206	1,700	5,684	31,985	3,316	112,891
MN	18,844	975	1,377	17,211	1,733	40,140
MO	30,003	1,259	2,982	22,171	2,331	58,746
MP	1	376		65	101	543
MS	21,451	2,459	1,627	22,491	3,645	51,673
MT	1,301	221	88	1,319	261	3,190
NC	25,465	1,427	1,165	12,289	2,417	42,763
ND	1,486	442	69	1,295	391	3,683
NE	3,140	474	177	3,007	653	7,451
NH	1,104	226	35	492	328	2,185
NJ	26,178	5,704	1,392	32,565	7,767	73,606
NM	9,683	1,449	298	3,988	1,566	16,984
NV	31,593	751	2,132	18,822	1,711	55,009
NY	216,786	11,721	27,497	360,169	18,492	634,665
OH	82,744	6,701	5,243	46,440	8,614	149,742
OK	48,253	32,565	2,023	49,407	28,852	161,100
OR	5	4		7	5	21
PA	107,275	3,109	6,567	112,785	6,348	236,084
PR	95,472	28,341	5,372	26,597	9,113	164,895
RI	4,069	676	248	2,982	777	8,752
SC	25,939	1,207	2,333	23,389	2,805	55,673
SD	1,788	1,378	51	1,067	577	4,861
TN	26,242	6,049	1,575	40,774	8,354	82,994
TX	2	11		23	27	63
UT	8,305	430	633	4,361	706	14,435
VA	45,997	2,311	3,929	26,623	3,415	82,275
VI	68	30	12	68	16	194
VT	1,151	111	73	693	158	2,186
WA	47,039	2,512	2,529	21,840	2,787	76,707
WI	27,549	919	1,929	14,228	2,189	46,814
WV	12,793	1,123	1,242	8,196	1,494	24,848
WY	370	138	12	626	182	1,328
Total	1,522,982	165,899	116,494	1,350,992	188,556	3,344,923