

LIFELINE NATIONAL VERIFIER QUARTERLY ELIGIBILITY DATA

First Quarter 2022

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 first quarter of 2022, the National Verifier (NV) received 4,457,395 applications.²
 - Of the applications received, 48% were qualified automatically, and 7% were qualified through manual documentation review.
 - Of the applications submitted, 1,989,492 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.

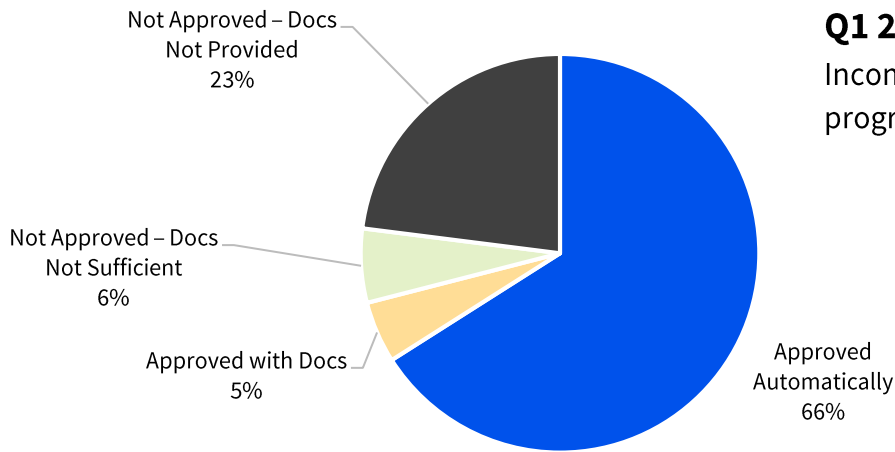
² All applications received in Q1 2022.

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, 66% of applications were automatically deemed eligible via database connections that the Lifeline program has established with states and federal agencies. Of the applications received, 6% failed to pass an automated eligibility check and did not provide sufficient eligibility documentation.

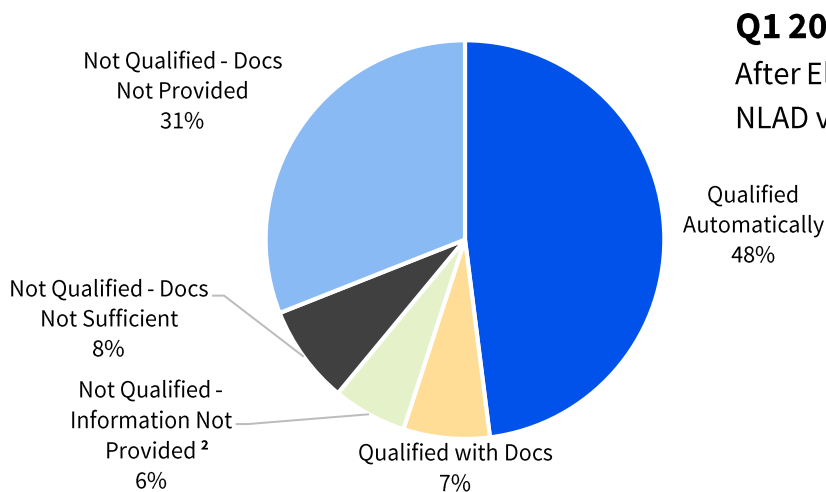


Q1 2022 Eligibility Status Result

Income or participation in qualifying programs

Overall Qualification Result

After all application checks were concluded, including eligibility status checks and NLAD validations¹, 2,467,903 applications were qualified to receive Lifeline (55% pass rate) either automatically or by submitting documentation.



Q1 2022 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
 First Quarter 2022

STATE	Approved Automatically	Approved with Documents	Not Approved - Docs Not Sufficient	Not Approved - Docs Not Provided	TOTAL
AK	2,581	312	254	661	3,808
AL	41,991	9,215	10,175	32,825	94,206
AR	44,835	4,591	5,693	18,110	73,229
AS	-	316	64	27	407
AZ	66,090	7,801	6,798	24,039	104,728
CA	6,528	159	874	1,452	9,013
CO	52,626	1,001	1,949	11,156	66,732
CT	32,471	1,360	2,193	11,835	47,859
DC	14,186	658	1,243	4,840	20,927
DE	8,849	572	960	3,819	14,200
FL	184,322	17,213	19,658	92,956	314,149
GA	156,292	17,849	18,349	71,635	264,125
GU	16	68	22	95	201
HI	8,062	862	1,220	3,635	13,779
IA	24,105	827	1,820	6,553	33,305
ID	6,590	527	767	2,522	10,406
IL	120,860	10,704	12,211	48,467	192,242
IN	84,282	3,784	6,707	27,339	122,112
KS	11,230	3,370	3,354	10,405	28,359
KY	86,061	2,194	7,227	25,528	121,010
LA	108,860	6,076	10,458	33,649	159,043
MA	60,056	5,756	6,501	21,052	93,365
MD	51,847	2,937	6,135	21,130	82,049
ME	8,814	468	777	2,545	12,604
MI	151,968	3,076	6,099	30,079	191,222
MN	39,677	1,161	2,510	10,739	54,087
MO	60,742	2,557	5,015	22,444	90,758
MP	12	273	110	118	513
MS	52,902	4,084	5,986	20,012	82,984
MT	4,765	321	467	1,815	7,368
NC	106,709	3,617	6,610	38,039	154,975
ND	1,515	272	207	664	2,658
NE	5,431	798	895	3,180	10,304
NH	5,633	431	665	2,806	9,535
NJ	43,417	6,534	10,851	30,100	90,902
NM	36,308	807	1,081	5,467	43,663
NV	49,837	1,951	3,519	13,178	68,485
NY	230,419	16,902	29,023	80,563	356,907
OH	166,947	8,728	15,440	48,431	239,546
OK	37,486	15,047	8,017	19,209	79,759
OR	12,525	756	1,390	5,025	19,696
PA	170,745	6,372	12,606	50,161	239,884
PR	168,296	35,033	8,858	23,452	235,639
RI	8,623	778	964	2,744	13,109
SC	60,976	2,466	6,007	24,849	94,298
SD	1,502	517	458	914	3,391
TN	85,445	3,249	6,101	32,025	126,820
TX	-	-	-	-	-
UT	16,035	572	939	5,178	22,724
VA	79,806	3,166	4,855	20,803	108,630
VI	189	16	11	228	444
VT	4,461	222	379	1,477	6,539
WA	68,345	2,370	3,868	19,389	93,972
WI	59,387	1,302	2,879	10,710	74,278
WV	36,785	1,504	2,805	9,822	50,916
WY	507	154	204	666	1,531
TOTAL	2,948,949	223,656	274,228	1,010,562	4,457,395

Lifeline Overall Qualification Result
 First Quarter 2022

STATE	Qualified Automatically	Qualified with Documents	Not Qualified – Information Not Provided ¹	Not Qualified - Docs Not Sufficient	Not Qualified - Docs Not Provided	TOTAL
AK	2,061	491	141	306	809	3,808
AL	30,448	9,976	4,866	11,275	37,641	94,206
AR	31,965	6,737	3,970	6,776	23,781	73,229
AS	-	298	-	82	27	407
AZ	48,206	10,048	6,527	8,239	31,708	104,728
CA	4,311	255	1,223	999	2,225	9,013
CO	38,087	2,688	5,154	2,930	17,873	66,732
CT	24,542	2,328	2,861	2,758	15,370	47,859
DC	10,942	1,206	1,388	1,458	5,933	20,927
DE	6,654	771	943	1,113	4,719	14,200
FL	139,835	21,021	21,699	23,220	108,374	314,149
GA	117,381	22,892	13,681	21,579	88,592	264,125
GU	10	65	2	28	96	201
HI	5,649	1,187	891	1,406	4,646	13,779
IA	16,837	1,693	2,359	2,296	10,120	33,305
ID	4,732	782	504	896	3,492	10,406
IL	91,772	14,062	11,177	14,264	60,967	192,242
IN	59,975	7,644	7,180	8,342	38,971	122,112
KS	7,810	3,655	919	3,750	12,225	28,359
KY	58,757	5,930	9,334	9,375	37,614	121,010
LA	80,058	9,843	11,016	12,543	45,583	159,043
MA	46,277	7,542	4,887	7,666	26,993	93,365
MD	38,423	4,373	4,374	6,981	27,898	82,049
ME	6,391	780	657	959	3,817	12,604
MI	112,758	6,754	15,524	8,247	47,939	191,222
MN	28,192	2,247	3,540	3,320	16,788	54,087
MO	38,830	4,698	5,884	6,195	35,151	90,758
MP	5	251	8	128	121	513
MS	37,135	6,267	5,726	7,463	26,393	82,984
MT	3,400	542	465	568	2,393	7,368
NC	68,481	6,792	13,413	8,384	57,905	154,975
ND	1,152	346	102	251	807	2,658
NE	4,057	963	452	1,033	3,799	10,304
NH	4,327	616	407	766	3,419	9,535
NJ	33,210	7,602	3,410	11,863	34,817	90,902
NM	25,471	2,131	4,530	1,803	9,728	43,663
NV	37,956	3,585	4,442	4,571	17,931	68,485
NY	171,726	27,051	21,148	35,127	101,855	356,907
OH	120,888	14,325	17,231	18,606	68,496	239,546
OK	29,028	16,419	2,775	9,224	22,313	79,759
OR	8,573	989	1,753	1,584	6,797	19,696
PA	127,806	12,038	13,769	15,452	70,819	239,884
PR	122,320	52,240	13,232	14,614	33,233	235,639
RI	6,500	1,012	649	1,136	3,812	13,109
SC	40,168	4,308	6,559	7,094	36,169	94,298
SD	1,153	618	66	516	1,038	3,391
TN	54,475	5,100	9,906	7,442	49,897	126,820
TX	-	-	-	-	-	-
UT	11,364	1,154	1,615	1,319	7,272	22,724
VA	57,095	5,957	8,463	6,418	30,697	108,630
VI	85	19	52	15	273	444
VT	3,192	346	312	457	2,232	6,539
WA	48,991	4,436	6,908	5,137	28,500	93,972
WI	42,942	2,620	7,448	3,824	17,444	74,278
WV	24,268	2,970	4,874	3,807	14,997	50,916
WY	387	182	17	223	722	1,531
TOTAL	2,137,058	330,845	290,433	335,828	1,363,231	4,457,395

¹ 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).