

LIFELINE NATIONAL VERIFIER QUARTERLY ELIGIBILITY DATA

Second 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 second quarter of 2025, the National Verifier (NV) received 3,100,776 applications.²
 - Of the applications received, 46.63% were qualified automatically, and 5.08% were qualified through manual documentation review.
 - Of the applications submitted, 1,497,414 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 Q2 2025.

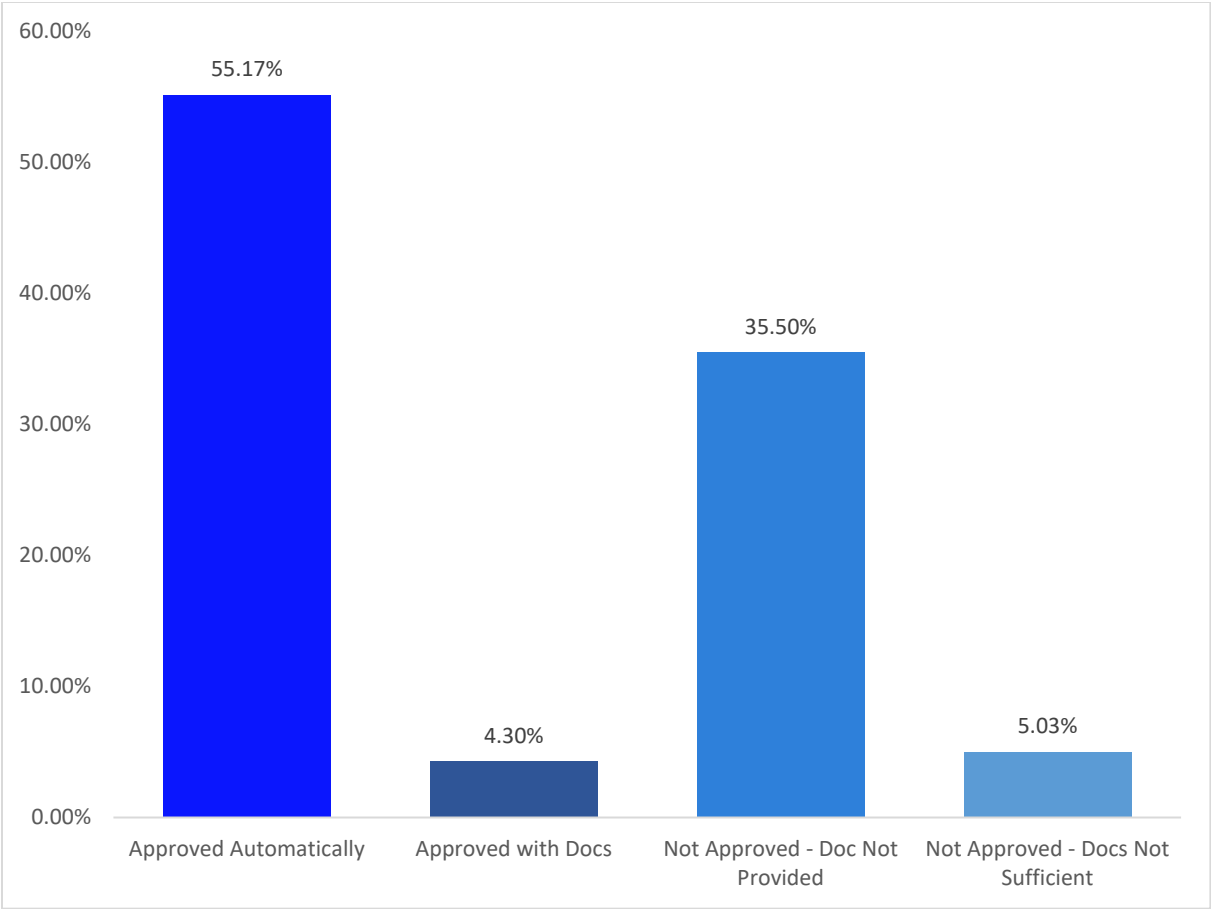
³ Program eligibility and the application results take into account eligibility through a qualifying assistance program or income, passing identity verifications, no duplicate enrollment, and address validation.

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, 55.17% of applications were automatically deemed eligible via database connections that the Lifeline program has established with states and federal agencies. Of the applications received, 40.53% failed to pass an automated eligibility check and did not provide sufficient eligibility documentation.

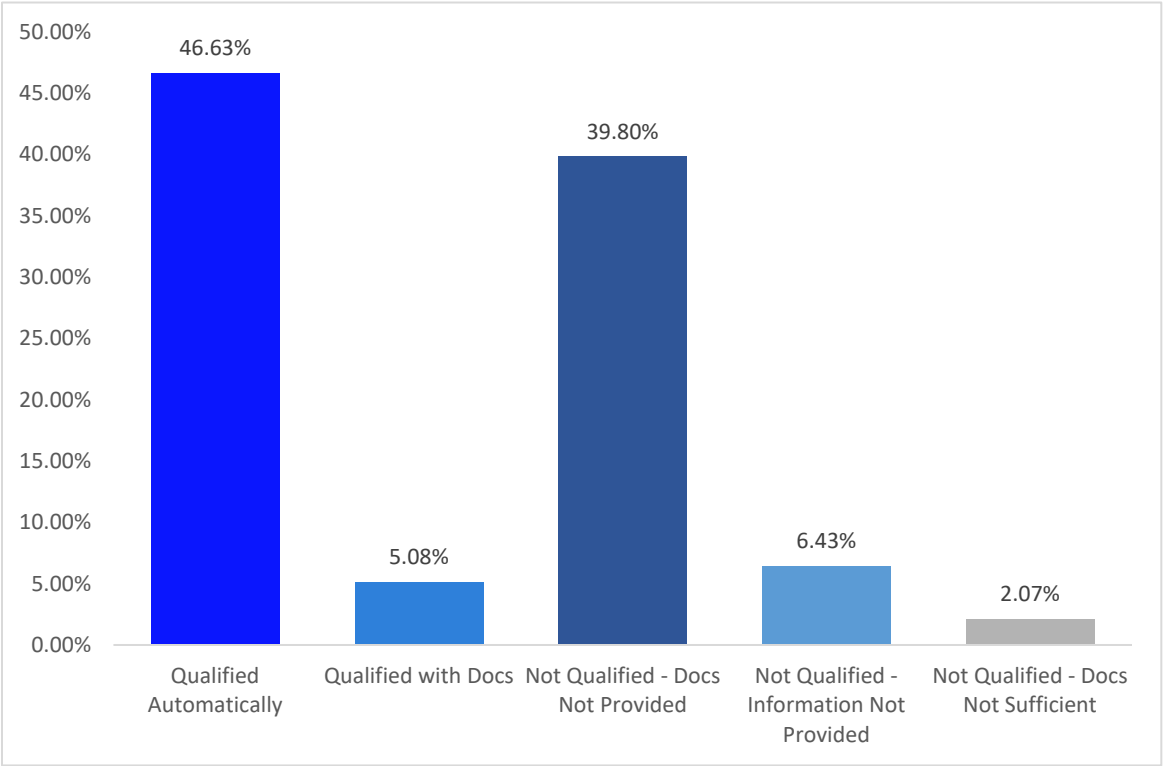
Q2 2025 Eligibility Status Result
Income or participation in qualifying
programs



Overall Qualification Result

After all application checks were concluded, including eligibility status checks and NLAD validations¹, 1,603,362 applications were qualified to receive Lifeline (51.71% pass rate) either automatically or by submitting documentation.

Q2 2025 Overall Qualification Result
After Eligibility Status Result and including
NLAD validations



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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

Second Quarter 2025

State	Approved Automatically	Approved with Docs	Not Approved - Docs Not Sufficient	Not Approved - Docs Not Provided	Total
AK	4,252	673	546	2,082	7,553
AL	22,323	6,107	5,676	33,559	67,665
AR	18,661	1,607	2,638	15,007	37,913
AS		559	98	77	734
AZ	51,189	2,800	3,743	27,719	85,451
CA	108	4	13	61	186
CO	29,243	337	1,105	11,748	42,433
CT	6,879	271	392	2,098	9,640
DC	3,345	292	490	952	5,079
DE	2,300	252	353	901	3,806
FL	123,067	7,898	11,948	103,294	246,207
GA	60,394	4,089	7,314	41,679	113,476
GU	69	25	9	20	123
HI	3,416	336	500	2,616	6,868
IA	12,636	513	1,259	7,869	22,277
ID	3,232	424	582	3,201	7,439
IL	54,376	3,554	7,384	43,218	108,532
IN	37,499	1,208	2,853	20,827	62,387
KS	3,438	1,408	1,647	6,603	13,096
KY	50,498	816	3,119	22,401	76,834
LA	59,322	5,005	6,014	38,105	108,446
MA	18,327	2,199	2,579	13,714	36,819
MD	40,532	2,235	3,298	34,437	80,502
ME	3,634	246	315	1,525	5,720
MI	83,499	1,056	2,556	31,752	118,863
MN	19,262	549	1,419	8,940	30,170
MO	36,892	562	2,643	19,785	59,882
MP		259	66	65	390
MS	21,210	1,893	3,165	17,226	43,494
MT	1,218	154	179	838	2,389
NC	33,189	792	1,825	9,019	44,825
ND	1,628	326	371	1,345	3,670
NE	3,112	334	582	2,950	6,978
NH	1,468	183	245	418	2,314
NJ	30,739	6,122	6,942	44,553	88,356
NM	9,214	1,219	1,165	2,291	13,889
NV	34,386	496	1,532	26,789	63,203
NY	235,926	8,828	14,952	148,923	408,629
OH	83,917	3,571	6,840	41,848	136,176
OK	49,409	33,525	15,602	52,680	151,216
OR	13	3		3	19
PA	115,116	2,695	5,702	105,558	229,071
PR	126,300	17,975	6,403	22,104	172,782
RI	5,160	538	612	3,346	9,656
SC	29,930	856	2,753	27,516	61,055
SD	1,435	552	327	667	2,981
TN	24,288	4,291	7,264	33,850	69,693
TX	2	12	17	27	58
UT	12,975	244	700	6,927	20,846
VA	46,920	1,174	2,718	19,206	70,018
VI	49	15	8	33	105
VT	1,536	86	172	1,151	2,945
WA	53,516	1,052	2,397	18,755	75,720
WI	26,361	395	1,511	11,714	39,981
WV	12,955	503	1,211	5,981	20,650
WY	338	92	198	938	1,566
Total	1,710,703	133,210	155,952	1,100,911	3,100,776

Lifeline Overall Qualification Result
Second 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	3,526	763	270	2,361	633	7,553
AL	19,433	6,360	705	35,138	6,029	67,665
AR	15,777	2,083	600	16,561	2,892	37,913
AS		502	2	76	154	734
AZ	44,803	3,858	1,521	31,012	4,257	85,451
CA	82	5	1	80	18	186
CO	24,955	826	1,095	14,141	1,416	42,433
CT	5,687	391	257	2,823	482	9,640
DC	2,762	353	109	1,297	558	5,079
DE	1,922	288	66	1,147	383	3,806
FL	103,480	9,919	4,146	113,955	14,707	246,207
GA	51,893	4,965	2,232	46,313	8,073	113,476
GU	49	34	5	23	12	123
HI	2,748	401	217	2,955	547	6,868
IA	10,848	771	410	8,830	1,418	22,277
ID	2,772	514	97	3,420	636	7,439
IL	47,378	4,308	1,700	47,007	8,139	108,532
IN	31,425	2,203	1,387	24,117	3,255	62,387
KS	2,929	1,463	66	6,878	1,760	13,096
KY	40,614	2,227	2,737	27,646	3,610	76,834
LA	52,672	4,609	1,613	39,023	10,529	108,446
MA	15,341	2,550	462	15,274	3,192	36,819
MD	34,214	2,678	1,536	38,450	3,624	80,502
ME	3,114	318	113	1,804	371	5,720
MI	72,134	1,665	3,891	36,956	4,217	118,863
MN	15,906	876	756	10,906	1,726	30,170
MO	28,049	1,261	2,094	25,530	2,948	59,882
MP		254	2	65	69	390
MS	17,917	2,295	788	19,058	3,436	43,494
MT	960	178	61	980	210	2,389
NC	26,721	1,531	1,335	12,974	2,264	44,825
ND	1,387	354	50	1,468	411	3,670
NE	2,607	393	93	3,259	626	6,978
NH	1,284	201	40	504	285	2,314
NJ	25,573	6,210	871	47,730	7,972	88,356
NM	7,774	1,538	319	2,912	1,346	13,889
NV	29,612	871	1,284	29,670	1,766	63,203
NY	200,609	11,445	7,611	171,113	17,851	408,629
OH	72,827	5,076	2,715	47,894	7,664	136,176
OK	43,175	27,769	2,273	47,769	30,230	151,216
OR	9	2		6	2	19
PA	96,132	3,585	4,624	116,767	7,963	229,071
PR	104,606	25,902	5,456	27,616	9,202	172,782
RI	4,312	642	152	3,881	669	9,656
SC	23,178	1,247	1,658	32,004	2,968	61,055
SD	1,166	638	45	754	378	2,981
TN	20,812	4,596	859	35,781	7,645	69,693
TX	1	9		27	21	58
UT	10,592	460	490	8,443	861	20,846
VA	38,575	2,014	2,148	24,029	3,252	70,018
VI	30	15	12	38	10	105
VT	1,301	131	55	1,270	188	2,945
WA	46,807	2,254	1,421	22,221	3,017	75,720
WI	22,533	710	988	13,908	1,842	39,981
WV	10,637	808	652	7,176	1,377	20,650
WY	292	101	7	961	205	1,566
Total	1,445,942	157,420	64,097	1,234,001	199,316	3,100,776