

# LIFELINE NATIONAL VERIFIER QUARTERLY ELIGIBILITY DATA

## Fourth 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.<sup>1</sup>

- During the fourth quarter of 2025, the National Verifier (NV) received 4,545,334 applications.<sup>2</sup>
  - Of the applications received, 36.43% were qualified automatically, and 2.86% were qualified through manual documentation review.
  - Of the applications submitted, 2,759,689 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.<sup>3</sup>

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.<sup>4</sup>

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<sup>1</sup> 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.

<sup>2</sup> All applications received in Q4 2025.

<sup>3</sup> 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.

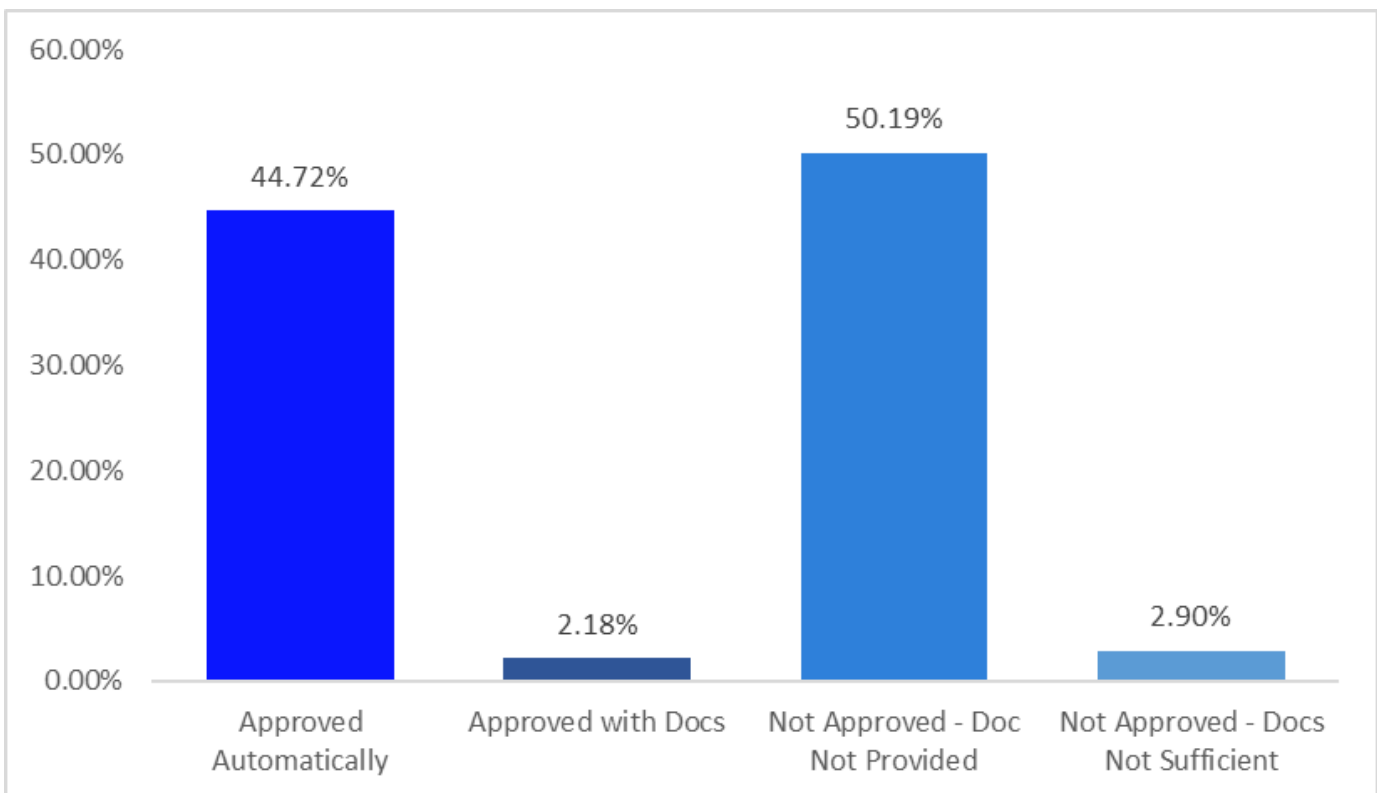
<sup>4</sup> An applicant can have multiple applications. A qualified application does not equate to enrollment in Lifeline. The applicant must select and enroll in service with a participating Lifeline service provider.

### 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, 44.72% of applications were automatically deemed eligible via database connections that the Lifeline program has established with states and federal agencies. Of the applications received, 53.09% failed to pass an automated eligibility check and did not provide sufficient eligibility documentation.

### Q4 2025 Eligibility Status Result

Income or participation in qualifying programs

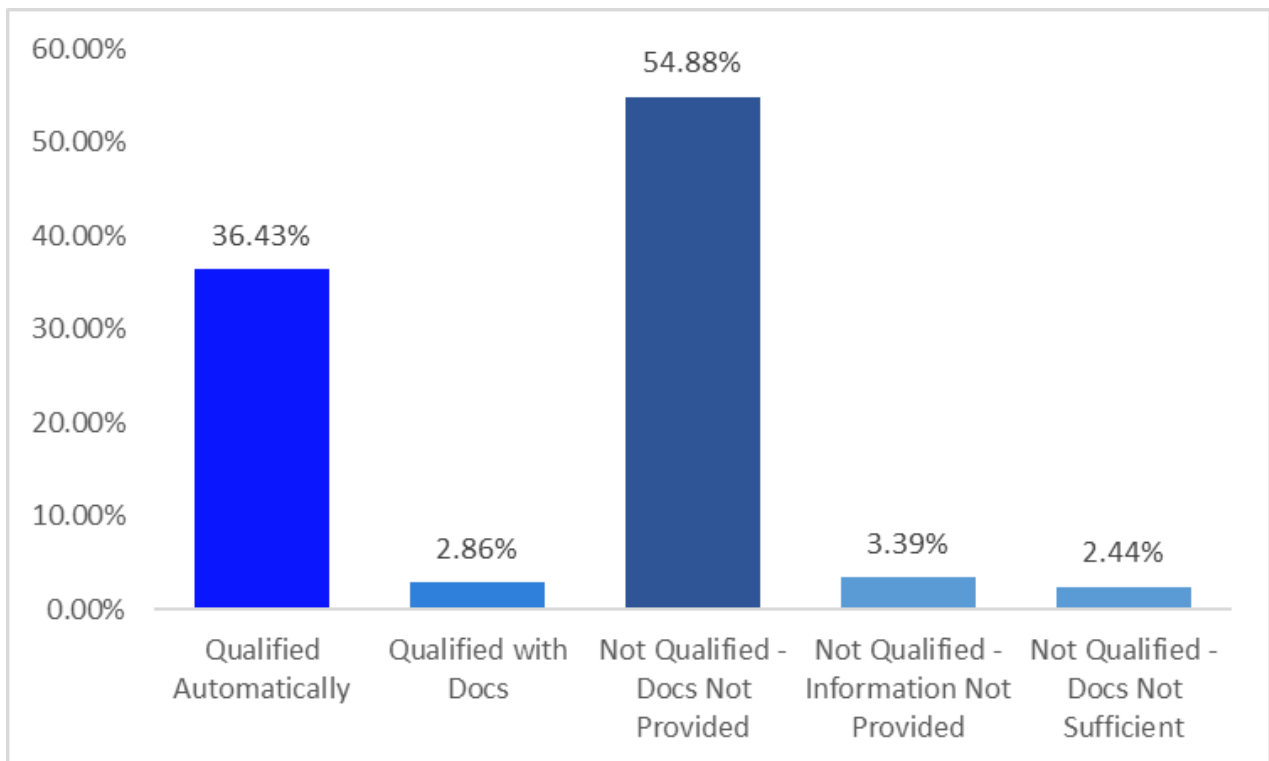


### Overall Qualification Result

After all application checks were concluded, including eligibility status checks and NLAD validations<sup>1</sup>, 1,785,654 applications were qualified to receive Lifeline (39.29% pass rate) either automatically or by submitting documentation.

### Q4 2025 Overall Qualification Result

After Eligibility Status Result and including NLAD validations



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

<sup>2</sup> 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 2025

State	Approved Automatically	Approved with Docs	Not Approved – Docs Not Sufficient	Not Approved – Docs Not Provided	Total
AL	25,536	4,106	4,894	33,024	67,560
AR	22,611	1,183	2,435	22,544	48,773
AS		511	76	38	625
AZ	46,172	1,518	3,171	29,015	79,876
CA	197	5	7	1,273	1,482
CO	32,247	190	813	7,632	40,882
CT	5,693	127	336	1,620	7,776
DC	2,993	232	402	719	4,346
DE	2,029	156	341	711	3,237
FL	89,357	8,507	11,590	88,996	198,450
GA	70,615	2,290	5,760	44,478	123,143
GU	43	20	13	16	92
HI	4,422	393	582	2,655	8,052
IA	13,967	354	969	6,437	21,727
ID	3,278	255	391	3,421	7,345
IL	56,529	2,371	6,384	45,739	111,023
IN	37,626	832	2,455	17,659	58,572
KS	3,875	1,986	1,505	3,520	10,886
KY	54,863	591	3,139	21,823	80,416
LA	63,661	2,051	4,368	42,275	112,355
MA	11,313	1,071	1,663	4,348	18,395
MD	48,520	1,412	2,923	60,023	112,878
ME	4,786	167	304	1,598	6,855
MI	82,993	1,187	4,232	67,338	155,750
MN	31,628	371	1,253	40,953	74,205
MO	37,788	297	1,642	13,023	52,750
MP		203	47	32	282
MS	32,908	1,511	2,703	69,434	106,556
MT	2,364	162	302	1,597	4,425
NC	24,828	452	1,513	7,305	34,098
ND	1,789	282	337	1,258	3,666
NE	3,686	325	513	2,663	7,187
NH	1,137	118	201	387	1,843
NJ	35,504	3,125	4,921	76,279	119,829
NM	9,740	559	811	2,741	13,851
NV	49,990	317	1,269	69,212	120,788
NY	491,701	5,215	12,263	1,005,223	1,514,402
OH	90,571	2,619	5,592	46,321	145,103
OK	64,992	29,944	12,688	146,234	253,858
OR	13	2	3	112	130
PA	117,209	990	4,433	95,353	217,985
PR	104,513	13,383	4,998	16,984	139,878
RI	5,803	311	464	28,747	35,325
SC	35,733	453	2,540	27,756	66,482
SD	1,424	419	382	832	3,057
TN	31,871	3,453	5,977	42,517	83,818
TX	3	10	19	611	643
UT	9,051	110	500	3,729	13,390
VA	56,898	815	2,326	29,193	89,232
VI	69	7	9	72	157
VT	1,398	53	91	544	2,086
WA	50,804	826	1,802	15,277	68,709
WI	34,331	310	1,599	18,647	54,887
WV	17,756	477	1,167	8,932	28,332
WY	385	76	185	688	1,334
<b>Total</b>	<b>2,032,876</b>	<b>99,131</b>	<b>131,970</b>	<b>2,281,357</b>	<b>4,545,334</b>

Lifeline Overall Qualification Result  
 Fourth 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	2,919	521	252	2,077	781	6,550
AL	21,868	4,426	949	35,119	5,198	67,560
AR	18,670	1,690	834	24,929	2,650	48,773
AS		458	1	38	128	625
AZ	39,159	2,366	2,079	32,504	3,768	79,876
CA	59	7	4	1,395	17	1,482
CO	26,992	775	1,655	10,328	1,132	40,882
CT	4,763	264	145	2,170	434	7,776
DC	2,423	274	86	1,082	481	4,346
DE	1,719	180	38	904	396	3,237
FL	76,266	9,907	3,374	96,195	12,708	198,450
GA	61,329	3,403	2,831	49,222	6,358	123,143
GU	28	27	1	21	15	92
HI	3,576	475	270	3,042	689	8,052
IA	11,721	609	542	7,776	1,079	21,727
ID	2,850	322	122	3,622	429	7,345
IL	47,978	3,343	2,203	50,503	6,996	111,023
IN	30,771	1,744	2,097	21,180	2,780	58,572
KS	3,315	2,065	78	3,798	1,630	10,886
KY	43,674	2,170	3,553	27,369	3,650	80,416
LA	55,664	3,045	2,554	46,214	4,878	112,355
MA	8,928	1,307	290	5,887	1,983	18,395
MD	40,338	1,794	2,951	64,546	3,249	112,878
ME	4,069	272	130	2,032	352	6,855
MI	71,317	2,129	3,831	73,639	4,834	155,750
MN	24,048	818	2,225	45,561	1,553	74,205
MO	29,420	1,016	2,266	18,126	1,922	52,750
MP		193		31	58	282
MS	24,106	1,916	1,610	75,923	3,001	106,556
MT	1,955	231	117	1,783	339	4,425
NC	20,674	1,018	766	9,784	1,856	34,098
ND	1,508	323	75	1,380	380	3,666
NE	3,205	383	117	2,916	566	7,187
NH	985	138	34	463	223	1,843
NJ	27,013	3,276	978	81,931	6,631	119,829
NM	8,470	907	203	3,297	974	13,851
NV	36,581	577	3,093	78,565	1,972	120,788
NY	381,649	7,825	40,833	1,069,418	14,677	1,514,402
OH	78,828	4,309	3,563	52,061	6,342	145,103
OK	50,581	29,981	3,082	154,794	15,420	253,858
OR	4	2		121	3	130
PA	97,823	2,381	4,408	108,188	5,185	217,985
PR	86,227	19,562	4,999	21,849	7,241	139,878
RI	3,687	410	199	30,513	516	35,325
SC	27,324	901	2,156	33,340	2,761	66,482
SD	1,112	465	70	976	434	3,057
TN	26,446	3,956	1,257	45,854	6,305	83,818
TX	1	8		613	21	643
UT	7,356	273	540	4,608	613	13,390
VA	47,330	1,646	2,989	34,487	2,780	89,232
VI	50	11	7	79	10	157
VT	1,189	85	61	652	99	2,086
WA	43,632	1,863	2,076	18,842	2,296	68,709
WI	29,166	745	1,427	21,602	1,947	54,887
WV	14,715	961	926	10,392	1,338	28,332
WY	332	88	10	713	191	1,334
<b>Total</b>	<b>1,655,813</b>	<b>129,841</b>	<b>110,957</b>	<b>2,494,454</b>	<b>154,269</b>	<b>4,545,334</b>