

LIFELINE NATIONAL VERIFIER QUARTERLY ELIGIBILITY DATA

Fourth Quarter 2021

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 2021, the National Verifier (NV) received 4,379,229 applications.²
 - Of the applications received, 49% were qualified automatically, and 7% were qualified through manual documentation review.
 - Of the applications submitted, 1,927,028 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.

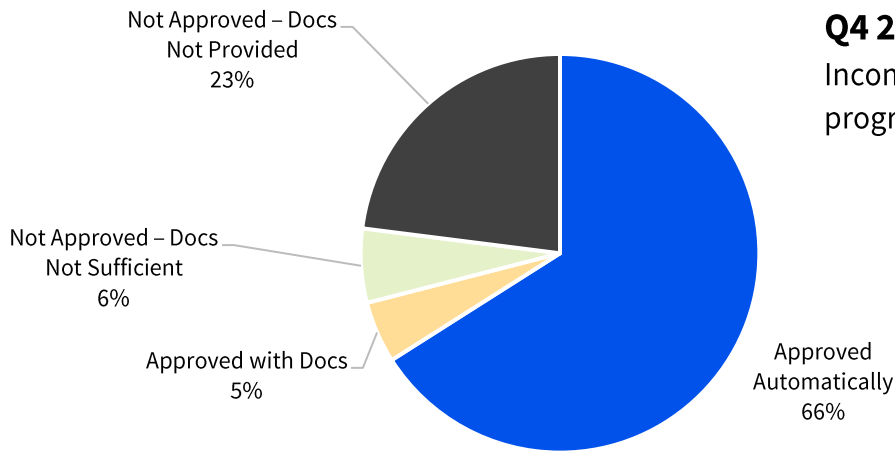
² All applications received in Q4 2021.

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.

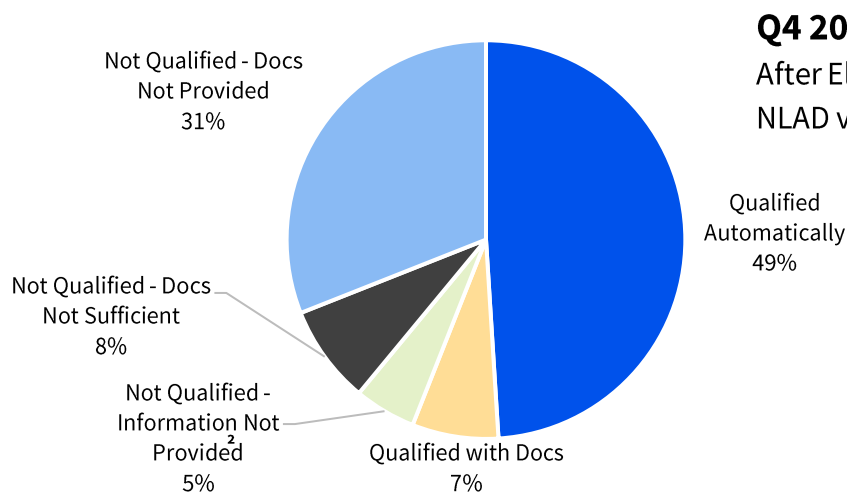


Q4 2021 Eligibility Status Result

Income or participation in qualifying programs

Overall Qualification Result

After all application checks were concluded, including eligibility status checks and NLAD validations¹, 2,452,201 applications were qualified to receive Lifeline (56% pass rate) either automatically or by submitting documentation.



Q4 2021 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
 Fourth Quarter 2021

STATE	Approved Automatically	Approved with Documents	Not Approved - Docs Not Sufficient	Not Approved - Docs Not Provided	TOTAL
AK	2,147	260	203	582	3,192
AL	41,014	9,560	10,262	31,000	91,836
AR	40,853	3,804	6,117	16,523	67,297
AS	-	251	34	14	299
AZ	67,496	6,726	7,888	25,622	107,732
CA	484	27	195	68	774
CO	52,114	983	2,083	12,131	67,311
CT	30,514	1,946	3,051	11,637	47,148
DC	16,912	747	1,244	5,590	24,493
DE	7,744	546	965	3,549	12,804
FL	174,788	13,939	19,084	85,029	292,840
GA	161,334	13,474	19,620	71,665	266,093
GU	28	69	39	50	186
HI	7,541	822	1,291	3,362	13,016
IA	21,865	750	1,782	5,795	30,192
ID	5,699	496	813	2,228	9,236
IL	119,722	11,212	13,678	51,264	195,876
IN	87,457	3,376	7,128	28,406	126,367
KS	10,618	3,268	3,236	9,581	26,703
KY	81,238	1,990	6,306	24,668	114,202
LA	102,111	5,291	10,940	32,346	150,688
MA	51,211	5,034	5,518	19,328	81,091
MD	62,689	3,822	7,308	27,300	101,119
ME	7,276	382	647	1,969	10,274
MI	145,781	3,319	7,616	36,826	193,542
MN	37,424	1,043	2,379	10,805	51,651
MO	59,007	2,205	5,061	21,641	87,914
MP	6	168	87	97	358
MS	57,256	3,902	6,911	20,525	88,594
MT	4,179	313	465	1,793	6,750
NC	103,341	3,115	6,737	35,766	148,959
ND	1,156	268	258	594	2,276
NE	6,138	1,056	1,162	3,865	12,221
NH	5,184	391	633	3,012	9,220
NJ	38,969	4,935	10,223	27,678	81,805
NM	38,721	687	1,202	5,863	46,473
NV	49,407	1,882	3,975	12,425	67,689
NY	250,653	16,781	33,538	91,923	392,895
OH	159,204	8,933	15,886	47,324	231,347
OK	31,460	18,694	7,687	17,503	75,344
OR	7,651	424	1,053	3,763	12,891
PA	169,598	6,486	12,310	49,270	237,664
PR	167,446	28,092	9,450	20,653	225,641
RI	8,560	692	813	2,903	12,968
SC	64,876	2,291	6,196	26,910	100,273
SD	781	247	264	563	1,855
TN	78,345	2,515	6,056	30,773	117,689
TX	-	-	-	-	-
UT	14,651	567	977	5,499	21,694
VA	66,571	2,628	4,758	20,003	93,960
VI	209	17	16	195	437
VT	4,386	264	383	1,546	6,579
WA	69,129	1,600	3,559	18,911	93,199
WI	57,949	1,039	2,784	10,111	71,883
WV	30,689	1,433	2,678	8,625	43,425
WY	381	165	184	534	1,264
TOTAL	2,881,963	204,927	284,733	1,007,606	4,379,229

Lifeline Overall Qualification Result
 Fourth Quarter 2021

STATE	Qualified Automatically	Qualified with Documents	Not Qualified – Information Not Provided ¹	Not Qualified - Docs Not Sufficient	Not Qualified - Docs Not Provided	TOTAL
AK	1,717	404	102	260	709	3,192
AL	30,595	10,303	3,967	11,429	35,542	91,836
AR	29,762	5,764	2,940	7,233	21,598	67,297
AS	-	234	2	49	14	299
AZ	49,579	9,165	5,337	9,397	34,254	107,732
CA	344	39	60	234	97	774
CO	38,366	2,631	3,843	3,037	19,434	67,311
CT	24,094	2,876	2,086	3,582	14,510	47,148
DC	13,760	1,607	984	1,487	6,655	24,493
DE	6,078	743	620	1,090	4,273	12,804
FL	137,341	18,182	15,931	22,584	98,802	292,840
GA	123,020	19,091	11,318	22,835	89,829	266,093
GU	13	71	1	47	54	186
HI	5,330	1,123	738	1,476	4,349	13,016
IA	15,418	1,595	1,738	2,276	9,165	30,192
ID	3,962	715	381	944	3,234	9,236
IL	93,550	14,661	9,002	15,853	62,810	195,876
IN	62,352	7,307	6,409	8,730	41,569	126,367
KS	7,348	3,551	728	3,611	11,465	26,703
KY	56,342	5,753	7,550	8,206	36,351	114,202
LA	76,493	8,979	8,252	12,840	44,124	150,688
MA	40,594	6,761	3,192	6,647	23,897	81,091
MD	47,663	5,632	3,980	8,260	35,584	101,119
ME	5,276	609	400	780	3,209	10,274
MI	110,493	6,835	11,366	9,454	55,394	193,542
MN	26,359	2,037	2,789	3,064	17,402	51,651
MO	38,010	4,222	4,741	6,131	34,810	87,914
MP	3	162	4	92	97	358
MS	41,752	6,701	4,981	8,508	26,652	88,594
MT	3,089	479	350	560	2,272	6,750
NC	69,675	6,912	10,848	8,568	52,956	148,959
ND	912	305	71	303	685	2,276
NE	4,714	1,303	414	1,326	4,464	12,221
NH	4,145	527	255	727	3,566	9,220
NJ	30,375	5,957	2,464	11,267	31,742	81,805
NM	28,945	2,203	3,618	2,023	9,684	46,473
NV	37,518	3,751	4,022	4,979	17,419	67,689
NY	193,020	29,541	17,048	40,016	113,270	392,895
OH	116,722	14,617	12,814	18,723	68,471	231,347
OK	25,037	19,517	1,880	8,948	19,962	75,344
OR	5,321	520	987	1,214	4,849	12,891
PA	128,536	12,068	10,506	14,846	71,708	237,664
PR	121,771	47,033	12,461	15,354	29,022	225,641
RI	6,464	982	523	976	4,023	12,968
SC	43,893	4,307	5,822	7,308	38,943	100,273
SD	589	287	50	292	637	1,855
TN	52,261	4,395	7,762	7,297	45,974	117,689
TX	-	-	-	-	-	-
UT	10,508	1,037	1,179	1,314	7,656	21,694
VA	49,016	5,028	5,734	6,094	28,088	93,960
VI	130	24	31	18	234	437
VT	3,188	410	192	449	2,340	6,579
WA	50,166	3,528	5,293	4,698	29,514	93,199
WI	41,643	2,200	5,245	3,690	19,105	71,883
WV	21,043	2,726	2,556	3,519	13,581	43,425
WY	311	185	10	194	564	1,264
TOTAL	2,134,606	317,595	225,577	344,839	1,356,612	4,379,229

¹This 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).