



**Evaluating The Effectiveness of Emergency Lifeline Support For Survivors Report –  
Safe Connections Act of 2022**

**Prepared by the:**

**Wireline Competition Bureau**

**Submitted to the:**

**Senate Committee on Commerce, Science, and Transportation  
House of Representatives Committee on Energy and Commerce**

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**I. INTRODUCTION**

1. Pursuant to the Safe Connections Act of 2022<sup>1</sup> (Safe Connections Act or SCA), this Report evaluates the implementation of the statute’s requirement of emergency communications support for survivors of domestic violence, human trafficking and related crimes.<sup>2</sup> The SCA required mobile service providers to separate the line of a survivor and directed the Federal Communications Commission (Commission) to provide a streamlined pathway for survivors suffering financial hardship to receive emergency communications support. The Commission selected the Lifeline program to provide this emergency support.<sup>3</sup>

**II. BACKGROUND**

**A. Lifeline Program**

2. The Lifeline program provides support for broadband Internet access service, phone service or bundled packages provided by eligible telecommunications carriers (ETCs) to qualifying low-income consumers.<sup>4</sup> Eligibility for the Lifeline program is typically based on household income or participation in certain government assistance programs.<sup>5</sup> Generally, qualifying low-income consumers can receive an up to \$9.25 monthly discount on broadband Internet access service or a \$5.25 monthly discount on Lifeline-supported voice service.<sup>6</sup> Lifeline consumers residing on qualifying Tribal lands can receive up to an additional \$25 monthly discount on Lifeline service.<sup>7</sup> Consumers can confirm their eligibility for Lifeline through the National Lifeline Eligibility Verifier (National Verifier), either through

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<sup>1</sup> Safe Connections Act of 2022, Pub. L. No. 117-223, 116 Stat. 2280 (Safe Connections Act or SCA).

<sup>2</sup> Safe Connections Act § 5(b)(2)(C)(i)–(iii).

<sup>3</sup> *Supporting Survivors of Domestic and Sexual Violence et al.*, WC Docket Nos. 22-238 et al., Report and Order, 38 FCC Rcd 11280, 11355-56, para. 151 (Nov. 16, 2023) (*Safe Connections Act Report and Order*).

<sup>4</sup> See 47 U.S.C. § 254(b)(3); 47 CFR § 54.401.

<sup>5</sup> 47 CFR § 54.409(a)(1)–(2).

<sup>6</sup> See 47 CFR § 54.403(a)(1)–(2).

<sup>7</sup> 47 CFR § 54.400(e); 47 CFR § 54.403(a)(3).

the consumer portal or through a specific service provider that has a connection with the National Verifier. If a consumer resides in an opt-out state, they can confirm eligibility through the opt-out state's eligibility verification process. Once eligibility has been confirmed, if the consumer has not chosen to go through the eligibility verification process with a specific service provider, consumers may choose a service provider and the service provider will use the National Lifeline Accountability Database (NLAD) to enroll the consumers into Lifeline, creating a record that forms the basis of that provider's claims for reimbursement.

**B. SCA Benefit**

3. On December 7, 2022, the SCA was signed into law to ensure that survivors of domestic violence, human trafficking, and related crimes can separate their mobile service connectivity from abusers.<sup>8</sup> The SCA amended the Communications Act of 1934 (Communications Act) to require mobile service providers to separate the phone line of a survivor, and individuals in the care of the survivor of domestic violence (or other related crimes), from a mobile service contract shared with their abuser within two business days after receiving a request from the survivor.<sup>9</sup> The legislation also required the Commission to designate either the Lifeline program or Affordable Connectivity Program (ACP) as the vehicle for the SCA Benefit of providing survivors suffering financial hardship with emergency communications support for up to six months.<sup>10</sup> The Commission ultimately selected the Lifeline program as the vehicle for providing emergency communications support to survivors.<sup>11</sup> In adopting the Lifeline program for this purpose, the Commission added to the Lifeline eligibility rules an expanded set of eligibility criteria for survivors experiencing financial hardship who have requested a line separation pursuant to the SCA.<sup>12</sup> The SCA requires survivors to provide proof of survivor status to their service provider in order to make the line separation.<sup>13</sup>

4. The eligibility standards for emergency communications support under the SCA differ slightly from the traditional Lifeline program eligibility standards. For example, under the traditional Lifeline program eligibility standards, consumers qualify if they have a household income at or below 135% of the Federal Poverty Guidelines, but having a household income at or below 200% of the Federal Poverty Guidelines constitutes financial hardship for purposes of the SCA.<sup>14</sup> The other component to qualifying for the SCA Benefit is the requirement to request a line separation, which is not required by traditional Lifeline program eligibility standards.<sup>15</sup>

5. The SCA Benefit differs slightly from the standard Lifeline process in other ways. The voice-only benefit is up to \$9.25 per month under the SCA process, whereas the current standard Lifeline

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<sup>8</sup> Safe Connections Act § 3(4) (finding that “independent access to a wireless phone plan can assist survivors in establishing security and autonomy”). A survivor is an individual against whom or who cares for another individual against whom a covered act has been committed or allegedly committed. 47 CFR § 64.6400(m). Covered acts include, among other things, domestic violence, dating violence, sexual assault, stalking, and sex trafficking. 47 CFR § 64.6400(e).

<sup>9</sup> Safe Connections Act § 4 (adding section 345 to the Communications Act, 47 U.S.C. § 345).

<sup>10</sup> Safe Connections Act § 5(b)(2)(A). The Affordable Connectivity Program provided funding for broadband to low-income consumers during and shortly after the COVID-19 pandemic. *See generally Affordable Connectivity Program; Emergency Broadband Benefit Program*, Report and Order and Further Notice of Proposed Rulemaking, WC Docket Nos. 21-450 and 20-445, 37 FCC Rcd 484 (2022).

<sup>11</sup> *Safe Connections Act Report and Order*, 38 FCC Rcd at 11280, 11355–56, para. 151.

<sup>12</sup> 47 CFR § 54.409(a)(3)(i)–(ii).

<sup>13</sup> Safe Connections Act § 4(c)(1)(A)(i)–(ii).

<sup>14</sup> 47 CFR § 54.409(a)(3)(i); 47 CFR § 54.400(s)(1).

<sup>15</sup> This requirement was prescribed by the statute. Safe Connections Act §§ 4(c)(1), 5(b)(2)(A)(ii); 47 CFR § 54.409(a)(3)(ii).

benefit for voice-only services is \$5.25 per month due to the Lifeline program's voice-only phase down requirement.<sup>16</sup> Additionally, survivors who qualify under the SCA are eligible to receive the emergency communications support for six months, whereas consumers who qualify under the traditional Lifeline standards receive the Lifeline benefit for as long as they meet the standard for a low-income consumer.<sup>17</sup> Finally, the Universal Service Administrative Company's (USAC's) systems, which include the NLAD and the National Verifier, apply nationally for SCA Benefit participants, with no option to use a state-driven process in the "opt-out" states.<sup>18</sup>

**C. Statistics Concerning Safe Connections Program Participation**

6. Since the SCA benefit became available on September 4, 2024,<sup>19</sup> there have been 5,429 applications created under the SCA process but 2,469 of those qualified under the traditional Lifeline eligibility standards and were processed under those standards.<sup>20</sup> Of the remaining 2,960 applications that did not qualify under the traditional Lifeline standards, only 17 ultimately qualified under the SCA process because the vast majority of applicants did not submit documentation substantiating a line separation request.<sup>21</sup> Ultimately, out of 17 SCA qualified applications two enrolled to receive the SCA-eligible Lifeline benefits.<sup>22</sup>

**D. Program Evaluation**

**1. Statutory and Regulatory Requirement for Program Evaluation Report**

7. The SCA requires that the Commission complete and submit to the appropriate Congressional committees, within two years of the completion of the rulemaking implementing the Safe Connections Act, a report that includes an evaluation of "the effectiveness of the Commission's provision of support to survivors through the designated program," and an assessment of "the detection and elimination of fraud, waste, and abuse with respect to the support" provided to survivors.<sup>23</sup> The *Safe Connections Report and Order* directed the Wireline Competition Bureau (Bureau) to complete this evaluation of the effectiveness of support offered to survivors and to share the report of the evaluation with the Committee on Commerce, Science, and Transportation of the Senate and the Committee on Energy and Commerce of the House of Representatives.<sup>24</sup> Therefore, as required by the SCA and the Commission's *Safe Connections Report and Order*, we are providing this report to the appropriate Congressional committees.

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<sup>16</sup> *Safe Connections Act Report and Order*, 38 FCC Rcd at 11361, para. 163 (stating that the National Verifier will be used for all Safe Connections Act applications which includes applications made in the NLAD opt-out states of California, Oregon, and Texas).

<sup>17</sup> 47 CFR § 54.407(a); 47 CFR § 54.424(b).

<sup>18</sup> *Safe Connections Act Report and Order*, 38 FCC Rcd at 11364, para. 167.

<sup>19</sup> Universal Service Administrative Company (USAC), Lifeline Newsletter 2024 September (September 26, 2024), <https://www.usac.org/wp-content/uploads/lifeline/documents/Newsletters/September-2024-Lifeline-Newsletter.pdf>.

<sup>20</sup> See Letter from Tim O'Brien, Vice President, Lifeline Program, Universal Service Administrative Co., to Nicholas Page, Chief, and Bryan Boyle, Deputy Chief, Telecommunications Access Policy Division, FCC Wireline Competition Bureau, WC Docket No. 11-42, at 1 (filed Dec. 4, 2025) (USAC Data Letter). This data is accurate as of December 1, 2025.

<sup>21</sup> See *id.*

<sup>22</sup> See *id.*

<sup>23</sup> Safe Connections Act § 5(b)(2)(C)(i)–(iii).

<sup>24</sup> Safe Connections Act §§ 5(a)(2), 5(b)(2)(C)(iii); *Safe Connections Act Report and Order*, 38 FCC Rcd at 11370, para. 181.

## 2. Surveys

8. To assist with its evaluation, the Commission directed USAC to develop a survey<sup>25</sup> to be sent to stakeholders—including organizations that work directly with survivors, Lifeline ETCs, and Tribal organizations—seeking program evaluation input.<sup>26</sup> The surveys were made available to approximately 2,500 organizations on April 1, 2025 and closed on April 30, 2025.<sup>27</sup> The survey was developed by the Bureau, with feedback from the Office of Economics and Analytics, Office of General Counsel, and USAC, and it was administered on behalf of the Commission by USAC. The response rate was approximately 3.4%.<sup>28</sup> Nearly half (47%) of the respondents that provided completed responses worked for survivor support organizations, and likely provided particularly salient data gathered from the many survivors they support.<sup>29</sup>

9. The survey posed 23 questions, with questions directed to the communications service needs of survivors and the respondents' awareness of various aspects of the SCA benefit and the Lifeline program. All questions were optional in order to reduce the burden on respondents. To further reduce burden on respondents and capture the range of responses, most questions were multiple-select or multiple-choice questions.<sup>30</sup> The survey offered an option for an open-ended response near the end, where respondents were able to share information that might help implement the SCA benefit for survivors.

## III. EVALUATING THE EFFECTIVENESS OF SUPPORT FOR SURVIVORS

10. In their responses to the surveys, respondents were generally aware of the SCA Benefit. As detailed below, respondents provided further information about their experiences with the Lifeline program and its support to survivors.

### A. Service Needs of Survivors

11. *Areas served.* Respondents serve survivors across all types of geographic areas. The vast majority of respondents (90% of all responses) identified that they serve survivors from rural areas.<sup>31</sup> One respondent noted that their “area is very rural and there are no major towns within 30 miles.”<sup>32</sup> Respondents also identified that they serve survivors from urban areas (44% of all responses), suburban areas (40% of all responses), Tribal areas (23% of all responses), and other remote areas (15% of all

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<sup>25</sup> The survey referenced in this report was a set of 23 questions sent to 6,921 recipients. Participation in the survey was voluntary, and the results do not constitute a statistically representative sample. The responses still contribute meaningful insights that enhance our understanding of the SCA program from a qualitative standpoint.

<sup>26</sup> *Safe Connections Act Report and Order*, 38 FCC at 11370–71, para. 181.

<sup>27</sup> Universal Service Administrative Company, *Lifeline Program Safe Connections Act Survey*, OMB 3060-0819, March 2025. The questions and aggregated responses from the survey are provided in Appendix A.

<sup>28</sup> USAC received 237 responses out of 6,921 surveys sent to recipients representing approximately 2,500 organizations. There were 151 partial responses (respondent completed at least the first page of the survey) and 86 completed responses (respondent completed the survey but may not have responded to every question). This is a similar response rate to surveys that were conducted for the former Affordable Connectivity Program. *See* Federal Communications Commission, *ACP Consumer Survey* (June 3, 2024), <https://www.fcc.gov/acp-survey>. For later analysis, one observation from completed responses and one observation from partial responses was deleted due to having multiple submissions associated with the same email address. Additionally, completed and partial responses are grouped together for most analysis.

<sup>29</sup> Of 86 completed responses, 40 came from survivor support organizations.

<sup>30</sup> For multi-select options, respondents could select more than one response to a question. This means that adding up the share of responses selected within a question may result in the total share being greater than 100%.

<sup>31</sup> *See* Appendix A at 9, Q2.

<sup>32</sup> All the statements in this report attributed to respondents are quoted directly from the survey responses.

responses).<sup>33</sup>

12. *Survivor Demographics.* The survivors that respondents serve overwhelmingly participate in programs that are targeted at low-income households such as SNAP or Medicaid. Nearly all (93%) of respondents indicate that survivors either “often” or “occasionally” participate in such low-income programs, with 74% of respondents indicating that survivors “often” participate in such low-income programs and 20% answering “occasionally.”<sup>34</sup> One respondent noted that they serve a “rural/low income area and most of our customer [*sic*] can qualify with low income/snap [*sic*].” Most respondents (66%) also support survivors that are minors.<sup>35</sup> Of those that support minors, nearly all respondents (98%) said either “yes” (62%) or “sometimes” (36%) that the minors have an adult that cared for the minor that was also seeking services.<sup>36</sup>

13. *Affordability.* On average, respondents estimated that about 74% of survivors were concerned about affording voice or Internet service.<sup>37</sup> One respondent commented that one way to help implement the SCA benefit would be for “access to apply for these kinds of services. Survivors do not have devices or Internet to do the initial application and most providers are not aware of this service to tell the client about them.”

14. *Sufficiency of Lifeline and SCA Benefit plans.* Almost half (48%) of respondents answered that they did not know whether the survivors they serve had sufficient Lifeline/SCA voice and Internet plans from which to choose, while 32% answered service options were sufficient, and 19% answered service options were not sufficient.<sup>38</sup>

15. *Options without SCA or Lifeline benefits.* Half (50%) of respondents said that if there were no SCA or Lifeline benefit, the survivors they serve would continue voice or Internet service but may need to reduce other spending (27%), go without voice or Internet service for a short time period (17%), or reduce the quality of service (6%).<sup>39</sup> Approximately 34% of respondents said that the survivors they serve “would not be able to purchase voice or internet service for long periods of time,”<sup>40</sup> while 16% said that the survivors they serve would continue to purchase voice or Internet service but with financial assistance through non-profit organizations, other government programs, or family or friends.<sup>41</sup>

## **B. Awareness of SCA and Lifeline**

16. *Awareness of the Safe Connection Act Benefit.* Respondents were mostly aware (64%) of the SCA Benefit before filling out this survey, though this awareness did not necessarily lead to applications being filed.<sup>42</sup> For example, respondents commented that “[w]e have not had anyone apply for the SCA Benefit to date” and that “[t]his organization has not had any SCA applications.” Other

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<sup>33</sup> See Appendix A at 9, Q2.

<sup>34</sup> See *id.* at 11, Q5.

<sup>35</sup> See *id.*, Q6.

<sup>36</sup> See *id.*, Q7.

<sup>37</sup> See *id.* at 10, Q4.

<sup>38</sup> See *id.* at 15, Q18.

<sup>39</sup> See *id.*, Q16. Out of 70 respondents, 19 selected “Survivors would continue to purchase voice or internet service but may reduce spending in other ways,” 12 selected “Survivors would continue to purchase voice or internet service but not have service for some short periods of time,” and 4 selected “Survivors would continue to purchase voice or internet service but reduce the quality of service.” In total 35 (19+12+4) respondents indicated they would be able to continue service with some restrictions.

<sup>40</sup> See *id.*

<sup>41</sup> See *id.*

<sup>42</sup> See *id.* at 12, Q11.

respondents commented that they did not market the benefit: “We have not marketed to the SCA market” and “[o]ur agency has not promoted this service much. When survivors come in, they usually have their own device plans and do not discuss voice and internet services with us unless they have had their device taken.” One respondent commented that they “would actually like more information on this program so [they] could incorporate it in [their] services” and that they “feel like the lack of available information has prevented the usage of this wonderful service.” Among the entities that most directly interact with survivors, less than half of respondents (49%) both assisted survivors and were aware of the SCA Benefit prior to responding to the survey.<sup>43</sup>

17. *Awareness of Lifeline.* A little over one-third (38%) of respondents estimated that the survivors seeking help from them have not applied for Lifeline, while a little under one-third (29%) estimated that less than a quarter of the survivors seeking help from them have applied for Lifeline.<sup>44</sup> One respondent commented that “We utilize USAC and the [N]ational [V]erifier for Lifeline participants and have not had any inquiries from survivors regarding the benefits or requests for enrollment.” Another respondent noted some challenges that survivors believe may exist in applying for Lifeline: “We serve survivors in an emergency shelter setting. The [L]ifeline application requirement that ties benefits to a single address has prevented our survivors from accessing a Lifeline phone and service. They do not have a safe address to provide, other than the address of our shelter. Unless our survivors have family or friends close who can receive their mail, they are not able to get help through Lifeline.”<sup>45</sup>

18. There are many reasons why respondents believe that the survivors they serve may apply for Lifeline under the standard application process rather than the SCA Benefit. The most common reason highlighted by respondents (62%) was that survivors have “heard about Lifeline, but not the SCA.”<sup>46</sup> One respondent commented that “[t]his is the first time we, as a Service Provider have heard of SCA. We are aware of Lifeline but not the Survivor Benefit. We are a service provider in the South Pacific and are interested in SCA and would like to know more.” The other common reasons respondents gave to explain why applicants choose the standard Lifeline benefit over the SCA Benefit were that “they prefer the long-term benefit of Lifeline over the short-term (6 months) benefit of the SCA” (36%), “they do not realize that the SCA provides a larger benefit for voice-only service (\$9.25) than the Lifeline voice-only benefit (\$5.25)” (30%), and that “they don’t have line separation documentation” (24%).<sup>47</sup> One respondent noted that “[w]e see mostly SCA survivors that prefer to qualify for the longer term of Lifeline [versus] the increased amount of SCA that also comes with the additional documentation required to receive the benefit.”

19. Respondents themselves have largely not advertised the SCA Benefit to survivors. A minority of respondents (31%) have advertised or made survivors aware of the SCA Benefit.<sup>48</sup> Of these that said they did advertise the SCA benefit, 38% of respondents made survivors aware “in person during consultations,” followed by 29% of respondents that otherwise made survivors aware “in person,” and

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<sup>43</sup> Of the 53 that responded “yes” to whether they were aware of the SCA Benefit, 44 respondents indicated the number of survivors that their organization supported (with 9 respondents not responding at all), and of those 44, 20 respondents identified a number 1 or greater of the number of survivors that their organization supported.

<sup>44</sup> See Appendix A at 12, Q12.

<sup>45</sup> Although this respondent notes a purported difficulty of obtaining Lifeline for different households at a single address, the Lifeline rules do allow eligible independent households that live at a single address to each obtain a Lifeline discount. See, e.g., Universal Service Administrative Company (USAC), What is a Household? (last visited Nov. 24, 2025), <https://www.lifelinesupport.org/what-is-a-household/> (noting that 30 seniors that live in an assisted-living home (with a shared address) are 30 households).

<sup>46</sup> See *id.* at 13, Q13.

<sup>47</sup> See *id.*

<sup>48</sup> See *id.* at 14, Q14a.

17% “on organization websites.”<sup>49</sup> One respondent offered that even though there is awareness of the SCA Benefit, there are still other obstacles, as “[s]urvivors are reluctant to apply for either regular Lifeline or SCA because they are overwhelmed, reluctant to change carriers, and mistrustful of government-funded programs. We offer numerous options for supporting clients in applying, but very few apply. People who qualify are not familiar with the program enough to trust it.”

20. *Awareness of temporary nature of SCA Benefit.* Among all respondents, 78% said that they did not know whether survivors receive enough notice about the end of the SCA Benefit (which lasts up to 6 months).<sup>50</sup>

21. *SCA Line Separation.* While 69% of respondents answered that they did not know whether survivors are able to obtain a line separation from their abusers without much difficulty, of the 24 respondents that answered yes or no, two-thirds said that they thought survivors could obtain a line separation easily, while the remaining one-third said they could not.<sup>51</sup> One respondent noted that “[s]ome of these questions presume a position that the survivor is sharing personal info at a time when they are making a very hard decision to separate their lines from their alleged abuser. The service provider agent is not in a position to be a counselor and thus facilitates the line separate [*sic*] as quickly and efficiently as possible under the SCA rules.”

#### IV. ASSESSING THE DETECTION AND ELIMINATION OF WASTE, FRAUD, AND ABUSE

22. In addition to requiring an evaluation of the effectiveness of the Commission’s provision of support to survivors, the SCA also required that the Commission “assess the detection and elimination of fraud, waste, and abuse with respect to the support.”<sup>52</sup> As discussed above, survivors are required to use the National Verifier to confirm they are experiencing financial hardship, which is needed to be eligible for the SCA benefit.<sup>53</sup> Survivors can, however, self-certify financial hardship in instances where their eligibility cannot be determined through database connections.<sup>54</sup> To date, only one applicant has enrolled using the self-certify option.

23. Considering that there were only two enrollments that were specifically done under the SCA Benefit apart from the Lifeline program,<sup>55</sup> significant waste, fraud, and abuse of the SCA Benefit is unlikely. It does not appear that there are any program integrity issues with the self-certification option, and the protections of the National Verifier as well as the line separation requirements have helped to mitigate any potential waste, fraud, and abuse.

#### V. CONCLUSION

24. Enrollment in the Lifeline program under the SCA Benefit is low for several reasons. The statutory requirement that those receiving the SCA Benefit first attempt a line separation request most likely impacted eventual enrollment. Under the SCA, survivors must show proof of a line separation request from their carrier in order to qualify for the SCA Benefit and need documentation

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<sup>49</sup> See *id.* at 14, Q14b.

<sup>50</sup> See *id.* at 16, Q20.

<sup>51</sup> See *id.*, Q21.

<sup>52</sup> Safe Connections Act § 5(b)(2)(C)(ii); see also *Safe Connections Act Report and Order*, 38 FCC Rcd at 11370, para. 181.

<sup>53</sup> See *supra* paras. 4–5; see also *Safe Connections Act Report and Order*, 38 FCC Rcd at 11364, para. 167.

<sup>54</sup> *Safe Connections Act Report and Order*, 38 FCC Rcd at 11361–63, para. 163–64.

<sup>55</sup> See *supra*, para. 6. Of the 5,429 survivors who applied, 2,469 qualified under the standard Lifeline program rules. Of the remaining 2,960 applications, all but 17 lacked the documentation required by the SCA. See USAC Data Letter at 1. Of those 17 with the necessary documentation, two ultimately enrolled. See *id.*



verifying abuse.<sup>56</sup> Additionally, despite USAC's outreach efforts through its relationships with service providers, lack of public awareness of the SCA Benefit was also likely a significant factor in low enrollment numbers. However, the impact of the SCA Benefit has extended beyond the two enrollments. Nearly half of the survivors who originally applied for the Lifeline program through the SCA process ultimately opted to enroll under the traditional Lifeline enrollment process. The fact that they originally applied under the SCA process suggests that they would not have been aware of the Lifeline benefit without USAC's SCA outreach efforts. Additionally, surveys indicate that many enrollees simply preferred benefits of the standard Lifeline program to the benefits provided under the SCA, as they do not sunset after six months. As an established component of the Lifeline program, the SCA eligibility process will continue to be available to support survivors such as the survivor described here: "We had a young lady and her 3 children that had no access to phones nor laptops. They had to leave quickly before the abuser came back. She was made aware of this program. She came to me a couple days later to say she applied. The children as well as the mother, were able to talk to family that stayed in another state. Thank you for the services you all provide."

FEDERAL COMMUNICATIONS COMMISSION

Joseph S. Calascione  
Chief  
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<sup>56</sup> Safe Connections Act §§ 4(c)(1), 5(b)(2)(A)(ii); 47 CFR § 64.6401.

APPENDIX A

Safe Connections Act Survey and Responses

*Aggregated Response Data*

<i>Q1: Which of the following does your organization serve? (check all that apply)</i>				
Type	Completed Response		Partial Response	
Domestic violence or dating violence survivors	61	74%	19	73%
Human trafficking or sex trafficking survivors	36	44%	11	42%
Sexual assault survivors	44	54%	15	58%
Child abuse survivors	31	38%	8	31%
Elder abuse survivors	28	34%	8	31%
Other	25	30%	8	31%
Total Responses	82		26	

<i>Q2: What types of areas do the survivors you serve usually come from? (check all that apply)</i>						
Type	Completed Response		Partial Response		All Responses	
Urban areas	33	46%	9	36%	42	44%
Suburban Areas	29	41%	9	36%	38	40%
Rural Areas	67	94%	19	76%	86	90%
Tribal Areas	19	27%	3	12%	22	23%
Other Remote Areas	9	13%	5	20%	14	15%
Total Responses	71		25		96	

<i>Q3: Based on your interactions with survivors, when survivors first make contact with your organization, what percentage do <b>NOT</b> have access to any phones or mobile devices that, with a service plan, would allow the survivor to reliably make voice calls? [PERCENTAGE BAR WITH OPTION TO CHOOSE]</i>			
Mean	25 <sup>th</sup> Percentile	75 <sup>th</sup> Percentile	Count
46%	25%	65%	55

<i>Q4: What percentage of survivors that you serve are concerned about affording voice or internet service? [PERCENTAGE BAR WITH OPTION TO CHOOSE]</i>			
Mean	25 <sup>th</sup> Percentile	75 <sup>th</sup> Percentile	Count
74%	63%	90%	57

**Federal Communications Commission**

*Q5: When first meeting with the survivors you regularly serve, how often do they participate in programs targeted at low-income households like SNAP or Medicaid? [SCALE – respondent may choose only one]*

	Count	Percentage
Often	64	74%
Occasionally	17	20%
Never	6	7%
Total	87	

*Q6: Does your organization support survivors who are minors (under the age of 18)? [YES/NO – allow respondent to choose only one]*

	Count	Percentage
Yes	61	66%
No	32	34%
Total	93	

*Q7: If your organization supports minors, do they have an adult who cares for them and who is also seeking services? [SCALE – respondent may choose only one]*

	Count	Percentage
Yes	36	62%
No	1	2%
Sometimes	21	36%
Total	58	

*Q8: For what types of devices or services do the survivors you assist most need financial help obtaining? [MULTIPLE CHOICE – respondent may only choose one]*

	Count	Percentage
Phone/mobile device	50	57%
Broadband (Internet service)	23	26%
Other connected devices (for example, laptop computer or tablet)	10	11%
Voice communications services	4	5%
Total	87	

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*Q9: For the answer you chose to question #8, for whom does the survivor most often need that device or service? [MULTIPLE CHOICE – respondent may only choose one]*

	Count	Percentage
Themselves only	24	28%
Themselves and dependent children	47	55%
Themselves and dependent elders	1	1%
Themselves and other dependent family members	12	14%
Not for themselves, but for someone in their care	1	1%
Total	85	

*Q10: Over the following timespan, 09/24 – 04/25, how many survivors did your organization support? [OPEN FIELD]*

Number of Survivors Served	Count	Percentage
0	37	41%
1-50	14	16%
51-100	7	8%
101-250	16	18%
251+	16	18%
Total	90	

*Q11: Before filling out this survey, were you aware of the SCA benefit? [YES/NO – allow respondent to choose only one]*

	Count	Percentage
Yes	53	64%
No	30	36%
Total	83	

**Federal Communications Commission**

*Q12: About what percentage of survivors seeking help from your organization does your organization know have applied for the Lifeline benefit? [PERCENTAGE BAR WITH OPTION TO CHOOSE "I DON'T KNOW" INSTEAD]*

	Count	Percentage
0%	8	38%
1-25%	6	29%
26-50%	4	19%
51-75%	1	5%
76-100%	2	10%
Total	21	
Mean	22%	

*Q13: If survivors you serve apply for the Lifeline benefit rather than the SCA benefit while receiving support from your organization, what is the most common reason why they are not applying for the SCA benefit? [MULTIPLE SELECTION – allow respondent to select more than one response]*

	Count	Percentage
They have heard about Lifeline, but not the SCA	31	62%
They do not realize that the SCA provides a larger benefit for voice-only service (\$9.25) than the Lifeline voice-only benefit (\$5.25)	15	30%
The application process is more difficult for the SCA than Lifeline	5	10%
They don't have line separation documentation	12	24%
They prefer the long-term benefit of Lifeline over the short-term (6 months) benefit of the SCA	18	36%
They have no strong preference between Lifeline and SCA and decided to apply for Lifeline	3	6%
Survivors prefer to apply for a broad service program instead of one targeted at survivors	3	6%
They are already enrolled in Lifeline	9	18%
Total	50	

*Q14a: Does your organization advertise or make survivors aware of the SCA benefit? [YES/NO – allow respondent to choose only one]*

	Count	Percentage
Yes	25	31%
No	56	69%
Total	81	

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*Q14b: If yes, how? (select all that apply) [MULTIPLE SELECTION – allow respondent to select more than one response]*

	Count	Percentage
In person	7	29%
In person during consultations	9	38%
On organization websites	4	17%
Through flyers or bulletins outside of organization locations or events	3	13%
By phone, text message, or email	1	4%
Total	24	

*Q15: Are you providing or partnering with another organization to provide survivors with free or discounted communication devices? (select all that apply) [MULTIPLE SELECTION – allow respondent to select more than one response]*

	Count	Percentage
We provide free phones	16	20%
We provide other free communications devices (for example, tablet, laptop computer)	2	3%
We provide discounted phones	3	4%
We provide other discounted communication devices (for example, tablet, laptop computer)	0	0%
None of the above	63	79%
Total	80	

*Q16: Without the SCA or Lifeline benefits, what option would the survivors you serve most likely take? [MULTIPLE CHOICE – respondent may only choose one]*

	Count	Percentage
Survivors would continue to purchase voice or internet service but may reduce spending in other ways	19	27%
Survivors would continue to purchase voice or internet service with the assistance of non-profit organizations, other government programs, or family/friends	11	16%
Survivors would continue to purchase voice or internet service but reduce the quality of service	4	6%
Survivors would continue to purchase voice or internet service but not have service for some short periods of time	12	17%
Survivors would not be able to purchase voice or internet service for long periods of time	24	34%
Total	70	

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*Q17a: Is the amount of the \$9.25 monthly SCA benefit enough to make the service affordable for survivors to get their own service? [YES/NO – allow respondent to choose only one]*

	Count	Percentage
Yes	37	49%
No	38	51%
Total	75	

*Q17b: [If respondent answers No] If No, what would be a sufficient monthly benefit amount [OPEN FIELD]*

Number of Survivors Served	Count	Percentage
\$0-6	6	17%
\$7-15	3	9%
\$16-30	16	46%
\$31-45	5	14%
\$46+	5	14%
Total	35	

*Q18: Do the survivors you serve have sufficient Lifeline/SCA voice and Internet plans from which to choose? [MULTIPLE CHOICE – respondent may only choose one]*

	Count	Percentage
Yes	25	32%
No	15	19%
I don't know	37	48%
Total	77	

*Q19: Based on your experience, what percentage of SCA benefit applicants that were approved were able to apply their benefits to their existing service provider? [PERCENTAGE BAR WITH OPTION TO CHOOSE "I DON'T KNOW" INSTEAD]*

	Count	Percentage
0%	3	50%
20%	1	17%
44%	1	17%
90%	1	17%
Total	6	

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*Q20: Do survivors receive enough notice about the end of the SCA benefit (which lasts up to 6 months)? [MULTIPLE CHOICE – respondent may only choose one]*

	Count	Percentage
Yes	11	14%
No	6	8%
I don't know	60	78%
Total	77	

*Q21: Under the SCA, are survivors able to obtain a line separation from their abusers without much difficulty? [MULTIPLE CHOICE – respondent may only choose one]*

	Count	Percentage
Yes	16	21%
No	8	10%
I don't know	53	69%
Total	77	

*Q22: Please share additional information that might help us implement the Lifeline benefit for survivors. We are also interested in any stories you have about helping survivors seek support to stay connected. In your response, please do not provide the name or any other identifiable information of a survivor, abuser, or someone in the survivor's or abuser's care. [OPEN FIELD]*

*Q23: Please indicate what type of response you provided in the previous question. [MULTIPLE CHOICE –respondent may only choose one]*

	Count	Percentage
Anecdote	8	27%
Recommendation	10	33%
Not applicable	12	40%
Total	30	