



# UNDERSTANDING THE SAFE CONNECTIONS ACT

**THE SAFE CONNECTIONS ACT** is a federal law that was passed to make it easier for survivors on a family or shared plan with an abuser to **remove themselves or an alleged abuser from the account**.

Prior to the law's passage, survivors in many states would need a court order to separate themselves from a plan, unless a state law existed with a different requirement.

## HOW DOES IT WORK?

Survivors submitting a line separation request to a provider must provide one of the following required forms of documentation:

- **"(i) a copy of a signed affidavit from a licensed medical or mental health care provider, licensed military medical or mental health care provider, licensed social worker, victim services provider, or licensed military victim services provider, or an employee of a court, acting within the scope of that person's employment; or**
- **"(ii) a copy of a police report, statements provided by police, including military police, to magistrates or judges, charging documents, protective or restraining orders, military protective orders, or any other official record that documents the covered act**

The **Safe Connections Act** requires survivors to assume financial responsibility for a new, wireless account, unless a court order requires otherwise.

## IMPORTANT NOTIFICATION INFORMATION:

- Once a line separation request has been made, the statute requires providers to complete separation no later than 2 business days.
- The 2-business day separation requirement starts once wireless carriers receive a completed line separation request that includes all required documentation.
- An alert will go out to the account holder when a line is separated.
- Wireless carriers will not contact the account holder before the line is separated to protect the survivor.