



The National Domestic Violence Hotline (The Hotline) proudly works with national, state, and local service providers to ensure that victims and survivors across the country have access to lifesaving 24/7 information and support. We stand in solidarity with organizations facing disasters and existential threats like loss of funding that may impact their ability to provide services. Any domestic violence organization serving victims, survivors and their families can roll over their phone lines/helplines to us in the event that they must suspend or reduce services. **If you need to roll your lines* to us, we ask that you follow these instructions.**

Instructions for organizations forwarding calls to The

Hotline 1. Contact your phone service provider (AT&T, Spectrum etc.) and follow their instructions on how to forward your phone lines using this number **888-889-6120** to forward to The Hotline. **Do not forward to The Hotline's public phone number.**

2. Add messaging for website visitors and callers to inform them that their call is being forwarded to the National Domestic Violence Hotline. You may include a brief explanation of why if appropriate to your audience.

3. Please send an email at least 24 hours prior to forwarding to forwarding@thehotline.org with the following information:

- a. Organization Name
- b. Point of Contact Name
- c. Point of Contact Phone Number
- d. Reason for forward
- e. Expected date when forwarding will end (if known)

4. When ready to end the forwarding, please email forwarding@thehotline.org to inform The Hotline.

*Please note that The Hotline serves everyone aged 13+ in the U.S. confidentially, no identifying data is collected during an interaction. Our phone lines are answered by highly trained live advocates. Spanish services are available through bilingual advocates and 200+ other languages via interpretation services. Demand for The

Hotline's services is at an all-time high which may result in longer wait times.