

FOR IMMEDIATE RELEASE: January 5, 2023

CONTACT: [ESeibold@endgbv.nyc.gov](mailto:ESeibold@endgbv.nyc.gov); or 646-841-4396 (cell)



MAYOR'S FUND  
TO ADVANCE  
NEW YORK CITY

## **New York City Supports Safety Needs of Survivors of Domestic and Gender-Based Violence through FREE Mobile Phones and Mobile Service with T-Mobile Assurance Wireless Program**

*Mayor's Office to End Domestic & Gender-Based Violence, Mayor's Fund to Advance New York City and T-Mobile's Assurance Wireless Program Offers Survivors Access to Life-saving Services by Providing Free Phones and Discounted Mobile Network Plans at NYC's Five Family Justice Centers*

**NEW YORK, NY**— The **Mayor's Office to End Domestic and Gender-Based Violence (ENDGBV)** and the **Mayor's Fund to Advance New York City** have teamed up with **T-Mobile** and its **Assurance Wireless** program again to help survivors of domestic and gender-based violence with their immediate safety needs. Building upon a previous initiative that ENDGBV launched with T-Mobile in [June 2021](#) to provide free phones at the City's Family Justice Centers, and discounted mobile plans to survivors of domestic and gender-based violence through their local T-Mobile stores, the **Assurance Wireless** program will enable survivors to apply for a free phone and mobile service from the safety and comfort of the City's five borough-based Family Justice Centers. The Assurance Wireless program combines federal Lifeline Assistance and Affordable Connectivity Program (ACP)\* benefits to offer free unlimited data, talk, and text as well as free 10GB mobile hotspot data every month, plus a free smartphone to eligible recipients. Survivors will be able to apply for Assurance Wireless services from the Family Justice Centers making it easier to access the technology they need to be connected to their support systems and service providers.

"We know domestic and gender-based violence survivors face many barriers to stability," said **New York City Mayor Eric Adams**. "My administration is firmly committed to advancing our response to domestic and gender-based violence and strengthening supports for survivors through an array of services. Innovative strategies like our public-private partnership with T-Mobile's Assurance Wireless helps the city expedite the delivery of services for New Yorkers. We are excited to enhance this invaluable program which will broaden access to support networks and resources for survivors."

"Reliable mobile phones and broadband plans are critical as a safety measure, especially for New Yorkers among us who are survivors of domestic or gender-based violence. By offering free phones and plans to eligible survivors directly at our Family Justice Centers, we make it easier

for survivors to access much-needed supports in the moment they need them and at a place they know and trust,” said **Deputy Mayor for Health and Human Services Anne Williams-Isom**. “Thank you to ENDGBV, The Mayor’s Fund, T-Mobile Assurance Wireless for their commitment to supporting our survivors and giving them the tools they need to stay safe. Every day, we use our mobile phones to connect with friends, family, colleagues, and various other social networks. We also use them to seek out and find information we need to move our lives forward such as discerning where the nearest police precinct, municipal building, grocery store, or restaurant is.”

“Access to mobile and broadband technology can play a critical role in establishing safety for survivors,” **Cecile Noel, Commissioner, NYC Mayor’s Office to End Domestic and Gender-Based Violence**. “T-Mobile and Assurance Wireless understand the important role that technology plays helping survivors access critical resources and supports, and we are proud to partner with them again to help survivors stay connected to their networks.”

The in-kind program begins distribution of these resources on January 5. Survivors can call or walk into any New York City Family Justice Centers for an overview of the program and to discuss eligibility. Family Justice Center staff help interested survivors apply, and the phone and mobile plan are immediately activated on-site for those eligible. Survivors can leave Family Justice Centers with a free smartphone that has unlimited minutes, texting, and data capability, enabling them to stay connected to their networks. This ability to safely reach out to supportive people and service providers is a key part of the safety planning process for many survivors.

“We are proud to partner with ENDGBV and T-Mobile’s Assurance Wireless program to provide survivors with a critical support,” said **Marcella J Tillett, Executive Director of the Mayor’s Fund to Advance New York City**. “Removing one of the many barriers for survivors to resources through free mobile phones and service reinforces the power of public-private partnerships helping New Yorkers. We look forward to this partnership and to helping survivors move closer to a life without violence.”

“T-Mobile has long been committed to working with organizations like ENDGBV and the Mayor’s Fund because we understand that reliable and affordable connectivity truly is a lifeline,” said **Terry Hayes, Senior Vice President of T-Mobile Consumer Group**. “Partnerships like this provide better access to technology, mobile phones and discounted plans—things that are critical to helping survivors easily connect with life-saving services when they need them most.”

“As we look for ways to support survivors of domestic and gender-based violence, connectivity to personal networks and social services is as essential as any other resource,” said **New York City Chief Technology Officer Matthew Fraser**. “This important initiative epitomizes the Adams administration’s steadfast commitment to enhancing digital access to New Yorkers who need it most so they can meet their immediate needs and build brighter futures.”

This impactful public and private sector collaboration with T-Mobile compliments ENDGBV’s suite of technological tools and cybersecurity protection services for survivors. In February 2021, ENDGBV and the Mayor’s Fund partnered with [NortonLifeLock](#) which donated 2,000 one-year Norton 360 Deluxe licenses for comprehensive cybersecurity with mobile phones, computers and

tablets. ENDGBV also works with [Cornell Tech and the NYU Tandon School of Engineering](#) to provide survivors with privacy checks-ups for their mobile devices, tablets and computers to help prevent digital abuse and cyberstalking.

Survivors are encouraged to call or walk into a Family Justice center to be connected to services including exploring this option.

- Bronx NYC Family Justice Center: 718-508-1220
- Brooklyn NYC Family Justice Center: 718-250-5113
- Manhattan NYC Family Justice Center: 212-602-2800
- Queens NYC Family Justice Center: 718-575-4545
- Staten Island NYC Family Justice Center: 718-697-4300

\*ACP is a government program that reduces eligible customers' internet service bill. One discount per household and is non-transferable. Additional terms and restrictions apply. See [affordableconnectivity.gov](http://affordableconnectivity.gov) and [assurancewireless.com](http://assurancewireless.com) for details.

### **Help is Available:**

If you or someone you know is experiencing domestic or gender-based violence:

- **Call 311** and ask to be connected to the nearest **NYC Family Justice Center**. NYC Family Justice Centers offer immediate safety planning, shelter assistance, mental health support, and other resources by phone or in person. For in-person services, clients can make an appointment or walk in if they cannot engage in remote services safely or effectively.
- Find resources and support in NYC by searching New York City's **HOPE Resource Directory** online at [www.nyc.gov/NYCHOPE](http://www.nyc.gov/NYCHOPE)
- Call New York City's 24-hour Domestic Violence Hotline: **800-621-HOPE** (4673) for immediate safety planning, shelter assistance, and other resources. TTY: 866-604-5350
- **In an emergency, dial 911**

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### **About the Mayor's Office to End Domestic and Gender-Based Violence**

The [Mayor's Office to End Domestic and Gender-Based Violence \(ENDGBV\)](#) develops policies and programs, provides training and prevention education, conducts research and evaluations, performs community outreach, and operates the New York City Family Justice Centers. We collaborate with City agencies and community stakeholders to ensure access to inclusive services for survivors of domestic and gender-based violence (GBV). GBV includes intimate partner violence, family violence, elder abuse, sexual violence (which can include sexual harassment), stalking, and human trafficking. [Read more about the term.](#)

The [NYC Family Justice Centers](#) are co-located multidisciplinary service centers providing vital social services, civil legal, and criminal justice assistance for survivors of domestic and gender-based violence and their children—all under one roof. For more information, visit [nyc.gov/ENDGBV](http://nyc.gov/ENDGBV) or visit us on [Twitter](#), [Instagram](#) or [Facebook](#).

### **About the Mayor's Fund to Advance New York City**

**The Mayor's Fund to Advance New York City** is a 501(c)(3) not-for-profit organization working with 50 City agencies and offices, 300 institutional funders, and 100 community-based partners. The Mayor's Fund works in partnership with the business and philanthropic communities to advance initiatives that improve the lives of residents in all five boroughs. It seeks to seed promising, evidence-based models; evaluate the efficacy of new public programs and policies; bring innovative solutions to scale; and respond to the emerging needs of the city by building public-private partnerships. The Mayor's Fund has an Advisory Board of prominent civic and business leaders to advise and assist the Board of Directors. Follow the Mayor's Fund [@NYCMayorsFund](#) on Twitter and subscribe to their newsletter [here](#).