Regional distribution

- Temporarily occupied territories of Donetsk and Luhansk oblasts: 15%
- Donetska oblast (without occupied territories): 27%
- Kyivska oblast: 23%
- Luhanska oblast (without occupied territories): 15%
- Kharkivska oblast: 6%
- Dnipropetrovska oblast: 6%
- Zaporizka oblast: 5%
- Others: 3%

Types of consultations

- Informational: 84%
- Legal: 16%

Subject of appeals

- Procedure of crossing a demarcation line: 53%
- Issuance of documents in government authorities: 10.8%
- Obtainment of pension payments: 9%
- Access to social payments: 8.9%
- Employment issues: 3.7%
- Living conditions and search for accommodation: 2.7%
- Education: 2.6%
- Humanitarian aid: 2%
- Health issues: 1.6%
- Other: 5.6%

Gender division

- Domestic / gender violence: 0.3%

Representatives of vulnerable groups

- 65+: 7%
- Persons with disabilities: 6%
- Single parent: 4%
- Multi-child families: 3%

Operation of the Hotline is provided by the non-governmental organization Donbas SOS with the support of Switzerland through the Swiss Agency for Development and Cooperation (SDC).