

To: All SEVIS Users

Date: Jan. 30, 2017

Re: SEVP Response Center Phone System Upgrade Planned for Feb. 3-7

Number: 1701-03

General Information

Beginning Friday, Feb. 3, 2017, to Tuesday, Feb. 7, 2017, the Student and Exchange Visitor Program Response Center (SRC) will start its transition to an upgraded phone system.

The SRC is not anticipating issues with the transition to the upgraded system. However, if an outage occurs unexpectedly, stakeholders who have questions should email the SRC at sevp@ice.dhs.gov or visit [Study in the States](#) to find the answers to their questions. Also, designated school officials may contact their SEVP field representative with questions.

If an unplanned outage occurs, SEVP will communicate with stakeholders immediately. The SRC thanks stakeholders in advance for their patience in the event of any unplanned system outages.

The SRC's upgraded phone system will help improve connectivity during calls. In the future, the system will also include new, enhanced features that will offer more communication options for stakeholders.

For more information about the SRC, including hours of operation, visit [Study in the States](#).

Comments

To comment on this Broadcast Message, please email SEVP@ice.dhs.gov with "Broadcast Message 1701-03 Comment" entered in the subject line.

Disclaimer

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