

Broadcast Message: SEVIS NOTICE—SRC Phone System Outage

To: All SEVIS Users

Date: March 29, 2018

Re: SRC Phone System Outage

Number: 1803-09

General Information

Due to an unplanned phone system outage, the Student and Exchange Visitor Program (SEVP) Response Center (SRC) is currently experiencing technical difficulties with phone calls to its representatives.

During this time, you may contact SRC via email at SEVP@ice.dhs.gov or SEVISHelpdesk@ice.dhs.gov, or use the Student and Exchange Visitor Information System (SEVIS), [Study in the States](#) and ICE.gov/SEVP websites as resources to answer your questions. Designated school officials may also contact their SEVP field representative with questions.

Please continue to monitor the SEVIS message board and [social media](#) for updates about availability. We apologize for any inconvenience and appreciate your patience during this phone system outage.

Comments

To comment on this Broadcast Message, please email SEVP@ice.dhs.gov with “Broadcast Message 1803-09 Comment” entered in the subject line.

Disclaimer

This Broadcast Message is not a substitute for applicable legal requirements, nor is it itself a rule or a final action by SEVP. It is not intended to, does not, and may not be relied upon to create any right or benefit, substantive or procedural, enforceable at law by any party in any administrative, civil or criminal matter.