

Broadcast Message: SRC Phone System Issues

To: All SEVIS Users

Date: October 9, 2018

Re: SEVP is Experiencing Phone Issues

Number: 1810-02

General Information

Due to a phone system issue, the Student and Exchange Visitor Program (SEVP) Response Center (SRC) is currently experiencing higher than normal call volumes, causing extended wait times.

During this time, please remember these other ways to connect with SEVP:

- Email the SRC at SEVP@ice.dhs.gov.
- Contact your SEVP field representative.
- Check [Study in the States](#) and ICE.gov/SEVP for additional information.

We apologize for any inconvenience and appreciate your patience while we work to resolve this issue.

Comments

To comment on this Broadcast Message, please email SEVP@ice.dhs.gov with “Broadcast Message 1810-02 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.

