

Broadcast Message: SEVP Response Center Phone System Outage

To: All SEVIS Users

Date: Nov. 25, 2024

Number: 2411-05

General Information

Please be aware that the SEVP Response Center (SRC) is currently experiencing an unplanned phone system outage. This outage affects both SRC phone numbers: 703-603-3400 and 1-800-892-4829.

During this time, stakeholders can contact the SRC via email at:

- SEVP@ice.dhs.gov for general inquiries.
- SEVISHelpDesk@ice.dhs.gov for technical questions.

Stakeholders can also refer to the Student and Exchange Visitor Program's (SEVP) online resources available on [Study in the States](#) and [ICE.gov/SEVP](https://ice.dhs.gov/SEVP). Additionally, designated school officials can contact their assigned SEVP field representative with questions.

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

Disclaimer

The 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.

