

Broadcast Message: SRC Phone System Outage

To: All SEVIS Users

Date: July 12, 2022

Number: 2207 – 01

General Information

Please be aware that the Student and Exchange Visitor Program (SEVP) Response Center (SRC) is currently experiencing an unplanned phone system outage. The outage only affects the phone number: 703-603-3400.

During this time, you may contact the SRC via phone at 800-892-4829 (not affected by the outage), or by email at SEVP@ice.dhs.gov or SEVISHelpdesk@ice.dhs.gov. Please also be sure to use [Study in the States](#) and [ICE.gov/SEVP](https://ice.dhs.gov/SEVP) websites as resources to answer your questions. Designated school officials may also contact their 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.

