

## **Broadcast Message: SEVP Response Center Phone System Outage**

**To:** All SEVIS Users

**Date:** March 3, 2025

**Number:** 2503-01

---

### **General Information**

Please be aware the SEVP Response Center (SRC) is experiencing an unplanned phone system outage. This outage affects the phone numbers 703-603-3400 and 1-800-892-4829. Once the issue resolves, the SRC anticipates longer wait times due to the outage and recommends stakeholders with non-urgent issues call later in the week to minimize wait times.

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

- [SEVP@ice.dhs.gov](mailto:SEVP@ice.dhs.gov) for general inquiries.
- [SEVISHelpDesk@ice.dhs.gov](mailto: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.

