

Broadcast Message: SEVP Response Center Phone System Outage Resolved

To: All SEVIS Users

Date: March 4, 2025

Number: 2503-02

General Information

Please be aware the SEVP Response Center (SRC) resolved the phone system outage. Stakeholders can now contact the SRC via phone at 703-603-3400 or 1-800-892-4829. The SRC is experiencing 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 for general inquiries.
- SEVISHelpDesk@ice.dhs.gov for technical questions.

Stakeholders can also refer to the Student and Exchange Visitor Program's online resources available on [Study in the States](#) and [ICE.gov/SEVP](https://ice.dhs.gov/SEVP).

Thank you again for your patience while we worked to resolve the issue.

Disclaimer

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