

BCIS to Discontinue Direct Telephone Access to Regional Service Centers

June 3, 2003

The Bureau of Citizenship and Immigration Services (BCIS) has announced that, effective Monday, June 9, 2003, it will discontinue access to the four (4) regional BCIS Service Centers via telephone. Currently, a petitioner or the attorney of record may call directly to the Vermont, Nebraska, Texas or California Service Centers and make inquiries regarding the petitions it has filed with that Service Center. This option will be terminated on Monday, June 9, 2003 and will be replaced by a centralized National Customer Service telephone number: **800-375-5283**.

If an information officer reached at the National Customer Service number cannot answer a caller's question without input from the Regional Service Center where the petition is pending, it is anticipated that the information officer will send a request to the appropriate Service Center and the Service Center will respond in writing directly to the petitioner.