



U.S. Citizenship and Immigration Services

U.S. Department of Homeland Security
U.S. Citizenship and Immigration Services
Texas Service Center
8001 North Stemmons Freeway
Dallas, TX 75247

TSC Customer Service Avenues

General Mailing Address

USCIS Texas Service Center
P.O. Box 851488
Mesquite, TX 75185-1488

Premium Processing Mailing Address

Premium Processing
USCIS Texas Service Center
P.O. Box 279030
Dallas, TX 75227-9030

Telephone Numbers

**General Public - National Customer Service Center (NCSC): (800) 375-5283
TTY (800) 767-1833**

This method can be used by the petitioner, applicant, or attorney on a case for any issue/question about a petition/application from how or where to file, submitting a change of address, requesting expedited processing, identifying service errors, or not receiving a document. When you call the NCSC, note the date and time you called, the name and/or ID number of the representative you spoke to, and the service request referral (SRMT) number assigned to your call (in case this information is needed for future inquiries).

Premium Processing Filings: (866) 315-5718

If you are the petitioner or attorney of record and have filed a premium processing case, you may use this line for questions and information. Calls received from third parties will not be entertained.

Congressional Offices: (214) 962-2716

Congressional staffers may contact the TSC by calling the number listed above. The Congressional Unit can release information to congressional staffers who are representing their constituents. If the constituent is not the petitioner or applicant, a Privacy Release Form will be required and must be signed by the petitioner or applicant. Any inquiries that are received on behalf of the beneficiary or attorney of record on any application/petition must be accompanied by this Privacy Release Form before information regarding the case may be released.



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E-Mail Accounts

tsc.ncscfollowup@dhs.gov

Use this method to contact the TSC when you have called the National Customer Service Center (800-375-5283) and have not received a timely response or you still have questions pertaining to your case. You will need to reference the date and time of the call, the name and/or ID number of the representative you spoke to, and the service request referral (SRMT) number that was given to your inquiry. This provides our office the information needed for review and proper response.

tsc-premium.140@dhs.gov

If you are the petitioner or attorney of record and have filed a premium processing case, you may use this email address for questions and information. Emails received from third parties will not be entertained.

tsc.congressional@dhs.gov

Use this method if you are a congressional staffer and have inquiries for constituents who are the applicants or petitioners on specific cases pending at the TSC.

lockboxsupport@dhs.gov

Use this if you are a petitioner/applicant/attorney of record and have questions about your petition or application that was mailed to a lockbox.

ebupdate.tsc@dhs.gov

This email account does not replace the general inquiry processes in place for USCIS. The purpose of this email account is to provide a method by which applicants can inform the TSC of certain specific situations involving employment-based I-485s. Those situations are:

- 1.) notifying TSC when an applicant is eligible for porting under AC21;
- 2.) notifying TSC when an applicant has multiple approved I-140s and one has a current priority date;
- 3.) notifying TSC when an applicant is eligible for cross-country chargeability; and
- 4.) notifying TSC when an applicant has a case that should be transferred due to eligibility for adjustment on another basis (i.e. based on an I-130 with a current visa date).

streamline.tsc@dhs.gov

This email account does not replace the general inquiry processes in place for USCIS. The purpose of this email account is to provide a method by which applicants can inform the TSC when:

- 1.) they see that a visa number is available according to the DOS Visa Bulletin and they have not received a notice by the middle of the month to which the DOS Visa Bulletin applies; or
- 2.) they see that the filing date is prior to the processing time date for the I-140 as published on the www.uscis.gov website.