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Immigration Magazine

USCIS National Customer Service Center is Now Opening on Saturdays as Well

Tiyalaw · Friday, August 10th, 2012

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The telephone services offered to the public by the U.S. Citizenship and Immigration Services (USCIS) National Customer Service Center with live agents is now also available on Saturdays from 9 a.m. to 5 p.m. in addition to Monday – Friday, 8 a.m. – 8 p.m., in each time zone.

NCSC numbers are: (a) **1 (800) 375-5283**, (b) TTY number is: **1 (800) 767-1833**, (c) Callers from outside the United States who have filed an application or petition with a USCIS Service Center, can call 785-330-1048 to check case status and there is no live assistance available at this number.

Customers can access automated information through a menu of automated options 24 hours a day, 7 days a week. Live assistance is available **Monday through Friday as follows:**

Customers calling from Alaska: 8:00 AM to 5:00 PM local time;

Customers calling from Hawaii: 8:00 AM to 4:00 PM local time;

Customers calling from Puerto Rico and the U.S. Virgin Islands: 9:00 AM to 6:00 PM local time;

Customers calling from anywhere else in the United States: 8:00 AM to 6:00 PM local time; and

In Guam, live assistance is available Tuesday through Saturday, 6:00 AM to 11:00 AM local time.

The best times to call the NCSC for personal assistance are Tuesday through Friday.

August 9, 2012: By Aik Wan Kok Fillali, Lawyer USA Immigration Services, at Tiya; Tel: 703-772-8224 & koka at tiyalaw dot com; Direct dial from abroad: 001-703-772-8224; <http://www.tiyaimmigration.com> ; <http://tiyalaw.blogspot.com> ; <http://immigrationresource.net>

We represent employers, and individuals and their families in green card, citizenship and work visa matters in U.S. immigration law. We also have a focus on green card cases such as extraordinary ability, national interest waiver, PERM, family; work and related visa matters such as H, L, P, O, E, K.

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