

## **Welcome to Our Fiscal Year 2002 Edition**

The California Service Center (CSC), formerly the Western Service Center, began operation on July 23, 1984, and has jurisdiction over the adjudication of applications and petitions for immigration benefits within the western region of the United States. This region includes California, Nevada, Arizona, Hawaii, and the territory of Guam.

The purpose of the California Service Center Guidelines is to foster an open line of communication between the CSC and our customers. The processing guidelines are meant to clarify the basic procedural requirements in applying or petitioning for immigration benefits under the INS Direct Mail Program. I would like to emphasize that the Guidelines are general in nature to allow for the flexibility necessary for the CSC to operate efficiently.

Please note that the CSC must operate under a set of uniform procedures. Therefore, CSC will follow the requirements enumerated in 8 CFR Parts 204, et seq., and in the instructions included with each application and petition form. At no time will the California Service Center Guidelines lessen the authority of the regulations, formal instructions, or the Immigration and Nationality Act (INA) that govern the adjudication process.

Each case is considered on its own merits and some may require documentation not called for in these Guidelines. I urge all users of our services to make use of the recommended formats and optional checklists included in the Exhibits section of the Guidelines. Use of the Guidelines will assist in obtaining efficient service from the CSC as well as ensure the most optimal use of your time and efforts.

**PLEASE NOTE:** The expedite, inquiry and flagging checklist procedures set out in the Guidelines are specific to the CSC only and are not for use at the other Service Centers.

The CSC is a remote adjudication facility. Submissions are only accepted by mail, and inquiries should be made through INS Direct, the specific division's facsimile machine or, in the near future, through the INS web site. Please utilize the procedures set forth in these Guidelines.

You are welcome to duplicate the information contained in the Guidelines for professional use.

Christina Poulos, Acting Director  
California Service Center (CSC)  
Immigration and Naturalization Service

## **PREFACE**

The California Service Center Guidelines will be reproduced by the Immigration & Naturalization Service, Forms Center. Copies will be provided to interested parties upon request. If multiple copies are needed, they may be reproduced by the interested party. All material supersedes any prior editions of the Guidelines.

## **ADJUDICATIONS**

Fee receipts produced by the five Service Centers begin with the following letters:

EAC = **Vermont Service Center (VSC)**  
LIN = **Nebraska Service Center (NSC)**  
SRC = **Texas Service Center (TSC)**  
WAC = **California Service Center (CSC)**  
MSC = **Missouri Service Center (MSC)**

A WAC or WSC fee receipt number indicates that an application and/or petition has been filed or has been rejected at the California Service Center.

CALIFORNIA SERVICE CENTER  
LAGUNA NIGUEL, CALIFORNIA

*VACANT, DIRECTOR*  
*CHRISTINA POULOS, DEPUTY DIRECTOR*

BACKGROUND

The California Service Center (CSC) merged the Western Regional Processing Facility and the Western Adjudications Center in March 1990. It is one of five INS Service Centers and has jurisdiction over immigration benefits within the western United States. The following acronyms were previously used to designate our office: RAC, RPF, WRPF, WAC, and WSC; all work performed under the prior acronyms now resides in the CSC. None of these acronyms remain in use, with the exception of WAC, which is used on our receipts.

MISSION

The California Service Center is charged with processing of direct mail applications and petitions, as defined in the Immigration and Naturalization Service Direct Mail Program, for customers residing in the states of California, Nevada, Arizona, Hawaii and the territory of Guam. This mission requires the efficient utilization of resources and the empowerment of California Service Center employees. Our goal is to adjudicate applications and petitions as efficiently and as accurately as possible in the shortest time frame and to provide quality customer service.

VISION

The California Service Center will provide a quality and timely adjudication of all direct mail applications and petitions by trained Center employees. We will serve all customers (internal and external) in a professional, courteous and timely manner.

ORGANIZATION AND STAFFING

The CSC Director reports to the Headquarters Associate Commissioner for Service Center Operations, Immigration Services Division, Washington, D.C. The CSC staff is organized into ten divisions, comprised of five adjudication divisions and five support divisions. Center adjudications divisions include Division I, which primarily handles immigrant business petitions; Division II, nonimmigrant business petitions; Division III, family-based petitions; Division IV, Naturalization and residence status applications other than I-485s; and Division V, replacement permanent resident cards and customer service functions. Center support divisions include Operations - Division VI, Records Support - Division VII, Systems Support - Division VIII, Management Support - Division IX, and Training - Division X. All divisions are headed by Assistant Center Directors (ACDs), who report to the Center Director via the Center Deputy Director.

OMBUDSMAN

The Ombudsman operates within the Office of the Center Director. The Ombudsman is a journey-level Adjudication Officer or supervisor tasked with resolving problems that rise to the Director's attention.

CALIFORNIA SERVICE CENTER  
ADJUDICATION DIVISIONS

DIVISION I

Division I adjudicates I-485, I-140, related I-290, I-131, I-360 (military, religious workers, Panama Canal and physicians), I-526, and I-829 forms.

DIVISION II

Division II adjudicates I-102; I-129 and related I-290 and premium processing, and I-539 forms.

DIVISION III

Division III adjudicates I-129F, I-130, I-191, I-192, related I-290, and I-751 forms.

DIVISION IV

Division IV performs initial processing of I-589 asylum and N-400 Naturalization applications and adjudicates legalization applications (including I-700, I-698, I-687, I-694, I-690, I-90A and I-695); I-765, I-817, and I-821 TPS forms.

DIVISION V

Division V adjudicates I-90, I-824, and I-212 and I-612 waiver applications, provides initial processing of I-881 NACARA, and handles customer service functions, including staffing the information counter, answering phone and fax inquiries, and responding to correspondence.

## CHAPTER I – CSC Customer Service Program

### CUSTOMER SERVICE DIVISION

The Customer Service Division assists customers by providing status of applications or petitions. The division is led by an ACD, who reports to the Deputy Director. The staff includes supervisory center adjudication officers (SCAOs), center adjudication officers (CAOs), supervisory immigration information officers (SIIOs), immigration information officers (IIOs) and application clerks (ACs).

The division's areas of responsibility include the I-90 replacement "Green" Card Project, I-212 and I-612 waivers, I-824 and I-881 NACARA applications, INS Direct telephone system, the Information Counter, correspondence and fax inquiries for the four other adjudication divisions, and undeliverable and error card corrections.

Applications/Petitions, fees, supporting documents and other information are not taken over-the-counter at CSC.

### INQUIRIES AND STATUS CHECKS

Inquiries and status checks may be initiated only after the Processing Time (JIT) Report (published bi-monthly) date has elapsed for more than 30 days beyond the most current processing report. You may call the INS Direct number to inquire about the status of your case.

**INS DIRECT:** (949) 831-8427

Status inquiries may be mailed to the post office box where the application or petition was mailed. If you do not know the post office box number where you mailed your application or petition, please send your inquiry to P.O. Box 30111, Laguna Niguel, California 92607-0111.

### ADDRESS CHANGES

Address changes can be faxed to (949)389-3485. The form in the Exhibits section at the end of this publication may be used for notification.

### FAX INQUIRY PROCEDURE

**Available 8 AM - 4:30 PM, Monday - Friday**

A current copy of the fax inquiry sheet, including fax numbers, can be found in the Exhibits section of the Guidelines. It is appropriate to fax the first inquiry to the California Service Center only under one of the following conditions:

1. In response to a fax received from a CSC employee;
2. Cases pending adjudication beyond the processing time frame;
3. Notices that need correction;
4. An emergency situation that has one of the following:
  - a) Significant humanitarian concerns
  - b) Severe financial loss to company or individual
  - c) Extreme emergent situation
  - d) Compelling interest of INS
  - e) Department of Defense or National Interest situation  
(Note: Request must come from official U.S. Government entity and must state that delay will be detrimental to our government)
  - f) Service error

## **STEP II**

If no response is received to a first-level inquiry by the end of the **tenth** business day after completing Step I, send a second fax to the appropriate Division Assistant Center Director (ACD) using the Fax Inquiry Sheet in the Exhibits section of the Guidelines.

Level two inquiries on **overdue cases** should not be faxed to the ACD, but use the following procedure: fax the inquiry to (949)389-3441 for cases that are 1. Beyond normal processing times and for which a level one inquiry is unanswered after 15 working days, 2. Cases for which 60 days have elapsed since a response to a Request for Evidence (RFE) was received and for which a level one inquiry is unanswered after 15 working days, 3. Cases where a beneficiary will age-out within six months and for which a level one inquiry is unanswered after 15 working days. See the Level Two Inquiry Form in the Exhibits section of the Guidelines. When this procedure is followed, step III is not necessary.

## **STEP III**

If no response is received by the end of the **fifth** business day after Step II, fax the Ombudsman in the Office of the Director at **(949) 643-1538**.

## **STEP IV**

If no response is received by the **third** business day after Step III, call the Duty Officer at **(949) 389-3007**.

## **INS WEB SITE**

The CSC Home Page is located at the web site address for INS:

[www.ins.usdoj.gov/graphics/fieldoffices/california](http://www.ins.usdoj.gov/graphics/fieldoffices/california) The purpose of the web site is to provide INS customers with information about the Service, the filing and processing of forms and applications, and how to contact offices, including the CSC, about case status information.

## **PROCESSING TIMES**

Estimated processing times for each type of application and petition adjudicated at the CSC are provided on the receipt (Form I-797, Notice of Action). A response to an initial request for evidence restarts the processing time clock consistent with 8 CFR 103.2(b)(10)(i). However, it is the CSC policy to treat responses to requests for evidence on a prioritized basis. The Processing Time (JIT) Report released bi-monthly by the CSC Director's Office provides the public with the most current information about the dates of cases currently being adjudicated. Officers are allowed 30 days past the JIT date to take adjudicative action on a case.

## **SPECIAL PROCEDURES FOR CORRECTING CSC ERRORS**

If an approval notice is received containing erroneous information, it should be brought to the attention of the appropriate division using the fax procedures outlined in this publication (see exhibit section, California Service Center Fax Inquiry Sheet). Significant deviations from standard procedures should be brought to the attention of the appropriate division's Assistant Center Director. Use the *Fax Inquiry Sheet* and direct it to the attention of the division ACD. A receipt notice that contains typographical errors should be brought to the attention of the Assistant Center Director, Records Support Line, at (949) 389-3493.

## **EXPEDITES FOR CASES NOT ELIGIBLE FOR PREMIUM PROCESSING**

Expedited processing will be granted on a case-by-case basis. Expedite requests will be considered under the following criteria:

1. Significant humanitarian concerns
2. Severe financial loss to company or individual
3. Extreme emergent situation

4. Compelling interest of INS
5. Service error
6. Department of Defense or national interest situation (Note: Request must come from official government entity and state that delay will be detrimental to our government)

Reasons for the expedite request must be stated on the optional expedite work sheet and should include a **one-page** support letter.

To request that a case be expedited, mark the envelope with a **red dot** and use the street mailing address listed on page 8. Send via bonded courier or other overnight delivery service. Petitions and supporting documentation should be submitted in duplicate. **PLEASE NOTE: only those cases marked with a “red dot” will be considered for an expedite. NO EXCEPTIONS.**

**Expedites will only be granted for emergent reasons. Expedites are only approved by ACDs and will be granted infrequently. Please remember that poor planning does not warrant expedite processing. Also, the volume of expedite requests will be tracked by the Center. Cases that are not clearly approvable will not be expedited. Incomplete petitions will also be denied expeditious processing.**

Resubmission of a returned application/petition, appeal/motion, or non-direct mail application/petition may be handled as an expedite if one of the criteria in 1 - 6 above is met.

Requests for expedited processing are normally acknowledged by mail within five days of receipt of the request. Normal processing will occur if a request for expedited processing is denied. **There is no appeal from the denial of an expedite request.** Follow-up faxes or telephone calls will not be entertained.

#### FAXES TO CONSULATES

Faxes to consulates will only be sent on request if the services are needed within 30 days and the petitioner indicates special circumstances or describes an emergent situation. Include an explanation of the need for the fax in your cover letter. The decision to fax will be made on a case-by-case basis. **A request for expedited consulate notification must be filed at the same time the application or petition is filed to avoid the fee for filing Form I-824.** A fax will be sent for consulate notification subsequent to the approval of a petition by submitting a properly-filed Form I-824 with fee.

#### ATTORNEY REPRESENTATION

All applications and petitions with representatives must contain an original (blue) G-28 signed by the applicant or petitioner **and** the representative. If a G-28 is not signed by the representative and the applicant or petitioner, the case will not be treated as a represented case. Box 1 or 2 must be checked, or information in box 1 must be completed.

Petitions and applications submitted without a properly executed G-28 (requires original signature of attorney or representative and the petitioner or applicant) will result in the G-28 being disregarded. Thus, all decisions will be sent directly to the petitioner or applicant. Communication from the attorney will be disregarded until an original G-28 is properly signed and filed with the California Service Center.

Each application and petition filed at the CSC, if represented, must have its own complete, fully-executed Form G-28 submitted with the application or petition. One G-28 for an entire family **is not** acceptable.

#### NATIONAL VISA CENTER

Approved applications and petitions that are designated for consular processing are forwarded to the National Visa Center (formerly TIVPC), located at 32 Rochester Avenue, Portsmouth, New Hampshire 03801-2909. The public telephone number is (603)334-0700.

## CHAPTER II – Application/Petition Preparation

### FORMS

Application and petition forms are not available from the California Service Center. To obtain forms:

- online go to [www.ins.usdoj.gov/graphics/formsfee/forms/](http://www.ins.usdoj.gov/graphics/formsfee/forms/) to download INS forms
- call GPO at (202) 512-1800 to order in bulk through GPO or GPO bookstores
- write to the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402-9325
- go to the local INS office

Form orders not exceeding five of each form requested may be made:

- By phone at 1-800-870-3676
- By facsimile at (802) 951-6221
- By mail at USINS, Eastern Forms Center, P. O. Box 567, Williston, VT 05495-0567
- By internet at [www.ins.usdoj.gov](http://www.ins.usdoj.gov)

### FEES

Current fees, if required for the form, for applications/petitions filed with the Service are listed in the following chart. The new fees are effective on February 19, 2002. Applicants and petitioners will receive a receipt notice from the Center indicating their WAC receipt number when a fee is paid for an application/petition. A receipt that indicates "fee-waived" does not mean the individual will receive a refund of the fee, or that the fee is not required. "Fee waived" is the terminology used to assign a receipt number when a fee is actually waived. The receipt notice will indicate "fee received elsewhere" when a local office processes the fee, then forwards the application or petition to the CSC for adjudication.

### DIRECT MAIL

The following address is used for overnight delivery (Federal Express, UPS, etc.) or bonded courier delivery:

California Service Center  
24000 Avila Road, 2nd Floor, Room 2302  
Laguna Niguel, CA 92677

Please ensure that postage is paid in full. The CSC will not accept mail for which postage is due.

Documentation specifically requested by a CSC employee must be clearly annotated "**TO BE OPENED BY ADDRESSEE ONLY.**" Documentation relating to cases and addressed to a CSC employee must be sent in care of the appropriate Assistant Center Director, who may open the package prior to forwarding it to the receiving employee. This process should only be used upon the request of an employee. Abuse may result in the inability of CSC staff to respond to any inquiries filed in this manner.

The following categories of forms must be mailed directly to the CSC. Unless special circumstances exist, and at the discretion of a District Director, all of the cases on the following chart are filed at the CSC.



<b>Form Type</b>	<b>Form Title</b>	<b>Filing Fees</b>	<b>Address</b>
I-102	Application for Replacement /Initial Nonimmigrant Arrival/Departure Record	\$100	P. O. Box 30110 Laguna Niguel, CA 92607-0110
I-129	Petition for a Nonimmigrant Worker	\$130 for H or L <b>Plus see note #1 (p. 11)</b>	P. O. Box 10129 Laguna Niguel, CA 92607-1012
I-129S	Nonimmigrant Petition Based on Blanket L petition	No fee	P. O. Box 10129 Laguna Niguel, CA 92607-1012
I-129W	Petition for Nonimmigrant Worker Filing Fee Exemption (for H1b)	No fee	P. O. Box 10129 Laguna Niguel, CA 92607-1012
I-129 F	Petition for Alien Fiance(e)	\$110	P. O. Box 10130 Laguna Niguel, CA 92607-1013
I-130	Petition for Alien Relative	\$130	P. O. Box 10130 Laguna Niguel, CA 92607-1013
I-131	Application for Travel Document	\$110	P. O. Box 30114 Laguna Niguel, CA 92607-0114
I-140	Immigrant Petition for Alien Worker	\$135	P. O. Box 10140 Laguna Niguel, CA 92607-1014
I-193	Application for Waiver of Passport and/or Visa	\$195	P. O. Box 30112 Laguna Niguel, CA 92607-0112
I-212	Application for Permission to Reapply for Admission into the U. S. After Deportation or Removal	\$195	P. O. Box 30112 Laguna Niguel, CA 92607-0112
I-360	Petition for Amerasian, Widow(er), or Special Immigrant ( <b>only Religious, Physician, Military, Widow, International, and Panama Canal employee petitions are filed at CSC</b> )	\$130	P. O. Box 10360 Laguna Niguel, CA 92607-1036
I-485	Application to Register Permanent Residence or to Adjust Status ( <b>only employment-based adjustments are filed at CSC</b> )	<b>See note #2 (p. 11)</b>	P. O. Box 10485 Laguna Niguel, CA 92607-1048
I-526	Immigrant Petition by Alien Entrepreneur	\$400	P. O. Box 10526 Laguna Niguel, CA 92607-1052
I-539	Application to Extend/Change Nonimmigrant Status	\$140	P. O. Box 10539 Laguna Niguel, CA 92607-1053 (except if filed with I-129, use the I-129 address)
I-589	Application for Asylum	No fee	P. O. Box 10589 Laguna Niguel, CA 92607-1058
I-601	Application for Waiver of Grounds of Inadmissibility ( <b>file at CSC only if proof of a filed employment-based I-485 is included</b> )	\$195	P. O. Box 30111 Laguna Niguel, CA 92607-0111
I-612	Application for Waiver of the Foreign Residence Requirement	\$195	P. O. Box 30112 Laguna Niguel, CA 92607-0112

I-687	Application for Status as a Temporary Resident under Section 245A of the INA ( <i>Last date to file was May 4, 1988.</i> )	\$185; family cap of \$420	No longer accepted
<b>Form Type</b>	<b>Form Title</b>	<b>Filing Fees</b>	<b>Address</b>
I-690	Application for Waiver of Excludability	\$35 unless exemption falls under 212(a)(1)	P. O. Box 10690 Laguna Niguel, CA 92607-1069
I-694	Notice of Appeal of Decision ( <i>under Section 210 or 245A of the INA only</i> )	\$50	P. O. Box 10694 Laguna Niguel, CA 92607-1094
I-695	Application for Replacement Employment Authorization or Temporary Residence Card	\$15	P. O. Box 10695 Laguna Niguel, CA 92607-1095
I-698	Application to Adjust Status from Temporary to Permanent Resident ( <i>Under Section 245A of the INA</i> )	<i>See note #3 (on p. 11)</i>	P. O. Box 10698 Laguna Niguel, CA 92607-1098
I-700	Application for Status as a Temporary Resident Under Section 210 of the INA ( <i>Last date to file was November 30, 1988</i> )	\$185; family cap of \$420	No longer accepted
I-705	Affidavit of Performance of Seasonal Agricultural Employment	No fee	Submit as RFE response under A number
I-751	Petition to Remove the Conditions on Residence	\$145	P. O. Box 10751 Laguna Niguel, CA 92607-1075
I-765	Application for Employment Authorization  ( <i>See list of categories filed at CSC in note #5</i> )	\$120 [(a)(13) Family Unity fee waived except EAD replacement \$70]	P. O. Box 10765 Laguna Niguel, CA 92607-1076
I-817	Application for Family Unity Benefits	\$140 ( <i>see note #4</i> )	P. O. Box 10817 Laguna Niguel, CA 92607-1081
I-821	Application for Temporary Protected Status ( <i>ONLY filed at CSC for El Salvador, Honduras and Nicaragua</i> )	None	P. O. Box 10821 Laguna Niguel, CA 92607-1082 Attn: TPS
I-824	Application for Action on an Approved Application or Petition	\$140	Use the P. O. Box number for the type of approved application or petition for which action is being requested
I-829	Petition by Entrepreneur to Remove Conditions	\$395	P. O. Box 10526 Laguna Niguel, CA 92607-1052
I-881	NACARA – Suspension of Deportation or Application for Special Rule Cancellation of Removal	\$215 + \$50 fingerprint fee	P. O. Box 10881 Laguna Niguel, CA 92607-1088
I-907	Request for Premium Processing Service	\$1,000 ( <i>see note #1 on p. 11</i> )	P. O. Box 10825 Laguna Niguel, CA 92607-1082
N-400	Application for Naturalization	\$260 + \$50 Fingerprint	P. O. Box 10400 Laguna Niguel, CA 92607-1040

**Note #1** (re. I-129 filing fees): Base fee is \$130 for I-129 H or L. If filing an H-1b, an additional \$1,000 fee in a single remittance of \$1,130 is required; however, payment of the additional fee is not required if an organization is exempt under Sec. 214.2(h)(19)(iii). Payment of this additional \$1,000 fee may not be waived under Sec. 103.7(c)(1). **This fee must be submitted by the petitioner; it cannot be submitted by the beneficiary.** If requesting premium processing, **an additional remittance of \$1,000 is also required.** All requests for premium processing, including requests to upgrade a previously-filed I-129 to premium processing, submit Form I-907 with the \$1,000 fee to P. O. Box 10825, Laguna Niguel, CA 92607-1082.

**Note #2** (re. I-485 filing fees): Base fee is \$255; \$160 if less than 14 years of age. \$50 fingerprint fee is required for applicants between the ages of 14 and 79. Fee required for EACH individual I-485. \$1,000 flat sum penalty fee per person if applying under section 245(i); children less than 17 years of age and certain Legalization beneficiaries are exempt from the penalty fee).

**Note #3** (re. I-698 filing fees): \$80; family cap is \$240 if filed within 30 months of approval of the I-687. \$120, or family cap of \$360 if filed 31 months or more after temporary status was granted. An additional fee of \$50 is required for fingerprints. To qualify for a family cap, all members must live in the same household.

**Note #4** (re I-817 filing fees): \$140. The fee for the combined Form I-817/I-765 filed by first-time Family Unity applicants is \$80; \$225 maximum for family members living in the same household and filing concurrently. \$50 fingerprint fee is required for applicants between the ages of 14 and 75.

**Note #5** Eligibility codes accepted 8 CFR 274(a).12 (asterisks represent those codes processed by the CSC effective June 1, 1995):

- \* (a)(5) Asylum granted (initial filing only - extensions go to NSC)
- \* (a) (6) K1 nonimmigrant fiance(e) of U.S. Citizen or K2 Dependent
- \* (a) (11) Deferred Enforced Departure/Voluntary Departure
- \* (a)(12) Approved TPS for Hondurans, Salvadorans and Nicaraguans
- \* (a)(13) Voluntary departure under Family Unity
- \* (a)(17) Dependent spouse of principal E or L nonimmigrant
- \* (c)(2) E-1 dependent
- \* (c)(3) (i), (ii), and (iii) - Student seeking employment
- \* (c)(5) Spouse or minor child of an Exchange Visitor
- \* (c)(6) Student seeking practical training after completing studies
- \* (c)(8) Asylum pending
- \* (c)(9) If I-485 filed at CSC - may still file I-765 with the District Office
- \* (c)(10) Pending suspension of deportation
- \* (c)(17)(i), (c)(17)(ii), and (c)(17)(iii) – B-1 nonimmigrant domestic servants and B-1 airline employees
- \* (c)(19) Approved Temporary Protected Status (TPS) for Hondurans, Salvadorans and Nicaraguans
- \* (c)(20) Pending I-700 applicant (agricultural worker under Legalization program)
- \* (c)(22) Pending I-698 applicant (I-687 granted, Phase II of Legalization pending)

**File at CSC (See CSC chart on prior pages); adjudicated at the Los Angeles Asylum Office:**

- I-589 - If residing in Arizona, southern California, or southern Nevada
- I-881 - If residing in Alaska, Arizona, California, Hawaii, Idaho, Illinois, Indiana, Nevada, North Dakota, Oregon, South Dakota, Washington, Wisconsin, or Guam (\$215 plus \$50 fingerprint fee)

**File at CSC; adjudicated at the district office:**

N-400 (excluding Military Service) (\$260 + \$50 fingerprint fee) See CSC chart on prior pages

**File at a district/suboffice; adjudicated at CSC:**

I-90	\$130
I-90A	\$130

I-191	\$195
I-192	\$195
I-212	\$195

**File at district office; adjudicated by EOIR:**

I-256A

**File at ASC; adjudicated at CSC:**

I-90 Renewals

**File at a district/suboffice; adjudicated at the district/suboffice:**

I-17		\$230
I-102	-	Parolees and inspection corrections \$100
I-131	-	Advance parole only \$110
I-290A,B	-	Appeal/Motion to a denial at a district/suboffice \$110
I-360	-	Amerasian, Special Immigrant Juvenile \$130 for juvenile, no fee for Amerasian
I-485	-	Based on other than an approved employment based petition
I-485C	-	HRIFA No additional fee
I-515	-	Students arriving at POEs without an I-20
I-539	-	Other than in Section A above, including reinstatements for F1 Students \$140
I-600/600A	-	Applications for international adoption \$460
I-601	-	Unless filed with an employment based I-485 \$195
I-612	-	Unless filed with an employment based I-485 \$195
I-695	-	Only for replacement of I-688A Employment Authorization Cards \$15
I-765	-	\$120
		* (a)(10) withholding of deportation
		* (a)(12) Temporary Protected Status
		* (c)(9) adjustment of status
		* (c)(10) pending suspension of deportation
		* (c)(11) parolee
		* (c)(12) voluntary departure
		* (c)(14)
		* (c)(16)
		* (c)(18) order of supervision
		* (c)(19) Temporary Protected Status
N-300/315		\$60
N-402		
N-405/407		
N-455		\$90
N-470		\$95
N-565		\$155
N-600		\$185
N-643		\$145

**File at Nebraska Service Center; adjudicated at NSC:**

I-131	-	NSC (NEBRASKA SERVICE CENTER) - DIRECT MAIL (re-entry permits/refugee travel documents)
I-129	-	TN/NAFTA
I-539	-	TD (Dependent of NAFTA principal)



Date	Signature
Type name and address	

- Please use "Acco-type" fasteners to hold together thick or bulky applications/petitions.
  - b. Use tabs to aid the adjudicator in locating documents easily. If used, tabs should be on the **bottom** of the documents.
  - c. Include an index to the supporting documentation.
  - d. The application/petition should be in the following order:
    - Flagging Checklist (if applicable)
    - Check or Money Order
    - G-28 (if applicable)
    - Petition or Application
    - Supporting Documentation
- Fees should be submitted by petition or application/petition package; i.e., when filing an I-129 with a Change of Status and an I-539 for the principal's wife and child, one check should be sent in the amount of \$270 (\$130 + \$140 = \$270).
- When one attorney is filing multiple I-130s the same day, each petition should have its own \$130 check to ensure that **all petitions will not be returned if one of the petitions is not acceptable for receipting.** However, if a family package of I-130s is being filed together, one check may be sent to keep the petitions together (if one petition is returned, they will all be returned).
- Fees for filing I-881/I-765 applications should be submitted individually.
- Notices mailed from the Service Center will contain the return address to be used in responding to the notice. In all cases, responses to a CSC notice, whether computer-generated or in letter format, should include a **copy of the CSC notice on top of the response.**
- Applications/petitions submitted to the CSC are preferred in typed format. Legible printing is an alternative.
- Please place the I-94 admission number on all applications for extension of stay or change of status. Also include a copy of the front and back of all I-94 cards for the principal alien and dependents. Original I-94s are not needed unless requested by a Service officer.
- Verify the accuracy of name spelling and all other information on the applications/petitions **prior to submission to the CSC.**
- Waivers and No Objection Letters will be controlled by Division V.
  - a. The alien's residence address is required on all waivers.
  - b. A Form I-212 is not a direct-mail form unless it accompanies Form I-485. The applications are received at a field office and forwarded to the CSC for adjudication.
  - c. I-612 applications may be filed directly with the CSC.
- The Service no longer routinely requires submission of original documents or "certified copies." Instead, legible **photocopies** of such documents (including naturalization certificates and alien registration cards) **will be accepted** for initial filing and adjudication of applications and petitions. At the discretion of the adjudicator, original documents may still be requested in individual cases.

- The best way to locate records is through the WAC receipt number or the A-Number. It is to your advantage to provide this information whenever possible. If you do not know the A-Number, provide a **complete** name and date of birth. Also, provide any and all names used when originally admitted to the United States. Providing this information is extremely helpful and speeds processing time.
- **Reconstructed cases will be accepted only when specifically requested by the Service.** Submit the WAC receipt number of the original filing and copies of any notices received from the Service on the first filing when submitting a reconstructed application or petition.
- The address block on each form is the data field captured for all mailings. Consistent with the limitations on the number of characters per line (a maximum of 32) and the total number of lines (no more than four) in that field, whatever is in the block will become the mailing address used by the system. The data in these fields is entered exactly as indicated on the forms. Please include internal routing symbols in the address block, especially for large organizations. Attorneys' addresses are captured from the G-28.
- The California Service Center **will accept photocopies** of **signed** naturalization certificates and Form I-151/551 as stated in controlling regulations. The CSC may request original documents as needed.
- If a preparer is used, the petitioner must sign in the appropriate space **and** the preparer must complete the section relating to preparers.

### **APPEALS AND MOTIONS**

The CSC handles appeals and motions resulting from decisions issued by this office. A-, WAC- and WSC-Files are either retained at the Center or sent to the Administrative Appeals Office (AAO) during the appeal period. Various factors determine whether or not an entire A-File is sent to the AAO, such as whether the file contains a pending action in addition to the appeal. A portion of the file is sent if other actions are pending. A WAC-File will only contain one action and will be sent to the AAO. Once the case is returned to the CSC from the AAO, the division that issued the denial will also process the appeal or motion.

Appeals and motions should be mailed directly to the CSC with the appropriate fee of \$110. See mailing addresses listed on the chart on pages 9 and 10. A motion to reopen/reconsider an AAO decision should be sent directly to the CSC.

Requests for extensions to submit briefs to the AAO should be submitted to the AAO with a copy to the CSC. A request for an extension of time to submit a brief to the Board of Immigration Appeals (BIA) should be submitted to the CSC for consideration. All appeals and motions with correct fees must be received at CSC within 33 days of the date of the notice. [Note: The appeal time is 18 days for denials and revocations appealed to the BIA.]

Appeals on Legalization cases should be mailed directly to the CSC with the appropriate fee of \$50. There are **no motions** in the Legalization program (8 CFR 103.5(b)).

An inquiry or a motion does not stop the clock on an appeal deadline. To preserve appellate rights in any denial situation, an appeal must be properly filed.

## CHAPTER III – Division-specific procedures

### DIVISION I

#### **I-140:**

- The classifications for employment-based immigrants are:
  - 203(b)(1)(A) - Aliens with extraordinary ability (E11)
  - 203(b)(1)(B) - Outstanding professors and researchers (E12)
  - 203(b)(1)(C) - Certain multinational executives and managers (E13)
  - 203(b)(2) - Aliens who are members of the professions holding advanced degrees or aliens of exceptional ability (E21)
  - 203(b)(3)(A)(i) - Skilled workers (requires at least two years training or experience) (E31)
  - 203(b)(3)(A)(ii) - Professionals with baccalaureate degrees (E32)
  - 203(b)(3)(A)(iii) - Unskilled workers (EW3)
- The original Department of Labor-certified Employment and Training Administration (ETA) Form 750 must be filed **with** the I-140 petition when required. See I-140 instructions. Both portions of this form- the certified ETA(a) Application for Alien Employment and ETA(b) Offer of Employment Statement of Qualification of Alien - should be submitted with the original filing. The uncertified ETA-750 should be submitted in duplicate when filing for a registered nurse under Schedule A Group I.

#### **I-485:**

- If the beneficiary or deceased USC spouse was previously married, evidence of legal termination of all prior marriages or a death certificate, plus proof of U.S. citizenship or birth in the United States, must be submitted.
- Applications are accepted at CSC for approved I-140 and I-526 employment-based cases and approved I-360 special immigrants (religious minister/religious worker only). The CSC does not accept I-485 cases based on I-130 family-based petitions, asylees, or refugees.
- A visa number must be immediately available at the time of filing the I-485.
- The following evidence should be submitted with Form I-485:

Appropriate fee for I-485 and fingerprints  
Form G-325A, Biographic Information  
Form I-693, Medical Examination of Aliens Seeking Adjustment of Status  
Copy of Form I-797, Notice of Action, showing that the I-140, I-526, or I-360 has been approved  
Copy of passport, including the biographic page, all admission and exit stamps and visa pages  
Copy of Form I-94, Arrival/Departure Record



Current employment offer letter  
Two ADIT-style photos  
Supporting documentation, including tax returns, W-2 Forms and recent pay stubs

You may also submit the following forms:

Form G-28, Notice of Entry of Appearance as Attorney or Representative  
Form I-485 Supplement A and penalty fee, if applicable

- Age Outs/Expedites: Applicants less than 21 years of age may apply as the dependent (child) of a principal (parent) applying for adjustment of status. Once an applicant turns 21 years of age, the Service is required to deny him or her the preference status of being a child. To prevent a child from losing this status, the Service will expedite those cases in which the applicant is close to turning 21, or “aging out.” Files that are one year or less from “aging out” must be clearly marked with a red dot and boldly labeled, “**expedite/age out.**”

**I-526/I-829:**

- The purpose of Form I-526 Petition for Immigrant Entrepreneur is to classify an alien entrepreneur as an immigrant under Section 203(b)(5) of the Immigration and Nationality Act.
- All I-829 petitions for removal of a conditional status based on a petition for alien entrepreneur should be filed at the CSC with all documentation required under the Regulations.

**I-360:**

- Form I-360 is used to classify an alien as a Special Immigrant (religious minister/worker; employment with the Panama Canal Company, Canal Zone Government or U.S. Government in the Canal Zone; physician; military service personnel).
- Form I-360 Petitions for Amerasians and Special Immigrant Juveniles must be filed at the local INS office having jurisdiction over the place where the alien lives or will live.

**I-131:**

- Each I-131 should be accompanied by the following supporting documentation: Evidence of filing and copies of approval notices for I-140, I-360 or I-526 and copies of I-485 receipts, two ADIT-style photographs, a copy of the I-94 from the applicant’s most recent entry, and evidence of lawful status.

**Note for Divisions I and II**

- The CSC accepts and adjudicates I-526 and I-129 E petitions for the Nebraska Service Center; the Texas Service Center accepts and adjudicates the I-526 and I-129 E petitions for the Vermont Service Center.
- All NAFTA-related applications/petitions should be filed at the Nebraska Service Center, where they are processed.

## **DIVISION II**

### **I-129:**

- The current I-129 form replaced the I-129H, I-129L, and I-539 for E, H, L, O, P, Q and R extensions and the I-506 for status changes to E, H, L, O, P, Q and R.
- **Each** I-129 petition must include supporting documentation. Do not submit one set of documentation for multiple beneficiaries filed on separate petitions. Petitions for H-2A status with multiple beneficiaries must have separate petitions and the appropriate fee if applying for visas at different (or more than one) consular office abroad.
- When submitting an I-129 and supporting documentation in duplicate, submission of a complete and separate (collated) duplicate set including supporting documentation is imperative. The original petition and documentation are kept at the CSC and the complete copy is sent to the consulate, embassy, POE or PFI upon approval.
- A legible copy of the front and back of each Form I-94 is required for beneficiaries of Forms I-129 and their dependents filing Form I-539. The original Form I-94 is no longer required; therefore, the I-94 will not be annotated to show an extension of stay or change of status in these cases. The approval notice (Form I-797C) contains a tear-off I-94.
- Form I-129 for new employment, extension of stay or change of status may be filed up to six months before the services are needed or the extension of stay expires. Extensions of stay for continuation of previously-approved employment without change will be granted from the date of expiration if the petition is timely filed per 8 CFR 214.2. There may be a gap in time if the extension is filed for a new employer or new employment conditions.
- **Labor Condition Applications (ETA 9035)** must be certified by the Department of Labor (DOL) and should be submitted at the time of filing an I-129 petition for H-1B specialty occupation. Labor Condition Applications (LCA) that have been accepted by the DOL for multiple beneficiaries must include a detailed list of all Service file numbers for beneficiaries who have been previously approved by INS using the LCA. The LCA must be submitted with the I-129 prior to the adjudication of the I-129.
- Extensions of stay for H-1B I-129 petitions may be denied if the LCA does not cover the beginning dates of a requested extension.
- Extensions of stay will not be granted beyond the time period certified on the LCA. Similarly, petitions for change of status or consular notification will not be granted beyond the LCA expiration date.
- All O and P I-129 petitions must be submitted with the appropriate consultation. Individuals (O-1) who will be employed in the motion picture and television industry must include a consultation from a management organization and a union/peer group. All other O and P nonimmigrant(s) need a consultation from an appropriate peer group. All support personnel for the P-1 should be included on one separate petition with the appropriate consultation letters.

- Form I-129 is to be used for petitioning of **H-2A Agricultural Workers'** initial entry, change of status, extension of stay, or change of employers.
- On Form I-129, Petition for Nonimmigrant Worker, write in the Country of Citizenship in Part 3 in the block for Country of Birth. For example: "COC Canada/COB Japan."
- The I-129 petition for H2 status must be filed with a **Temporary Labor Certification (ETA-750)** which is issued by the Department of Labor. Form ETA-750 must be certified by the U.S. Department of Labor's certifying officer and will include validity dates and a cover letter. This letter will indicate the number and title of certified jobs, date of need, specific activity, area of employment and the period covered by the certificate. Petitions filed without the ETA-750 will be denied pursuant to sections 103.2(b)(8) and 204.5(1)(3)(i) of the 8 CFR.
- Any subsequent substitutions or replacements of agricultural workers within the approved period will need a copy of the ETA-750. Any request for a **new** extension will need a **new** temporary labor certification. In both instances, a copy of the prior approval notice is to be submitted.
- I-129 petitions for H-2B classification cannot be submitted for unnamed beneficiaries.
- E-1 and E-2 applicants should file an I-129 to change status in the U.S. or to change employers or duties with an EOS, or where there is a structural change in the nature of the corporate entity. A fee is required if an extension of stay, change of status or amendment of original petition is sought. All petitions should include submission of copies of the front and back of the I-94. Only E-1 and E-2 dependents should file a Form I-539. Regulations do not allow for consular, embassy, POE, or PFI notification for E classifications. An application for admission as an E-1, E-2 or R-1 must be made directly with the consular office.
- Q nonimmigrants - International Cultural Exchange Visitor Programs: This classification was created under IMMACT 90. It encompasses a cultural exchange program to enhance the knowledge and appreciation of the American people with respect to different world cultures.

#### **I-539:**

- Dependents of alien workers will need to file for a change of status or extension of stay on the Form I-539.
- Processing will be facilitated when Form I-539s are completed and filed for dependents of I-129 applicants and a copy of the front and back of the principal's I-797 approval notice or I-94 is included. Principal aliens are not to be included on Form I-539.
- Nonimmigrant applicants whose status is B, J, or M may file Form I-539 with CSC to extend the authorized period of temporary stay in the same status. Nonimmigrant applicants whose status is B, F, J or M may file Form I-539 to change status to one **other than** H, L, O, P, Q, E, or R.
- Reinstatements of F-1 students should be filed on Form I-539 and submitted to the field office having jurisdiction over the school or school system location.
- Extensions of stay and school transfers of F-1 students should be dealt with solely by the Designated School Official of the attending school or school system. **It is not necessary to file a Form I-539 at the California Service Center for these purposes.**

#### **I-102:**

- The best way to locate records for an applicant on a Form I-102 is with the I-94 admission number and/or the passport number. Supporting documentation submitted with the I-102 should include a copy of the I-94, if available; copies of the passport pages showing dates of admission, if available; means of transportation into the U.S., if available; and/or copies of previous filings or correspondence with the Service regarding admission and stay in the U.S. All prior Notices of Action, I-171C or I-797, should be submitted.



### DIVISION III

#### **General:**

- Detailed, complete birth, death and marriage records must be submitted, not abstracts.
- All foreign-language documents must be submitted and accompanied by translations.
- The alien's complete **U.S. street address** is required. **Do not use a post office box.**
- A copy of the petitioner's evidence of status, such as signed Naturalization certificate, copy of Form I-551 permanent resident card or similar evidence is required.

#### **I-130:**

- When multiple Form I-130 petitions are submitted for more than one family member, each must contain **copies** of the required documentation for each family member's petition. An individual fee should be submitted for each petition.
- Copies of **registered** marriage certificates must be submitted as evidence of a husband/wife relationship.

#### **I-751:**

- Form I-751 applications should be submitted to the California Service Center within the 90-day period immediately preceding the second anniversary of the date that the beneficiary spouse/child obtained conditional residency.
- Form I-751 requires **copies** of as many documents as the individual wishes to establish the marriage was entered into in "good faith." If the petition is for a child, the A-Number of the conditional resident parent is necessary.

## DIVISION IV

### **I-817:**

- The Family Unity Program was created by Section 301 of the Immigration Act of 1990. Adjudication of Form I-817 applications for voluntary departure under the Family Unity Program lies exclusively with the Service Center.
- An alien who is not a lawful permanent resident is eligible to apply for benefits under the Family Unity Program if he or she:
  - a. entered the United States on or before May 5, 1988, or December 1, 1988, in the case of a seasonal agricultural worker (Sec. 210 INA) and has resided in the United States since that date;
  - b. was the spouse or unmarried child of a legalized alien on May 5, 1988, and that he or she has been eligible continuously since that time for family-sponsored second preference immigrant status under Section 203(a)(2) of the Immigration and Nationality Act based on the same relationship.
- Documents to be submitted are Form I-817, fee (**currently required for initial I-817s only**) and the initial evidence required in the instructions on the application form.

**As a result of the settlement agreement in a nationwide class action lawsuit (Hernandez vs. Reno), there have been changes in the filing procedures for the Family Unity program. These changes are as follows:**

**Combining Forms: Effective for applications received on or after January 29, 1998, the INS will treat Form I-817 and Form I-765 as a single application. Accordingly, Form I-765 should be filed jointly with Form I-817. All Family Unity applicants should write (a) (13) for their eligibility category in #16 of Form I-765.**

**Fee for Initial Request for Benefits: Effective for applications received on or after January 29, 1998, the fee for the combined Form I-817/I-765 filed by first-time Family Unity applicants is \$140 (\$225 maximum for family members filing concurrently).**

### **I-765:**

- Asylum applicants in admissibility or removal proceedings must file Form I-589 with the Executive Office for Immigration Review and their Form I-765 Employment Authorization Request with the CSC.
- Form I-765 for initial issuance of Employment Authorization Document may be filed at the California Service Center 150 days after the filing of the I-589 (Revised November 16, 1994). Employment may be authorized if the applicant's I-589 is pending before the Service or the immigration judge.
- Members of the following groups may request employment authorization under the ABC settlement agreement:
  - a. Nationals of El Salvador who were in the United States as of September 19, 1990, who filed an asylum application on or before January 31, 1996; and
  - b. Nationals of Guatemala who were in the United States as of October 1, 1990, who filed an asylum application on or before January 4, 1995.
- An extension I-765 submitted more than 120 days prior to the date of expiration of the current EAD will be processed with a request for initial evidence under 8CFR 103.2(b)(8) and 103.2(b)(10)(i) and (ii). The initial evidence request will notify the applicant to indicate the reason for the early submission of the extension I-765

and will provide an opportunity for the applicant to indicate whether the current card has been lost, stolen or mutilated, whether it contains erroneous information, or whether the underlying benefit for which EAD eligibility is based may be due to end.

**NATURALIZATION:**

The Department of Justice publishes a booklet, "A Guide to Naturalization" (Form M-476), to assist in the filing of N400 applications and to answer some of the commonly asked questions. The booklet may be obtained by calling 1-800-870-FORM. For specific inquiries, the CSC provides responses to inquiries by facsimile, telephone, and in-person over the counter. Form N-400 applications should be filed at the INS Service Center that has jurisdiction over the applicant's residence address. The applicant will be interviewed at his or her local INS district office or sub-office.

**FILING N400 APPLICATIONS AT THE CALIFORNIA SERVICE CENTER:**

For regular mail:  
California Service Center  
P.O. Box 10400  
Laguna Niguel, CA 92607-0400

For overnight delivery, Federal Express, UPS or bonded courier:  
California Service Center  
24000 Avila Road  
Second Floor, Room 2302  
Laguna Niguel, CA 92677

**N400 APPLICATION INQUIRIES PRIOR TO THE SCHEDULING OF AN INITIAL INTERVIEW:**

INS Direct  
(949) 831-8427  
Monday to Friday: 9:00am – 3:30pm

CSC Customer Service Counter  
24000 Avila Road  
Laguna Niguel, California 92677.  
Monday to Friday: 9:00am – 2:30pm

**N-400 INQUIRIES AFTER THE INITIAL INTERVIEW HAS BEEN SCHEDULED:**

Contact the INS District Office or Sub-office **where the initial interview is scheduled to take place.**

**ADDRESS CHANGES FOR N-400s:**

Address changes on N-400 applications may be made by calling 1(800) 375-5283.

**N-400 FEE WAIVER REQUESTS:**

Fee waiver requests are most often denied because insufficient, incomplete or conflicting information has been submitted relating to the applicant and/or members of the applicant's household. Requests for fee waivers should include complete information about the age, most recent employment and number of hours worked weekly, and sources of income for the applicant and **all** members of the applicant's household. Documentation should be submitted relating to **all** household incomes, expenses and assets. Evidence should also be submitted if special circumstances exist, such as necessary out-of-pocket medical expenses or disabilities. Applicants must show that advanced age or disability prevents them from earning an income if a fee waiver is requested on that basis.

Evidence of household income includes all of the following:

Money wages and salaries before any deductions; net receipts from non-farm self-employment (receipts from a person's own unincorporated business, professional enterprise or partnership, after deductions for business expenses); net receipts from farm self-employment (receipts from a farm that one operates as owner, renter or sharecropper, after deductions for farm operating expenses); regular payments from Social Security, railroad retirement, unemployment compensation, strike benefits from union funds, workers' compensation, veterans' payments, public assistance (including Aid to Families with Dependent Children or Temporary Assistance for Needy Families, Supplemental Security Income, and non-Federally funded general assistance or general relief money payments), and training stipends; alimony, child support and military family allotments or other regular support from an absent family member or someone not living in the household; private pensions, government employee pensions (including military retirement pay), and regular insurance or annuity payments; college or university scholarships, grants, fellowships and assistantships; and dividends, interest, net rental income, net royalties, periodic receipts from estates or trusts, and net gambling or lottery winnings.

Officers at CSC review all N-400 fee waiver requests, taking into consideration the applicant's household size and the most current poverty guidelines available from the Department of Health and Human Services. Fingerprint fees (\$50) may not be waived for individuals requiring fingerprints. Those applications found to be incomplete, deficient or containing conflicting information are rejected back to the applicant with no further processing completed.

#### **LEGALIZATION:**

- Phase II Legalization application submissions should be placed in the following order to prevent delays in processing (from top to bottom):
  - a. Fee, if required
  - b. If evidence is being sent to the CSC, any Center notices, if applicable
  - c. Form G-28, if applicable
  - d. Application
  - e. Evidence/attachments
- There are no provisions to allow for the filing of a Motion to Reopen or Reconsider on a Legalization denial or termination; however, the director of the Administrative Appeals Office (AAO) and the Center Director may sua sponte reopen any adverse decision issued under their jurisdiction.
- Certified decisions: 30 days are allowed to submit a brief to the CSC prior to the file going forward to the AAO.
- All Legalization appeals must be filed at the CSC and must be accompanied by the appropriate fee.
- A timely appeal **must** be filed within 30 days of the denial or termination. There are no extensions. Any questions as to timeliness will be made by the AAO. Upon request, briefs may be submitted up to 30 days after the appeal is filed or a FOIA response is provided. Only one level of appellate review is available for Legalization applications. Decisions issued by the Legalization Appeals Unit are final and may not be further appealed.
- All waivers for the Legalization program are filed at the CSC. All information requested on the form should be provided, especially the section of law the waiver seeks to overcome, the A-Number and the basis of the eligibility. Where a fee is required, the instrument of payment must be as specified in Sections 245a and 210 of Title 8, Code of Federal Regulations. A fee is not required for waivers of admissibility falling under former section 212(a)(1).

There are no waivers available under Sections 212(a)(2)(A), 212(a)(2)(B), 212(a)(2)(C), or 212(a)(3) of the INA. These citations were formerly known as sections 212(a)(9), (10), (23), (27), (28), (29) and (33) of the INA.



**I-90A:**

- An I-90A application for an approved I-700 applicant to obtain his/her initial permanent resident card is submitted on the regular I-90 application at the local INS office. After receipt and ADIT processing at the local office, the application is forwarded to CSC for adjudication.

**DIVISION V****I-90:**

- An I-90 application packet, with the required fee, is filed at a district office, suboffice, or port-of-entry. I-90 applications for renewal of cards that are reaching the 10 year expiration date are filed at the local Application Support Centers.
- Division V adjudicates all I-90s. The I-90 application packet is forwarded by the local office to the CSC for adjudication. The CSC issues a Notice of Action, Form I-797, fee receipt for the I-90. An approved I-90 applicant receives his/her card directly from the card production facility.
- In the case of "commuters," the Service Center will send the I-551 to the district office or port-of-entry (POE) where the applicant may pick up the card.

**Waivers:**

- Inquiries relating to I-212 cases will not be entertained if a receipt notice from the California Service Center has not been issued to the applicant/attorney of record. Inquiries should be directed to the field office having jurisdiction, which should be where the I-212 was originally filed.

**I-824:**

- Form I-824 Application for Action on an Approved Petition (with a \$140 fee) is filed at the office where the original approved petition was adjudicated. When applicable, the I-824 may be filed by direct mail to the California Service Center if Part 2 Block A or B is marked; i.e., requesting a duplicate approval notice. Block C is used to request that a U. S. Consulate be notified that status has been adjusted to permanent resident and should be filed at the office where the adjustment of status took place.
- An I-824 should not be filed on an approved I-130 to request an upgrade. The visa upgrade will take place in the I-485 adjustment process at the district or through the respective consulate if consular processing was requested. If the petitioner needs to change consulates after an approval goes to the National Visa Center (NVC), the petitioner should contact the NVC and make arrangements through that agency.

## CHAPTER VII - Freedom of Information Act/Privacy Act (FOIA/PA) Information

### I. DEFINITIONS:

#### *Access*

Includes any form of disclosure. A copy always satisfies FOIA/PA access requirements.

#### *INS Agency Record*

Any tangible recording of information and/or any item, collection, or grouping of information that is maintained by, and under the control of, the INS. Notes made by employees are not generally agency records because they are not subject to the rules and controls of the agency for record maintenance and disposition.

#### *Business Information*

Commercial or financial information provided to INS by a person may be protected from disclosure under Exemption 4 of the Freedom of Information Act, 5 U.S.C. 552(b)(4), because disclosure could reasonably be expected to cause competitive harm to the submitter or another person.

#### *Business Information Submitter*

Any person or entity who provides business information, directly or indirectly, to INS. The term includes, but is not limited to, corporations, state governments, and foreign governments. It does not include other Federal agencies.

#### *First Party Requester*

A request from the subject or his/her representative asking for access to his/her own record. A notarized signature or a sworn declaration under perjury from the record subject is required for access to a Privacy Act record when the request is from a person other than the subject, unless one of the conditions authorizes disclosure.

#### *Freedom of Information Act Request*

A request in writing by any person (regardless of citizenship status) for access to any record or information maintained by INS, except for the following, which are considered non-FOIA requests:

- a. White House and Congressional requests
- b. Overseas offices
- c. News media requests under 28 CFR 50.2
- d. Requests from another Federal government agency
- e. Requests from state, local or foreign governmental agencies
- f. Routine use disclosures
- g. Requests for return of original documents
- h. Requests from other agencies for review of Service files
- i. Requests for immigrant status verification or verification of eligibility benefits (Form G-845)
- j. Visa availability
- k. For Consular notifications of visa petition approval (use Form I-824)

#### *Individual (Privacy Act)*

A United States citizen (USC) or alien lawfully admitted for permanent residence (LPR). Corporations and organizations are **not** individuals.

#### *Privacy Act Request*

A request in writing submitted from any living citizen of the United States or legal permanent resident (USC or LPR) for access to his/her own records, which are contained in a Privacy Act system of records. The records must be under the control of the INS and be retrieved by the name of the requester or other personal identifier. Requests are from:

- a. The subject for access to his or her own records
- b. A third party with the written privacy waiver of the record subject
- c. The parent of a minor child or the legal guardian of a person declared incompetent by a court of competent jurisdiction

### ***Routine Use***

An established use and authority for disclosure of records from a Privacy Act system of records, other than an intra-agency disclosure, for a purpose that is compatible with the purpose for which they were collected, and that would otherwise be prohibited by the Privacy Act. Such disclosures do not require the prior written consent of the record subject, but must be published in the Federal Register prior to such use.

### ***System of Records***

A group of any records on United States citizens or aliens lawfully admitted for permanent residence (USCs or LPRs) under the control of an agency from which information is retrieved by the name of the individual or by some identifying number, symbol or other identifying particular assigned to the individual, and which is therefore subject to the Privacy Act.

### ***Third Party Request***

A request from any person for access to another individual's records without the individual's consent. The identity of a third party requester and his/her relationship to the subject does not increase (or decrease) his/her rights of access to the records.

## **II. WEBPAGES**

FOIA REFERENCE GUIDE: [www.usdoj.gov](http://www.usdoj.gov) provides access to the Department of Justice FOIA Reference Guide: a comprehensive guide to FOIA that serves as a handbook for obtaining information from the Department.

INS WEBPAGE: Visit the INS web page at [www.ins.usdoj.gov](http://www.ins.usdoj.gov) for information about the FOIA/PA process.

FOIA/PA FORMS: Download current copies of the G-28 and G-639 in pdf format at [www.ins.usdoj.gov/graphics/formsfee/forms](http://www.ins.usdoj.gov/graphics/formsfee/forms).

## **III. REQUIREMENTS FOR MAKING FOIA/PA REQUESTS TO THE INS FOIA/PA UNIT**

Request must be submitted in writing. The INS Form **G-639, Freedom of Information/Privacy Act Request** is preferred. However, a clear written request in the form of a letter or note is also acceptable.

Every attorney representing a client who is requesting information through the FOIA/PA Unit at the California Service Center **should submit a signed (original signature) and dated Notice of Entry of Appearance as Attorney or Representative Form G-28** (sample included at the end of this chapter). The Form G-28 is recommended, but is not required as long as the attorney signs the G-639.

Requests must describe the requested information with sufficient specificity with respect to name, (complete name of the subject and any other names used or any variant spelling); alien registration number(s) if applicable; dates (date of birth and country of birth); subject matter; social security number; and location to permit INS personnel to identify and locate the records.

## **IV. POINTS TO CONSIDER:**

1. **Do not** use the INS' Federal Express account number.
2. Requesters cannot require the INS to "create" records. A request can only be made for access to records that already exist.
3. A **Form G-28** entitles the attorney/representative to receive copies of the current record of proceeding pending before the California Service Center on behalf of the subject. Even though it does not fall within the purview of the FOIA/PA, the CSC FOIA/PA Unit will handle it as an operational matter.

4. Verification of identity is not required for access to records available under the FOIA. Individuals requesting records protected under the Privacy Act must provide a privacy waiver (notarized signature of the subject, declaration under oath, or DOJ-361) from the record subject.

If a Form G-28 is used for verification purposes, the following situations may apply:

- a. Nonresident Alien - Consent to access for nonexempt material is not required on Form G-28.
  - b. Lawful Permanent Resident or U.S. Citizen - Consent statement at the bottom of Form DOJ-361 must be completed by the client and accompanied by a notarized signature or sworn declaration under perjury. Signature must be **original**.
  - c. Legalization Files - Consent is required by the record subject for any and all access requests.
5. The National Archives and Records Administration publishes a records retention and disposal schedule in the General Records Schedule. If the requested information is in the files at the time of the request, then that information may be released if it is not exempt.
6. Two requirements for access requests:
- a. Reasonably describe the records sought
  - b. Follow agencies' published procedural regulations
7. The INS California Service Center FOIA/PA Unit is required to inform a requester of the decision to grant or deny access to records within 20 working days (not necessarily to release the records within 20 days).

An extension of time may be required in three situations:

- a. Need to search for and collect records from separate offices
- b. Need to examine a voluminous amount of records required by request
- c. Need to consult with another agency or agency component

In many instances, the INS California Service Center FOIA/PA Unit cannot meet the time limits for a variety of reasons, including high volume of requests received and limited resources. The Center FOIA/PA Unit relies on the language of 5 U.S.C. 552(a)(6)(c) and on the leading case Open America v. Watergate Special Prosecution Force, 547 F. 2d 605, 614-16 (D.C. Cir 1976) to process the requests using the first-in, first-out concept. Courts have agreed to allow agencies to handle requests on a first-in, first-out basis. Requests can be processed out-of-turn if there is jeopardy to life or personal safety or a threatened loss of substantial due process rights.

8. If expedited treatment is requested (the request is to be taken out-of-turn) and the expedited criteria is not met, the request shall be processed on the appropriate track (first-in, first-out process).

9. If a portion or segment of a document in the file requires withholding, a FOIA/PA exemption will be applied and the remainder of the document will be released.

10. Fees by category of FOIA requests:

- a. Commercial request refers to a request from or on behalf of one who seeks information for a use or purpose that primarily furthers commercial, trade or profit interests of the requester (does not include news media). Determine what use to which a requester will put the requested records. If it appears, based on the nature of the request or if there is reason to believe that the records will be put to a commercial use, the requester will be given the opportunity to submit further clarification. Search, duplication and review fees apply.
- b. An educational institution refers to a facility that operates a program of scholarly research. The requester must show that the request is authorized by and made for the purpose of research for the institution and it is not for commercial use. Copying fees only will apply.

- c. Non-commercial scientific institution refers to an institution that is not operated on a “commercial” basis. The institution must exist solely to conduct scientific research. It should not produce a product or service. The requester must show authorization by and for the institution and that the requested information is not for commercial use but is sought for scientific research. Copying fees only will apply.
- d. A news media request refers to a person actively gathering news for an entity that is organized and operating to publish or broadcast news to the public. The records would be newsworthy and about current events. Requesters make their products available for purchase or subscription by the general public. To be in this category, a requester must not be seeking the records for commercial use. (News dissemination is not considered to be commercial use.) Copying fees only will apply.
- e. All other requests – search and duplication only will apply.

Small requests (less than 100 pages) are free to requesters from groups b and e. No fee shall be charged unless the cost of the search, in excess of two hours, plus the cost of duplication, in excess of 100 pages, exceeds \$14.00. If fees exceed \$14.00, a letter will be forwarded advising the requester of the amount due.

11. When requests for access to INS records are denied, either in whole or in part, the CSC FOIA/PA Unit will inform the requester of the requester's right to appeal. Appeals are made in writing to the Co-Director, Office of Information and Privacy, United States Department of Justice, Flag Building, Suite 570, Washington, D. C. 20530, within 60 days of receipt of the final letter.

Individuals may file FOIA/PA complaints in United States District Courts where they have their principal place of business, where they reside, where the records are located, or in the District of Columbia.

12. When the requester uses identifiers as they relate to the subject – Alien Number (A-Number), Receipt File Number (WAC Number), social security number, date of birth, other names used, the exact name used on the petition, country of birth or a copy of the I-94 – the file retrieval process is hastened.

13. Due to high volume, telephonic requests for information are discouraged.

14. Facsimiles of initial requests are acceptable when a hard copy with an original signature follows.

15. If a FOIA/PA request is thought to be within the jurisdiction of the California Service Center but is later found to be in the jurisdiction of another INS office, the FOIA/PA office will create the case and transfer the request to the appropriate office.

16. When the subject is deceased, regardless of a FOIA/PA request, confidentiality is not applicable. Congress has mandated that confidentiality should follow the life of the file and not the life of the applicant. An obituary or death certificate is accepted as proof of death.

17. Subpoenas from attorneys, the clerks of state courts, or state judges are not considered “competent jurisdiction” and will stand in line with the first-in, first-out basis as any other request. Subpoenas must meet the guidelines as set forth in 5 U.S.C. 552a(b) and be made with competent jurisdiction (signed by a Federal judge).

## V. FORMS

**G-28, Notice of Entry of Appearance as Attorney or Representative:** Used by attorneys or representatives to review the current record of proceeding pending before the Service.

**G-639, Freedom of Information Act/Privacy Act Request:** The G-639 was created by the INS FOIA/PA Office for the purpose of providing the public with a convenient means of requesting access to records from the INS under the Freedom of Information Act and the Privacy Act. In accordance with Regulations 28 CFR 16.3 and 8 CFR 103.10(a)(2), a request must be made in writing; however, no specific format is required other than the requester must be specific in describing the record requested.

**WR-720, Attachment to Form G-639:** Requests should be accompanied by proof of identity in the form of **either a notarized signature or a sworn declaration under perjury** for Privacy Act requests, and first party Freedom of Information Act requests for access to records containing personal information. In other words, a statement that is required to be sworn before a notary public can be made in an unsworn declaration under penalty of perjury instead. If the record subject submits proof in the form of a declaration in lieu of a notarized signature, it must be accepted and state, at a minimum, the language outlined in the WR-720 form.

**DOJ-361, Certification of Identity:** In accordance with 28 CFR Section 16.4(d), personal data sufficient to identify the individual submitting the request by mail under the Privacy Act of 1974, 5 U.S.C. Section 552a, is required. The information provided wholly or in part is subject to change at any given time.

## CHAPTER V - EXHIBITS

CALIFORNIA SERVICE CENTER FAX INQUIRY WORK SHEET

CALIFORNIA SERVICE CENTER LEVEL TWO INQUIRY – OVERDUE CASES

CALIFORNIA SERVICE CENTER PROCESSING TIME REPORT (SAMPLE)

CALIFORNIA SERVICE CENTER CORRESPONDENCE COVER SHEET

CALIFORNIA SERVICE CENTER ADDRESS CHANGE FORM

CALIFORNIA SERVICE CENTER OPTIONAL FORM I-140 FLAGGING CHECKLIST FOR  
EMPLOYMENT-BASED IMMIGRATION PETITIONS

CALIFORNIA SERVICE CENTER DIRECT FILING ADJUSTMENT OF STATUS CHECKLIST

FORM G-731C INQUIRY ABOUT STATUS OF I-551 ALIEN REGISTRATION CARD

FORM I-697A CHANGE OF ADDRESS FOR LEGALIZATION AND SAW APPLICANTS

INS ADDRESSES FOR OFFICES SERVED BY THE CSC

NATIONAL CUSTOMER SERVICE CENTER INFORMATION

FORM G-639 FREEDOM OF INFORMATION/PRIVACY ACT REQUEST

FORM DOJ-361 CERTIFICATION OF IDENTITY

FORM WR-720 ATTACHMENT TO FORM G-639

**EXHIBITS ARE NOT NUMBERED OR PAGINATED SO THAT THEY MAY BE COPIED AND USED.**

# CALIFORNIA SERVICE CENTER FAX INQUIRY SHEET

(Effective 1/8/02)

INDICATE DATE OF EACH INQUIRY

\*\*(SIGNATURE OF ATTORNEY/APPLICANT REQUIRED)\*\*

1<sup>st</sup> INQUIRY: \_\_\_\_\_

Respond to: \_\_\_\_\_

**Div I: (949) 389-3055**  
(I-131, I-140, I-360, I-485, I-526, I-829)

Address: \_\_\_\_\_

**Div II: (949) 389-3197**  
(I-102, I-129, I-539)

City/State/Zip: \_\_\_\_\_

**Premium Processing (949) 389-3460**

**Div III: (949) 389-3482**

(I-129F, I-130, I-751)

(I-90SAW, I-765, I-821TPS, I-817, N-400)

E-mail: \_\_\_\_\_

**Div IV: (949) 389-3484**

(949) 389-3483 (Legalization)

Fax (required): \_\_\_\_\_

**DIV V: (949) 389-3485**(I-90, Waiver212/612),  
I-824, I-881 NACARA)

Daytime Phone: \_\_\_\_\_

2<sup>nd</sup> INQUIRY: \_\_\_\_\_

(ACD) **Div I: (949) 389-3486**

**Div II: (949) 389-3402**

**Div III: (949) 389-**

## LEVEL TWO INQUIRY JUSTIFICATION – OVERDUE CASES

Cases for which a Level One inquiry is unanswered after 15 workdays may

submit a Level Two inquiry if: 1) subject case is beyond normal processing times; 2) 60 days have elapsed since a response to a Request for Evidence (RFE) was received; or 3) a beneficiary will age-out within six months.

**Div IV: (949) 389-3198**

3<sup>rd</sup> INQUIRY: \_\_\_\_\_

(Ombudsman): (949) 643-1538

WAC # \_\_\_\_\_ A #: \_\_\_\_\_

Date of Filing: \_\_\_\_\_ Type of Application/Petition: \_\_\_\_\_

Name of Applicant/Petitioner (only): \_\_\_\_\_

(For Motion-to-Reopen/Reconsider include original petition WAC #)

(For I-485 Cases, provide the following:)

Principal Name: \_\_\_\_\_

Country of Citizenship: \_\_\_\_\_

Principal WAC#: \_\_\_\_\_

Principal A#: \_\_\_\_\_

Principal Visa Category: \_\_\_\_\_

Principal Priority Date: \_\_\_\_\_

Principal Approved I-360, I-140, I-526 WAC#: \_\_\_\_\_

## NATURE OF INQUIRY

\_\_\_\_ Case pending beyond JIT processing time frame. \_\_\_\_ Prima Facie erroneous Notice.

**Explanation for Emergency Request: (Attach additional explanatory page if needed)**

\*\*\* INS RESPONSE\*\*INS RESPONSE \*\*INS RESPONSE\*\*INS RESPONSE\*\*\*

In response to your fax inquiry, please note the item(s) checked below:

\_\_\_\_ The application/petition is not outside current processing time. Cases are adjudicated in the order received. Currently, we are adjudicating cases with Receipt Notice dates of \_\_\_\_\_.

\_\_\_\_ Do not call or send additional inquiries until 30 days after the date published on the JIT report

\_\_\_\_ The application/petition was transferred to NVC. Please contact them directly.

\_\_\_\_ The application/petition was transferred to the INS office in \_\_\_\_\_.

\_\_\_\_ The application/petition was approved on \_\_\_\_\_ and a Notice was mailed.

\_\_\_\_ If you want a duplicate approval notice, please file Form I-824.

\_\_\_\_ **The application/petition was adjudicated correctly.**

\_\_\_\_ The application/petition was denied on \_\_\_\_\_ and a Decision was mailed. Contact us again if you have not received a notice within 30 days.



\_\_\_\_ Your Form G-28 Notice of Appearance is not on file; you must submit a **signed** original.

Miscellaneous: \_\_\_\_\_

**California Service Center**  
**LEVEL TWO INQUIRY – OVERDUE CASES**

This form may be used **only** for:

- (1) Cases which are beyond normal processing times and for which a level one inquiry is unanswered after 15 working days.
- (2) Cases for which 60 days have elapsed since a response to a Request For Evidence (RFE) was received and for which a level one inquiry is unanswered after 15 working days.
- (3) Cases where a beneficiary will age-out within six months and for which a level one inquiry is unanswered after 15 working days.

Today's date	WAC #
Type of application/petition	Receipt date (from Form I-797)
JIT date for this form	RFE response submitted date (if applicable)
Date first level inquiry submitted	<b><u>Age out date (if applicable)</u></b>
<u>Include a copy of the level one fax confirmation</u>	
<b>Name of person submitting inquiry</b>	Telephone #
<input type="checkbox"/> Petitioner <input type="checkbox"/> Attorney of Record	
<b>Fax Number</b>	E mail address

**Fax completed form to (949) 389-3441. You should receive a response within 10 working days. Please do not submit further inquiries until after 10 working days.**

Inquiries other than those listed above sent to this fax number will not receive a response. Please limit your inquiry to two pages.

# Div. I    Div. II    Div. III    Div. IV    Div. V

## CORRESPONDENCE COVER SHEET

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**INSTRUCTIONS:** In an effort to facilitate the timely processing of your correspondence, please circle either the appropriate division above and check applicable item(s) below. Please **PLACE THIS COVER SHEET ON TOP** of all documentation sent to the CSC.

---

WAC receipt/A file number  
code(eg.L1,H1b,etc.)

Petition/Application type(eg.I-129,I-130,I-140,etc.)

Class

---

- Response to a Service request (Intent to deny or revoke, duplicate petition, etc).
- Motion.
- Corrections.
- Change of address.
- Inquiries.
- Petition not received by consular office.
- Withdrawal.
- Additional dependents (I-829, I-539, or I-751).
- Alien substitutions (H2b, H3, & O/P/Q).
- Nonimmigrant EAD over 90 days.
- Health care worker certification.
- Properly executed G-28.
- Change in conditions of employment.
- Amendment adding new subsidiaries for blanket L1 petition.
- Duplicate petition as requested by CSC.
- Derivative beneficiary turned 14 and G-325 is attached.
- Upgrade petitioner to USC for I-130 (copy of Naturalization Certificate is enclosed).
- Additional information to be matched with application/petition (specify file/receipt number).
- All other. Please explain.

Please route to WS \_\_\_\_\_ for CSC #

**CALIFORNIA SERVICE CENTER**  
**OPTIONAL FORM I-140 FLAGGING CHECKLIST**  
**FOR EMPLOYMENT-BASED IMMIGRATION PETITIONS**  
(yellow)

Instructions: Indicate type of case, special issues and other important considerations. Attach this checklist to top of petition.

CHECK ONE (1) CLASSIFICATION ONLY

**1. Priority Workers – Section 203(b)(1)**

- (A) Alien with “extraordinary ability” (E11)**
- (B) Outstanding professors and researchers (E12)**
- (C) Multinational executives and managers (E13)**

**2. Advanced degree professionals or exceptional ability – Section 203(b)(3)(A) (E21)**

- (A) ETA 750 included**
- (B) National interest waiver**

**3. Skilled workers, professionals, other workers – Section 203(b)(3)(A)**

- (A) Skilled worker requires at least two years of specialized training or experience (E31) or professional (E32)**
- (B) Other worker (requires less than two years of training or experience (EW3))**

**SPECIAL CIRCUMSTANCES**

- (A) Age-out of dependent; specify dependent’s date of birth\_\_\_\_\_ . Include evidence of dependent’s birthdate with petition.**
- (B) Successor-in-interest**
- (C) Substitution of beneficiary**
- (D) Reconstructed file**
- (E) Two or more I-140s filed for same beneficiary using the same ETA 750. List all other file numbers using this ETA 750: \_\_\_\_\_**
- (F) Fax notification of consulate requested. (Only in expedite and/or for emergent reasons.) Specify reason for fax notification request:**  
\_\_\_\_\_  
\_\_\_\_\_

- (G) Other special considerations. Specify: \_\_\_\_\_**  
\_\_\_\_\_

# CALIFORNIA SERVICE CENTER

## DIRECT FILING ADJUSTMENT OF STATUS CHECKLIST

(Lilac)

DATE: \_\_\_\_\_ I-485 FILED BASED ON AN APPROVED  I-140   
 I-526  
 I-360 (RELIGIOUS WORKER)

**ATTORNEY (if applicable):** \_\_\_\_\_

**PRINCIPAL APPLICANT:** \_\_\_\_\_

**ACCOMPANYING FAMILY MEMBER(S):** \_\_\_\_\_ , \_\_\_\_\_

\_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

**AGE-OUT DEPENDENT:** \_\_\_\_\_ **Date of birth:** \_\_\_\_\_  
(Submit evidence of dependent's date of birth on age-out case)

**FEES:**  I-485 (Age 14 and older) \$255  I-131 \$110  
 I-485 (Less than 14 years old) \$160  I-765 \$120  
 I-485 Supplement A \$1,000  I-601 \$195  
 Fingerprint fee \$50  I-212 \$195  
  I-191 \$195  
 I-824 \$140 (Filed if principal has an I-485 already approved)

**EMPLOYMENT BASED:**  1<sup>ST</sup>  2<sup>ND</sup>  3<sup>RD</sup>  4<sup>TH</sup>  5<sup>TH</sup>

**PRIORITY DATE:** \_\_\_\_\_ **COUNTRY OF CHARGEABILITY:** \_\_\_\_\_

### **FORMS AND DOCUMENTS**

The items listed in the left-hand column should be placed in order followed by the additional evidence listed in the right-hand column.

<input type="checkbox"/> G-28, if applicable	<input type="checkbox"/> I-212, I-606 or I-191
<input type="checkbox"/> I-485	<input type="checkbox"/> Copy of passport
<input type="checkbox"/> Supplement A (if any)	<input type="checkbox"/> Birth certificate and translation, if applicable
<input type="checkbox"/> 2 photographs for I-485	<input type="checkbox"/> Copy of I-20
<input type="checkbox"/> Employment-based visa petition approval notice (I-797 or I-171C)	<input type="checkbox"/> Copy of IAP66
<input type="checkbox"/> Medical Form I-693 and supplement	<input type="checkbox"/> I-612 approval notice, (if applicable)
<input type="checkbox"/> Evidence of admission and I-94, if any	<input type="checkbox"/> 2 photographs for I-765, if submitted
<input type="checkbox"/> All other supporting documents	<input type="checkbox"/> 2 photographs for I-131, if submitted
<input type="checkbox"/> Fingerprints (\$50 fee)	

Please submit supporting form packages (e.g., I-765, I-131, I-601, I-191, I-212) individually acco-fastened apart from the I-485 package. You are encouraged to submit separate fees for each form submitted.

# Customer Service Center (NCSC)

**Through the NCSC, INS provides nationwide assistance by telephone to customers calling from within the United States about immigration services and benefits. Service is available in English and Spanish.**

## **Numbers to Call**

**You can call the INS toll-free for automated information and live assistance concerning immigration services and benefits.**

**Our number is: 1-800-375-5283**

**Our TTY number is: 1-800-767-1833**

## **Hours of Operation**

**Customers can access automated information through a menu of automated options 24 hours a day, 7 days a week. During regular business hours, customers who need more information or assistance can be transferred to a customer service representative.**

**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.**

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

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

## **Telephone Assistance on Pending Applications**

**In addition to general information and assistance, customers with pending applications for immigration benefits can simply call the NCSC. When you call, please have your A-number, any receipt number issued by INS, and the last notice you received relating to your case.**

# CALIFORNIA SERVICE CENTER GUIDELINES



FY 2002 EDITION

WR-754 (CSC)

1/8/2002

**Processing Guidelines**

**For The**

**California Service Center**

**24000 Avila Road, 2<sup>nd</sup> Floor**

**Laguna Niguel, CA 92677**