



Practice Pointer

How to Follow Up on Cases Filed Via Premium Processing¹

On April 25, 2022, the USCIS Case Assistance Liaison Committee received responses from USCIS Public Engagement to our requests for clarification referenced in the below practice pointer regarding the Texas Service Center premium processing unit's live telephone agents, fax information, and email addresses.

Updated 06/10/2022

Phone

AILA Request: All Service Centers use the same main phone number for premium processing inquiries and follow-ups: 1-866-315-5718. While it is possible at current to speak with a live agent for premium processing cases pending at the Vermont, Nebraska and California Service Centers, since well before the pandemic, telephone communication with the Texas Service Center premium processing unit has been limited or non-existent. For example, at current there are no options are provided to speak with a live agent or leave a voice message for premium processing cases pending at the Texas Service Center premium processing unit. **Could you please clarify when the Texas Service Center premium processing unit plans on providing the option to speak with a live agent?**

USCIS Response: The Texas Service Center has reopened its phone line for premium processing inquiries! Calls placed to the Contact Center Premium Processing Toll Free Phone Number at 1-866-315-5718 will now be directed to the TSC for stakeholders with premium processing petitions at that location. This premium service was re-introduced the first week of March 2022 and calls are answered live Monday through Friday 8am – 4pm Central Time.

Fax

AILA Request: Unlike the Vermont, Nebraska and California Service Centers, the Texas Service Center premium processing unit has suspended the practice of faxing RFEs, NOIDs and denials during the pandemic, and therefore stakeholders must wait at least 1-2 weeks before receiving the RFE, NOID or denial in the mail following issuance. **Could you please clarify when the Texas Service Center premium processing unit will resume faxing RFEs, NOIDs and denials?**

USCIS Response: The TSC recognizes that it previously faxed premium processing notices to customers and their attorneys. Each premium processing adjudications team utilized a dedicated email box to send notices to be faxed. However, **faxing operations ceased due to the COVID pandemic and our response to the telework mandate. The prior hiring freeze also impacted the TSC's ability to support this operation. In addition to bringing on resources to support this service, the TSC is researching available technological options that would be conducive in a telework or remote work environment.**

Email

¹ This practice pointer was updated on 06/10/2022.

AILA Request: Unlike the Vermont, Nebraska and California Service Centers, the Texas Service Center premium processing unit has multiple email addresses for specific classifications, including two email addresses for L-1 cases, which has caused confusion among stakeholders regarding exactly which email address(es) to contact about their case. Could you please clarify:

- 1) Which of the two Form I-129L email addresses is the correct email addresses for stakeholders to use for the Texas Service Center premium processing unit for L-1 cases specifically: tscpremiumi129l@uscis.dhs.gov, which is **currently listed on the paper TSC premium processing L-1 receipt notices** (also currently used by TSC premium processing to send emails regarding L-1s); or TSCPremium.I-129L@uscis.dhs.gov, which is **currently listed on premium processing L-1 RFEs**?
- 2) Members report that in 2021 the Texas Service Center premium processing unit began listing the main TSC-Premium.Processing@uscis.dhs.gov email address in the “NoReply Apples” premium processing receipt and approval emails for L-1 cases instead of the TSCPremium.I-129L@uscis.dhs.gov email address. Does the Texas Service Center premium processing unit plan on phasing out all the various email addresses and instead using the main TSC-Premium.Processing@uscis.dhs.gov address like the other Service Centers?

USCIS Response: The TSC now has one email address for stakeholders to submit their premium processing inquiries: TSC-Premium.Processing@uscis.dhs.gov. When using any of the previously available premium processing email addresses, stakeholders will now receive an automated [] response directing them to send premium processing inquiries to the surviving mailbox of TSC-Premium.Processing@uscis.dhs.gov. Once the other email addresses are phased out, they will be closed permanently. Please note, each of the Service Centers will now only use one email address for all premium processing inquiries, regardless of form type. It is anticipated that this will be of a greater convenience for stakeholders, particularly once the number of forms available for premium processing expands.

The email address for each individual Center is as follows:

California Service Center: CSC-Premium.Processing@uscis.dhs.gov

Nebraska Service Center: NSC-Premium.Processing@uscis.dhs.gov

Texas Service Center: TSC-Premium.Processing@uscis.dhs.gov

Vermont Service Center: VSC-Premium.Processing@dhs.gov**

Note: USCIS Public Engagement provided the Vermont Service Center premium processing email address in the above-quoted response as: VSC-Premium.Processing@dhs.gov. However, this is inconsistent with the address that is provided on the premium receipt emails for the Vermont Service Center premium processing unit contact address: VSC-Premium.Processing@uscis.dhs.gov. The “@dhs.gov” address had been historically listed as the contact address for the Vermont Service Center premium processing unit on the premium receipt emails (e.g., as recently as early 2020), but more recently the premium receipt emails list the “@uscis.dhs.gov” address. **The USCIS Case Assistance Committee has already reached back out to USCIS Public Engagement to confirm and will update this practice pointer once a substantive response is recieved.

Updated 02/10/2022

USCIS offers premium processing, which provides faster processing for certain employment-based petitions. At current, USCIS guarantees processing (approval, denial, request for evidence, notice of intent to deny, or fraud investigation) within 15 calendar days to those who choose to use this service, or will refund the premium processing filing fee.

The 15-calendar day period begins when USCIS properly receives the current edition of Form I-907, Request for Premium Processing Service, at the correct filing address noted on the form. If the petition requires the submission of additional evidence or a response to a notice of intent to deny, a new 15-calendar day period will begin when USCIS receives a complete response to the request for evidence or notice of intent to deny.

NOTE: Unlike the Vermont, Nebraska and California Service Centers, the Texas Service Center premium processing unit has suspended the practice of faxing RFEs, NOIDs and denials during the pandemic, and therefore stakeholders must wait at least 1-2 weeks before receiving the RFE, NOID or denial in the mail following issuance. AILA has reached out to USCIS Public Engagement to request clarification on when the Texas Service Center premium processing unit will resume faxing RFEs, NOIDs and denials, and will update the membership accordingly upon receipt of a substantive response.

Premium processing eligibility and filing locations

Always check USCIS.gov for the most up-to-date list of eligible petitions/applications and classifications for which premium processing is available.² In addition, always check USCIS.gov for the most up-to-date filing locations for premium processing filings as these can, and do, change frequently and without advance notice:

- <https://www.uscis.gov/i-907> (Form)
- <https://www.uscis.gov/i-129-addresses> (Where to file I-129s including via premium processing)
- <https://www.uscis.gov/i-140-addresses> (Where to file I-140s including via premium processing)

In practice, upon receipt of the I-907 and filing fee, USCIS will typically send an email to the address listed on the I-907 to confirm receipt, and again to confirm approval. Until recently, as it will further explained, the emails regularly came from one of the Service Center's "NoReply Apples" email addresses, which are not to be used by stakeholders to email premium processing [e.g., Nebraska.Processing@dhs.gov; texaspremium.processing@uscis.dhs.gov; VermontPremium.Processing@dhs.gov; and csc.apples@uscis.dhs.gov]. Also until recently, the receipt numbers typically contain the three-letter prefix corresponding to the specific Service Center where the case was initially accepted by USCIS for processing [LIN for Nebraska; SRC for Texas; EAC for Vermont; and WAC for California].

Receipt number change to "IOE" for some H-1B petitions

Starting in October 2021, some H-1B petitions filed under premium processing have started to receive receipt numbers with the "IOE" prefix instead of the usual prefix associated with the relevant Service Center [LIN, SRC, EAC, and WAC]. For these H-1B petitions, the premium processing receipt and approval emails have been coming from the **ELISdonotreply@uscis.dhs.gov** email address, instead of the

² See <https://www.uscis.gov/forms/all-forms/how-do-i-request-premium-processing> for list of categories currently eligible.

“NoReply Apples” email addresses [Nebraska.Processing@dhs.gov; texaspremium.processing@uscis.dhs.gov; VermontPremium.Processing@dhs.gov; and csc.apples@uscis.dhs.gov]. Further, AILA members have reported that these premium processing receipt and approval emails from ELISdonotreply@uscis.dhs.gov have been received by both the email address listed on the Form I-907 and the email address listed on the Form G-28. In contrast, the “NoReply Apples” emails appear to be sent only to the address listed on the Form I-907.

In response to AILA’s request for clarification on “IOE” receipt numbers, in January 2022, USICS issued the below response:

USCIS recently expanded electronic adjudication of Form I-129 H-1B, and certain H-1B filings will now be assigned IOE receipt numbers. Form I-129 H-1B adjudication, whether electronic or paper-based, continues to be completed at the California Service Center, Nebraska Service Center, Texas Service Center, and Vermont Service Center. **The Service Center that is adjudicating the petition is clearly indicated at the bottom the receipt notice, even in instances where an IOE receipt number is assigned.** There have been no changes to the USCIS adjudicative procedures or available services for Form I-129 petitions. At this time, electronic filing is not available for Form I-129 H-1B petitions. Petitioners should continue to follow the applicable filing instructions on the www.uscis.gov website.³

Additionally, AILA members have reported that some of these premium processing receipt and approval emails from ELISdonotreply@uscis.dhs.gov contain the letters “NmN” within the beneficiary’s first name. One AILA member reported they contacted USCIS premium processing to request a correction of the beneficiary’s name and were told that “NmN” means “No middle name;” this is an abbreviation that is being populated into the “middle name” field by the new system that is being used; and they are unable to remove the entry from the system, however, the formal approval notice will not reflect the “NmN” on it.

Premium processing inquiries and follow-ups with each Service Center

Inquiries on cases that are filed under premium processing, or converted to premium processing post-filing, must be directed to the premium processing unit at the Service Center where the case is pending. All Service Centers use the same main phone number for premium processing inquiries and follow-ups: **1-866-315-5718**. While it is possible at current to speak with a live agent for premium processing cases pending at the Vermont, Nebraska and California Service Centers, the Texas Service Center premium processing unit currently does not provide the option to speak with a live agent or leave a voice message. AILA has reached out to USCIS Public Engagement to request clarification on when the Texas Service Center premium processing unit plans on providing the option to speak with a live agent and will update the membership accordingly upon receipt of a substantive response.

However, each Service Center’s premium processing unit has a different designated email address for premium processing inquiries and follow-ups:

- NSC-Premium.Processing@uscis.dhs.gov

³ See AILA [Practice Alert: Receipt Number Change to ‘IOE,’](#) AILA Doc. No. 21122032. (January 20, 2022) (emphasis added)

- TSC-Premium.Processing@uscis.dhs.gov
 - NOTE: The Texas Service Center premium processing unit has additional email addresses for specific classifications, which has caused confusion among stakeholders regarding exactly which email address(es) to contact about their case. AILA has reached out to USCIS Public Engagement to request clarification on the discrepancy and which email addresses are the correct email addresses for stakeholders to use for the Texas Service Center premium processing unit, and will update the membership accordingly upon receipt of a substantive response. In the meantime, members may wish to consider using the main TSC-Premium.Processing@uscis.dhs.gov email address together with one or more of the below addresses as appropriate:
 - Form I-129L: Two email addresses:
 - TSCPremium.I-129L@uscis.dhs.gov
 - Previously listed in the “NoReply Apples” premium processing receipt and approval emails (now those list “TSC-Premium.Processing@uscis.dhs.gov”)
 - Currently listed on premium processing RFEs
 - tscpremiumi129l@uscis.dhs.gov
 - Currently used by TSC premium processing to send emails
 - Currently listed on the paper TSC premium processing receipt notices
 - See “[Practice Alert: Texas Service Center L-1 Email Address](#),” AILA Doc. No. 20062230 (June 19, 2020).
 - Form I-129 H1B: TSC_I129HPremium@uscis.dhs.gov
 - Form I-140: TSC-Premium.140@uscis.dhs.gov
- VSC-Premium.Processing@uscis.dhs.gov
- CSC-Premium.Processing@uscis.dhs.gov

Refunds

If the 15 calendar days are exceeded and a refund becomes necessary, USCIS states that the case will still receive expedited processing.⁴ USCIS will typically not issue the refund until the case is adjudicated. **Requests for refunds may be made in writing and submitted via email to the designated email address listed above.**

⁴ See How Do I Request Premium Processing: <https://www.uscis.gov/forms/all-forms/how-do-i-request-premium-processing> (last accessed 1/24/22)