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U.S. Immigration
and Customs
Enforcement

Call [1-866-DHS-2-ICE](tel:1-866-DHS-2-ICE)

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ICE DETAIN DETENTION FACILITIES

Naval Station Guantanamo Bay (JTF Camp Six and Migrant Ops Center Main A) Miami Field Office

+ Contacting a Detainee

If you need information about a detainee that is housed at this facility, you may call the Miami Field Office at (954) 236-4900 between the hours of 8 a.m. and 4 p.m. When you call, please have the individual's biographical information ready, including first, last and hyphenated names, any aliases he or she may use, date of birth and country of birth.

+ Legal & Case Information

Immigration Court

For information about a matter before the immigration court, you may call 1-800-898-7180 to speak with them directly. Applications for relief from removal and other applications requested by the immigration judge must be filed directly with the immigration court.

Board of Immigration Appeals (BIA)

For information about a matter before the Board of Immigration Appeals (BIA), you may call (703) 605-1007 where you can obtain automated information or speak with a live representative during office hours.

Click the link for a list of [pro bono representatives](#) nationwide who might be able to assist you.

To Post a Delivery Bond

Delivery bonds are posted when a person has been taken into ICE custody and placed into removal proceedings while in the United States. The person posting the bond must show proof of identity (valid Government-issued photo identification, passport, military ID, LPR card, driver's license, etc.). This person (the obligor) is responsible for ensuring that the alien presents them self before an officer or representative of this agency whenever a request is made.

Bonds for aliens detained by ICE may be posted at ICE ERO bond acceptance offices nationwide, Monday through Friday (except public holidays) between the hours of **9 a.m. and 3 p.m., local time**. For a list of ICE ERO bond acceptance offices nearest you or for bond information, click [here](#). You must have the last name of the detainee and alien registration number before calling. Acceptable forms of payment to post a bond are money orders, cashier's checks or certified checks. For all bonds **\$10,000 and over, the only accepted method of payment is a single cashier or certified check**. Payments must be made payable to "U.S. Department of Homeland Security" or "Immigration and Customs Enforcement."

Submitting a G-28

G-28s filed on behalf of detainees at this facility can now be accepted through the online platform [ERO eFile](#). Facility staff will not have access to ERO eFile at this time; legal representatives should download copies of their submitted G-28 for any in-person or remote legal visit.

Other Legal Access Related Communications

Requests for case information pertaining to detainees at NSGB can be sent to the [ERO Field Office](#) where your client's case is docketed. Please note that this mailbox does not accept applications for Stay of Removal or Case Appeals.

Contacting the Deportation Officer

To ascertain the identity of your client's Deportation Officer, contact the [ERO Field Office](#) where your client's case is docketed. Please note that a G-28 must be on file for any information to be disclosed.

Legal Calls

Legal representatives may request confidential legal phone calls with their clients or prospective clients by emailing: Legal.GTMO@ice.dhs.gov. The Guantanamo Bay officers will email back with a confirmed date and time. Please see the [flyer](#) for details.

The email should include:

- Legal representative's full name
- Legal representative's contact information, including phone number(s), and email address
- Detainee's name
- Detainee's alien number
- A few proposed times/dates for the requested legal call
- A scan of the legal representative's government issued identification
- A scan of the legal representative's identification or documentation reflecting their status as an active legal representative, such as a state bar card, attorney license, paralegal license, or similar legal status.
- A scan of the attorney's DHS Form G-28 or confirming submission through ERO eFile (unless this is a pre-representational)
- If a legal assistant is the only legal representative to join the call, the email should also attach a letter of authorization on the firm's/organization's letterhead and a scan of the assistant's identification.

All appointments for phone calls should be made 24 hours prior to the desired appointment time. Appointments are scheduled **Monday through Friday 8 a.m. – 5 p.m. EST, and Saturday through Sunday from 10 a.m. – 2 p.m.** and are in **20-minute** increments. Legal representatives are not limited on the number of calls they can request, but no legal representative is permitted more than one 60-minute appointment with a detainee in a single day.

The same guidelines for in-person attorney/client visits will apply to legal calls. Only legal representatives, legal assistants, and interpreters will be allowed; no family or friends of the clients are permitted. The attorney and/or his/her agents may contact outside interpretation services during the call or session. The sessions will be confidential; a visitation officer will be stationed outside of the confidential room to ensure security by standing out of earshot but within eyeshot. The officer will knock 5 minutes before the cut off time.

Please be advised that legal representatives and their staff are not permitted to video or audio record during any call with detainees at the facility. Any violation of these rules may result in suspension or a permanent revocation of scheduling privileges.

Electronic Exchange of Legal Documentation

When timely communication through the mail is not possible, the facility administrator may, in his discretion, allow for a reasonable amount of communication via email between the detainee and their designated legal representative.

Emails Sent by Legal Representatives to the Attention of Detained Aliens

Legal representatives can send legal correspondence to Legal.GTMO@ice.dhs.gov. Legal Representatives should make clear in the subject line that it is legal correspondence/mail and include as an attachment the specific documents/forms that the legal representative wants the facility to deliver to the detained alien not to exceed the number of 20 pages. Within the email the legal representative should include the following information and a cover sheet for the attachment that includes the:

- Alien's full name
- A-Number
- Sender's return fax number
- Total number of pages sent
- Notate the correspondence is "Legal Mail"

The documents will be inspected for contraband, but not read. The legal mail will be delivered to the detainee. All legal electronic communication requests will be processed during normal business hours Monday through Friday 8 a.m. to 4 p.m. EST, excluding holidays.

+ Press & Media

The facility has a responsibility to protect the privacy and other rights of detainees and members of the staff. Therefore, interviews will be regulated to ensure the orderly and safe operation of the facility. Ordinarily, live television or radio interviews will not be permitted in the facility. For media inquiries about ICE activities, operations, or policies, contact the ICE Office of Public Affairs at ICEMedia@ice.dhs.gov.

+ FOIA

All FOIA and Privacy Act requests must be submitted on form [G-639](#) (Freedom of Information / Privacy Act Request) or in letter format. All requests must contain the original, notarized signature of the subject in question. Please complete the form [G-639](#) thoroughly and if writing a letter, be sure to include the full name, any other names used, date of birth, place of birth, A-number of the alien you

are seeking information about, as well as your full name, address, and telephone number, so that we may contact you if we have any questions.

Mail your FOIA or Privacy Act request to:

U.S. Immigration and Customs Enforcement
Freedom of Information Act Office
800 North Capitol Street, NW, Room 585
Washington, D.C. 20536
Phone: 1 (866) 633-1182
Email: ICE-FOIA@dhs.gov

+ Feedback or Complaints

We strive to provide quality service to people in our custody, their family, friends, and to their official representatives. If you believe that we have not lived up to this commitment, we would like to know. If we have met or exceeded your expectations, please let us know that as well. To comment on the services provided at this office, please write to:

Field Office Director, Enforcement and Removal Operations
U.S. Immigration and Customs Enforcement
865 SW 78th St.
Plantation, FL 33324

If you feel that an ICE employee or contract services employee mistreated you and wish to make a complaint of misconduct, you may:

Contact the Field Office Director at:

Field Office Director, Enforcement and Removal Operations
U.S. Immigration and Customs Enforcement
865 SW 78th St.
Plantation, FL 33324
(904) 288-4600

Write the Office of Professional Responsibility:

Director, Office of Professional Responsibility
U.S. Immigration and Customs Enforcement
500 12th Street, SW
Suite 1049
Mailstop 5099
Washington, DC 20536-5005

Contact the ICE OPR Integrity Coordination Center (ICC):

1-833-4ICE-OPR
ICEOPRIntake@ice.dhs.gov

You may also contact the Department of Homeland Security, Office of Inspector General:

DHS Office of Inspector General
Attn: Office of Investigations - Hotline
245 Murray Drive, Building 410 Stop: 2600
Washington, DC 20528
Call: 1-800-323-8603
Fax: 202-254-4292
DHSOIGHOTLINE@DHS.GOV

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ADDRESS

Guantanamo Bay (NSGB) is located approximately 430 miles (700 kilometers) southeast of Miami, on the southeastern coast of Cuba.

CONTACT INFORMATION

Field Office Main Phone: (954) 236-4900

About Us

Immigration Enforcement



U.S. Immigration and Customs Enforcement



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