

Policy F.Y.I.

From the Policy Unit

Date: 10-31-2025

FYI-471

Please contact the Policy Unit if you have questions regarding this announcement at

DCSSPOLICYQUESTIONS@azdes.gov.



SUBJECT: Policy FYI-471 | Guam Connection to SSA Disabled

On October 12, 2025, the Social Security Administration (SSA) disabled connectivity with Guam as a precautionary measure in response to a cybersecurity incident reported by Guam. SSA has not provided an estimated timeline for restoring connectivity.

This disruption impacts all inbound and outbound file exchanges with Guam, including National Directory of New Hires (NDNH), Child Support Enforcement Network (CSENet), Federal Case Registry (FCR), and Federal Offset. There are no reported impacts to Guam's access to the Child Support Portal or the QUICK webservice.

The Office of Child Support Services (OCSS) will provide an update when connectivity is restored.

If you have any questions, please contact FPLSupport@acf.hhs.gov.

**We urge DCSS team members to view this information directly on The PORT and not create a separate personal file.
Please do not reply directly to this message as we will not be able to respond. This email address is only used for outgoing mail.**