

Message for U.S. Citizens: January 1 Elimination of Extra Visa Pages Service November 10, 2015

The Department of State and U.S. Embassy Vienna will discontinue the consular service of adding additional visa pages to U.S. passports beginning January 1, 2016. Visa page inserts pose vulnerabilities to both the security of the ePassport and the internal controls of the issuance process. Therefore, the determination to eliminate the visa page insert service was made to enhance the security of the passport and to abide by international passport standards.

As of October 2014, 52-page passport books have been issued to all applicants applying at overseas posts at no extra cost. This policy aims to lessen the burden that may be placed on frequent travelers who need more pages and those customers who may need to update residence permits or foreign entry/exit visas to comply with foreign immigration practices.

If you anticipate needing extra visa pages prior to the expiration of your passport, you must obtain an appointment at the U.S. Embassy in Vienna no later than December 31, 2015. Appointments are required for this service and can be made by clicking <http://austria.usembassy.gov/passports.html> and selecting “Adding Pages to Your Passport.”

We strongly recommend that U.S. citizens traveling to or residing in Austria enroll in the Department of State’s [Smart Traveler Enrollment Program \(STEP\)](#). STEP enrollment gives you the latest security updates and makes it easier for the U.S. Embassy to contact you in an emergency. If you don’t have Internet access, enroll directly with the U.S. Embassy. Regularly monitor the [State Department’s travel website](#), where you can find current Warnings, Travel Alerts, and the [Worldwide Caution](#). Read the [Country Specific Information for Austria](#). For additional information, refer to the [Traveler’s Checklist](#) on the State Department’s website. Contact the U.S. Embassy for up-to-date information on travel restrictions. You can also call 1-888-407-4747 toll-free in the United States and Canada or 1-202-501-4444 from other countries. These numbers are available from 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday (except U.S. federal holidays). Follow us on [Twitter](#) and [Facebook](#). The U.S. Embassy’s Consular Section in Vienna is located at Parkring 12a, 4th Floor 1010 Vienna, Austria. To reach the American Citizens Services unit during business hours, please call 31-339-7535, or e-mail us at ConsulateVienna@state.gov. If you are a U.S. citizen in need of urgent assistance outside business hours, **the after-hours emergency number for the U.S. Embassy is +43 1-31-339-0.**