

FOR IMMEDIATE RELEASE

September 19, 2018



City of Copperas Cove

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City of Copperas Cove Utilities and FATHOM Network Restored

Copperas Cove, Texas – The City of Copperas Cove Utilities and FATHOM experienced a network outage beginning on the afternoon of Tuesday, September 18, 2018. The outage impacted the call center toll-free number and Interactive Voice Response system (IVR). The issue was isolated and FATHOM maintained active engagement with the provider to resolve the situation. As of approximately 1030 am this morning we have been notified that all services have been restored.

Customers may once again contact Customer Care at (844)685-6349 or access the website at: <https://copperascovetx.gwfathom.com>. We apologize for any inconveniences this interruption caused our customers.

Questions or concerns may be directed to Customer Care by calling (844)685-6349 or sending an email to: copperascove.support@gwfathom.com.

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