



FOR IMMEDIATE RELEASE

October 4, 2023

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Temporary Phone Line Interruption

COPPERAS COVE, TEXAS – On Wednesday, October 4, 2023, beginning at 9:00 A.M., the administrative phone lines at the Copperas Cove Police Department will be temporarily offline as we transition to a new and improved phone system. This transition will not impact the emergency 9-1-1 lines, which will remain fully operational and accessible at all times.

During this brief transition period, citizens can use the temporary non-emergency and administrative phone number: 254-542-8920. This number will be monitored by Police Department personnel to ensure that your non-emergency calls and administrative inquiries are addressed promptly.

We apologize for any inconvenience this may cause and appreciate your patience as we work to enhance our communication capabilities. Our team is committed to minimizing any disruption, and we anticipate having our phone lines back online by 11:00 A.M. on the same day.

UPDATE: We are experiencing unexpected technical challenges during our phone system transition, resulting in a longer downtime than anticipated.

Our team is working diligently to resolve these issues and restore full functionality. Meanwhile, please continue to use our temporary line, (254)542-8920, for non-emergency and administrative inquiries. Our 9-1-1 services remain operational and unaffected.

We apologize for any inconvenience and appreciate your patience.

UPDATE #2: The main phones lines are operational. Thank you for your patience!

