



**FOR IMMEDIATE RELEASE**

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**Temporary Phone Service Outages at City of New Braunfels Facilities**

**New Braunfels, Texas** — Incoming and outgoing phone services for City of New Braunfels facilities are currently being affected by an area-wide outage that originated from the company that the city contracts with for phone services.

City officials are receiving ongoing updates from the phone service provider as they continue to work on resolving the issue; however, inbound and outbound phone calls to city facilities will be inconsistent until that service is fully restored.

It is important to note that the city's 911 telephone lines and phone lines associated with the New Braunfels Police Department are not impacted in this outage.

The City of New Braunfels appreciates the public's patience as this issue is resolved and sincerely apologizes for any inconvenience this causes residents and others attempting to conduct business with city employees.

Another release will be sent once the outage has been resolved.

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