



## **NEWS RELEASE**

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### **FOR IMMEDIATE RELEASE**

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### **MEDIA ADVISORY**

#### **Some Cell Phone Users Experience Difficulty Calling Culpeper Town Hall**

Last week in an effort to save tax dollars, the Town of Culpeper changed its landline telephone service provider from Verizon to Ntelos. As a result of the changeover, some cell phone users have been unable to call its town hall offices from areas outside Culpeper. This problem does affect callers using landlines.

The problem is related to codes stored in cell phones, with those phones not having the most up to date codes.

The town is working with its vendor to remedy the problem. However, if cell phone callers continue having difficulty calling Town Hall, they may want to contact their provider for information how to download updated codes to their phones.

The town regrets any inconvenience this has caused. However, it is working to remedy the situation as soon as possible.

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