

Changes Announced for SkyLine Regional Directory



Recent merger and acquisition activity in the directory publishing industry has resulted in eliminating publishing contracts with independent telco providers for directories across the country, including SkyLine's regional directory that covers areas of Alleghany, Ashe, Avery and Watauga counties.

Going forward, SkyLine is partnering with Mountain Times Publications in its series of community telephone directories published annually across the High Country by providing up-to-date residential and business customer listings from our SkyLine/SkyBest service area. Through this new partnership, a limited number of printed directories will be available for pick-up at all SkyLine Customer Center locations, along with the newspaper organization's established distribution points across the region.

The first directory scheduled to be published through this new arrangement will be the Ashe Post and Times' Community Directory in September, followed by the October release of a new Banner Elk Community Directory and the December release of both the Watauga Community Directory and a new Alleghany Community Directory. A digital version of these directories also will be posted on our company website (skybest.com).

Call One Call Before You Dig

If you have an outside project in your plans before summer ends and it requires digging, do yourself a favor and call the One Call System first. You can reach One-Call System by dialing '8-1-1' from any landline phone or any cell phone that is connected to a tower in North Carolina. And, our Shady Valley and Mountain City customers also can contact the Tennessee One-Call Center by dialing 8-1-1 from their homes or businesses.

If you don't call first, you may end up with environmental damage, interruption of service, job or project delays or the potential for accidents and injuries. When you contact One Call first, our personnel will come and mark the utility lines in your work area. You can then dig safely without the fear of damaging telephone lines.

Enjoy the remainder of your gardening and landscaping projects this summer, but remember to be safe and call the One Call System before you dig.

Refer a Friend and get **\$25 credit** for each referral!

Internet, Security, Medical Alert and TV only. Some restrictions apply.

Visit www.skybest.com/referafriend for more details!

Help Us "Rise & Shine" to Fight Hunger!

Recognizing the need to support local initiatives to minimize food insecurity is greater than ever, SkyLine will continue its annual breakfast food drive for area food pantries. Now in its ninth year, and beginning this month through October, our "Rise & Shine" food drive will accept donations of non-perishable breakfast items at each of our five Customer Center locations.



Beginning this month and while supplies last, all SkyLine/SkyBest Customer Service Centers will have shopping totes available for pick-up. We welcome all sizes of packaged breakfast food, including individually-sealed cereals, oatmeal and fruit items that can be included in area backpack initiatives for children. See related list of suggested non-perishable items. As our thank-you, please keep the tote for future use, and SkyLine will make delivery of these items to area food pantries, including the Solid Rock Food Closet, Ashe County Food Pantry, the Hunger and Health Coalition, Reaching Avery Ministry and the Shady Valley Baptist Church Food Pantry in early November.

SkyLine is grateful to join the community in support, including numerous individuals, churches and local organizations like those listed that are trying to help fill the hunger gaps that continue to exist across the region. We hope you will join us in this critical effort. As a local cooperative, we are reminded that the seventh cooperative principle is "concern for community." For more information about the food drive, please call your local SkyLine/SkyBest Customer Service Center at 118. Thank you!



BUILD BACK FOR IMPACT

October is National Co-op Month – Customer Appreciation Day is on September 30

Celebrated by more than 40,000 cooperatives nationwide during the month of October, National Co-op Month is an annual opportunity to raise awareness of a trusted, proven way to do business and build communities.

To kick off the national Cooperative Month promotion, SkyLine will host its annual Customer Appreciation Day on Friday, September 30 in conjunction with Annual Meeting early registration with special member treats and giveaways while they last. We hope our members and customers will drop by any of our five Customer Center locations on Friday, September 30 to let us say 'thank you.'

NEED TO CONTACT US?

CUSTOMER SERVICE

LOCAL
118

TOLL-FREE
1-800-759-2226

REPAIR SERVICE, 24/7

LOCAL
611

TOLL-FREE
1-877-475-9546

Additional Local Repair Service Numbers:

ALLEGHANY
336-372-4444
(10-DIGIT DIALING)

ASHE
336-982-3111
(10-DIGIT DIALING)

AVERY
898-9250

WATAUGA
297-4811

JOHNSON
739-4500

LENOIR
929-2872

INTERNET TECH SUPPORT, 24/7

TOLL-FREE
1-866-759-7591

WORTH NOTING:

SkyLine Offices Close for Labor Day Holiday Monday, September 5

STAFF:

Kim Shepherd
Chief Executive Officer

Brian Tester
Chief Operations Officer

Angie Poe
Customer Service Manager

Jamey Jenkins
Retail Sales Manager

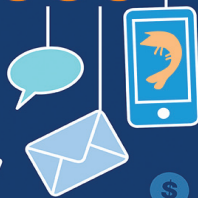
Karen P. Powell
Public Relations Administrator & Editor



www.facebook.com/SkyLineSkyBest
www.twitter.com/SkyLineSkyBest
www.instagram.com/Skyline.SkyBest

Phishing: Don't Take the Bait

Phishing is when you get emails, texts, or calls that seem to be from companies or people you know. But they're actually from scammers. They want you to click on a link or give personal information (like a password) so that they can steal your money or identity, and maybe get access to your computer.



The Bait



Scammers use familiar company names or pretend to be someone you know.

They ask you to click on a link or give passwords or bank account numbers. If you click on the link, they can install programs that lock you out of your computer and can steal your personal information.

They pressure you to act now — or something bad will happen.

Avoid the Hook



Check it out.

- » Look up the website or phone number for the company or person who's contacting you.
- » Call that company or person directly. Use a number you know to be correct, not the number in the email or text.
- » Tell them about the message you got.

Look for scam tip-offs.

- » You don't have an account with the company.
- » The message is missing your name or uses bad grammar and spelling.
- » The person asks for personal information, including passwords.
- » **But note: some phishing schemes are sophisticated and look very real, so check it out and protect yourself.**



Protect yourself.

- » Keep your computer security up to date and back up your data often.
- » Consider multi-factor authentication — a second step to verify who you are, like a text with a code — for accounts that support it.
- » Change any compromised passwords right away and don't use them for any other accounts.

Report Phishing

- » Forward phishing emails to spam@uce.gov and reportphishing@apwg.org.
- » Report it to the FTC at ftc.gov/complaint.



For more information, visit ftc.gov/phishing or aba.com/phishing



Deliver non-perishable items to SkyLine between September 1 - October 31

SUGGESTED ITEMS

- Oatmeal
- Whole-grain Cereals
- Hot Cereals
- Cream of Wheat
- Grits
- Gravy Mixes
- Pancake Mixes
- Muffin Mixes
- Granola Bars
- Syrup
- Fruit Juice Packs
- Canned or Dried Fruits
- Jam
- Powdered Milk
- Coffee
- Hot Chocolate
- Pop-Tarts

Items will benefit:

- Solid Rock Food Closet
- Ashe Food Pantry
- Hunger and Health Coalition
- Reaching Avery Ministry
- Shady Valley Baptist Church Food Pantry

Recipe of the Month

Eggplant Parmesan

Ingredients:

- 2 eggplants
- 3 tablespoons olive oil
- 1 jar favorite marinara sauce
- 16 ounces ricotta cheese
- 8 ounces Parmesan cheese
- 2 cups fresh mozzarella cheese
- Salt and pepper
- Italian Seasoning

Instructions:

Slice eggplants and place on baking sheet. Sprinkle with Italian seasoning, add salt and pepper to taste and drizzle with olive oil. Bake at 400° for 15 minutes.

In a medium baking dish, ladle marinara sauce to cover the bottom of the dish. Layer the following on top of the sauce:

- eggplant slices
- ricotta cheese
- sprinkle with Parmesan cheese

Repeat layer and top with slices of mozzarella cheese. Bake at 375° until bubbly.

Recipe submitted by Lisa Houser of Ashe County

Commemorative Cookbook

The recipes we feature in our monthly newsletter come from SkyLine's commemorative cookbook. At just \$15 each, they make great gifts, and all proceeds will support area food banks.

Call SkyLine at 118 to order yours.



Barbeques are fun with friends and family.

But they're even better when you have smoking fast internet speeds. With SkyBest fiber internet, you can stream movies and music and quickly share your favorite photos on social media about the fun night in your backyard.

Get 500 Mbps for only \$48/month when you bundle with phone and TV. Plus, new TV customers will save up to \$120!*

CALL 1-800-759-2226 OR VISIT US ONLINE AT WWW.SKYBEST.COM to sign up today.

*Certain restrictions apply. Expires 9.30.22. 24-month service agreement and an early termination fee applies for each service ordered. New internet customers only. Available in fiber-served communities only. Advertised price is for residential customers. Call for business rates.

SkyLine  SkyBest
1-800-759-2226