

## 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

#### STAFF:

- Kim Shepherd  
Chief Executive Officer
- Brian Tester  
Chief Operations Officer
- Angie Poe  
Customer Service Manager
- Jamey Jenkins  
Retail Sales Manager
- Edward Hinson  
Chief Marketing & Sales Officer
- Hallie Grubb  
Public Relations Administrator



## SkyChange Round-up



Pictured L to R: Blue Ridge Children's Advocacy Center Clinician/Counselor, Mandy Smith; SkyChange Representative, Sam Gates; Blue Ridge Children's Advocacy Center Director, Selena Moretz; Family Advocate, Stephanie Browning; Nurse Practitioner, Elizabeth Browning

We are so grateful for the positive response from our members and customers to SkyChange, our round-up program that seeks to assist area non-profits that help those in need throughout our community. If you've been thinking of signing up to support this charitable program, we welcome your participation!



Pictured L to R: Ashe County Children's Advocacy Center Director/Forensic Interviewer, Megan Hudson; SkyChange Representative, Traci Phipps; Ashe County Children's Advocacy Center Family Advocate, Rachel Winebarger; SkyChange Representative, Katie Eldreth; Ashe County Children's Advocacy Center Clinician/Counselor, Courtney Hartzog

SkyChange allows customers of SkyLine/SkyBest to round up their monthly bill to the next whole-dollar amount. The money generated from the round-up is, in turn, distributed throughout our community. Customer bills will reflect a line item showing the monthly round-up donation.

Some of the recent recipients of support include Ashe County Children's Advocacy Center, Blue Ridge Children's Advocacy Center and Alleghany Partnership for Children's Haven of Hope.



Pictured L to R: SkyChange Representative, Robin Miller; Alleghany Partnership for Children Executive Director, Kathy Bobbitt; SkyChange Representative, Myla Farmer

If you participate in the SkyChange program by simply rounding up your bill to the next dollar, your total donations per year will not exceed \$11.88. In most cases, donations will be tax deductible. SkyChange is a 501(c)3 organization with established

bylaws and a governing committee. Once funds are distributed, our website, social media and newsletter will give periodic updates highlighting how customers' donations helped their community.

Won't you join us in this collective effort to take our 'change' to make a positive difference across our region? Like other benevolent activities, be it through project teamwork or other charitable outreach initiatives, we recognize that our collective efforts have a bigger and broader impact and truly make a difference.

To sign up for SkyChange today, visit [www.skybest.com/skychange](http://www.skybest.com/skychange) or call your local SkyLine/SkyBest Customer Center at 118 or 1-800-759-2226.



Chase Miller and Lane Miller sight-seeing in Washington, D.C.

## FRS Youth Tour Highlights

Lane Miller and Chase Miller attended the FRS Youth Tour to Washington D.C. During the week of May 31 - June 4, the students were exposed to the telecommunications industry, as well as the regulatory and legislative processes. Educational sessions on these topics were greatly enhanced by both site visits to the U.S. Capitol and the U.S. Department of Agriculture, in

addition to meetings with industry leaders and members of Congress. Each year, the group visits such sites as the Lincoln and Jefferson Memorials; the Korean, Vietnam and new World War II Memorials; Mount Vernon, home of George Washington; the Smithsonian Museums; and much more.

## Remember to Notify One-Call at 8-1-1 Before You Dig



Each year in North Carolina, lives are endangered, money and time are wasted and property is destroyed because individuals fail to follow safe digging practices. The "One-Call" system, which is free to the excavator as well as the homeowner, helps those who dig comply with the safety rules and regulations of the construction industry.

In a typical neighborhood, a complex web of utility lines are buried under lawns, sidewalks and driveways. When digging, one wrong move might cause the community of residents to be cut off from heat, electricity, telephones, water, 911 calls and other vital services. When you make the free call to the One-Call Center, the One-Call staff notifies their member utilities to mark the ground with color-coded paint. After the utilities are marked in your work area, you have taken the first step to avoid damage or injury.

In fact, North Carolina state law requires homeowners, contractors and excavators to contact the One-Call Center at least two business days before digging. The North Carolina One Call Center provides a toll-free telephone number, 8-1-1, to help reduce damages to underground facilities, thereby reducing the loss of service to the public and the loss of time and money to excavators, utilities and taxpayers.

And, our Tennessee customers also can contact the Tennessee One-Call Center by dialing 8-1-1 from their homes or businesses located in the 739 telephone exchange.

So, be safe, not sorry: Know what's below... Call before you dig... Dial 811.



## Relay for life

This is typically the season that we share information about Relay for Life, the signature fundraising event for the American Cancer society (ACS). While the Covid-19 pandemic has shuttered events in Ashe County and countless communities in recent years, the work of the ACS continues because we know that cancer never sleeps.

The tremendous financial support of our community and thousands like it has helped the Society through this singular event to continue its work of research and discovery to bring life-saving and innovative ways to treat cancers of varying kinds, and to grant more birthdays with our friends, co-workers and loved ones.

As you consider your benevolent giving for this year, please remember your local ACS chapters – our donations will continue to be received and sent to the ACS.

We remain grateful to our company, employees, directors and the wonderful communities we serve for their continued dedication in the fight against cancer and for supporting the ACS in its continuing work to discover new ways to treat cancer, lessen its impact through targeted and effective therapies and improve the quality of life for those touched by cancer.

## Catch All the Action with NFL Red Zone

You know what time it is. The weather starts getting a little crisper; the leaves on the trees turn a little orange. Some may call it the greatest time of the year — football season. Every Sunday during the season, men, women and children all over the country turn their TVs on to watch an NFL game. The day could be full of excitement or stress, but regardless of the emotion, it is always packed with action. In fact, isn't that the whole fun of it? Catching all the action in real-time? You can always go back and watch highlights of the game, but part of the fun is feeling the anticipation as the events play out live. Nevertheless, we always seem to miss something, like that game-changing touchdown, because we are watching a different game. That's where NFL RedZone comes in.

### What is NFL RedZone?

NFL RedZone ensures you never miss a critical moment of the game by taking you directly to the action. Anytime a team comes within the 20 yard line, NFL RedZone delivers it to you live. No more worrying about channel flipping and deciding which game will be the best to watch. NFL RedZone takes the guess-work out of keeping up with all of the games.

### How Much is NFL RedZone?

The NFL RedZone cost for residential and small business SkyBest TV customers is \$47.00 a month. Bars and restaurants should call for hospitality pricing.

### Where can I watch NFL RedZone?

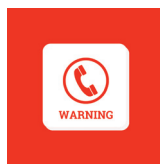
NFL RedZone can be found on channel 43 in SD and 1043 in HD on SkyBest TV.

### How Do I Sign Up for NFL RedZone?

To sign up for NFL RedZone, give us a call at 1-800-759-2226.

To learn more about NFL RedZone, visit [www.skybest.com/residential/services/television/nfl-redzone](http://www.skybest.com/residential/services/television/nfl-redzone)

## Be Aware of Phone Calls and Emails



Customers have reported recent phone and email scams that 'appear' to be coming from SkyLine/SkyBest. ALWAYS be hesitant about sharing information over the phone, clicking on links or opening attachments in emails. Call us at 1-800-759-2226 to verify if the calls or emails are legitimate.



CallTree is an automated messaging service that can deliver phone calls, emails and even text messages. Ideal for schools, churches, small businesses, restaurants and other organizations, it allows you to turn your landline phone into a powerful messaging service. What makes CallTree so valuable is that it allows the user to deliver a timely, consistent message to groups large and small alike, plus it can be set to make multiple call attempts to reach individuals on your calling list. Contact everyone on your entire list with a single message from your mobile app or your computer and phone! Just a few of the possible applications for this convenient automated messaging service include:

- Meeting reminders
- Weather cancellations
- Service changes and outages
- Appointment reminders
- Non-pay reminders
- Marketing & promotions

To find out more or to sign up for this valuable and affordable voice messaging service, please call your local SkyLine Customer Service Center.

### Recipe of the Month

## Melt-In-Your-Mouth Lemon Bread

### Ingredients:

- 1 lemon cake mix
- 1 cup boiling water
- 4 eggs, slightly beaten
- 1 package instant lemon pudding
- 1/2 cup oil

### Glaze:

- 1 cup powdered sugar
- 6 tablespoons lemon juice
- 1 Tbs. margarine, softened

### Instructions:

- Mix all bread ingredients together until mixture is smooth and creamy, about 4 minutes.
- Pour into two loaf pans.
- Bake at 350° for 45 minutes.
- Punch holes in cake and drizzle glaze over cake.

*Recipe submitted by Glenda Rash*

## Home Security in your Hands

Save money by switching your security system to SkyBest Security.

Contact us for a FREE consultation today!

[skybest.com](http://skybest.com) 1-800-759-2226

\*Restrictions apply. Available in N.C. only.