

## 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:

Thursday, November 24  
Thanksgiving Holiday  
All SkyLine/SkyBest  
Customer Centers Will  
Be Closed

### 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

## SkyLine Sponsors Ashe Chamber's "Outrageously Good" Customer Service Awards

The Ashe Chamber of Commerce presented its annual "Outrageously Good" Customer Service Awards event, held at West Jefferson United Methodist Church's Hensley Hall on October 12. SkyLine's own Debra Greer was one of 21 individuals and one local business recognized at this event, which celebrates the very best in customer service.

SkyLine/SkyBest has been the presenting sponsor of this annual recognition event since the program started in 2009. We applaud all winners and are delighted to recognize each and every one! It's part of SkyLine's mission to 'enable a culture of excellence in customer service,' and our team of dedicated employees aspire to honor that mission on a daily basis.

Please congratulate these individuals and businesses when you see them throughout our local business community.



Offering friendly hometown service, Wendy Roten Arnold and her staff work as a team to provide their customers a variety of insurance products to meet their individual needs. Pictured left to right: Agent Stella Revis, Customer Service Representative Darlis Farmer, Agent and Agency Co-owner Wendy Roten Arnold (seated) and Agent Katrina Calhoun.

## SkyBest Brings Fiber Connectivity to More Communities

The Smethport community is just a stone's throw from SkyLine's corporate offices in West Jefferson but since it is technically in the West Jefferson area, it was not part of the cooperative's original service footprint. When it finally did receive service from SkyLine through SkyBest Communications, Inc., our Competitive Local Exchange Carrier (CLEC), in the early 2000s, it was delivered over a new copper-based infrastructure.

Growing demand for faster broadband speeds increased exponentially with the onset of the Covid pandemic, so SkyBest began constructing fiber to some of its copper-fed CLEC-served areas of Ashe County in West Jefferson in 2021. The new areas served included residents and businesses along Highway 194 (Radio Hill) in West Jefferson as well as the Smethport and Claybank communities.

Wendy Roten Arnold is not just a resident of Smethport – she and her father Carroll own Roten Insurance on Highway 194, and Wendy's husband Phil is pastor of Smethport Baptist Church. "I had three very good reasons to want to see fiber come to our community," Arnold said recently.

The mom of three, who has homeschooled Zach, now 22, Nate, 18, and Ellie, 11, followed an online curriculum and admits, "We struggled for a while." The copper-based Internet service they had only delivered up to 12 Mbps, so when SkyBest sent letters to Arnold and other Smethport residents about potentially expanding

CONTINUED ON PAGE 2



Brenda Barker Mountain Aire Seafood  
Carol Edwards Town of Jefferson  
Casey Miller Casey Miller & Family Tree Service  
Catherine Steele Musicians Mission of Mercy  
Conrad Tlaker Carolina Country Wines



Cullen Ashley WJ Hardware  
Debra Greer SkyLine/SkyBest  
Greg Testerman New River Custom Builders  
Heather Abbott Old House Goods  
Heather Burgess Hidden Pastures Farm



Jerrita Roark Ashe High Country Realty  
Kristin Howell Kristin's Hook'd On Smoke  
Lucio Estrada Estrada Restore & Solution, LLC  
Melanie DeBoard Sisters on Main  
Natasha Romans The Spice & Tea Exchange of WJ



Penny Miller Ashe County Sheriff's Office  
Business Winner Old Orchard Creek General Store

Not pictured: Emy Eastridge, Hillbilly Grill; Lazaro Valdes, WJ Post Office; Pam Neaves, Pam's Unique Boutique; Susan Kepple, Not Just Old Antiques; Tammy Dillon, RN Massage Therapist.

## Be Aware of Phone Calls & Emails



BE AWARE OF  
PHONE CALLS  
& 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.



SkyLine Customer Service Specialist Debra Greer, pictured with SkyLine PR Administrator Karen Powell and Chamber Member Services Committee Chair Rita Schaefer, was among several local individuals recognized at the Ashe Chamber's "Outrageously Good" Customer Service Awards event in October.

**FIBER CONNECTIVITY** CONTINUED FROM PAGE 1

fiber to their community and inviting written responses to gauge local interest, she didn't hesitate. "I sent three responses back – one for our home, one for the church and one for our business. I thought, 'If they get it to one of us, surely they will give it to us all.'"

Now, the Arnold home and Smethport Baptist Church have multiple services through SkyBest, including 45/45 Mbps Internet each, while the office has 100 Mbps Internet, along with voice, security and automation/surveillance. "It is much quicker, especially with multiple devices at home and with our business, everything is in the cloud or web-based."

Arnold says that the fiber connections have allowed her staff of four to be more productive and connections to certain applications and rating systems that are web-based have definitely improved. Roten Insurance offers home, auto, life and commercial insurance products. And as much as the agency staff utilizes the internet service, having increased their speed to 100 Mbps earlier this year, Arnold says, "For me, having fiber service at home is as much a need as it is for my business."

Future expansion is underway to remaining residential pockets of the county including areas around West Jefferson, Jefferson and Glendale Springs. This project will result in more than 14 miles of fiber and 260 potential new customers.

**What is the benefit of having a medical alert service for parents?**



When aging parents or loved ones are ready for Medical Alert Service, they are often unable to manage the process of

paying a new bill or are living on a fixed income. SkyLine/SkyBest understands and has created the ParentProtect Program to make it easy for adult children to ensure that their parent or loved one receives the Medical Alert Service.

With ParentProtect, your parent or loved one's medical alert service will be billed on your monthly SkyLine/SkyBest bill. There is no additional cost to set up this convenient option. Simply talk with a customer service representative when you sign up for Medical Alert Service.



**What you need to know about Streaming TV**

Streaming TV is a way of watching TV through the internet. To do this, you will need a device that can be connected to our reliable and fast SkyBest internet like a smart TV, Roku or Amazon Fire device. Streaming TV is very flexible, as it requires no contracts. It is very affordable, and we have a package that starts at just \$28 per month.

Streaming TV also is more customized. You will likely be paying for fewer channels, getting rid of more channels you don't need. You can enjoy all your streaming content through a single device.

If you're on the fence, just remember that with SkyBest TV NOW, you get live local networks along with video and gaming options through your SkyBest internet and your Roku or Amazon Fire TV. SkyBest TV NOW lets you keep all of your favorite channels at a lower price.

Visit our website at [skybest.com](http://skybest.com) or give us a call with questions about our three different streaming TV packages.

**Recipe of the Month**

**Reese's Peanut Butter Candy**

**Base Ingredients:**

- 2 sticks margarine, melted
- 1 1/2 cups peanut butter
- 1 1/2 cup graham cracker crumbs
- 1 box confectioners' sugar

**Topping Ingredients:**

- 1/2 cup peanut butter
- 1 (12 ounce) bag semi-sweet chocolate chips

**Base:**

Melt margarine in bowl and add remaining base ingredients. Press above mixture (base) ingredients into at 9x13 inch baking dish.

**Topping:**

Melt peanut butter and chocolate chips in microwave or double boiler. Stir until smooth. Spread over base and chill before cutting.

*Recipe submitted by Jennifer Phipps 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.



Visit [www.skybest.com](http://www.skybest.com) or call SkyLine at 118 to order yours.



**SkyBest Medical Alert**

**\$24.95/mo.**

**No Contract. No Upfront Costs.**

[www.skybest.com](http://www.skybest.com)

**1-800-759-2226**

\*Some restrictions apply. SkyBest internet subscribers will pay only \$14.95 per month.