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WORTH NOTING:

Thursday, November 23
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
Edward Hinson
Chief Marketing & Sales Officer
Hallie Grubb
Public Relations Administrator



SkyLine Annual Meeting

The 67th Annual Meeting of SkyLine Membership Corporation was held on October 3, at the cooperative's Annex location just above the corporate campus on NC Highway 194 North in West Jefferson. The cooperative conducted early registration the week prior at all SkyLine Customer Centers and in the Shady Valley community. This enabled members to participate in the Annual Meeting process by registering in advance of the meeting, voting for directors and receiving materials, including the 2023 Annual Meeting Report.

The business session included reports from President R.C. Mitchell and Chief Executive Officer (CEO) Kim Shepherd. Board Secretary, Jim Shepherd, announced the establishment of a quorum with 878 members registered for the meeting through early registration and in-person registration on the day of the meeting. SkyLine Attorney, Ray Parker, presided over the official business session, and the three board members were re-elected to three-year terms: Sharon Kasel of Ashe County, Bill Burleson of Avery County and Thomas Joseph McNeil of Watauga County.

This year the President's Report and Executive Report were pre-recorded and played at the meeting. President R.C. Mitchell described SkyLine as a "people-first company at its core." He explained that employees understand they are contributing to something much larger than themselves. He spoke on the pride SkyLine employees have in helping connect our rural areas to the rest of the world through broadband service.

"Our genuine desire to equip local residents with the same technology advancements of urban areas truly starts from within and has done so for 72 years – and running," Mitchell addressed.

He referenced SkyLine Membership Corporation's 2023 Annual Meeting Report titled, "It Starts From Within." Mr. Mitchell explained that the work, progress and expansions completed daily at SkyLine would be impossible if it were not for the passion of helping others that employees at SkyLine possess. He described the importance of each unique role.

"Our growth and expansion would be impossible without the teamwork of our amazing staff. We are grateful to have people who care, and we hope it pleases you, our members, to know we deliver on our commitment to bring the highest quality of service to every door."

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2022 Capital Credits Allocated

Capital credits are one of the many benefits of being served by a telephone cooperative. SkyLine Membership Corporation has allocated the net margins from 2022 to the capital credit accounts of its members.

Capital credits for cooperative members result from a surplus of funds remaining from doing business. If the revenues paid into the cooperative during the financial year exceed the expenses, the remainder is known as the "margin." The margin is then allocated to SkyLine's member-owners. Allocations are based on end user revenue including members' recurring monthly charges such as local services, as well as monthly long-distance charges.

The 2022 margin represented approximately 31 percent of SkyLine's total revenues, and this percentage has been assigned to members' capital credit accounts. Members' individual allocations are based on their share of the margin, and are determined by their usage of SkyLine's services and network.

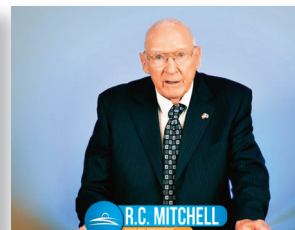
The 2022 allocated capital credits will be retired to members at a future date, as approved by SkyLine's Board of Directors. In the meantime, members' unretired capital credits are used by the co-op to maintain a solid financial base, to build equity and to provide quality, affordable service. Individual notices are not mailed to members; however, if you have questions about your capital credit account, please call your local SkyLine Customer Service Center at 1-800-759-2226.



SkyLine CEO, Kim Shepherd, expanded on two words used daily at SkyLine, "broadband" and "community."



SkyLine Attorney, Ray Parker, presided over the 67th Annual Meeting held at SkyLine Annex in West Jefferson.



SkyLine President, Mr. Mitchell spoke of the ways 'it starts from within' at SkyLine.



Following the Annual Membership Meeting, Board members greeted those in attendance on October 3.



HR Manager, Angie Miller, delivered the invocation at the 2023 Annual Meeting.



Ashe County High School students, Isabella Farmer (left) and Maleah Lovell (right) sang the National Anthem.

Mitchell also mentioned the co-op's early retirement of capital credits to members ages 75 and older, which was first made available in 2021 and is a one-time option to receive current capital credits refunded at net present value. "The financial stability of your co-operative allowed the Board to authorize \$2.2 million in capital credit and estate refunds."

CEO Kim Shepherd reflected on two words that SkyLine embodies, "broadband" and "community." Shepherd discussed the enormous presence broadband has in our daily lives, even when we do not realize it.

"We are experts in our industry and we know how to run and operate a broadband company. We may make a mistake or two along the way as we are all human. But, when we do, we won't stop until it is corrected and any impacts properly addressed and I promise you that we learn from the experience."

She addressed SkyLine's excellent Net Promoter score (NPS) of 93 to emphasize that SkyLine does 'broadband' well.

Her second word was, "community." She discussed the many ways SkyLine gives back to those in its service area. From giving back to local food pantries to sponsoring local events to providing thousands of dollars in scholarships yearly, SkyLine cares about the community. Furthermore, Shepherd discussed ways individual employees give back to their communities in their spare time.

"Many coach youth sports teams, numerous folks serve on volunteer fire departments, and a significant number of employees serve their local church in some way. And it isn't uncommon to see one of our outside employees helping remove a tree from a road or helping someone change a flat tire," she explained.

Shepherd encouraged members to look at the financials in this year's Annual Meeting Report. The co-operative's consolidated operating income for 2022 was right at \$13.5 million and our investment in total plant has increased to over \$340 million. Shepherd assured members that the solid financial position of the company will provide more opportunities for growth and expansions into unserved and underserved areas, bringing access to those in desperate need of broadband connectivity.

The business session featured a video presentation that recognized eight area high school graduates who received local scholarships through SkyLine. The 2023 recipients are: McKenzie Hudson and Nicholas Rea of Alleghany County; Britny Contador and Austin Hart of Ashe County; Bray Guest of Avery County; Benjamin Parker of Watauga County; Kyla Tolliver and Kayla Sluder of Johnson County.

SkyLine announced five \$100 cash prizes and the grand prize: a Samsung 4K Ultra High-Definition LED TV and a Samsung Bluetooth Sound Bar System. The \$100 cash prize winners were Christian Grayson Lucas, Lena Roland, Michael and Suzanne Averill, Mary Evans and Billy Ray Miller. Rick Tummire won the grand prize.

Special thanks to Isabella Farmer and Maleah Lovell for the presentation of the National Anthem and to the following restaurants for accepting special meal vouchers for registered members to redeem through October: Crave Restaurant in Sparta, Smoky Mountain Barbeque in West Jefferson, Banner Elk Cafe, Cove Creek General Store and Grill in Sugar Grove and Raceway Restaurant in Shady Valley.

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 11. SkyLine's own Teresa Penegar was one of 18 individuals, three departments 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.



Congratulations to our new SkyLine Board President, Mr. Bill Burluson!

Following the Annual Membership Meeting, Mr. Bill Burluson from Avery County was elected as the new SkyLine Board President in the October Board Meeting. Effective immediately, Mr. Burluson is SkyLine Membership Corporation's fourth president. At SkyLine, we are excited for him to step into this role. We are very grateful for the 28 years that Mr. R.C. Mitchell led us as president, and the December Newsletter will feature more on his large impact at SkyLine.

Recipe of the Month

Pecan Pie

Ingredients:

- 1/2 cup white sugar
- 1 cup brown sugar
- 1 tablespoon flour
- 2 tablespoons milk
- 1 teaspoon vanilla
- 2 eggs
- 1 stick margarine
- 1 cup pecans
- 1 unbaked pie shell

Instructions:

Combine all ingredients and pour into pie shell.

Bake at 350° for 30 to 35 minutes.

Recipe submitted by Shirley Holman



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