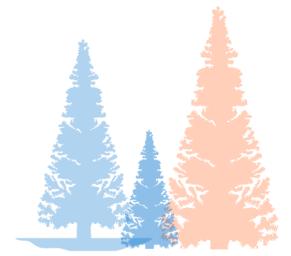


Smoketree Lodge

An affordable home base from which to enjoy priceless views



A myriad of options await guests of Smoketree Lodge in Banner Elk. They can savor the peace and solitude of the Blue Ridge Mountains or partake in the many activities available in the High Country. Depending on the season, the hotel's prime location makes it easy to fill vacation time with skiing, snowtubing, trout fishing, horseback riding, golfing, hiking or whitewater rafting.

Cozy and Convenient

After days spent outside, Smoketree Lodge's rustic mountain décor—including a beautiful stone fireplace in the lobby—provides a cozy place to unwind. There's a choice of accommodations at daily or weekly rates to match the needs of different groups of vacationers: regular and large studios as well as one- and two- bedroom suites, all equipped with kitchenettes. Each unit has a phone with free local calls and voice mail, plus cable TV service with a lineup including ESPN and Disney Channel.

Other Smoketree Lodge amenities include a heated indoor pool, exercise room, whirlpool/hot tub, saunas, game center, DVD movie rentals and picnic areas with grills. Laundry facilities are available on site.

"It Feels Like Home"

Manager Amy Burnette has worked at Smoketree Lodge for 22 years. She says, "It's a great company to work for. After all these years, it feels like home and feels like family." SkyLine/SkyBest has been around Smoketree Lodge even longer than Burnette, having been the hotel's communications provider for 27 years. Brent Keith, Strategic Sales Supervisor, notes, "We currently supply Smoketree Lodge with business phone lines, key system and PBX equipment, fiber-based broadband internet service and centralized Wi-Fi equipment. In addition, SkyLine/ SkyBest offers the support Smoketree Lodge needs to keep its guests happy."



Smoketree Lodge

New Wi-Fi Network Pleases Guests

New Wi-Fi equipment was installed about a year ago to expand the coverage area and improve speed.

Keith explains, "Smoketree Lodge's guests needed faster and more reliable Wi-Fi internet connectivity, and the Wi-Fi equipment previously in use was unable to deliver this level of performance. It only worked in the lobby and in the rooms closest to the lobby. Amy Burnette asked SkyLine/SkyBest to implement a wireless network that would not only provide fast and reliable Wi-Fi service but would also be able to grow and keep pace with the future needs of guests. So we installed new Wi-Fi equipment at Smoketree Lodge that's exactly that—reliable, expandable and able to meet the high bandwidth requirements of today and tomorrow."



Brent Keith, Amy Burnette, Hollie Brown, Doug Bare, Laura Van Pelt, Hanna Carpenter

Burnette is now hearing rave reviews about the Wi-Fi service at Smoketree Lodge. "Everybody loves it. We haven't had a single complaint since this new system was installed. Our guests can access Wi-Fi throughout the building and the connection is fast. They can even stream movies without having speed issues," she says.

For security reasons, Smoketree Lodge has a separate SkyLine/SkyBest internet network for employee use only. Burnette adds, "This network also operates well and gives us the speed we need to work efficiently."

"Our guests can access Wi-Fi throughout the building and the connection is fast. They can even stream movies without having speed issues."

- Amy Burnette, Manager, Smoketree Lodge

A Strong Relationship With SkyLine/SkyBest

How does Burnette feel about the customer service from SkyLine/SkyBest? She replies, "It's awesome. Anytime we have an issue, SkyLine/SkyBest is right on top of it. When I call, an actual person answers the phone and is usually able to give me the help or answers I need during that call. By contrast, other businesses I deal with don't even return calls when I leave a message. I'm impressed with SkyLine/SkyBest and really enjoy our working relationship."

Building strong customer relationships is important to SkyLine/SkyBest. Keith says, "We pride ourselves in providing the first-class services, equipment and support that our business customers want and deserve. We try to anticipate the needs of our customers, as we've done with Smoketree Lodge, to help them maintain a competitive edge."

