

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:

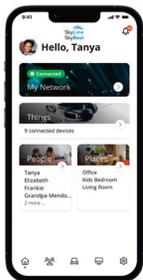
Office Closing:
Monday, April 10 for
Easter Holiday

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



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SkyLine/SkyBest Launches New App

In addition to your current SkyBest Internet Service, SkyBest Premium Wi-Fi gives your home an upgrade with signal in every room, strong connections for all your devices and increased control of your home network. The SkyBest Premium Wi-Fi Experience comes with SkyBest My-Sky. The SkyBest My-Sky app gives you an instant snapshot of your home network. Through the app you can view all the connected devices on your network, set up parental controls or a guest network, run speed tests, change your SSID and password, prioritize devices and more. SkyBest My-Sky puts you in charge! Visit www.SkyBest.com/Wi-Fi to learn more, or call 1-800-759-2226 to add SkyBest Premium Wi-Fi today!

*This service is \$12.95 and is currently available to residential customers only.



Co-op Camp Returns in 2023 Applications Close April 14

The Cooperative Council of North Carolina announced the dates of its annual Cooperative Leadership Camp. This camp is a week-long summer program for high school students sponsored by cooperative organizations throughout the state, including SkyLine.

Scheduled June 26 through 30, the overnight camping program will take place at the lakefront Camp Monroe in Laurel Hill, North Carolina.

Co-op Camp is an experiential learning process where teens form a worker/owner T-shirt cooperative. Their tasks include electing a board, hiring a general manager, and designing, producing and distributing T-shirts. Throughout the week, campers learn about leadership, cooperative governance, and the cooperative business principles. Teams put together cooperative principles skits, have a leadership awards banquet night,

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Refer-A-Friend and Get \$25 Credit for Each Referral

For every friend who gets installed with SkyBest High-Speed Internet, SkyBest TV, SkyBest Security or SkyBest Medical Alert Service as a result of your referral, you will get a 25 credit on your bill. The referred "friend" will also receive a \$25 credit. See www.skybest.com/friends for more information!

*The Refer-A-Friend promotion is not combinable with any other offer or promotion.



Erik Lyons giving the gift of life.



Kim Johnson enjoys tasty snacks after helping supply blood to individuals in need.



Traci Phipps gears up to donate.



SkyLine Employees Give the Gift of Life

On February 15, SkyLine hosted its semi-annual blood drive. What better way to kick off the new year than to give the gift of life? Giving blood may seem like a small thing, but small things can make a huge difference. Consider the power of these small things:

- A match
- A seed
- A moment

All of these small things are full of huge potential, and depending on how (or even "if") they are used, there could be positive, negative or no consequences at all.

We may never know the impact we make by deciding to give or not to give blood. SkyLine hosts blood drives in an effort to encourage people to use the power of a small act to effect change in huge, positive ways. To a recipient, a small donation of blood could literally mean the difference between life and death. Special thanks to the individuals who were able to provide a total of 29 units. Our next employee blood drive will be held on August 23, and we'll keep you posted in the event it can be open to the public.

April is National Safe Digging Month

Each year, 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 to 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.

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The "Dig Safely" campaign is the centerpiece of the North Carolina Utility Notification Center's efforts to increase public awareness of North Carolina excavation laws and safe digging practices.

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 Johnson County customers can contact the Tennessee One-Call Center by dialing 8-1-1 from their home or business.

Provide the following information when you call:

- Location of work – street address, county and town
- Nearest cross street
- Area to be marked
- Date and time of excavation or digging
- Type of work
- Your name and number or the contractor's information

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

Creating a Strong and Secure Password

Here are some of our best tips to construct the most secure password possible:

1. Create a combination of at least 8 letters, numbers and symbols

Creating a password with a combination of letters, numbers and symbols significantly increases the number of combinations, therefore decreasing a hacker's chance of guessing your password correctly. This combination of characters is most effective when all three are scattered randomly throughout the password with no particular thought or order.

2. Do not use sequential letters or numbers

As briefly mentioned above, the characters of your password need to be random—meaning randomly placed and not sequential. According to CNBC, the most common password is 123456, followed closely by "password" and 1q2w3e. Every password mentioned on this list is either a common word or phrase, a number sequence or it follows a pattern on the keyboard. Creating a password with a unique character pattern significantly reduces your chance of being hacked.

3. Do not use personal, easily accessible information

People's idea of a "unique" password often includes things like pets' names, street names and children's names. However, what most people do not realize is that all of that common information is usually available on their social media page. While it's best to not include any personal information in your password, if you do, make sure that information is truly a secret—not something that is easily accessible.

4. Use a unique password for all your accounts

Another common error people make when creating a password is using the same password for all accounts. While this is usually done in order to remember all of them that means if a hacker gets into one account they have access to all of them. It is best to use a completely unique password for each account you have, each one with all of the specificities listed here, in order to keep you and your accounts protected.

and learn what it means to be a part of the greater good that cooperatives offer. The week also includes workshops from a wide range of cooperative industries including the agriculture sector, credit unions, retail and telephone/broadband and electric utilities. Every activity is hands-on and interactive. Camp also includes swimming, canoeing, sports, games and meeting new friends from all across the state.

Bus transportation to and from designated stopping points along the route are provided through the camp sponsorship. SkyLine/SkyBest will provide student transportation to the nearest bus stop location.

SkyLine will sponsor up to 10 area high school students to attend this year's program, and student participants are eligible to apply for a \$1,000 Jim Graham Cooperative Leadership Scholarship during their senior year.

Camp applications are available through all area high school guidance departments, all SkyLine Customer Center locations, and SkyLine's website at www.skybest.com. The application deadline for this program is Friday, April 14. For more information, contact Public Relations Administrator, Hallie Grubb, at 1-800-759-2226.

5. Avoid common substitutions

Creating a substitution within a common or personal word/phrase may seem like a good way to both remember your password and fool account hackers, but oftentimes these substitutions are pretty common and easy to crack. Replacing Os with zeros and "spelling out" a word with numbers doesn't really do much to improve your password security, it is actually just as easy for a hacker to guess.

Creating a strong password for all of your accounts is crucial, but it does not have to be hard. Following these steps can help ensure you and your information are protected from the increasing number of hackers and scams our world is currently facing. For more information and any help with your SkyLine/SkyBest account, visit us online at skybest.com or call us 1-800-759-2226.

Recipe of the Month

Double Cheese Breakfast Muffins

Ingredients:

- 1 ½ c. plain flour
- ½ c. cornmeal
- ¼ c. sugar
- 1 c. whole or 2% milk
- ½ c. shredded cheddar cheese
- ½ c. cream-style cottage cheese
- ¼ c. butter, melted
- 1 T. baking powder
- 1 egg, beaten

Instructions:

Preheat Oven to 400 degrees. Grease and flour 16 muffin cups. Combine flour, cornmeal, sugar and baking powder in a large bowl. Combine egg, milk, cheddar cheese, cottage cheese and butter in another bowl. Add egg mixture to flour mixture. Stir until moistened, do not over mix. Spoon batter into muffin cups filling each about ¾ full. Bake for 20 minutes or until golden brown. Serves 16.

Recipe submitted by Marsha Walters



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