



Call Before You Dig!

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.

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.

When you contact the One Call System, you will need 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.

Upgrade your SkyBest Internet

A recent study shows that an average American household has 25 connected devices. This number is expected to rise with the advancements in technology like Artificial Intelligence.

Could your home network use a boost?

Call 1-800-759-2226 to sign up or to upgrade your SkyBest Internet, today!

*Some restrictions apply.

Net Promoter Score (NPS) Our NPS vs. National Industry Leaders

What is NPS?

A Net Promoter Score is a measurement of customer experience and loyalty using a 1-10 scale, and can often be used to predict business growth as well. The measurement is calculated based on one simple question: "How likely is it that you would recommend this company to a friend or colleague?" Respondents are then broken down into three different groups: Promoters (score 9-10), Passives (score 7-8), and Detractors (score 0-6). The overall score is determined by subtracting the percentage of detractors from the percentage of promoters.

Us vs. Our Competitors

Any score higher than zero is typically considered good — anything higher than fifty is considered excellent. According to Customer Guru, the Telecommunications' industry average is 30. We decided to take a look at our competitor's NPS's and found that not only were they all in the negatives, but the scores went all the way down to -79. Our own NPS is 87, beating out some of the top national industry leaders and almost tripling the national average.

That being said, there is always room for growth and improvement. We work everyday to provide our customers with the most advanced technology and the best customer service. For any questions or concerns, please reach out to us at 1-800-759-2226. We want to make sure you are always happy with your SkyLine/SkyBest service.

Why is my WiFi slow?

Feel like your WiFi connection is slowing you down? You've called your internet company, you've rebooted, you've run a speed test, but you still feel like your WiFi isn't doing the job you need. Luckily there are some additional things that you can do that may help your signal.

Check out this list of five things you can do to boost your WiFi connection:

1. Relocate Router

Large pieces of furniture or appliances can easily get in the way of your WiFi signal. It is important to keep your router in a central location that isn't blocked so that it can reach as far as possible. It may be tempting to keep it in a cabinet or on a shelf, but not keeping it in the open can notably interfere with the signal's reach.

2. Keep router updated

Over the past couple of years, we have seen a significant increase in malware attacks. These attacks cause the router to perform worse by "stealing" broadband and spreading to other connected devices. Keeping routers up-to-date ensures that you are protecting your network from hackers, as well as giving yourself the best chance at a strong connection. Additionally, most routers come with a weak, small antenna. If you are really looking to boost

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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, May 29 for
Memorial Day

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



www.facebook.com/SkyLineSkyBest

WiFi in your home or office, there are bigger and stronger antennas available for purchase that will help boost your WiFi even more.

3. Optimize security to remove Leeches

We've said it before, and we will say it again: a strong password is non-negotiable when it comes to protecting yourself and your equipment. Prevent others from hopping onto your network by not giving them access. This doesn't just include hackers, but neighbors as well. If you want to keep your WiFi connection strong for yourself, you must be the only one using it. Here are some tips to creating a strong password:

Make sure the password is at least eight characters long. Make sure it contains a combination of upper and lowercase letters, numbers and symbols. Do not include personal and common information like your name, pet's name or a birthday. Try to avoid common passwords.

4. Switch to a different WiFi channel

Routers have multiple channels they can broadcast; however, most users tend to leave it on the default one: Channel 1 or Channel 6. Switching to a different, less populated channel will minimize the "WiFi traffic jams" and should seemingly enhance your signal.

5. Get a WiFi booster/extender

WiFi boosters and extenders amplify your existing signal, then rebroadcast that signal to create a second network — usually one that is much stronger than the original. Boosters and extenders are widely available and are a great way to give a little "boost" to a weak connection. These can usually be set up simply in a few minutes with the press of a button.

If you feel yourself getting fed-up with a bad WiFi signal, there are a variety of tips and tricks to give it a little extra boost. If you are still having issues or need additional help, give us a call at 1-800-759-2226 or visit us online at www.skybest.com/contact/report-an-issue. We want to help you in any way we can!

SkyLine's CallTree Service Delivers!

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.

The Federal Communications Commission has issued an order to increase the Telecommunications Relay Service (TRS) fee from 8 cents to 16 cents per access line, effective June 1, 2023.



Payment Options

SkyLine/SkyBest offers multiple payment options to achieve the most convenient customer

experience possible. These options include,

Customer Service Centers:

Visit a local customer center during regular business hours. A drop box is available at the Sparta Customer Center and West Jefferson Call Center for your convenience.

Pay Online:

Quick, convenient — Pay by credit card. Make a one-time payment or set up autopay recurring payments.

Pay by Phone:

Monday thru Friday, 8am – 5pm. Call 1-800-759-2226

Mail Your Payment Locally:

Mail a check with a copy of your bill to: SkyLine/SkyBest, PO Box 759, West Jefferson, NC 28694

Automatic Bank Draft:

Avoid the hassle. We'll automatically draft your payment directly from your bank account. Fill out the form at the link below and mail it with a voided check to: SkyLine/SkyBest, Attention Accounts Receivable, PO Box 759, West Jefferson, NC 28694. Scan the QR code above using your smart phone or visit www.skybest.com/payment-options to set up your bank draft.

E-Bill App:

Manage your SkyLine/SkyBest account when it's convenient for you. View and pay your bill, check your balance, see your billing history, request service support, search SkyLine/SkyBest directory listings and more!

Recipe of the Month

Alan Jackson Chocolate Cake

Ingredients:

- 2 c. all-purpose flour
- 2 c. granulated sugar
- ½ tsp. salt
- 1 c. water
- 1 c. Parkay 70% vegetable oil spread, divided
- 1 c. vegetable oil
- 1 c. unsweetened cocoa, divided
- ½ c. buttermilk
- 2 eggs
- 1 tsp. baking soda
- 2 tsp. vanilla, divided
- 1 tsp. cider vinegar
- 6 T. milk
- 1 (16-oz) pkg. powdered sugar

Instructions:

In a large bowl sift together flour, sugar and salt. In a saucepan over medium-high heat add water, Parkay spread, oil and cocoa and bring to a boil, stirring constantly. Pour into flour mixture stirring until smooth. Blend in buttermilk, eggs, baking soda, vanilla and vinegar until smooth. Pour into greased and floured 13x9x2-inch pan. Bake at 350° for 35 minutes, or until toothpick comes out clean. Cool completely in pan on wire rack.

Icing:

In a saucepan over medium-high heat add milk and remaining vegetable oil spread and cocoa to a boil. Remove from heat; stir in powdered sugar and vanilla until smooth. Immediately pour over cooled cake. Cool completely. Serves 12.

Recipe submitted by Rhonda Sturgill

Welcome to
SkyBest
Premium Wi-Fi
SkyLine  SkyBest



Enhance your SkyBest High-Speed Internet with **SkyBest Premium Wi-Fi!** 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 with the **SkyBest My-Sky** app. 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, and more.

SkyBest My-Sky puts you in charge and is **only \$12.95 per month!*** Sign up today!

1-800-759-2226 www.skybest.com

*Some restrictions may apply. In addition to your SkyBest Internet service, SkyBest Premium Wi-Fi is available.