

Annual Report Video

This year, SkyLine Membership Corporation's Annual Meeting Report was titled SkyLine Serves. The report's feature stories were displayed via video this year. To view the video, scan the QR code below. The video features stories on our expansion in the Wildcat community, our long-time work with Lees-Mcrae College and many SkyLine employees' community service efforts.



Hurricane Helene FAQs

We first want to express our deepest sympathy for each and every person affected by Hurricane Helene. You continue to be in our thoughts and prayers. As we all deal with the impacts of the hurricane, we hope to provide quick answers for some frequently asked questions. Your cooperative is here to serve you, especially now, as our community needs it most.

Billing & Accounts

At this time, we will not be disconnecting service due to lack of payment for October billing. We will reassess this on a monthly basis until the network is restored.

New Service

If you are in an area where service was not affected by the storm, you may place an order for new service. However, we are using every resource to repair damaged areas and won't be able to schedule your installation appointment at this time.

If you already had placed an order before the storm and were waiting for an appointment, we will contact you as soon as we can spare resources to install new services.

Service Trouble

We continue to dispatch technicians to locations we can safely access for troubleshooting and who also have permanent power established. We understand many homes and locations are operating from generators at this time but if your home doesn't currently have power, we won't be able to assess SkyLine/SkyBest connections to your home. Please wait until power is established to request a service call.

Storm Damage

Due to the complexity of fiber networks, it is impossible to provide an estimated time to service restoration. However, we frequently provide updates on our social media pages. Please be sure to follow us on Facebook, Instagram and X for the latest progress.



Road to Recovery

For updates on SkyLine/SkyBest and Hurricane Helene, please follow us on Facebook, Instagram and X. As we continue working towards recovery, updates will be posted regularly – including messages from our CEO, Kim Shepherd. We are immensely appreciative of our sister cooperatives who have come to help us through these unprecedented times. The cooperative spirit is strong! While the road to recovery is long, we make progress daily, and we are here for you.

What is Phishing? How can I be Cautious?

Phishing is the act of sending emails disguised as a reputable company or individual in order to convince the receiver to give up personal information such as credit card details, passwords, and social security numbers.

Although we recommend always playing on the safe side and double checking with the supposed "sender" to determine if the email is legitimate, we've compiled a list of some of the most common email scams to help you be on the lookout.

Some things to look out for:

- Misspelling of company or individual names
- URLs – Hover over each link to check the destination. If the link is not recognizable, do not click it.
- Have you ever received an email like this from the sender before? If not, it is likely a scam.
- If you do not remember inquiring or entering a contest, do not trust it. Always assume that if it seems too good to be true, it likely is.

What to do when you receive a phishing email:

- Do NOT open it or click any links.
- Check with the company or individual to ensure that it is fake. If you already know it is fake, notify the company or individual so they can warn others.
- Notify friends and family if it seems likely they will receive similar emails.

If you ever receive a suspicious email from SkyLine/SkyBest, please call to speak with a Customer Service Representative to double check at 1-800-759-2226. We are more than happy to help you in any way, and your privacy and safety is our number one priority.

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

STAFF:

Kim Shepherd
Chief Executive Officer

Brian Tester
Chief Operations Officer

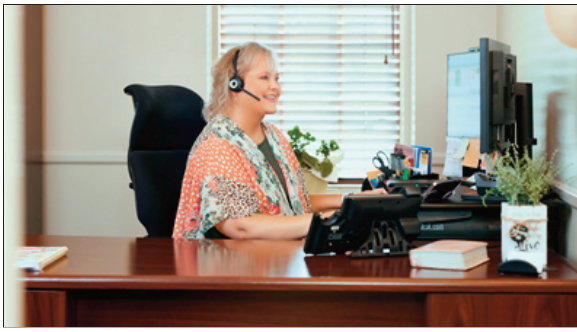
Angie Poe
Customer Service Manager

Jamey Jenkins
Retail Sales Manager

Edward Hinson
Chief Marketing & Sales Officer

Hallie Grubb
Public Relations Administrator





Local Customer Service Makes All the Difference

We've all been there – stuck on the phone, waiting to speak to a real life Customer Service Representative while a recording tells us, “please hold, your call is very important to us”. It's frustrating, time-consuming and often leaves us with even more questions. Most of the time, when you do get an actual Representative, the call is interfered with other noise and conversations happening in the background. These are the classic signs of dealing with a company that isn't local.

Oftentimes non local companies and corporations provide a scripted, insincere response to any of our questions, concerns or frustrations. What seems to be missing from the conversations is a desire to understand the customer and help them in a way that makes the most sense.

On the other hand, a local customer service representative ensures you talk to a real person and get the solutions you need. They make, what would be an hour-long task with a non-local provider, a much more efficient and productive conversation. These are also the people you see in your grocery store and at your child's games. They live in the community with you, and want the best for it. They know about the local news and events. If a local Customer Service Rep doesn't know the answer to your question, he or she knows exactly where to find it. They want to help you, and will do what it takes to get you the information you need.

SkyLine/SkyBest takes a great deal of pride in providing local customer service to our service areas. Our mission is to provide state of the art communications and technology solutions enabled by a culture of excellence in customer service. We want to be there for you and provide you exactly with what you need, whether that is answered questions or a change in service. If you have any questions about your service, please don't hesitate to call at 1-800-759-2226, and you will be greeted by a friendly voice and an eagerness to help.

Sign Up for SkyChange Today!

We are so grateful to members and customers who have signed up for SkyChange, our roundup program that seeks to assist area nonprofits that help those in need throughout our community. If you've been thinking of signing up to support this charitable program, we welcome your participation!

SkyChange allows customers of SkyLine/SkyBest to round up their monthly bill to the next whole-dollar amount. The money generated from the round-up is, in turn, distributed to programs assisting those in need throughout our community. Customer bills will reflect a line item showing the monthly round-up donation. To sign up for SkyChange today, call your local SkyLine/SkyBest Customer Center at 118 or 1-800-759-2226 or visit www.skybest.com/skychange.

When You Need to Spread the Word, SkyLine's CallTree Service Can Deliver Your Message

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 transform your phone and broadband into a dynamic 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.

Also available is the CallTree app (Manage-MyNotify) found on the App Store and Google Play.

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

Pricing includes a one-time \$25 activation fee and starts at \$9.95 per month for up to 250 contacts. For 251 to 1,000 contacts, the cost per month is \$19.95. Long Distance calls will incur additional charges. To find out more or to sign up for this valuable and affordable voice messaging service, please call your local SkyLine Customer Service Center at 118.



Recipe of the Month Corny Cornbread

Ingredients:

- 1 cup self-rising corn meal
- 3/4 cup self-rising flour
- 1/2 cup vegetable oil plus 1/4 cup for skillet
- 1 can cream style corn, 8oz.
- 2 eggs
- 1 cup sour cream
- 1 cup grated sharp cheddar cheese
- 1/2 teaspoon cayenne pepper
- 1/2-3/4 teaspoon salt (optional)

Instructions:

Preheat oven to 375°. Preheat cast iron skillet that has been well oiled with 1/4 cup vegetable oil. Mix all ingredients together and pour mixture into a preheated skillet. Bake until golden brown, approximately 30 minutes.

Recipe submitted by Norman & Petie Bass

DEDICATED TO HELP WITH THE ROAD to RECOVERY