

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



SkyLine Annual Meeting

The 68th Annual Meeting of SkyLine Membership Corporation was held on October 8, at the cooperative's Annex location just above the corporate campus on Highway 194 North in West Jefferson. The cooperative conducted early registration the week prior at SkyLine Customer Centers and in the Shady Valley community. This enables members to participate in the Annual Meeting process by registering in advance of the meeting, voting for directors and receiving materials, including the 2024 Annual Meeting Report.

In the business session, Board Secretary, Jim Shepherd, announced the establishment of a quorum with 306 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: Jerry L. Roten of Ashe County; Tommy Joe Ward of Watauga County; and James L. Shepherd of Alleghany County.

SkyLine announced five \$100 cash prizes and the grand prize: an 11-inch Apple iPad Air, Apple Pencil and iPad case. The \$100 cash prize winners were Norman Dean and Gina Hodge, Coy and Dorothy Edwards, Carrol and Becky Howell, Guillermo Torres as well as John and Julie Eldreth. Robert Samuel and Judith Breece won the grand prize.

Special thanks 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 Shady Valley Country Store.



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.

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.

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.



2023 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 2023 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 2023 margin represented approximately 30 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 2023 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.



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

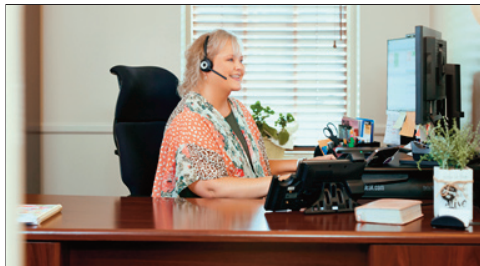
CallTree is an automated messaging service that can deliver phone calls, emails and even text messages. Ideal for schools, churches, small businesses, restaurants and other organizations, it allows you to transform your phone and broadband into a dynamic messaging service. What makes CallTree so valuable 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 (ManageMyNotify) 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.



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.

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

