

FRS Youth Tour Highlights



Talmage Pasley attended the FRS Youth Tour to Washington D.C. During the week of June 3 – 7, the students were exposed to the telecommunications industry, as well as the regulatory and legislative processes. Educational sessions on these topics were greatly enhanced by both site visits to the U.S. Capitol and the U.S. Department of Agriculture, in addition to meetings with industry leaders and members of

Congress. Each year, the group visits such sites as the Lincoln and Jefferson Memorials; the Korean, Vietnam and new World War II Memorials; Mount Vernon, home of George Washington; the Smithsonian Museums; and much more.



Connections with SkyLine/SkyBest

Have you heard the new way SkyLine/SkyBest is connecting with our community, members and customers? SkyLine/SkyBest is now producing a podcast in-house, called Connections with SkyLine/SkyBest. Connections is where we dive deep into the SkyLine/SkyBest world, exploring the stories, the innovations, and the impact that matters most. We'll be shining a light on the employees bringing blazing-fast internet to rural communities, championing the students empowered by our scholarships and the positive impact high speed internet has on our local and regional economy, just to name a few!

Listen in for:

- Exclusive interviews with familiar faces from SkyLine/SkyBest who are making a difference.
- Insider scoops on the latest tech and community initiatives.
- Engaging discussions that leave you informed, inspired, and ready to connect.

Tune in and get connected!

- Subscribe on your favorite podcast platform. Search for "Connections with SkyLine/SkyBest" on Apple Podcast and Spotify, and catch up on the latest episodes!
- Tell your friends and neighbors! Spread the word and let's build a community around Connections.

Connections: It's more than a podcast, it's a conversation. Let's connect!

Remember to Notify One-Call at 8-1-1 Before You Dig



Each year in North Carolina, 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 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 Tennessee customers also can contact the Tennessee One-Call Center by dialing 8-1-1 from their homes or businesses located in the 739 telephone exchange.

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

Relay for Life

This is typically the season that we share information about Relay for Life, the signature fundraising event for the American Cancer Society (ACS). While events in Ashe County and countless communities in recent years came to a halt following the Covid-19 pandemic, the work of the ACS continues because we know that cancer never sleeps.

The tremendous financial support of our community and thousands like it has helped the Society through this singular event to continue its work of research and discovery to bring life-saving and innovative ways to treat cancers of varying kinds, and to grant more birthdays with our friends, co-workers and loved ones.

As you consider your benevolent giving for this year, please remember your local ACS chapters – our donations will continue to be received and sent to the ACS.

We remain grateful to our company, employees, directors and the wonderful communities we serve for their continued dedication in the fight against cancer and for supporting the ACS in its continuing work to discover new ways to treat cancer, lessen its impact through targeted and effective therapies and improve the quality of life for those touched by cancer.



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





SkyChange is happy to donate to Musicians Mission of Mercy! Pictured are SkyChange representatives, Makisha Howell and Robin Miller, along with Musicians Mission of Mercy founders, Stan and Catherine Massey, and their team.

SkyChange Round-up

We are so grateful for the positive response from our members and customers to SkyChange, our round-up 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 throughout our community. Customer bills will reflect a line item showing the monthly round-up donation.

If you participate in the SkyChange program by simply rounding up your bill to the next dollar, your total donations per year will not exceed \$11.88. In most cases, donations will be tax deductible. SkyChange is a 501(c)3 organization with established bylaws and a governing committee. Once funds are distributed, our website, social media and newsletter will give periodic updates highlighting how customers' donations helped their community.

Won't you join us in this collective effort to take our 'change' to make a positive difference across our region? Like other benevolent activities, be it through Project Teamwork or other charitable outreach initiatives, we recognize that our collective efforts have a bigger and broader impact and truly make a difference.

Sign up for SkyChange today, visit www.skybest.com/skychange or call your local SkyLine/SkyBest Customer Center at 118 or 1-800-759-2226.

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 land-line 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.

Protect Yourself from Spam Calls

Everyone will receive a spam call at some point in their lives – some people even receive them daily. Not only is it likely illegal, but at best, they are an annoying nuisance and at worst, they can be scary.

What do I do if I get a spam call?

The best thing you can do if you get a call from an unfamiliar number is ignore it. Once you answer it, even if you don't fall for the scam, the machine or hacker is able to mark your phone number as valid and try again in the future. However if you do answer, then never give out any personal information including things like credit card numbers, addresses, social security numbers, usernames and passwords, etc., and hang up as soon as you realize it is a spam call. Sometimes you might get calls pretending to be a business (like your internet company). When this happens, just hang up with them, look up the business' advertised phone number, and call them yourself. You can then ask if they really did just attempt to call you or not. It is crucial to hang up the phone as soon as you believe it is a spam call.

If you are ever suspicious of a call from someone claiming to be from SkyLine, hang up and call us at 1-800-759-2226.

How to stop spam calls:

While there is not currently a way to completely get rid of spam calls, there are some things you can do to help decrease and prevent them.

- Avoid giving out your phone number as much as possible.
- Read "terms and conditions" carefully when signing up for things. You never know what they have hidden in there about sharing your information.
- If you have an iPhone you can silence unknown callers by going to Settings > Phone > Silence Unknown Callers > and from there you can turn this setting on. This will send any unknown callers straight to your voicemail.
- List your phone number on the national Do Not Call Registry.

For more information about spam phone calls visit us online at skybest.com or give us a call at 1-800-759-2226.

Recipe of the Month Almost A Payday

Ingredients:

- 4 cups honey roasted peanuts, divided
- 1 can (14oz.) sweetened condensed milk
- 1 package (10.5oz.) miniature marshmallows
- 1 package (10oz.) peanut butter chips
- 1/2 cup butter or margarine
- 1/2 cup peanut butter

Instructions:

Line a 13 x 9 x 2 in. pan with foil and coat with nonstick cooking spray. Sprinkle 2 cups peanuts in pan. In a saucepan, combine the milk, marshmallows, peanut butter chips, butter and peanut butter. Cook and stir until smooth. Pour over peanuts; spread evenly. Sprinkle with remaining peanuts; press down. Cover and refrigerate for at least 45 minutes. Lift foil out of pan; cut into squares. Store in an airtight container. Yield: about 4 dozen.

Recipe submitted by Iva B. Atwood (In Memory)



Home Security in your Hands

Save money by switching your security system to SkyBest Security.
Contact us for a FREE consultation today!

skybest.com 1-800-759-2226

*Restrictions apply. Available in N.C. only.