CONNECTIONS

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www.SkyBest.com

Help Us "Rise & Shine" to Fight Hunger!

Recognizing the need to support local initiatives to minimize food insecurity is greater than ever, SkyLine will continue its annual breakfast food drive for area food pantries. Now in its 12th year, and beginning this month through October, our "Rise & Shine" food drive will accept donations of non-perishable breakfast items at each of our five Customer Center locations.

Beginning this month and while supplies last, all SkyLine/SkyBest Customer Service Centers will have shopping totes available for pick-up. We welcome all sizes of packaged breakfast food, including individually-sealed cereals, oatmeal and fruit items that can be included in area backpack initiatives for children. See related list of suggested non-perishable items. As our thank-you, please keep the tote for future use, and SkyLine will make delivery of these items to area food pantries, including the Solid Rock Food Closet, Ashe County Food Pantry, the Hunger and Health Coalition, Reaching Avery Ministry and the Shady Valley Baptist Church Food Pantry in early November.

SkyLine is grateful to join the community in support, including numerous individuals, churches and local organizations like those listed that are trying to help fill the hunger gaps that continue to exist across the region. We hope you will join us in this critical effort. As a local cooperative, we are reminded that the seventh cooperative principle is "concern for community." For more information about the food drive, please call your local SkyLine/SkyBest Customer Service Center at 118. Thank you!

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. 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, please call your local SkyLine Customer Service Center.
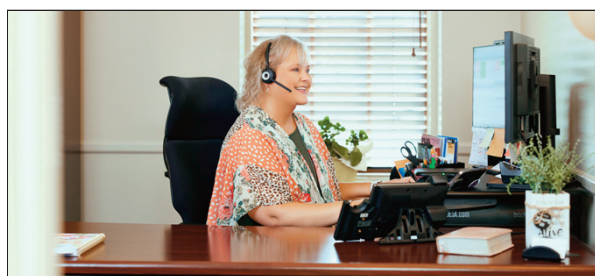
Local Customer Service Makes All the Difference

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 interrupted 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

SkyLine Gives the Gift of Life

On August 13, SkyLine hosted its semi-annual blood drive. 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. Additionally, we were proud to open our blood drive to the public. Special thanks to our employees and the other individuals who were able to give and make a difference!

Stay Protected Online - Learn the Latest Attempts to Steal Your Data

Recently, scam emails have become increasingly sophisticated, especially with scammers using AI tools to generate more convincing and well-written messages. . Even when an email looks legitimate, always double-check the sender's email address, hover over links before clicking, and verify any unusual requests through a trusted contact method. AI has made phishing harder to spot, so extra vigilance is essential.

Examples from a phishing emails:

Scam Logo. Blurry words and uncentered top picture.

Scammers often use company logos in phishing emails to make their messages appear legitimate and official. These logos are frequently low-quality, blurry, pixelated, or stretched. Genuine company emails include high resolution logos, consistent branding, and professional formatting. Always look closely at the quality and placement of logos.

"Dear janedoe@skybest.com," Instead of "Dear Jane Doe"

Scammers often begin their emails with a generic greeting like "Dear [email address]" instead of using your actual name. This is a red flag because legitimate companies you do business with personalize their messages using the name you provided when signing up. Using your email address instead is a sign the message was likely part of a mass phishing attempt sent to many recipients at once or is evidence they don't know your name and can't personalize the email.

Immediate introductions into urgency, "Effective as of June 3rd, 2025"

Emails that begin with phrases like "Effective as of June 3rd, 2025" are often scams because they try to create a false sense of urgency. Scammers use specific dates to make the message appear like a real policy update or account change. This pressures you into acting quickly, often by clicking a link or entering personal information, without thinking it through. Real companies usually explain why a change is happening and provide clear, verifiable details, not vague announcements meant to alarm you.

Technobabble

Scammers use technobabble, complex or technical-sounding language, to make their emails seem credible and serious, especially to people who may not fully understand the terms. By including words like "SMTPUTF8 support" or "LDAP connectors," they try to mimic legitimate system or IT updates, hoping recipients will trust the message without questioning it. This tactic can also intimidate or confuse people into thinking the email is from a knowledgeable source, increasing the chance they'll follow instructions without verifying the sender.

False Disclaimers

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox.

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Scammers include official sounding disclaimers to mimic real corporate emails. These disclaimers and markings are used to make the scam look more authentic and credible. This is also used to discourage replies and when skimming emails, makes it appear more professional especially if you're not looking closely.

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.

SkyLine/SkyBest Rise & Shine Breakfast Food Drive

Deliver non-perishable items to SkyLine between
September 1 - October 31

SUGGESTED NON-PERISHABLE ITEMS:
Oatmeal • Whole-grain Cereals • Hot Cereals
Cream of Wheat • Grits • Gravy Mixes
Pancake Mixes • Muffin Mixes • Granola Bars
Syrup • Fruit Juice Packs • Jam •
Canned/Dried Fruits • Powdered Milk
Coffee • Hot Chocolate

Recipe of the Month
Refrigerator Rolls

Ingredients:
- 1 package yeast
- 1/2 cup warm water
- 1/2 teaspoon sugar
- 1 cup scalded milk
- 1/3 cup melted shortening
- 1/4 cup sugar
- 2 teaspoon salt
- 1 beaten egg
- 4 cups flour

Instructions:
Mix well and let set 10 minutes. Knead on floured board until smooth and elastic. Place in greased surface. Store in air tight container in the refrigerator. Shape rolls two hours before serving. Let rise double and bake 15 to 20 minutes at 400°.

NOTE: When making out rolls, dip them all around in melted butter, this makes a much better crust.

Recipe submitted by Hazel Deane Pennell

SkyBest
communications

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

For every friend who gets installed with SkyBest High-Speed Internet, 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.