

CAMP DATES & LOCATIONS

- JUNE 8-10** Statesville, NC
NCSU Extension Center - 444 Bristol Dr.
- JUNE 22-24** Raleigh, NC
NC Rural Center - 4021 Carya Dr.
- JULY 13-15** Spartanburg, SC
Mary Black Foundation - 349 E. Main St.
- JULY 29-31** Pine Knoll Shores, NC
Trinity Center - 618 Salter Path Rd.

Cooperative Leadership Camp Returns in 2026!

The Cooperative Council of the Carolinas' mission is to educate, connect and promote cooperatives. For decades, The Council continues to fulfill their mission by hosting Cooperative Leadership Camp (CLC) for high school students. In 2026, the Council is continuing its shift from a single overnight camp to multiple day camps in the Carolinas. Although this will not be a 4-day, overnight camp, the goal will continue to be the same; to provide students with the skills they need to become tomorrow's cooperative leaders.

During camp students explore the cooperative principles, create their own cooperative, manage areas of business such as marketing, budgeting and more.

Campers will also be introduced to local cooperatives with hands-on workshops. Participating cooperatives may include the following sectors: electric/utility, telephone/communications, credit unions, agriculture, food/grocery, worker-owner retail and service, and more!

Apply online at: www.carolinascouncil.coop/events/cooperative-leadership-camp-2026

The SkyChange Program

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.

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

As of December 2025, SkyLine's NPS has increased to 97! We remain committed to providing high-quality customer service and fiber-optic Internet to our communities, and we are so grateful to each of our customers.

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 97, 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 every day 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.

Your Guide to Spring Cleaning Your Digital Life

Spring has officially sprung! Although the weather in the high country may continue to fluctuate a bit, many of us are ready for the longer days, more sunshine and (at least the hope for) warmer weather. Usually the shift from the cold and dark to the warm and light brings motivation to clear out some of our stuff and clean the parts of our home that we ignored during the colder months. Over the years, "spring cleaning" has spread into some other areas besides the home – including our digital life. Our computers, phones, tablets and more can become equally as cluttered as our homes with old pictures, unwanted files and unused apps. This spring, we encourage you to work your way through the jumble and do a little bit of digital housekeeping. Here are some of our best tips:

Delete Old Photos

Personal photos tend to build up over time on your phone or computer. In the moment the photo is taken, it seems like a good idea to give yourself multiple options, but those extras are often never deleted. Not to mention, screenshots are often stuck in your album for an eternity.

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
423-739-4500
(10-DIGIT DIALING)

LENOIR
929-2872

INTERNET TECH SUPPORT, 24/7

TOLL-FREE
1-866-759-7591

WORTH NOTING
EASTER
OFFICE CLOSING:
MONDAY, APRIL 6

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



Now is a good time to work your way through your photo library and get rid of all those unwanted pictures. Not only will it make your phone feel a little more organized, it will also give you back some storage!

While you are going through all of your photos, it's a good time to back up all of your favorites that you want to keep. This will give you the freedom to delete those photos as well, knowing they are saved somewhere more permanent. Alternatively, kick it "old school" and print your favorites! You won't feel like you need it digitally if it is sitting in a frame on your desk.

Backup Important Documents

Speaking of backing up your photos, you should also take the time to backup any important documents. Whether it's on a USB Drive or on the Cloud, it is important to give yourself the peace of mind of knowing your documents are secure. This way, if something were to happen to your device, you can avoid the stress of trying to get all of those crucial files back, or you can simply delete the files from your device to clear up more space. This gives you quick access to any files you may need on short notice.

Purge Your Inbox

There are two types of people: those who let their notifications build up forever and those whose inbox is always at zero. If you are the person who lets your inbox build up, we encourage you to look through it this spring. You can delete junk mail, organize important emails into different folders and even make sure there aren't any beneficial or necessary emails you may have missed. Odds are, as you are deleting and sorting, you will find a number of emails from which you can unsubscribe. This will help prevent future clutter and establish a more relevant inbox for yourself. You don't have to have your inbox completely at zero, but we recommend at least going through it.

Update your Passwords

We regularly stress the importance of strong passwords – passwords that contain 8-10 characters and have capitalization, numbers and symbols. However, it is also a good idea to update your passwords occasionally to boost your account security. Furthermore, make sure you have different passwords for different accounts. That way, if one of your accounts were to be compromised, the others are not automatically in danger of being hacked as well.

Spring is in the air and you may find yourself wanting to tidy things up a bit. While you're at it, tidy up your digital life too! Doing the four tasks listed above can help bring a little more organization to your devices and simplify your digital experience. For more information on services that may enhance your digital life, visit us online at skybest.com or call us at 1-800-759-2226.

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.

To 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.

April is National Safe Digging Month

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 broadband, 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. Provide 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.



Know what's below.
Call before you dig.

Recipe of the Month

Easy Breakfast Fruit Salad

Ingredients:

- 1 lb. can pineapple tidbits, drained
- 1 cup miniature marshmallows
- 1 lg. can mandarin oranges, drained
- ½ cup coconut (canned or frozen)
- ½ cup chopped pecans
- ¼ cup maraschino cherries, halved
- 2 Tbsp. sour cream

Instructions:

In a medium bowl, mix together ingredients and chill for a few hours or overnight before serving.

Recipe submitted by Karen Powell

SO LITTLE
means so much!

Donate your loose change by
rounding up your bill for SkyChange!

→ Visit skybest.com or call 1-800-759-226 to sign up!