

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. 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.

Payment Options

SkyLine/SkyBest offers multiple payment options to achieve the most convenient customer experience possible. These options include,

Customer Service Centers:

Visit a local customer center during regular business hours. A drop box is available at all customer centers for your convenience.

Pay Online:

Quick, convenient – Pay by credit card. Make a one-time payment, or set up autopay recurring payments.

Pay by Phone:

Monday thru Friday, 8am-5pm.
Call 1-800-759-2226
Automated phone payments available 24/7 in addition to the M-F 8-5.

Mail Your Payment Locally:

Mail a check with a copy of your bill to:
SkyLine/SkyBest
PO Box 759, West Jefferson, NC 28694

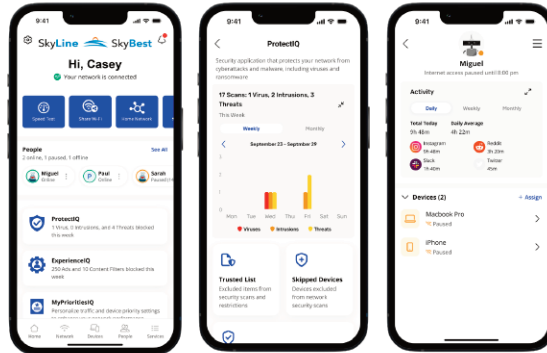
Automatic Bank Draft:

Avoid the hassle. We will automatically draft your payment directly from your bank account. Fill out the form at www.skybest.com/payment-options and mail it with a voided check to:

SkyLine/SkyBest, Attention Accounts Receivable
PO Box 759, West Jefferson, NC 28694.

E-Bill App:

Manage your SkyLine/SkyBest account when it's convenient for you. View and pay your bill, check your balance, see your billing history, request service support, search SkyLine/SkyBest directory listings and more!



Take Control of Your Home Wi-Fi with the SkyBest My-Sky App

At SkyBest, we're always looking for ways to make your internet experience simpler, safer, and more personalized. With the My-Sky App, you have powerful tools right at your fingertips to manage your home network—whether you're working, streaming, or helping your family stay safe online.

ExperienceIQ: Connectivity That Works for You

Your internet should fit your lifestyle—and with ExperienceIQ, it does just that.

You can prioritize the devices and activities that matter most. Need reliable speed for work during the day? Prefer seamless streaming at night? Simply set schedules to give priority where and when you need it most.

Managing screen time is easier than ever, too. You can set time limits for specific apps to help build healthy online habits for everyone in your home.

For families, ExperienceIQ brings peace of mind. Parents can create usage schedules for homework hours or bedtime, helping keep kids focused and well-rested. You can also view internet usage across all devices in your home, giving you a clearer picture of how your network is being used.

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Call Before You Dig!



Know what's below.
Call before you dig.

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

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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:
OFFICE CLOSING
MAY 25 FOR
MEMORIAL DAY**

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



Safety is a top priority. With advanced parental controls, you can filter inappropriate content, block specific apps, and restrict categories like violence or adult content. You can even enable safe search settings and YouTube restrictions to create a more secure browsing and viewing experience.

ProtectIQ: Security You Can Count On

In today's connected world, protecting your home network is more important than ever. That's where ProtectIQ comes in.

ProtectIQ works quietly in the background to keep all your connected devices safe from cyber threats like malware, viruses, and suspicious activity. It automatically blocks access to harmful websites and stops threats before they ever reach your devices.

You'll also stay informed. If a potential security issue arises, you'll receive a notification with details about what happened, when it occurred, and which device was affected.

This advanced protection even monitors incoming traffic to your home, preventing unauthorized access to things like smart devices, video streams, and virtual meetings.

With ProtectIQ, you can browse, shop, and work online with confidence—knowing your personal information and devices are protected every step of the way.

Ready to get started?

Download the My-Sky App today and take full control of your home Wi-Fi experience.

CALL BEFORE YOU DIG CONTINUED FROM PAGE 1

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

Ready to get started? Call us today to upgrade your internet package and take from control of your home Wi-Fi experience.

Refer-A-Friend and Get \$100 Credit for Each Referral

For every friend who gets installed with SkyBest High-Speed Internet, as a result of your referral, you will get a \$100 credit on your bill. The referred "friend" will also receive a \$100 credit.

See www.skybest.com/about-us/customer-programs/refer-a-friend for more information!

*The Refer-A-Friend promotion is not combinable with any other offer or promotion.

“
Thanks to the donation from SkyChange, Ashe Harvest Ministries has been able to better meet the needs of local families facing food insecurity. This support helps us serve more neighbors with dignity, consistency, and care.
 ”

PREVIOUS SKYCHANGE RECIPIENT

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.

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.

Recipe of the Month

Guess Again Cookies

Ingredients:

- 1 cup butter
- 1 cup sugar
- 1 cup brown sugar
- 1/2 teaspoon salt
- 1/2 teaspoon baking powder
- 1 teaspoon baking soda
- 2 cups Rice Krispies
- 2 cups flour
- 3/4 cup coconut
- 2 eggs
- 2 cups oats
- 1 cup nuts

Instructions:

Mix all together and shape into balls. Bake at 350° on ungreased cookie sheet for 18 to 20 minutes

Recipe submitted by James Bingham

**SKYBEST
 INTERNET
 &
 DIRECTV**

A PERFECT PAIR!

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