

CONNECTIONS



AUGUST 2026

Published monthly for customers of SkyLine Membership Corporation and SkyBest Communications

www.SkyBest.com



Laurel Davis exploring sites in Washington, D.C.



FRS Youth Tour

Laurel Davis attended the FRS Youth Tour to Washington D.C. During the week of June 1-5, 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.

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 twelfth year, and beginning next 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 September 1 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!

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

SUGGESTED NON-PERISHABLE ITEMS:

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



Relay for Life



SkyLine is a proud supporter of the American Cancer Society (ACS) and their Relay for Life program. While the Covid-19 pandemic has shuttered events in Ashe County and countless communities in recent years, 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.

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.



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

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



www.facebook.com/SkyLineSkyBest

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.

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.

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.

Payment Options

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

Customer Service Centers:

A drop box is available at all customer centers for your convenience.

Pay Online:

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, Attn: 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!

Recipe of the Month

Seven Layer Bars

Ingredients:

- 1 sleeve crushed graham crackers
- 1 stick butter, melted
- 1 (14 ounce) can Sweetened Condensed Milk
- 1 cup semisweet chocolate chips
- 1 cup peanut butter chips
- 1/2 cup flaked coconut
- 1 cup chopped pecans

Instructions:

Preheat oven to 325° if using a glass 9x13 dish. Melt butter and add crushed graham crackers. Add a little of the milk to help mix it all together. Press into bottom of a lightly greased pan.

Sprinkle the chocolate chips and peanut butter chips over the top of the crackers. Sprinkle the coconut on top of this, and finish with a layer of the pecans.

Pour the remaining Condensed Milk evenly over the top and lightly press all the layers down. Bake 25 minutes or until the top is lightly browned. Cool. Cut into bars. Store at room temperature.

Recipe submitted by Susan Bradshaw

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

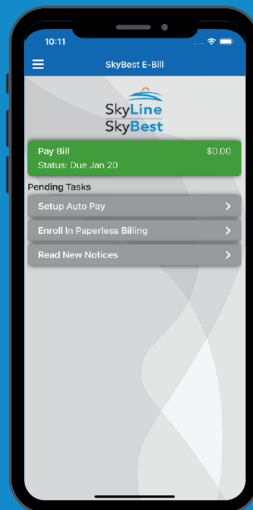
For every friend who gets installed with SkyBest High-Speed Internet, SkyBest TV, SkyBest Security or SkyBest Medical Alert Service as a result of your referral, you will get a \$100 credit on your bill. The referred "friend" will also receive a \$100 credit.

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.

» Tap the app!



SkyBest E-Bill app

- View and Pay your bill
- Check your balance
- See your billing history
- Request service support
- Search SkyLine/SkyBest directory listings
- And more!



The SkyBest E-Bill app can be downloaded on the App Store® and on Google Play™.