

SkyLine SkyBest

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 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.

Protect Yourself from Spam Calls Read how to protect yourself from robocalling



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. Because they are so common, it is important to make sure that you understand what a spam call is and how to handle it if you receive one. We've laid out what you need to know about spam calls, as well as a few tips on how to stop them.

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Shelley Phillips, Emily Weaver and Megan Carter at the Smart Home

2nd Chance Flower Ministry Donates Flowers

2nd Chance Flower Ministry at Midway Baptist Church in West Jefferson, NC recently donated beautiful arrangements to SkyLine, recognizing the co-operative for its commitment to giving back to our community.

We are grateful for the 2nd Chance Flower Ministry and the thoughtful, selfless work they do to honor the people and organizations who help keep our community connected.

Help Us "Rise & Shine" to Fight Hunger!



our five Customer Center locations.

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 13th year, and beginning this month through October, our "Rise & Shine" food drive will accept donations of non-perishable breakfast items at each of

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!



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

Haleigh Seamon
Public Relations Administrator



www.facebook.com/SkyLineSkyBest

What are spam calls?

Spam calls are unsolicited calls, likely with the intent of stealing your money or personal information. Spam calls can show up in many different ways including using phone numbers with your same area code, pretending to be a certain company/office that you do business with, or even pretending to be government agencies. Keep in mind, government agencies will reach out to you through the mail if they need to contact you.

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 telephone 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.

Why am I getting so many spam calls?

There are a variety of ways scammers can get your phone number. For example: every time you enter your number when you purchase something online or when you sign up for things using your phone number you are taking the risk of a scammer obtaining your number. Another thing to remember is that these aren't always actual people dialing you, but a machine that can come up with/dial a large amount of number combinations in minutes. Spam calls, specifically Robo Calls, are the FCC's top complaint, so the organization is constantly working on ways to decrease spam calling for everyone.

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.

SkyLine/SkyBest has a variety of Call Features that can help you manage your calls and can prevent some spam calls from getting through to you.

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

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.

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.

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.

Recipe of the Month

Easy Chocolate Chip Cookies

Ingredients:

- 1 package yellow cake mix
- 2 eggs
- 1 stick butter or margarine
- 8 oz. chocolate chips

Instructions:

Mix all ingredients together and drop by the spoonful on an ungreased cookie sheet. Bake at 350° for 10-15 minutes.

Recipe submitted by Mike Eldreth



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 • Jam
Muffin Mixes • Granola Bars • Syrup
Fruit Juice Packs • Canned/Dried Fruits
Powdered Milk • Coffee • Hot Chocolate



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