

Sugartop

Close to the Sky, Far from Ordinary

To say that Sugartop is a unique condominium community is no overstatement. Perched atop little sugar Mountain at an elevation of approximately 5,000 feet, Sugartop is famous for its breathtaking views of Grandfather Mountain and the sugar Mountain ski slopes.

Completed in 1983, it also became the most controversial living quarters in the history of North Carolina; people feared that Sugartop would disrupt the natural beauty of the rolling mountain landscape. This led to the passage of a State Ridge Law, making Sugartop the last high rise of its kind to be built on the ridge of a mountain.

Today's View

Dennis Lacey, General Manager of Sugartop, explains, "As a result of that 1983 law, our building can never be duplicated. Over time, the controversy was replaced with support; Sugartop is now widely considered to be a unique landmark and an asset to the area. We employ 20 full-time local people and those numbers increase to 26 in the summers. What's more, we're the second largest tax payer here, topped only by the ski resort."

For most of its 28-year history, Sugartop's communications solutions have been provided by SkyLine/SkyBest. These now include a PBX telephone system, wireless Internet and TV service. Notes Lacey, "We love working with SkyLine/SkyBest. Their employees are professional, prompt and responsive. And they're also super-friendly and courteous."

Brent Keith, SkyLine/SkyBest Business Sales Executive, is part of the team that works with Sugartop and is pleased with the relationship that's been built. He explains, "I feel that we've developed a solid business partnership over the years. SkyLine/SkyBest continues to adapt our offerings, on an ongoing basis, to meet the needs of Sugartop's staff and residents."



Brent Keith, Amy Burnette, Hollie Brown, Doug Bare, Laura Van Pelt, Hanna Carpenter

Whether owners or guests, those staying at Sugartop expect top-notch communications services. The PBX system installed by SkyLine/SkyBest at Sugartop is a MITEL VoIP system that can work as a hybrid digital and VoIP PBX. Explains Keith, "This system provides reliable telephone service throughout Sugartop and allows for streamlined unit-to-unit calls as well as the efficiency of the automatic attendant feature."

Lacey adds, "We started leasing this PBX system several years ago and it's still working great, so we're sticking with it. To enhance its capabilities, we added the 911 upgrade. If a condo owner calls 911, the front desk is automatically alerted that there's an emergency through a special ring. The system also displays which unit is dialing 911. This feature has proved to be very useful at Sugartop, enabling our staff to better manage emergencies. Given the number of elderly residents here, that's reassuring to everyone."

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- Dennis Lacey, General Manger, Sugartop

When installing the wireless Internet at Sugartop, SkyLine/SkyBest had the task of dealing with the challenges presented by the unique concrete-and-steel building. Explains Lacey, "There are access points on each floor, and every condo gets a wireless Internet signal."

Offering TV service to Sugartop was another interesting challenge. Lacey says, "SkyLine/SkyBest hadn't provided TV service in a building like ours in the past, but they were willing to take on the project and invest in the needed equipment. Both the signal and picture quality we get from SkyLine/SkyBest are excellent."

Granted, with the spectacular mountain views offered by Sugartop, residents may not spend much time looking at their TV or computer screens. But when they do, they'll be pleased. SkyLine/SkyBest aims high in everything it does.



Spectacular views from Sugartop.

Convenient Connections

Sugartop features 320 fully furnished, two-bedroom condos, all with majestic views. On-site amenities include an indoor pool, Jacuzzi, steam room and exercise room. Says Lacey, "Only 23 of these condos are owned by people who live at Sugartop year round. Another 80 or so owners rent their condos out when they aren't living here, and the rest of them use their Sugartop condos as second homes. For example, about 90 of our owners have homes in Florida and spend five or six months here in the summers to get away from the worst of the Florida heat."



Arrington Rankhorn, Office Manger, Sugartop.