



Join Us for the 2016 Ashe County Heart Auction

SkyLine will again provide the phone bank for the Ashe County Heart Auction this year, scheduled for Wednesday, April 6, at Family Central. This is one of the local chapter's largest fund-raising events for the year, as individuals and businesses across the county contribute numerous auction items for bid, including home-baked goods from Ashe County kitchens.

WWSK Radio (580 AM and 93.5 FM) will air the auction beginning around 9 a.m., with continuing updates through the afternoon, and SkyBest TV's SkyZhone HD, Channels 1 and 1001, will plan to complement WWSK's radio coverage with live video updates throughout the day again this year.

The 2015 Heart Auction drew a big crowd and hundreds of calls, raising more than \$14,000 to support the American Heart Association.

Directory Corrections/Omissions

White Pages Omissions/Corrections

**North Carolina State Government
Alleghany Courthouse**
District Attorney 336-372-3910
Magistrate 336-372-4911

**North Carolina State Government
Department of Transportation** 336-246-5287
296 Buffalo Road, West Jefferson

Yellow Pages Omissions/Corrections

**Dereka's Sugar Mountain
Accommodations** 828-898-9876
106 Sugar Mountain Drive, Sugar Mountain

**Dereka's Sugar Mountain
Accommodations & Realty** 828-898-6887
106 Sugar Mountain Drive, Sugar Mountain

Longevity Electrical Services, Inc. 828-264-4971
108 Queen Street, Boone

Sugar Mountain Accommodations 828-898-9475
106 Sugar Mountain Drive, Sugar Mountain

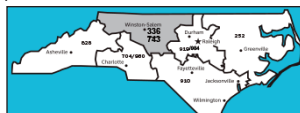
**Sugar Mountain Accommodations
& Realty** 828-898-9483
106 Sugar Mountain Drive, Sugar Mountain

Sugar Mountain Realty 828-898-9430
106 Sugar Mountain Drive, Sugar Mountain

Sugar Mountain Realty-Dereka's 828-898-9411
106 Sugar Mountain Drive, Sugar Mountain

Your Current 336 Area Telephone Number Will Not Change Mandatory 10-Digit Dialing for Local Calls in 336 Area Begins April 23

To ensure a continuing supply of telephone numbers, the new 743 area code has been added to the area served by 336. This is known as an area code overlay. Unlike a geographic split, which requires a change of telephone numbers to the new Area Code, an overlay DOES



NOT change your telephone number in the existing 336 Area Code. Only the way you dial local and regional calls will change.

Mandatory 10-digit dialing for local calls in the 336 calling area begins on April 23. For the last few months, a permissive dialing period has been in effect to give callers time to get accustomed to using the new 10-digit dialing arrangement and during that period, seven-digit dialing also was permitted. Beginning April 23, seven-digit dialing will no longer work; if you continue to dial seven digits, you will hear a recording that states your call will not go through as dialed.

IMPORTANT: Only dial the area code (336) and seven-digit telephone number when you dial locally inside the 336 calling area. If you dial 1+, you will be charged for a long-distance call. Remember, 10-digit-dialing only includes the three-digit area code (336), plus the local telephone number you are dialing (xxx-xxxx).

Here's a quick look again at the Q&A that we have shared previously to offer additional helpful information relating to the introduction of the new Area Code.

What is an area code overlay?

An overlay is the addition of another area code (743) to the same geographic region as an existing area code (336). An overlay does not require customers to change their existing area code or telephone number but it will require ALL callers to dial 10 digits for local area calls.

Who will be affected?

In SkyLine/SkyBest's area, the 336 area code covers Ashe and Alleghany counties. Generally, this area code also covers the Piedmont area and includes High Point, North Wilkesboro, Winston-Salem, Greensboro and Asheboro. The new 743 area code serves the same geographic area currently served by the existing 336 area code.

What will be the new dialing procedure?

To complete local calls, the new dialing procedure requires callers to dial area code + telephone number. This means that all calls in the 336 area code that are currently dialed with seven digits will need to be dialed using area code + telephone number. The same dialing procedure will apply to telephone numbers assigned to the new 743 area code. However, the price of local calls made today by dialing seven digits will not change when 10 digits are dialed for the new overlay area code. Long distance dialing will not change but will still require dialing 1 + area code + telephone number.

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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

ASHE

336-982-3111

AVERY

898-9250

WATAUGA

297-4811

JOHNSON

739-4500

INTERNET TECH SUPPORT, 24/7

TOLL-FREE

1-866-759-7591

WORTH NOTING:

Friday, April 1

Application Deadline for
FRS Youth Tour

Wednesday, April 6

Ashe Heart Auction - Family
Central

Friday, April 8

Application Deadline
for Co-op Camp

Thursday, May 12

Boone Expo - Boone Mall

STAFF:

Jimmy Blevins

Chief Executive Officer

Kim Shepherd

Executive Director of Customer
Operations

Angie Poe

Customer Service Manager

Jamey Jenkins

Retail Sales Manager

Karen P. Powell

Public Relations Administrator
& Editor



Permissive Dialing Period Ends Soon

We are now in a Permissive Dialing Period, which allows you to use 10-digit dialing whenever you place a call from the 336 area code, but if you forget, seven-digit dialing will still work until April 23. At that time, you must use 10-digit dialing.

Will 10-Digit-Dialing Be Required for Regional Caller calls in the 336 Area?

Regional Caller, SkyLine & SkyBest Communications' expanded local calling area plan (ELCAP), has generally allowed you to call to locations in neighboring counties and beyond, using seven-digit dialing at discounted long-distance rates. With the introduction of a new area code (743) to the 336 calling area, our Alleghany and Ashe telephone service customers must begin dialing 10 digits (including the area code) for all local and Regional Caller calls (examples: 336-877-1350 or 828-963-1350). The permissive dialing period now in effect permits callers to use either seven or 10 digits to complete calls to locations in the 336 calling area and SkyLine's regional caller area. This permissive dialing period continues until April 23, 2016, when mandatory 10-digit dialing will be in effect. From that date forward, callers in Alleghany and Ashe counties MUST dial 10 digits for all local and Regional Caller calls in order for their calls to be successfully completed.

Avery & Watauga Counties Continue with Seven-Digit Dialing for Local & Regional Calls

The new 10-digit dialing pattern WILL NOT affect SkyLine/SkyBest customers in the 828 area code, which includes Avery and Watauga counties. In these two counties, callers may continue to use seven-digit dialing for local and Regional Caller calls. If you have any questions about Regional Caller and the new Area Code, please call your local SkyLine/SkyBest Customer Center at 118 or 1-800-759-2226.

Beginning May 23, 2016, new telephone lines or services may be assigned numbers using the new 743 area code. Existing numbers will not be changed.

What will you need to do?

REMEMBER: In addition to changing your dialing procedures, all services, automatic dialing equipment, or other types of equipment that are programmed with a seven-digit number will need to be re-programmed to use the new dialing procedures prior to April 23, 2016. Some examples are life safety systems, PBXs, mobile phone contact lists, fax machines, Internet dial-up numbers, alarm and security systems, gates, speed dialers, call forwarding settings, voicemail services, etc. You may also want to check your business stationery, website, or advertising materials, and your pet's or your personal ID tags to ensure the area code is included.

What will remain the same?

- Your telephone number, including current area code, will not change.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- You can still dial just three digits to reach 911.
- If 211, 311, 411, 511, 611, 711 or 811 are currently available in your community, you will still dial these codes with just three digits.

Who may you contact with questions?

Please call us at 1-800-759-2226.

When You Need to Spread the Word, SkyLine's Call Tree Service Can Deliver

Call Tree 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. 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

Pricing includes a one-time \$25 activation fee and starts at \$9.95 per month for up to 250 contacts. For 251 to 1,000 contacts, the cost per month is \$19.95. Long-distance calls will incur additional charges.

To find out more, please call your local SkyLine Customer Service Center at 118.

Thanks for Supporting Our Directory Collection Drive

Thank you all for supporting SkyLine and area public schools in our 24th annual Directory Collection Drive. This annual initiative has been a popular way for area residents to support schools in their community by giving them their old SkyLine directory. We've enjoyed a great response to the program again this year and will announce results when all school collection reports are received.

As a reminder, SkyLine also will receive out-of-date SkyLine directories throughout the calendar year at our five office locations in Banner Elk, Seven Devils, Sparta and West Jefferson, and we'll give credit to area schools for those we collect here.

Recipe of the Month

Homemade Croutons

Ingredients:

- Old bread
- Olive oil or melted butter
- Seasoned salt
- Italian seasoning
- Garlic powder

Instructions:

Heat oven to 350 degrees.

Cut bread into cubes and place in baking dish, making sure that the bread is only one layer high and not too crowded. Sprinkle with olive oil or melted butter, until bread is lightly covered. Sprinkle the Italian seasoning, garlic powder and seasoned salt over the top of the bread.

Bake until bread is lightly browned, about 10-15 minutes. Remove from oven and toss the bread cubes. Return to oven and bake another 10-15 minutes, or until lightly browned.

Allow to cool and store in air-tight container at room temperature.

NOTE: This is a great way to use not only sliced bread, but also the heels of French bread!

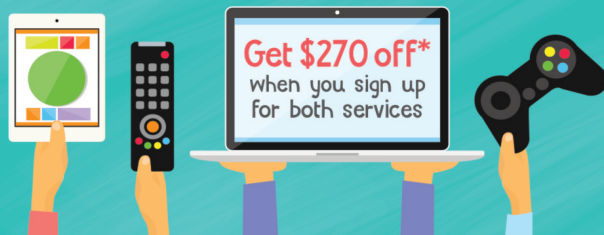
Submitted by Susan Bradshaw of Ashe County

RAISE YOUR HAND

IF YOU NEED FASTER INTERNET AND MORE TV OPTIONS

Don't settle for yesterday's Internet speed and boring TV. We make it easy to get your hands on an amazing upgrade.

Call 1-800-759-2226 to grab this deal.



SkyLine SkyBest

www.skybest.com

*Certain restrictions apply. Expires 5.31.16. 24-month service agreement and early termination fee apply for each service ordered. New customers must choose 8 Mbps or higher Internet and/or Plus or Premier TV. Service not available in all areas. Higher speeds and TV available in fiber-served communities only. Internet savings will be applied as a \$25 monthly bill credit for six months. TV savings will be applied as a \$10 monthly bill credit for 12 months.