CONNECTIONS

AUGUST 2017

Published monthly for customers of SkyLine Membership Corporation and SkyBest Communications

www.SkyBest.com

Check Out Our New Website!

SkyLine/SkyBest is excited to announce its new, consolidated website launched in July at SkyBest.com. For many years, members and customers have visited the suite of websites– SkyBest.com, SkyLine.org, SkyBestTV.com and SkyBestSecurity.com– to learn about our various services and offerings. Now, we're bringing it all together under one umbrella for a convenient one-stop online destination for all SkyLine and SkyBest services.

You may ask, 'Why did you choose the SkyBest.com domain?' Simply put. Our customers did. The SkyBest.com website receives approximately 2.5 times the number of visitors compared to SkyLine.org, and visitors stay on the SkyBest.com website twice as long as they do the SkyLine.org site.

The new website design was created with today's customers in mind. Check out these great features:

- Mobile-friendly
- Enhanced Help/Support Section
- An easy appointment scheduler for our customer service centers to help you plan your busy day
- Easy navigation with onsite search

Visit us at SkyBest.com to learn more about our company and the wide range of services we offer. At SkyLine/SkyBest, it's our mission to bring you state-of-the-art communications and technology solutions enabled by a culture of excellence in customer service and backed by the most extensive fiber network in western North Carolina.

We Relay for Life

If it's summer, it's also time to support Relay for Life, the signature fund-raising event of the American Cancer Society. SkyLine has been a longtime supporter of Relay and our employees play an active role in supporting this effort each year. During June and July, area Relay for Life events have taken place across the region. We'll share more about our fund-raising efforts to support the fight against cancer in next month's issue.

2017 FRS Youth Tour – Washington, D.C. – June 2017

Local Students Tour Washington, D.C.

SkyLine sponsored two area high school juniors– Caroline Current and Jacob Key of Ashe County– for the Foundation for Rural Service Youth Tour to Washington, D.C. in June. The Youth Tour introduced the telecommunications industry to students from rural America within a legislative context. Aside from the educational aspects of this trip, students also had the opportunity to tour many of the historical sites in the nation's capital. The students were among approximately 100 students selected from rural America to participate in this five-day program.

FRS promotes, educates and advocates to the public, rural telecommunications issues in order to sustain and enhance the quality of life within communities throughout rural America. The foundation was established by the National Telecommunications Cooperative Association (NTCA), of which SkyLine is a member.

Co-op Camp

This June, SkyLine sponsored six Ashe County High School students to attend the annual Cooperative Leadership Camp at White Lake. From all accounts, this five-day program was a rewarding experience, and when these students are high school seniors, they also are eligible to apply for the $1,000 Cooperative Leadership Scholarship. More details about this year's program participants will be featured in the September newsletter.

SkyBest communications

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Important Tips on Avoiding Malware Attacks & Securing Your Home Network

Malware attacks, like the recent WannaCry, are becoming more common and can have devastating impacts. SkyLine/SkyBest recommends that you always have an up-to-date antivirus program and keep your computers upgraded to the latest operating systems, such as Windows 7 and higher. Here are some additional tips from the Federal Trade Commission (FTC) and US-CERT (Computer Emergency Readiness Team) on avoiding malware attacks and securing your home network:

- Install and update security software, and use a firewall. Set your security software, internet browser, and operating system (like Windows or Mac OS X) to update automatically.
- Pay attention to your browser's security warnings. Many browsers come with built-in security scanners that warn you before you visit an infected webpage or download a malicious file.
- Instead of clicking on a link in an email, type the URL of a trusted site directly into your browser. Criminals send emails that appear to be from companies you know and trust. The links may look legitimate, but clicking on them could download malware or send you to a scam site.
- Don't open attachments in emails unless you know who sent it and what it is. Opening the wrong attachment– even if it seems to be from friends or family– can install malware on your computer.
- Get well-known software directly from the source. Sites that offer lots of different browsers, PDF readers, and other popular software for free are more likely to include malware.
- Don't click on popups or banner ads about your computer's performance. Scammers insert unwanted software into banner ads that look legitimate, especially ads about your computer's health. Avoid clicking on these ads if you don't know the source.
- Back up your data regularly. Whether it's your taxes, photos, or other documents that are important to you, back up any data that you'd want to keep in case your computer crashes.
- Change default passwords. As soon as you set up any remote device (Router, cameras, home automation, etc.) and absolutely before deploying them on your Network, change the pre-defined passwords. Default passwords are readily available with a quick search, so never leave default passwords on your devices.
- Use Strong Passwords.
  - Use different passwords on different systems and accounts.
  - Don't use passwords that are based on personal information that can be easily accessed or guessed.
  - Use a combination of capital and lowercase letters, numbers, and special characters.
  - Don't use words that can be found in any dictionary of any language.
  - Develop mnemonics such as passphrases for remembering complex passwords.
  - Consider using a password manager program to keep track of your passwords.

Sources: www.ftc.gov; www.us-cert.gov

Lightning: What to Do, Before, During and After

Before a lightning storm: Unplug your cordless phone, answering machine and modems from their jacks and electrical outlets. We recommend this even if you use surge protectors because those devices cannot guarantee 100-percent protection.

During a storm: Stay off the telephone unless you need to make an emergency call. Lightning does strike telephone lines, and there is a chance that you could be hurt if you are on the phone.

After the storm: If you notice static on your line, make sure that a damaged cordless phone, computer or satellite dish isn't causing it. To test, just unplug all equipment from the jacks and electrical outlets. Wait a minute and plug in a standard non-cordless phone. If the static is gone, you can assume your other equipment is causing the problem and may be damaged.

If you have static on the line and know your equipment isn't causing it, call us! Please don't wait, assuming that there is a more universal problem that we know about.

Call our Repair Services Department at 1-877-475-9546 should you need additional assistance.

Recipe of the Month

Blackberry Cobbler

Ingredients:

1 1/3 cups sugar
1/2 cup all-purpose flour
1/2 cup butter or margarine, melted
2 teaspoons vanilla extract
2 (14 oz.) bags frozen blackberries, unthawed
1/2 (15 oz.) package refrigerated pie crusts
1 tablespoon sugar
Vanilla ice cream (optional)
Sugared piecrust sticks (optional)

Instructions:

Stir together first four ingredients in a large bowl. Gently stir in blackberries until sugar mixture is crumbly. Spoon fruit mixture into a lightly greased 11" x 17" baking dish.

Cut 1 pie crust into 1/2" wide strips, and arrange strips diagonally over blackberry mixture. Sprinkle top with 1 tablespoon sugar.

Bake at 425° for 45 minutes or until crust is golden brown and center is bubbly. Serve with ice cream and sugared piecrust sticks, if desired.

To make sugared piecrust sticks, cut 1 refrigerated piecrust into 1/2" thick strips. Sprinkle strips with 1 tablespoon sugar; place on a lightly greased baking sheet. Bake at 425° for 6-8 minutes or until golden brown.

Submitted by Carol Skroch of Ashe County

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