

# CONNECTIONS

DECEMBER 2017

Published monthly for customers of SkyLine Membership Corporation and SkyBest Communications

www.SkyBest.com



*Merry Christmas & Happy New Year*  
FROM THE BOARD OF DIRECTORS AND STAFF OF SKYLINE MEMBERSHIP CORPORATION & SKYBEST COMMUNICATIONS

## 2016 Capital Credits Allocated

Capital credits are one of the many benefits of being served by a telephone cooperative. SkyLine Membership Corporation has allocated the net margins from 2016 to the capital credit accounts of its members. Capital credits for cooperative members result from a surplus of funds remaining from doing business. If the revenues paid in to the cooperative during the financial year exceed the expenses, the remainder is known as the "margin." The margin is then allocated to SkyLine's member-owners. Allocations are based on end user revenue including members' recurring monthly charges such as local service, calling features and Internet services, as well as monthly long-distance charges.

The 2016 margin represented approximately 19.06 percent of SkyLine's total revenues, and this percentage has been assigned to members' capital credit accounts. Members' individual allocations are based on their share of the margin, and are determined by their usage of SkyLine's services and network.

The 2016 allocated capital credits will be retired to members at a future date, as approved by SkyLine's Board of Directors. In the meantime, members' unretired capital credits are used by the co-op to maintain a solid financial base, to build equity and to provide quality, affordable service. Individual notices of allocated capital credits are not mailed to members; however, if you have questions about your capital credit account, please call your local SkyLine Customer Service Center at 1-800-759-2226.

## New Telephone Directories Coming This Month

Citing industry changes which have impacted the way consumers locate, access and store residential phone numbers, SkyLine's directory publisher, DexYP, has announced plans to cease printing residential white pages, beginning with the 2017-18 telephone directory.

To help customers adjust to the new format, a limited quantity of residential-only printed supplements will be available at all SkyLine Customer Center locations in conjunction with the delivery of the regional directory that features business white pages and Yellow Pages listings. Going forward, residential listings will continue to be available online through SkyLine's website, [www.skybest.com](http://www.skybest.com), as well as [www.realpageslive.com](http://www.realpageslive.com) and [www.yellowpages.com](http://www.yellowpages.com).

In a few weeks, The U.S. Postal Service will begin delivery of the new printed directories with the new format. If you note any corrections to the new regional directory or printed White Pages supplement, please report them to your local SkyLine/SkyBest Customer Service Center (1-800-759-2226).

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2017 "Outrageously Good" Customer Service Winners!

## "Outrageously Good" Customer Service Awards



Pharmacist Joyce Grubb receives the Business Award for Warrensville Drug from Ashe Chamber President Rex Goss.

With more than 100 individuals in attendance, the Ashe Chamber of Commerce's 9th Annual "Outrageously Good" Customer Service Awards Breakfast was held on October 11th at Winner's Circle Restaurant in Jefferson, and SkyLine/ SkyBest was the presenting sponsor.

The awards program seeks nominations from customers who experience an extraordinary level

of customer service at local businesses. This year included individual, departmental and company awards. Congratulations to the businesses and individuals who were recognized:

**Business Award:** Warrensville Drug Store

**Departmental/Divisional Awards:** "Angels of Ashe" (Ashe Memorial Hospital): Dr. Charles Jones, dispatcher, EMT Team, ED Staff, OR Staff, and Monitored Bed Unit and all the departments' support staff.

**Individual Awards:** Aletha Eller (People's Drug), David Osborne (Ashe Memorial Hospital), Loretta Johnson (Wilkes Community College), Peggy Childers (Ashe County Ford Body Shop), Allysa Roten (Mountain Family Care Center), Rachel Dancy (Ingles).

## Annual Directory Collection Drive Dates Set

Don't throw away your old phone book! SkyLine is conducting its Annual Directory Collection Drive with area public schools from January 1 through March 31, 2018. With thousands of directories collected each year, SkyLine donates 25 cents to participating schools for each old directory they collect. Since we started this program in 1993, SkyLine has rewarded schools with more than \$100,000 in donations. The schools also receive credit for all old phone books received at our five Customer Service Centers, which are collected throughout the year.

**SkyLine**  
**SkyBest**

**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

739-4500

LENOIR

929-2872

**INTERNET TECH SUPPORT, 24/7**

TOLL-FREE

1-866-759-7591

**WORTH NOTING:**

**Monday, Dec. 25**

**Monday, Jan. 1**

SkyLine Customer Service Centers Close for Christmas and New Year's Day

**STAFF:**

Jimmy Blevins  
Chief Executive Officer

Kim Shepherd  
Chief Management Officer

Brian Tester  
Executive Director of Customer Operations

Angie Poe  
Customer Service Manager

Jamey Jenkins  
Retail Sales Manager

Karen P. Powell  
Public Relations Administrator & Editor



## Beware of SPAM/Phishing Emails and Don't Click on Links

Over the last several weeks, we have seen numerous reports of spam/phishing emails that appear to come from SkyLine/SkyBest. These emails are not legitimate, and we strongly encourage you to avoid selecting links or responding in any way. The primary purpose of these unsolicited messages is to extract personal information from unknowing consumers. As your Internet service provider, we have an existing business relationship with you, our customers, and we also have the account information we need. There is no reason to re-acquire that info—when in doubt, delete it or call your local SkyLine Customer Center at 1-800-759-2226 if you have any questions about this.

There are additional ways to further limit your exposure to SPAM/Phishing emails. See these important tips from the Federal Trade Commission, and if you have further questions, don't hesitate to call us!

**Use an Email Filter** - Check your email account to see if it provides a tool to filter out potential spam or to channel spam into a bulk email folder. We offer SkyBest Internet Guardian to residential users, which detects and removes viruses, spyware and malicious threats from your computer, email, instant messages and downloads. It also secures your home network with a personal firewall and WiFi patrol, among other protections. Call us to learn more.

**Limit Your Exposure** - Try not to display your email address in public. That includes on blog posts, in chat rooms, on social networking sites or in online membership directories. Spammers use the web to harvest email addresses.

**Choose a Unique Email Address** - Your choice of email addresses may affect the amount of spam you receive. Spammers send out millions of messages to probable name combinations at large ISPs and email services, hoping to find a valid address. Thus a common name such as jdoe may get more spam than a more unique name like j26dOe34.

**Reduce Spam for Everyone—Don't Let Spammers Use Your Computer** - Hackers and spammers troll the internet looking for computers that aren't protected by up-to-date security software. Keeping your operating system and security software up to date are among the most important things you can do.

If you have further questions, please contact your local SkyLine Customer Center.

## 2017 Annual Meeting Door Prize Winners

|  |                            |                           |
|--|----------------------------|---------------------------|
| Marvin & Wanda Ferguson                  | Shirley Bauguess           | Ronald & Barbara Atwood   |
| Maria Holman                             | Frank & Billie Jean Steele | Linda Brooks              |
| Harry & Janie Ashley                     | Thomas & Wilma Mullis      | Lillian Greer             |
| Carl & Marjorie Farmer                   | Ina Bare                   | John & Jackie Marsh       |
| Robert Simcox                            | David & Elizabeth Murray   | Ernest Dollar, Sr.        |
| Lena Mae Finley                          | Jamie & Amanda Wiles       | Huey & Linda Long         |
| Judy Pollard                             | Dwayne & Darlis Farmer     | Fontrina Wray             |
| Linda Sue Seats                          | David & Linda Ball         | Elmer Eldreth             |
| Libby Reeves                             | Larry & Barbara Ruppard    | Jack & Ellen Dancy        |
| Ronnie Joe Howell                        | Lena Rhodes                | Eddie & Jackie Byers      |
| Manning & Martha Gambrell                | Rhonda Carson              | Larry Jones               |
| Denver & Patsy Lewis                     | Bobby Lee Johnson          | Kermit & Glenna Wilcox    |
| Gaither Richardson                       | Richard Shawn Simeone      | Fred & Donna Cox          |
| James Lloyd Moretz                       |                            | Clarence & Sandra Dillard |
| Dorothy Marlowe & Brenda & Allen Downing |                            | Lenna Brooks              |
| Thomas Fisher                            |                            | Travis Horney             |

## Customer Appreciation Day



SkyLine welcomed members and customers at five locations on Customer Appreciation Day.

In conjunction with National Co-operative Month, SkyLine designated October 12 as Customer Appreciation Day at all of its customer service locations. In addition to enjoying fall refreshments and various giveaways, customers who visited could also register for some great door prizes, including gift certificates toward SkyLine/SkyBest services, Amazon Dot, Amazon gift certificates and SkyLine's Commemorative Cookbook. More than 350 customers dropped by our customer service locations across the region that day, and congratulations to our winners:

### Customer Appreciation Day Door Prize Winners

|                   |                   |
|-------------------|-------------------|
| Andrew Burleson   | David Witherspoon |
| David Alexander   | Adam Elliott      |
| Mitchell Campbell | Gaye Walton       |
| Kay Yates         | Pat Hodge         |
| Judy Johnson      | Wanda Blackburn   |
| Chris Smith       | Maria Limon       |
| Betty Stansberry  | Cindy Smith       |
| Lowell Coll       | Angela Gentry     |
| Dennis Allport    | Angela Parlier    |
| Jerry Edmiston    | Diane Byers       |
| Frank Sell        | Paul Sturgill     |
| Melodie Salley    | Gladys Shatley    |
| Mary Trivette     | Mary Burchette    |
| Judy Pollard      | Ed Sturgill       |
| Johnny Barr       | Charles Turner    |

## Recipe of the Month

### Fresh Apple Nut Cake

#### Ingredients:

3 eggs  
2 cups sugar  
1 cup Crisco oil  
3 cups peeled and diced apples  
1 cup chopped pecans toasted  
1 tablespoon vanilla  
3 cups self-rising flour

#### Glaze:

1 cup brown sugar  
1/4 cup milk  
3/4 stick butter

#### Instructions:

Mix cake ingredients in order given. Bake in a tube or bundt pan (greased and floured) for 50-60 minutes at 350 degrees.

Boil glaze mixture for 1 minute. Pour over hot cake.

Enjoy!

"To preserve a friend three things are necessary...to honor her, praise her and give her a recipe".

Recipe Submitted by Elaine Payne of Avery Co.

NEW TELEPHONE DIRECTORIES CONTINUED FROM PAGE 1

Directory publisher YP (now, DexYP) began migrating away from automatic delivery of printed residential white pages in 2008, initially moving residential white pages to 'upon request' status only. SkyLine is the last independent company associated with YP (now DexYP) to transition to the new format.



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skybest.com 1-800-759-2226

\*Restrictions apply. Available in N.C. only.