

# CONNECTIONS

DECEMBER 2018

Published monthly for customers of SkyLine Membership Corporation and SkyBest Communications

www.SkyBest.com



Business and Individual winners (left to right): Ronnie Hopkins of H&W Oil Company; Chris Miller of Miller Insurance; Aeriell Youngbar, representing Julie Wyatt of Jefferson Florist; Marcia Rowe of Friends of the Library; Jessica Roten of AMH/Mt. Jefferson Family Medicine; Katrina Roland of AMH/Mt. Jefferson Family Medicine; and Amy Howell of Winner's Circle. Not pictured: Pamela Voynitch of Highlander Motel and Julie Wyatt.

## "Outrageously Good" Customer Service Awards



SkyLine PR Administrator and current Ashe Chamber Board Chair Karen Powell and Chamber Member Services Committee Chair Terrie Moore present the business award to Ronnie Hopkins of H&W Oil Company at the Ashe Chamber's "Outrageously Good" Customer Service Breakfast in October.

**Business Award:** H & W Oil

**Individual Awards:** Amy Howell of Winner's Circle; Chris Miller of Miller Insurance; Katrina Roland of Ashe Memorial Hospital, Mt. Jefferson Family Medicine; Jessica Roten of Ashe Memorial Hospital, Mt. Jefferson Family Medicine; Marcia Rowe of Friends of the Library; Pamela Voynitch of Highlander Motel; Julie Wyatt of Village Florist

## For the Holidays

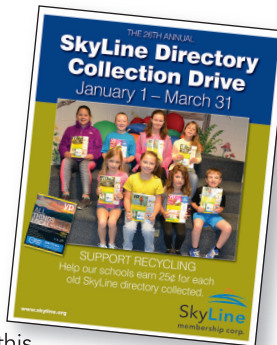
The recipes we feature in our monthly newsletter come from SkyLine's commemorative cookbook.

This latest edition includes more than 500 recipes submitted by members, customers and employees from our five-county service area, a cookbook stand insert, tabbed dividers and more. At just \$15 each, they make great Christmas presents, and when you buy a cookbook, know that you are helping others in your community, as all proceeds will support area food banks.

Call SkyLine at 118 to order yours.

## 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, 2019. 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 three Customer Service Centers, which are collected throughout the year.



## New Regional Telephone Directories Coming Soon

The SkyLine/DexYP telephone directories for 2018-19 are coming soon. Again this year, the directory will feature business/government listings and Yellow Pages and is produced by DexYP, SkyLine's regional directory publisher.

With continued local interest in having access to residential listings, 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.realpages-live.com](http://www.realpages-live.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).

According to a 2017 study by the National Center for Health Statistics, 46.1 percent of adults in North Carolina live in wireless-only households. Because wireless consumer listings do not print, the residential white pages do not fully represent the directory area. Due to this transition first announced in 2017, almost one out of every two residential listings searches could end in user failure, which in turn, may negatively impact the perceived value of the yellow and business white pages content and the brands associated with the publication. Due to these industry changes and value issue for consumers, directory publisher YP (now, DexYP) began migrating away from automatic delivery of printed 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.

**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:

**Tuesday, Dec. 25**

**Tuesday, Jan. 1**

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

### STAFF:

Kim Shepherd  
Chief Executive 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

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## Watauga Spelling Bee Two-Time Champion Recognized

Congratulations to sixth-grader Sam Nystrom of Hardin Park Elementary School who correctly spelled "Jaguar" and "Confetti" to win the Watauga County Schools' district-wide spelling bee on October 19. Nystrom's win marks his second district spelling championship in the last three years. Pictured with Sam are Karen Powell of SkyLine and Taylor Murphy of Carolina West Wireless, two of the leading sponsors of the event, and Watauga Schools' Superintendent, Dr. Scott Elliott.

## 2019 SkyLine Calendar

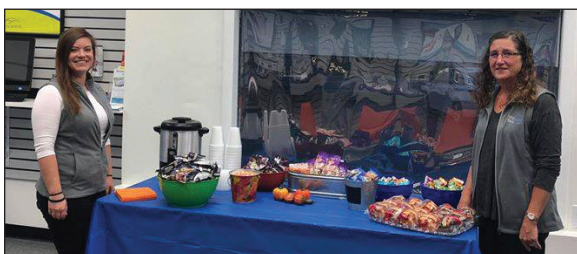
The 2019 SkyLine calendar, available while they last at all SkyLine/SkyBest Customer Centers, features art, courtesy of Florence Thomas Art School. The art school is named in memory of Ashe County artist Florence Thomas, and two of Thomas' works are highlighted, including the cover, *Hay Barn*, 1990. [www.florenceartschool.org](http://www.florenceartschool.org)



## Customer Appreciation Day

In conjunction with National Cooperative Month, SkyLine designated October 11 as Customer Appreciation Day at all of its customer center 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, a Google Home Mini, Amazon gift certificates and SkyLine's Commemorative Cookbook. Around 260 customers dropped by our customer centers across the region that day, and congratulations to our winners:

Gerald Ball	Dale Mount	Colleen Ward
Michelle Treadway	Charity Gynn	Bill Taylor
Tod Hale	Mary Ruth Reed	Betty Henson
Allen Miller	Tammy Killon	Gladys Denney
Jessica Bunton	Terry McGrady	Misty Mayfield
Victoria Locklear	Chris Smith	Lisa Kimbrell
Keith Shepherd	Gale Smith	Elaine Blanton
Lewis Miles	Jerry Arnett	Bryan Sprouse
Shawn Dain	Jean Ramsey	Linda Valentine
Josh Poe	Mabel Shook	Kameron Jolley



All five SkyLine/SkyBest Customer Center locations hosted Customer Appreciation Day on October 11, which featured refreshments, giveaways and the chance to win several door prizes. Pictured here at our Banner Elk Customer Center are Kristen Costner and Teresa Shook.

## It's a New Year, so in 2019, Simplify Your Life with Paperless Billing

Ever wish you had one moment to relax? Now is the chance to make your life a little bit easier with SkyLine/SkyBest free paperless billing. Imagine no more trips to the mailbox, just your inbox. You'll never have to worry about missing a payment with our automatic e-mail notification. Rest easy because your online payment is secure and your kitchen table is clutter-free. And feel good about yourself – you're being environmentally friendly.



Call 1-800-759-2226 today to sign up for free paperless billing.

## Recipe of the Month Cranberry Salad

### Ingredients:

- 2 boxes Jell-O (cranberry, raspberry, or cherry)
- 1 cup boiling water
- 1 (20 ounce) can crushed pineapple
- 1 can cranberry sauce (whole berry)
- 1/2 to 1 cup pecans
- 8 ounce package cream cheese
- 1/2 cup sugar
- 1/2 carton Cool Whip (may use fat free)

### Instructions:

Mix Jell-O and water until dissolved. Add pineapple, cranberries and pecans to Jell-O mixture. Pour into large baking dish. After mixture is set, set aside. Next, mix in the cream cheese, sugar, and Cool Whip. Spread over cranberry mixture and garnish with pecans (if desired).

Submitted by Eva Miller of Ashe County.



FROM THE BOARD OF DIRECTORS AND STAFF OF SKYLINE MEMBERSHIP CORPORATION & SKYBEST COMMUNICATIONS



## Surveillance | Automation Security Systems

Save money by switching your security system to SkyBest Security.

Contact us for a FREE consultation today!

[skybest.com](http://skybest.com) 1-800-759-2226

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