



## 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:

**Monday, Dec. 26**

**Monday, Jan. 2**

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

### 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



## "Outrageously Good" Customer Service Awards

With more than 80 individuals in attendance, the Ashe Chamber of Commerce's 8th Annual "Outrageously Good" Customer Service Awards Breakfast was held on October 12th at the Boondock's Brew Haus in West 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:** Julie Wyatt, owner of Village Florist.

**Departmental/Divisional Awards:** Ashe Memorial Hospital Oncology Department; Ashe Memorial Hospital Monitored Bed Unit (MBU)

**Individual Awards:** Derick South (K&K Stitch and Screen), Todd Phillips (Jefferson Rent-All), Velma Osborne (Sweet & Savory), Maria Holman (Ashe County Library), Zac Graves (Go Postal), Dick & Linda Copus (Winner's Circle)



Individual winners pictured with Ashe Chamber Member Services Committee Chair Kitty Honeycutt (left to right): Derek South, Todd Phillips, Velma Osborne, Maria Holman and Zach Graves (not pictured: Dick and Linda Copus).



Pictured with the Business Award Winner (left to right): Chamber President Bob Washburn, SkyLine PR Administrator and Chamber Secretary Karen Powell, Aeriel Youngbarr, Teresa Weddington and owner Julie Wyatt of Village Florist, Chamber Board Member and Member Services Committee Chair Kitty Honeycutt.



Departmental Winners: Ashe Memorial Hospital Oncology Department and Monitored Bed Unit (MBU).



Members of our Retail Sales group look forward to serving you at our new Boone Customer Service Center (pictured left to right): Lauren Hicks, Retail Sales Supervisor Paige Phillips, Kristen Costner, Brandy Miller, Retail Sales Manager Jamey Jenkins, Melodie Salley and Debbie Stephens (not pictured: Ashlyn Jordan).

## "Grand Opening" Planned for Early January SkyLine/SkyBest's New Boone Customer Center Opens December 1

Great news! SkyLine/SkyBest's newest Customer Center location at 217 Wilson Drive in Boone will open on Thursday, December 1, providing greater convenience to its Watauga County customer base and support its efforts to expand SkyBest Communications' service footprint to new areas.

Located in the same facility that formerly housed Village Laundry, the new full-service Customer Center hosts SkyLine and SkyBest products and services, ranging from broadband internet, digital TV, local and long-distance phone services, bundles, home/business security, automation and surveillance, and medical alert systems.

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## New Telephone Directories Coming This Month

SkyLine and directory publisher YP Real Yellow Pages have joined efforts to publish a regional telephone directory for 2016-17, which covers Alleghany, Ashe, Avery and Watauga counties.

The U.S. Postal Service will begin delivery of the new directories in a few weeks and continue through the month of January. If you note any corrections to the new directory, please report them to your local SkyLine/SkyBest Customer Service Center (1-800-759-2226).

When you receive your new regional directory, we encourage you to take a few minutes to review other sections in the front of the directory including the Customer Guides, which give a clear overview of the many products and services offered by SkyLine and SkyBest. You'll also find the Community Information Section to access additional helpful information.

*Merry Christmas & Happy New Year*

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

The Boone location also will be a customer service stop for Carolina West Wireless customers to pay their bills, purchase products or upgrade their existing cell phone plans.

In addition to its weekday business hours of 8 a.m. to 5 p.m., SkyLine/SkyBest is introducing expanded hours at this new location with walk-in service available from 9 a.m. to 1 p.m. on Saturdays.

"With Boone as the commerce center of Watauga County, we feel this new location allows us to offer greater convenience and to be more accessible to all of our Watauga members and customers," said Retail Sales Manager Jamey Jenkins. The new location is convenient to Highway 105, which leads to the Foscoe community, and it also intersects with the 105 Bypass, which connects SkyLine members from the Sugar Grove, Vilas and Zionville communities.

According to Kim Shepherd, Executive Director of Customer Operations, the new retail location will showcase the newest products and services that SkyLine/SkyBest has to offer. "In our world of constant change, the displays at this location will transform as new technologies emerge," Shepherd said. Here, a video wall, streaming TV displays and hosted VoIP displays will be highlighted, along with the use of a telepresence device, i-Beam by Sutable Technologies. "Utilizing the telepresence device will enable us to assist customers at the new location in non-traditional ways. A live video conference with a sales consultant from another location or a support services representative or a technician will be commonplace. The customer and the remote rep will be able to 'walk' around the location to the various displays as needed."

In 2013, SkyLine established a Customer Center location in Banner Elk, which has drawn more Avery County traffic away from the Seven Devils location, and the close proximity of these two facilities led company officials to find a location closer to Boone that could better serve all of the cooperative's Watauga customers. The Customer Center's move to Wilson Drive further coincides with SkyBest's expanded service footprint to more areas of the Boone business community, specifically along Highway 105 and Business 321. The Boone location also will be in a more convenient location as SkyBest introduces services to the Lenior business community later this year.

Led by Retail Sales Manager Jamey Jenkins, the new location will include Retail Sales Supervisor Paige Phillips and a staff of six retail sales representatives. SkyLine also is planning a special "Grand Opening" of its new Boone location on Friday, January 6.

## Looking for Holiday Gift Ideas?

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.

Visit our website ([www.skybest.com](http://www.skybest.com)) or call SkyLine at 118 to order yours today.

## Customer Appreciation Day

In conjunction with National Cooperative Month, SkyLine designated October 13 as Customer Appreciation Day at all of its customer service locations. In addition to en-



Amanda Dixon and Betty Miller dropped by West Jefferson's Call Center to enjoy refreshments and register for door prizes.

joying fall refreshments and various giveaways, customers who visited could also register for some great door prizes, including gift certificates toward SkyLine/SkyBest services, a Roku 4 streaming

media player, 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:

Joyce Johnson  
Janet Hartsog  
Ronnie Miller  
Bud Stanley  
Marion George  
Stella Campbell  
Peggy Calloway  
Charles Swan  
Peggy Woody  
Dave Mitchell  
Patricia McIntosh  
Roy Bell  
Missy Smith

Megan Davis  
JoAnne Edwards  
Jean Ramsey  
Mary Horgan  
Margaret Smith  
Paul Smith  
Fabiana Lehman  
Mark Smith  
Brian Bumgarner  
Jose Severiano Pasaye  
Brett Schewbke  
Nancy Boyd

## 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, 2017. 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.

### Recipe of the Month

## Original Moravian Sugar Cake

### Ingredients:

1 pkg. yeast  
½ cup warm water (110 -115°)  
1 cup hot mashed potatoes  
1 cup sugar  
¾ cup margarine, softened  
1 tsp. salt  
2 beaten eggs  
4-5 cups flour  
Brown sugar  
Cinnamon-sugar mixture  
1 cup pecans, chopped (optional)

### Instructions:

Soften yeast in warm water for five minutes. Add potatoes, sugar, margarine and salt; set aside until spongy. Then add two eggs and flour to make a soft dough. Let rise five to eight hours. Punch down on lightly floured board. Spread evenly in greased jellyroll pan or four 8-inch cake pans. When risen, punch holes for pieces of margarine. Sprinkle with brown sugar and cinnamon sugar mixture. Nuts may be added. Bake at 375° for 20 minutes.

Submitted by Judith B. Blythe of Ashe County





**Ted in Accounting  
wanted to give you  
a Christmas sweater.**

How does **\$480** in  
savings on Internet + TV  
sound *instead?*

*'Tis the season of savings on Internet & TV!*

**But, Ted says this deal won't last forever  
so make the switch today!**

**1-800-759-2226 | SkyBest.com**



\*Certain restrictions apply. Expires 12.31.16. 24-month service agreement and an early termination fee applies for each service ordered. New TV and/or Internet customers only. Offers valid for 12 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.