

Watauga High Senior Receives National Scholarship



A Watauga High School graduating senior is among 34 students from throughout rural America recently named to receive national scholarships from the Foundation for Rural Service (FRS). Luke Smith of Sugar Grove and the son of Michael and Denise Smith, is being awarded one of three Roger Alan Cox Scholarships, named in memory of the former CEO of Atlantic Telephone Membership Corporation (ATMC) a sister cooperative of SkyLine's and one of seven TMCs in the state.

Luke plans to attend Appalachian State University for two years and transfer to N.C. State University to study civil engineering. In his scholarship application, Luke shared that his ultimate goal is to provide rural communities with reliable roads, dams and large structures while maintaining the beauty of the communities and respecting the history that surrounds them. "SkyLine is delighted to be a local sponsor, and Luke represents our 17th local winner through this national scholarship program since 2006," said SkyLine PR Administrator Karen Powell.

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Help Support Crisis Centers in Our Community Have You Heard About SkyChange?



SkyLine has launched a new round-up program that seeks to assist area non-profits that help those in need throughout our community, and we invite you, our customers and members, to participate!

SkyChange allows customers of SkyLine/SkyBest to round up their monthly bill to the next whole-dollar amount. The money generated from the round-up will, in turn, be distributed to programs assisting those in need throughout our community. Customer bills will reflect a line item showing the monthly round-up donation. Funds collected through SkyChange will be distributed to crisis centers across our SkyLine/SkyBest service area but not to individuals directly. SkyLine's employee-led and employee-funded Project Teamwork program addresses crisis relief for individuals across our service area.

Some of the established crisis centers across the region include Alleghany Cares, Inc., A.S.H.E., Grandfather Home for Children, the Hunger and Health Coalition and Johnson County Safe Haven. These and others would be eligible to receive support.

If you participate in the SkyChange program by simply rounding up your bill to the next dollar, your total donations per year will not exceed \$11.88. In most cases, donations will be tax deductible.

SkyChange is a 501(c)3 organization with established bylaws and a governing committee. Once funds are distributed, our website and newsletter will give periodic

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Beware of Schemes and Scams Related to COVID-19 Pandemic

Sadly, scam and fraudulent activity are on the rise related to the COVID-19 pandemic and are tied to everything from schemes to obtain personal information related to small business loans to health care fraud. We strongly urge our customers and members to be aware of these heightened alerts and not fall prey to these schemes that seek to access consumers' personal information.

We've been made aware of this activity with reports of calls to our customers in recent weeks. Please be aware that scammers are making phone calls posing as SkyLine/SkyBest, offering to help fill out small business loan applications. SkyLine/SkyBest will not call to offer assistance on filling out loan applications. This is a scam, and you should not share your personal information over the phone. If you have any questions or concerns please call us at 1-800-759-2226.

The Federal Bureau of Investigation (FBI) also is warning the public about several emerging health care fraud schemes related to the COVID-19 pandemic.

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Spring is Here – Remember to Notify One-Call at 8-1-1 Before You Dig

The "One-Call" system, which is free to the excavator as well as the homeowner, helps those who dig comply with the safety rules and regulations of the construction industry.

In a typical neighborhood, a complex web of utility lines are buried under lawns, sidewalks and driveways. When digging, one wrong move might cause the community of residents to be cut off from heat, electricity, telephones, water, 911 calls and other vital services. When you make the free call to the One-Call Center, the One-Call staff notifies their member utilities to mark the ground with color-coded paint. After the utilities are marked in your work area, you have taken the first step to avoid damage or injury.

State law requires homeowners, contractors and excavators to contact the One-Call Center at least two business days before digging. The N.C. and Tennessee One Call Centers provide a toll-free telephone number, 8-1-1, to help reduce damages to underground facilities, thereby reducing the loss of service to the public and the loss of time and money to excavators, utilities and taxpayers.



We are open! Visit www.skybest.com/appointment to make an appointment at one of our Customer Service Centers. Safety measures will be in place for customers and employees. #weareopen #skylineskybest

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:

FRS Youth Tour –
Cancelled

Cooperative Leadership
Camp - Cancelled

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"What makes this particular scholarship so special is that Roger Cox served rural America and the rural telecommunications industry with distinction, spending the last 27 years of his life at Atlantic Telephone Membership Corporation (ATMC) in Shallotte as an accounting supervisor, Chief Financial Officer, Chief Operating Officer and General Manager. His passion and endless drive to help ensure that rural Americans have access to the same technology and education as every other American echoes the historical mission of our co-op and our peer telco cooperatives across the state," Powell added.

The Foundation for Rural Service reviewed 650 applications and is awarding a total of \$87,000 in scholarships to 34 students from rural communities served by members of NTCA – The Rural Broadband Association. The FRS Scholarship Program awards one-time scholarships to students from across rural America for their first year of college, university or vocational-technical school. Each student is sponsored by an NTCA member company, and SkyLine will provide a \$500 local match to Luke's \$500 scholarship from the FRS.

"It is a privilege for FRS to have a small role in supporting the continued education of these students through our scholarship program," said FRS Executive Director Pam Becker. "Every applicant was impressive and demonstrated a deep knowledge of and dedication to their rural communities. We thank all our donors for making this scholarship program possible year after year."

About the FRS: The Foundation for Rural Service (FRS), in cooperation with NTCA –The Rural Broadband Association and its members, seeks to sustain and enhance the quality of life in rural America by advancing an understanding of rural issues. FRS is committed to educational achievement in rural communities, recognizing that tomorrow's economic and civic development depends on the involvement and commitment of today's youth. Visit us at www.frs.org.

About the NTCA: NTCA –The Rural Broadband Association is the premier association representing nearly 850 independent, community-based telecommunications companies that are leading innovation in rural and small-town America.

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updates highlighting how customers' donations helped their community.

Won't you join us in this collective effort to take our 'change' to make a positive difference across our region? Like other benevolent activities, be it through Project Teamwork or other charitable outreach initiatives, we recognize that our collective efforts have a bigger and broader impact and truly make a difference.

For more information about SkyChange and to sign up, visit our website at www.skybest.com or call your local SkyLine/SkyBest Customer Center at 118 or 1-800-759-2226.

BEWARE CONTINUED FROM PAGE 1

"Criminals are actively manipulating the COVID-19 pandemic to their advantage," said Calvin A. Shivers, assistant director of the FBI's Criminal Investigative Division. "We ask all Americans to remain vigilant to avoid falling victim to these schemes."

Bad actors are selling fake COVID-19 test kits and unapproved treatments through telemarketing calls, social media platforms, and door-to-door visits. Many scammers are promising free care to patients in order to gain access to their personal and health insurance information, including their dates of birth, Social Security numbers, and financial data. Be extremely vigilant in protecting your personal information.

The Federal Trade Commission (FTC) and Food and Drug Administration (FDA) have identified a growing list of sellers of unapproved and misbranded products, claiming they can treat or prevent the Coronavirus but with no evidence to back up their claims as required by law.

For more information about the latest scams associated with COVID-19, please visit www.ftc.gov.

New Email Scam

In a more recent development, we have received reports from customers who received notification from an email address with SkyBest Support in the name that alerts the customer that delivery of emails have been delayed for 48 hours due to an authentication error in their domain. The email instructs them to select buttons (links) to unblock their undelivered emails. This is a scam that intends to extract personal information such as passwords from customers. SkyLine/SkyBest would not request this information by email. Please use extra caution when reviewing incoming emails, including the email address provided. If you suspect the email in question is not legitimate, do not respond to it, and please report it to us.

Recipe of the Month

Blue Ribbon Strawberry Cake

Ingredients:

- 1 (3 oz.) box strawberry Jello
- 1 box strawberry cake mix
- 3 (3 oz.) pkgs. vanilla instant pudding
- 1 cup oil, canola
- 1 ½ cups milk
- 4 eggs
- 1 cup crushed strawberries
- 1 (8 oz.) sour cream
- 1 (8 oz.) can crushed pineapple with juice
- 2 cups sugar
- 12 oz. frozen coconut, thawed
- 1 (8 oz.) Cool Whip
- 1 cup crushed strawberries
- 1 cup reserved fruit filling

Instructions:

Preheat oven to 350°. Combine cake mix, Jello and instant pudding in large mixing bowl. Add oil, milk and eggs. Beat until thoroughly mixed. Stir in crushed strawberries. Spoon batter into 3 greased and floured 9-inch round cake pans. Bake for 25 minutes. Cool before icing.

Fruit Filling: While cake is cooling, mix sour cream, crushed pineapple, sugar and coconut thoroughly. (Reserve 1 cup of this for frosting). Spread fruit filling between layers and on top of cake.

Luscious Strawberry Frosting: Combine Cool Whip, crushed strawberries and reserved fruit filling. Mix thoroughly. Spread on top and sides of cake. Chill for 24 hours.

Submitted by Judith Blythe of Ashe Co.



Make a Splash This Spring

JUMP INTO NEW TECHNOLOGY WITH BOTH FEET

A deluge of cool technology has sprung up in recent years to make life easier including voice-controlled speakers, smart home systems, wearables, and streaming devices and services.

You'll need a fast and reliable internet connection to fully enjoy this technology. **Sign up for SkyBest High Speed Internet and get 500 Mbps for only \$48 when you bundle with TV and phone!***

Spring Into Action

AND CALL 1-800-759-2226 NOW

*Certain restrictions may apply. Expires 6.30.2020. 24-month service agreement and an early termination fee applies for each service ordered. New internet customers only. Available in fiber-served communities only. Advertised price is for residential customers. Call for business rates.


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