

Co-op Leadership Camp Goes Virtual in 2021!

The Cooperative Council of North Carolina will facilitate a robust, fun and interactive at-home camp experience for rising sophomores, juniors and seniors sponsored by cooperatives from throughout the state this summer.

Scheduled from June 21 through 25, this year's camp will include Zoom meet-ups, at-home challenges, small group meet-ups and social activities. Teens will have a chance to win prizes, showcase talents and be part of a virtual start-up cooperative. Cooperative Leadership Camp attendees are also eligible to apply for the \$1,000 Jim Graham college scholarship during their senior year of high school.

As a local sponsor of this camping program, SkyLine will select up to 10 area students to participate. For eligibility and application information, visit www.skybest.com or contact SkyLine PR Administrator Karen Powell at 1-800-759-2226.



When You Need to Spread the Word, SkyLine's Call Tree Service Can Deliver Your Message

CallTree is an automated messaging service that can deliver phone calls, emails and even text messages. Ideal for schools, churches, small businesses, restaurants and other organizations, it allows you to transform your phone and broadband into a dynamic messaging service. What makes CallTree so valuable is that it allows the user to deliver a timely, consistent message to groups large and small alike, plus it can be set to make multiple call attempts to reach individuals on your calling list. Contact everyone on your entire list with a single message from your mobile app or your computer and phone. There's also a CallTree app available and can be downloaded on the App Store® and on Google Play™ and is called ManageMyNotify.

Just a few of the possible applications for this convenient automated messaging service include:

- Meeting reminders
- Weather cancellations
- Service changes and outages
- Appointment reminders
- Non-pay reminders
- Marketing & promotions

Pricing includes a one-time \$25 activation fee and starts at \$9.95 per month for up to 250 contacts. For 251 to 1,000 contacts, the cost per month is \$19.95. Long-distance calls will incur additional charges.

To find out more or to sign up for this valuable and affordable voice messaging service, please call your local SkyLine Customer Service Center at 118.

Have Your Heard About SkyChange?

SkyChange was established in May 2020 as a 501(c)3 organization with official bylaws and a governing committee, and it invites customers of SkyLine/SkyBest to round up their monthly bill to the next whole-dollar amount.

The money generated from the round-up is distributed to programs assisting those in need throughout our community. Customer bills will reflect a line item showing the monthly round-up donation.



Recent recipients of SkyChange donations include BROC (Blue Ridge Opportunity Commission), a community action agency whose mission is to serve as an advocate with the community to seek out, identify and eliminate poverty across a three-county area, including Alleghany and Ashe counties. Pictured is Stacey Howell of BROC with Sky-Line Business Sales Coordinator Robin Miller, who serves on the board of SkyChange.

www.skybest.com/skychange or call your local SkyLine/SkyBest Customer Center at 118 or 1-800-759-2226.

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.

If you'd like to join us in this collective effort to take our 'change' to make a positive difference across our region, visit



Know what's below.
Call before you dig.

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

Each year, lives are endangered, money and time are wasted and property is destroyed because individuals fail to follow safe digging practices. 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 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.

The North Carolina One Call Center provides 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. And, our Shady Valley and Mountain City customers also can contact the Tennessee One-Call Center by dialing 8-1-1 from their homes or businesses.

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, May 31
SkyLine/SkyBest Offices
Close for Memorial Day
Holiday

STAFF:

Kim Shepherd
Chief Executive Officer

Brian Tester
Chief Operations Officer

Angie Poe
Customer Service Manager

Jamey Jenkins
Retail Sales Manager

Karen P. Powell
Public Relations Administrator
& Editor



www.facebook.com/SkyLineSkyBest

Scammers Are in Full Swing

From email scams to spoofing, scammers are not slowing down their efforts to lure personal information from unsuspecting victims. We continue to receive reports of spoofing and email activity that may seem harder to detect. The Federal Trade Commission (FTC) frequently shares tips on how to protect yourself and your personal information when these attempts are made. SkyLine would not call or email existing customers to extract personal information because we have an existing business relationship with our customers already and have access to the information we need. Be wary of such calls and inquiries – take the time to call the correct phone number of the company you deal with and report these incidents to the companies scammers have targeted as well as to the Federal Trade Commission.

Email Scams

If you get an email or text you're not sure about:

- Don't click on any links.
- Don't use the number in the email or text. If you want to call the company that supposedly sent the message, look up their phone number online.

Remember:

- Never give your password to a stranger on the phone, even if they claim to be from a company you recognize.
- If you did give out your password, change it right away, update your computer's security software, run a scan, and delete anything it identifies as a problem.
- Make your passwords long, strong, and complex.
- Don't give your bank account, credit card, or personal information over the phone to someone who contacts you out of the blue.

And if you do get a fake email like this, help your community by reporting it to the FTC at www.Report-Fraud.ftc.gov.

Caller ID Spoofing

Caller ID Spoofing occurs when a caller intentionally disguises their identity by altering their name and/or phone number that is displayed on your telephone. Spoofing is used most frequently for scams and conning personal information and/or money from its victims.

One tactic commonly used by scammers, called Robocallers, is neighbor spoofing. Robocallers will alter their number to appear as a local number that could be similar to your own, to increase the likelihood that you will answer the phone call.

Unfortunately, these scam artists have the ability to frequently change the number transmitted to your caller ID to any number of their choosing at any time. Any telephone number is at risk of being used by Robocallers.

To minimize your risk of falling victim to spoofing scams, pay attention to the incoming calls you accept. Do not answer any calls from unfamiliar numbers. Do not provide any information or follow any instructions if prompted by an unknown caller.

SkyLine/SkyBest provides multiple features that may help reduce the threat of Robocallers connecting to your home telephone line.

Anonymous Call Rejection allows you to block any caller who is blocking their name and number. Un-

known callers who are attempting to call your home phone will receive a message that you do not accept blocked calls, and will advise them to unblock their number before trying again. Any calls that are not blocked will come through normally.

Selective Call Rejection allows you to block a list of specific telephone numbers of your choosing. Up to sixteen numbers can be blocked at a time.

Smart Call Manager provides many comprehensive call screening options. Telemarketer screening will screen all long distance calls and prompt the caller to press "1" to connect. Telemarketing calls will be unable to connect to your home phone. If you receive calls frequently from specific long distance numbers, you may add them directly to your known callers list to prevent them from hearing the telemarketer announcement. This feature also includes Selective Call Rejection that will allow you to block up to thirty specific numbers from connecting with you.

To learn more about these calling features call 1-800-759-2226. To learn more about call spoofing visit: www.fcc.gov/consumers/guides/spoofing-and-caller-id.

Recipe of the Month

Butterscotch Pie

Ingredients:

- 1 cup brown sugar, packed
- 4 tablespoons flour
- 2 egg yolks
- 2 cups milk
- 2 tablespoons butter
- 1 teaspoon vanilla
- 1 pie shell, baked
- 2 egg whites
- 2 tablespoons sugar

Instructions:

Mix brown sugar, flour, egg yolks and milk. Add butter. Cook over medium heat until thickened, stirring constantly. Remove from heat and stir in vanilla. Pour into prepared crust. Cool.

With mixer, beat the egg whites and sugar until it forms a peak. Spread smoothly over top of pie. Brown briefly under broiler, watching constantly.

Recipe submitted by Edith McNeill of Ashe County

Internet Weekender Plan

Get 12 Mbps Internet When You Need It At The Price You Want!

Enjoy 12 Mbps Internet at your weekend home automatically activated from Friday at noon until Monday at noon every weekend for only \$18 per month*. Why pay when you're away?

Want More? Add Weekend Phone Service - Only \$10.

Add Weekend Unlimited LD - Only \$5. No Contract Required!

Call 1-800-759-2226 to sign up today!

*Some restrictions apply. Residential only. One month minimum required. Modem leases, if needed, are not included.



From Hi-Touch to Hi-Tech.

SkyLine/SkyBest has provided the best telecommunications services with a personal and friendly touch for the past 70 years. With reliable connections being more important than ever, we're proud to provide fiber optic internet to even the most rural areas of the High Country. Sign up today!

New customers can get symmetrical 500 Mbps internet for only \$48/mo. when bundled with phone and TV.* Save up to \$120 on TV!

1-800-759-2226 | www.skybest.com

*Certain restrictions apply. Expires 6.30.21. 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.