

CONNECTIONS

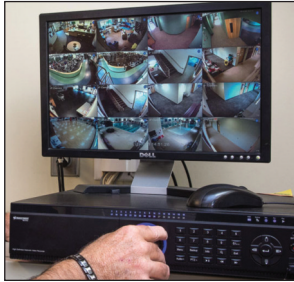
NOVEMBER 2018

Published monthly for customers of SkyLine Membership Corporation and SkyBest Communications

www.SkyBest.com



SkyBest Security's Kenny Perry installs one of 40 surveillance cameras that provide YMCA staff access to 24/7 monitoring of the three facilities on the YMCA campus.



SkyBest Teams with Williams YMCA to Provide the Next Level in Safety

No matter the customer, SkyLine is committed to finding workable solutions to meet their changing telecommunications needs. In 2017, the Linville-based YMCA of Avery County had a significant building expansion underway with the construction of the Blackburn Indoor Athletic Facility. The Y's CEO Trey Oakley needed voice connections installed at that location prior to opening only to find out that their existing telecom provider could not provide service to them. Drawing on his connection to SkyLine's Edward Hinson, who had worked with him on developing the local Chamber of Commerce's first Leadership Avery Program, Oakley called on Hinson and SkyLine for help.

According to Oakley, customer service had proved frustrating with the YMCA's existing provider. "The provider was changing its package plans every three to six months, and when the Y had service issues, there were delays in getting support here to our location," Oakley explained.

"We met with Edward and Brent Keith about our pressing need to get those voice connections prior to opening, and they got the ball rolling," Oakley said. He also learned that SkyBest's fiber-based infrastructure, which served nearby Cannon Memorial Hospital, could offer high-speed, symmetrical broadband as well as surveillance services for the multi-campus facility.

CONTINUED ON PAGE 2

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.



Include Your Business in the Real Yellow Pages

The advertising campaign for SkyLine's regional, consolidated directory with Dex/YP is beginning this month. Dex/YP is the largest search, media and advertising company in North America. Through November, 9 representatives of Dex/YP, SkyLine's authorized Real Yellow Pages sales agent, will visit and call on business members across our service area to coordinate their advertising for the 2018-19 telephone directory.

One ad-buy can push your message into a powerful ad network so that no matter what device your customers are using to search – Smartphone, laptop, phone book or mailbox, Dex/YP can get the right message, in front of the right people, at the right time, resulting in calls, leads and sales to your business.

The new directory, which covers four North Carolina counties – Alleghany, Ashe, Avery and Watauga – will be delivered to members through the U.S. Postal Service in late December/early January.

To make sure your business is advertised in the Real Yellow Pages, contact Dex/YP sales staff by calling toll-free 1-800-532-1060.

2018-19 Regional Directory Sales Team

The 2018-19 Regional Directory Sales Team (pictured below) will be wrapping up the sales campaign with SkyLine/SkyBest customers in the new directory now through November 9.



Fran Lee,
Regional
Vice President



Nicole Meade,
Major Account
Representative



DJ Price,
Sales Director



Dustin Murphy,
Business Advisor



Judy Papageorge,
Senior Business
Advisor



Karen Jameson,
Business Advisor



Kerry Cummins,
Digital Strategy
Expert



Olga Diaz Gazapo,
Business Advisor

Scenes from 2018 Customer Appreciation Day

Across the region, SkyLine/SkyBest hosted Customer Appreciation Day on October 11 in conjunction with National Cooperative Month. Here, customers Grant and Pablo enjoy refreshments, including hot apple cider. Door Prize winners will be recognized in next month's newsletter.



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:

Thursday, November 22
Thanksgiving Holiday
All SkyLine/SkyBest
Customer Centers Will
Be Closed

STAFF:

Kim Shepherd
Chief Executive Officer

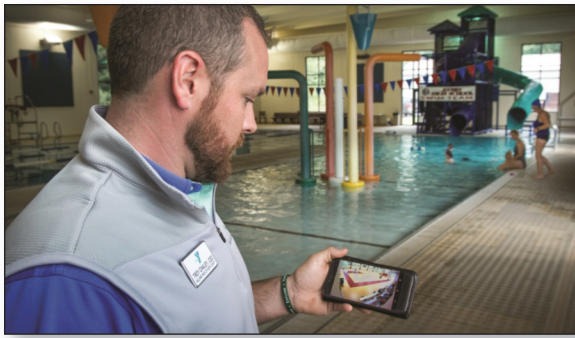
Brian Tester
Executive Director of
Customer Operations

Angie Poe
Customer Service Manager

Jamey Jenkins
Retail Sales Manager

Karen P. Powell
Public Relations Administrator
& Editor





YMCA CEO Trey Oakley, who has been with the local YMCA since 2010, led efforts to enhance safety measures at the multi-facility campus from SkyBest and its new surveillance equipment and remote applications. The surveillance app on his phone helps to keep him connected with staff and the facility, and the equipment provides 24/7 monitoring and rewind capabilities for incident reporting.

NEXT LEVEL IN SAFETY CONTINUED FROM PAGE 1

A previous vendor's surveillance equipment had initially been installed at the YMCA in 2007, but it didn't offer remote, realtime access to individual or multi-room cameras. SkyBest's up-to-date solution did. "Our old camera surveillance system was 10 years old," Oakley said. "We've added multiple new facilities and new programs over that time. It quickly became obvious that we couldn't keep our eyes on what we had or who was within our walls to protect our kids, families and participants. Finding a solution was at the top of our list of things to do."

The Williams YMCA engaged three different surveillance vendors within the High Country, researching products that would meet their needs and be within their budget. The commercial surveillance system that SkyLine/SkyBest offered outperformed all three that they reviewed.



YMCA CEO Trey Oakley (center) worked closely with SkyLine's Brent Keith (left) and Edward Hinson (right) on getting much-needed voice service connections at the new Blackburn Recreation Center, followed by broadband and surveillance services.

"With our old system, we simply had one hub in an office. If you wanted to see what was going on, you had to walk in there to view it," Oakley explained. The new SkyBest system allows the Williams YMCA staff directors and program leaders to view any of the YMCA's four facilities on campus via an app on their cell phone. "That's been an incredible upgrade for us."

Oakley credited Hinson, Keith, Business Sales Technician Consultant Tony Holt, Inside Sales Coordinator Hollie Brown, Security & Sales Technician Kenny Perry and the SkyBest Security staff for their professionalism and quick response to the Williams YMCA throughout the entire process of getting voice, internet and surveillance services. "Their customer service is second to none."

The Williams YMCA casts a large net in Avery County, serving the community with its various programs

CONTINUED IN NEXT COLUMN

geared toward all ages. The first phase of the Williams YMCA of Avery County opened in 2007 with the Wellness Center. Its wide range of classes cater to all age groups. The facility has an onsite wellness coach, who's available at all times to assist individuals with their wellness goals, fitness plans and any follow-up that is needed. Additionally, the Wellness Center, through a partnership with the local hospital, is the home to an outpatient rehabilitation program.

Over time, the Williams YMCA has continued to grow and expand its facility and services. An aquatics center with a wade-in pool was completed in 2008, and the Chapman Center, a modern community and event venue, opened in 2012. The new pool has been a welcome location for the YMCA's Splash Program. Now in its 12th year, the Splash Program offers free swimming lessons and teaches water safety in the spring and fall to approximately 275 pre-K through 2nd grade students each year. The surveillance service provided via SkyBest in the Aquatics Center is particularly important to Oakley, as is the remote viewing access. "This area is probably my greatest concern, and I use the real-time surveillance feature to keep an eye on the pool," Oakley said.

The most recent addition to the Williams YMCA has been the Blackburn Athletic Facility. The 26,500-square-foot facility houses two high school regulation gymnasiums and a multipurpose field house, providing a resource for athletic programs and training in pickleball, golf, baseball, basketball, soccer, dance, gymnastics and volleyball.

Recipe of the Month Chicken Pot Pie

Ingredients:

- 4 Chicken Breasts, cooked (save broth)
- 1 can Veg-All vegetables, drained
- 1 can Cream of Chicken Soup
- 1 can Cream of Celery Soup
- 1 can Chicken Broth
- 1 cup of Self-Rising Flour
- 1 cup of Milk
- 1 stick melted Butter

Instructions:

Mix both soups and chicken broth together. Mix flour, milk, and melted butter together. Cook and de-bone chicken and place in the bottom of a large baking dish. Scatter Veg-All vegetables over chicken. Pour soup mixture over this. Pour butter, milk, and flour mixture on top. Bake at 350 degrees for 45 minutes, or until crust is brown and flaky.

Submitted by Jessica Bost of Ashe County.

Commemorative Cookbook



The recipes we feature in our monthly newsletter come from SkyLine's commemorative cookbook. At just \$15 each, they make great gifts, and all proceeds will support area food banks.

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*Some restrictions apply. SkyBest internet subscribers will pay only \$14.95 per month.