



## SkyBest Security & Total Connect™

Considering security service for the first time? With SkyBest Security, you can enjoy the peace of mind that comes from knowing your home and family are safe. Licensed by the State of North Carolina and a member of the National Burglar and Fire Alarm Association, SkyBest Communications offers custom security systems designed to fit your particular needs, including:

- Burglary/Intrusion
- Fire\*
- Smoke
- Carbon Monoxide
- Rising Water
- Fluctuating Temperatures
- Emergency Medical Alert

If you already subscribe to our standard SkyBest Security monitoring service, you can add Total Connect™ to give you mobile control to arm and disarm your system, manage user access and receive real-time access to motion/activity-driven alerts. With Total Connect's automation features, you can also have real-time access to control a variety of home or business settings including lights, locks, temperature control or garage doors.

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SkyLine Call Center Associate Cristy Houck visits with members Mary and Guy Ellis of Ashe County, who dropped by to register for door prizes and enjoy refreshments on Customer Appreciation Day, held in conjunction with National Cooperative Month.

## Customer Appreciation Day

SkyLine/SkyBest hosted Customer Appreciation Day at all of its five customer service locations, and many of our members and customers dropped by that day to register for door prizes and enjoy breakfast-themed refreshments in conjunction with our "Rise & Shine" Breakfast Food Drive to benefit area food pantries. We want to say a special thanks to everyone who brought by breakfast items that day (and since the drive began) to support this effort. We appreciate you! A complete list of door prize winners will be announced in the December newsletter.

## "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)



Pictured (left to right): Ashe Chamber Member Services Chair Kitty Honeycutt with individual winners: 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, Aeriell Youngbarr, Teresa Weddington and owner Julie Wyatt of Village Florist, Chamber Board Member and Member Services Committee Chair Kitty Honeycutt.



The Department/Divisional Winners were the Ashe Memorial Hospital Oncology Department and Ashe Memorial Hospital Monitored Bed Unit (MBU). Pictured (left to right): Alice Smith, RN (Oncology), Brenda Jones (Oncology), Rebecca Lane, RN, Dr. Michael Tate (Oncology), Melissa Dooley, RN (Oncology), Maranda Barker, CAN Amanda Bryan, RN, Sheila Maltba, RN, Pam Watson, RN (Oncology), Maranda Hartsoe, LPN/Discharge Planning, Brandy Olive, RN.

## 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:

Thursday,  
November 24

SkyLine Offices Will  
Close for Thanksgiving

### 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



## Include Your Business in the Real Yellow Pages



The advertising campaign for SkyLine's regional, consolidated directory with YP will wrap up later this month. YP is the largest local search, media and advertising company in North America. Your local YP representative— Nicole

Meade, SkyLine's authorized Real Yellow Pages sales agent, has been visiting and calling on business members across our service area to coordinate their advertising for the 2016-17 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, 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 Nicole Meade by calling toll-free 1-800-532-1060.

## 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.

## OPENING SOON!

SkyLine/SkyBest Boone Customer Center  
217 Wilson Drive, Boone, NC

### Recipe of the Month

## Nancy's Pond Mountain Squash Casserole

### Ingredients:

- 2 cups cooked squash
- 1 egg
- 1/2 stick margarine
- 1/2 cup canned milk
- Onion
- 1 cup grated cheese
- 1 cup Ritz crackers, crumbled

### Instructions:

Mix squash, 1 egg, margarine, and milk with a little onion and black pepper in a butter dish. Put cheese and crackers on top and bake at 350°, approximately 35-45 minutes.

Submitted by Nancy Barbee of Ashe County

SKYBEST SECURITY & TOTAL CONNECT CONTINUED FROM PAGE 1

Ever wish you could be in more than one place at a time? With Total Connect Video Solutions from SkyLine/ SkyBest, you can! Now you can view live video on multiple cameras simultaneously, and receive images of activity occurring in and around your home or business on the same mobile devices you use every day.

## How Total Connect Works

- **Activity Notification** Receive motion-driven video alerts in real-time of areas you specify in advance.
- **Video Capture** Record and store video clips, take snapshots or have pictures emailed to you upon an event.
- **Mobile Control** Honeywell Total Connect Video Solutions allow you to view video and images over compatible mobile devices.
- **Real-Time Notification** When important or critical events occur, you can be notified in real-time. For example, you may want to see exactly when your child arrives home from school, when a delivery arrives or when a gate in your yard is opened. You can schedule specific times to receive clips so you only view the events you want to. The possibilities are endless.

For standard security and Total Connect, SkyBest offers free onsite consultations, and our local SkyBest Security Consultants can provide detailed pricing and cost-savings information and help you choose an easy-to-use security system that best suits your individual needs.

To find out more, contact your local SkyLine/SkyBest Customer Service Center at 118 or visit our website at [www.skybestsecurity.com](http://www.skybestsecurity.com)

\*Some restrictions may apply.

## Thank You for Supporting Our 3rd Annual "Rise & Shine" Breakfast Food Drive to Benefit the Following Area Food Pantries:



Solid Rock Food Closet  
Ashe Outreach Ministries  
Reaching Avery Ministry  
Health & Hunger Coalition  
Second Harvest Food Bank of Northeast Tennessee  
Mobile Food Pantry

A summary of this year's drive will be featured in the December newsletter. Thanks again for your generous support!

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](http://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.