



Help Us Rise & Shine to Fight Hunger!

SkyLine will continue its fifth annual breakfast food drive for area food pantries through this month in conjunction with our statewide cooperative association, the Co-op Council of N.C.

SkyLine and other co-ops are organizing food drives as part of celebrating National Cooperative Month in October, and we have a special incentive to encourage our members/customers to join in this effort. While supplies last, visit any of our customer service locations to pick up a "Rise & Shine to Fight Hunger" grocery tote, and we invite you to use this tote to fill it with non-perishable breakfast items for the food drive. A list of suggested nonperishable items is featured on page 2.

After you drop off the items to SkyLine, keep the grocery tote for yourself, and SkyLine will deliver the items to area food pantries, including the Solid Rock Food Closet, Ashe County Sharing Center Pantries, Second Harvest Food Bank of Northeast Tennessee Mobile Food Pantry (Shady Valley Baptist Church), the Hunger and Health Coalition and Reaching Avery Ministry.

These organizations report that breakfast items are among the most needed but in shortest supply on pantry shelves. While one in six people living in this region struggles with hunger, the situation is even worse among

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

Call Tree 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



CONTINUED ON PAGE 2



2018 Gotta Goodman Heart Team

Ashe County Heart Walk Raises \$16,000

The annual Ashe County Heart and Stroke Walk on August 25 drew a great crowd of volunteers ready to walk in support of the American Heart Association (AHA) and raised approximately \$16,000. The Saturday morning walk is the AHA's mission-in-action event fighting heart disease and stroke in our local community.

Heart disease and stroke afflict our families and friends in epidemic proportions. Finding ways to prevent, treat and cure heart disease depends on medical research and programs funded by the American Heart Association.

Currently, the AHA has more than \$12 million in research taking place in North Carolina alone. Here are some startling facts:

- Heart Disease is America's No. 1 killer, stroke is No. 5.
- More than 26% of residents in North Carolina are considered "obese."
- Nearly 1 in 4 Americans of all ages suffer from one or more cardiovascular diseases.

CONTINUED ON PAGE 2

Include Your Business in the Real Yellow Pages

The advertising campaign for SkyLine's regional, consolidated directory with YP is now underway. YP is the largest search, media and advertising company in North America. Over the next few months, sales staff from 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, 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 includes business white page listings and Yellow Pages, covers four North Carolina counties— Alleghany, Ashe, Avery and Watauga— and will be delivered to members through the U.S. Postal Service in late December/early January.

Make sure your business is advertised in the Real Yellow Pages. Contact YP by calling toll-free 1-800-532-1060.



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, October 11
Customer

Appreciation Day
at All SkyLine/SkyBest
Customer Centers

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



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.

ASHE COUNTY HEART WALK CONTINUED FROM PAGE 1

• Heart disease is a major cause of permanent disability and kills almost 1 million Americans annually.



Myla Farmer, pictured with her daughter Rikki (named after Ricky Goodman), was among the SkyLine staff who walked with the Gotta Goodman Heart Team.

The American Heart Association Heart and Stroke Walk is a non-competitive annual event to raise lifesaving funds to support research and education programs.

SkyLine was proud to be a Platinum level sponsor this year, and employees supported two teams in this year's Heart Walk: HR Manager Angie Miller's family team, "Gotta Goodman Heart" that was formed in memory of her father Doug and oldest brother Ricky, both of whom

died prematurely of heart attacks and in honor of her brother Michael, who is a heart attack survivor; and Terry's Team, in memory of Terry Severt who died at age 45 of a stroke in September 2017. Terry's father Ernest was a longtime employee of SkyLine, and Terry worked in the telecommunications industry.



2018 Terry's Team

2018-19 Regional Directory Sales Team

The 2018-19 Regional Directory Sales Team (pictured below) will be visiting and calling on customers for their advertising needs in the new directory over the next several weeks.



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

Visit us at any of our five SkyLine/SkyBest Customer Service Centers for... Customer Appreciation Day THURSDAY, OCTOBER 11, 2018

SkyLine/SkyBest mementos while they last! In support of our "Rise & Shine" breakfast food drive, breakfast-themed refreshments will be provided.

RISE & SHINE CONTINUED FROM PAGE 1

children, with more than one in four children lacking access to sufficient food to meet their nutritional needs.

Seniors living on fixed incomes are also at great risk, often having to choose between buying food or medications. Please join us in this special effort.

As a local cooperative, we are reminded of the seventh cooperative principle, which is "concern for community." SkyLine and its employees strive to honor this principle by continuing to be active in their community support and outreach efforts. For more information, please call SkyLine at 118. Thank you!

SkyLine/SkyBest Rise & Shine Breakfast Food Drive September 1 - October 31, 2018

Suggested Non-Perishable Items:

Oatmeal
Whole-grain Cereals
Hot Cereals
Cream of Wheat
Grits
Gravy Mixes
Pancake Mixes
Muffin Mixes

Granola Bars
Syrup
Fruit Juice Packs
Canned/Dried Fruits
Jam
Powdered Milk
Coffee
Hot Chocolate

Recipe of the Month Best Ever Pancakes

Ingredients:

- 1 3/4 cups all-purpose flour
- 2 teaspoons of sugar
- 1 1/2 teaspoon baking powder
- 1 teaspoon baking soda
- 1 teaspoon salt
- 2 1/4 cups buttermilk
- 2 large eggs
- 1/4 cup of butter, melted

Instructions:

Combine flour, sugar, baking powder, baking soda and salt in large bowl. Stir together buttermilk and eggs. Gradually stir buttermilk mixture into flour. Gently stir in melted butter. Pour about 1/4 cup of batter for each pancake onto nonstick skillet. Cook about 3 or 4 minutes, turn and cook 3 or 4 more minutes.

Submitted by Linda Roland 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.

Call SkyLine at 118 to order yours.

Stream Local Networks Live

AVAILABLE TO ANY CUSTOMER WITH SKYBEST INTERNET!



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No Contract Required



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

12 MBPS OR FASTER INTERNET CONNECTION REQUIRED

*Some restrictions apply. SkyBest TV NOW service is available to SkyBest High-Speed Internet customers only. Service requires a Roku player, High-Speed Internet connection minimum of 12 Mbps and a wired or wireless router. Taxes and fees not included. Broadcast TV Fee (\$5) will be applied monthly. See complete details online at skybest.com/NOW. Channel line-up subject to change.