

October is National Co-op Month Customer Appreciation Day on October 27



This October, millions of cooperative members across the U.S. will celebrate Co-op Month, observed nationally since 1964. This year's theme, "Co-ops Commit: Diversity, Equity and Inclusion," was chosen by the National Cooperative Business Association (NCBA) to promote how co-ops and their members are working together to build more inclusive businesses and more resilient communities. Recognizing the important role that cooperatives like SkyLine play as a rural telecom leader, contributor to the regional economy and the investments they make to strengthen rural communities, SkyLine will host its annual Customer Appreciation Day with a slightly modified format due to safety concerns in light of the COVID-19 pandemic later this month. We

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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 R and on Google Play TM 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.

Directory Omissions

Ashe Animal Clinic 605 East Main Street, Jefferson	336-246-2341
Ashe High Country Realty 7 S Jefferson Ave., West Jefferson	336-246-6348



Pictured left to right: SkyLine Outside Plant Engineer Eric Holt, SkyLine Business Sales Supervisor Brent Keith; Avery County Manager Phillip Barrier, Dr. Dan Brigman, superintendent of Avery County Schools; Dennis Brown, Executive Director of Human Resources with Avery County Schools; and SkyLine Chief Marketing and Sales Officer Edward Hinson.

Sustainable Connectivity Economic Opportunity

SkyLine's latest collaboration at play toward greater sustainable connectivity and economic opportunity is Avery County, where both county and public education officials have worked closely with SkyLine to craft a network solution for the school system that will lead to greater potential for fiber connectivity to more residential communities. The project to construct fiber nodes in more remote, underserved areas of the county, where schools there could be connected to the school system's Wide Area Network (WAN), was completed in early July. This latest partnership follows ongoing work with county officials to pursue funding opportunities at the state and federal level to fund capital-intensive fiber construction.

Dennis Brown, Executive Director of Human Resources with Avery County Schools, has



CO Techs Tim Hall (back) and Adam Johnson (front) install, configure and verify that all connections at each school work properly.

overseen the school system's technology program for many years and led the effort to become the first school system in the state to implement a 1:1 initiative in 2011, which assigned a technology device for instructional use for all students in grades K-12.

"We have partnered with SkyLine/SkyBest for many years to provide network services to portions of Avery County Schools, and we are very happy to be able to expand that partnership to cover our entire district wide-area network," Brown said.

Working collaboratively with both local government and education leaders has made all the difference in moving this initiative forward. "We have had a good working relationship with SkyLine in our discussions to bring reliable and affordable broadband access to more areas of the county," said Avery County Manager Philip Barrier.

Dr. Dan Brigman, superintendent of Avery County Schools, commented, "We are very excited about the future opportunities through this SkyLine/SkyBest wide area network (WAN). This partnership will have a positive outcome on our schools and communities of Avery County for many years to come."

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

STAFF:

Kim Shepherd
Chief Executive Officer

Brian Tester
Chief Operations Officer

Angie Poe
Customer Service Manager

Jamey Jenkins
Retail Sales Manager

Karen P. Powell
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& Editor



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hope our members and customers will drop by any of our five Customer Center locations on Tuesday October 27, to let us say 'thank you' with some to-go appreciation treats.

What are Cooperatives?

Cooperatives are owned and governed by their members – the same people who use the co-op's goods or services. Profits are distributed to the members – not stakeholders – or reinvested in the co-op or the community, often meeting needs that might otherwise go unmet. Studies show that consumers want to do business with companies that share their values, making today's environment ideal for cooperatives and their commitment to the communities in which their members live and work. At SkyLine, we are proud of our cooperative structure and our connection to the more than 40,000 cooperatives across the U.S.

Over the past several years, the Cooperative Council of North Carolina, our statewide cooperative organization, has encouraged its member cooperatives to hold food drives across the state in support of local food banks/pantries in conjunction with Co-op Month. This year, SkyLine is organizing its seventh annual "Rise and Shine" Breakfast Food Drive to help re-stock area food pantry shelves with non-perishable breakfast food items, which are in short supply, particularly during this challenging period of the pandemic. We invite our members and customers to be a part of this region-wide effort that will benefit five area food pantries across our service area.

Help Us Rise & Shine to Fight Hunger!

Recognizing that the need to support local initiatives to minimize food insecurity is greater than ever with the added stresses of COVID-19, SkyLine is continuing its annual breakfast food drive for area food pantries. Now in its seventh year, and now through October, our "Rise & Shine" food drive will accept donations of non-perishable breakfast items at our five Customer Center locations, and we're providing a contact-free way with a new "Rise & Shine" display area for customers to pick up their complimentary shopping tote and later drop off the items they purchase.



While supplies last, all SkyLine/SkyBest customer service centers will have totes available for pick-up inside the entryways to our facilities in Boone, Sparta and the West Jefferson Call Center. At our Banner Elk and West Jefferson Smart Home locations, the totes will be available just inside each building's front entrance. Food items also will be received in those same locations – just place the grocery items in the special bin provided. We welcome all sizes of packaged breakfast food, including individually-sealed cereals, oatmeal and fruit items that can be included in area backpack initiatives for children. See related list of suggested non-perishable items. As our thank-you, please keep the tote for future use.

As a local cooperative, we are reminded that the seventh cooperative principle is "concern for community." For more information about the food drive, please call your local SkyLine/SkyBest Customer Service Center at 118. Thank you!



Deliver non-perishable items to SkyLine between September 1 - October 31

SUGGESTED ITEMS

Oatmeal
Whole-grain Cereals
Hot Cereals
Cream of Wheat
Grits
Gravy Mixes
Pancake Mixes
Muffin Mixes
Granola Bars
Syrup
Fruit Juice Packs
Canned or Dried Fruits
Jam
Powdered Milk
Coffee
Hot Chocolate
Pop-Tarts

Items will benefit:

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

Recipe of the Month

Broccoli-Rice Medley

Ingredients:

1/2 cup chopped celery
1/2 cup chopped onion
1 stick of butter or margarine
1 cup rice, cooked
1 package chopped frozen broccoli
1 can cream of chicken soup
1 small jar cheese whiz
1/2 cup milk
Salt and pepper to taste

Instructions:

Sauté celery and onions in butter until tender. Mix broccoli, chicken soup, cheese whiz, and milk and add to celery and onions. When well mixed, add the rice. Season with salt and pepper to taste. Bake uncovered 45 minutes at 350°.

NOTE: You may add garlic, if desired.
Recipe submitted by Shelia Miller of Ashe Co.

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.

Join us for our socially-distanced Customer Appreciation Day

TUESDAY, OCTOBER 27, 2020

To-go appreciation treats (while they last)
All SkyLine/SkyBest Customer Service Centers



Begin a new adventure in entertainment with SkyBest TV NOW.
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- BREAK FREE FROM CONTRACTS.
- BREAK FREE FROM TRADITIONAL TV.

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SkyBest TV NOW

*Some restrictions apply. SkyBest TV NOW service is available to SkyBest High-Speed Internet customers in North Carolina only. Service requires a Roku player, High-Speed Internet connections minimum of 12 Mbps and a wired or wireless router. Taxes and fees not included. Broadcast TV Fee (\$5) will be applied monthly.