

## SkyLine Issues \$700,000 in Capital Credit Refunds

This year, SkyLine Membership Corporation is issuing approximately \$700,000 in capital credit refund checks to active and inactive members of the cooperative who had service in 1995 and 1996.

Capital credits represent each member's ownership of this cooperative and come from the margins allocated to our members' capital credit accounts based on their use of SkyLine's services. As a not-for-profit business, SkyLine assigns any monies remaining after expenses to the capital credit accounts of its members. Allocated capital credits are used over time as working capital for SkyLine to invest in the latest technology and maintain a robust telecom infrastructure to meet the technology needs of its members. Active members who had telephone service during these years and have not received a refund check by early October should call their local SkyLine Customer Center at 1-800-759-2226.

Along with assigning an annual allocation to members' capital credit accounts, our Board of Directors determines if a retirement (refund) is in order based on the cooperative's sound financial condition. The 2020 general retirement is based on a percentage of current and former members' allocation, specifically 100 percent of the unretired balance in 1995 and 4.4 percent of the unretired balance for 1996. The refund is distributed to active and inactive SkyLine members who had service during those years.

Beginning in 2021, SkyLine will issue refunds through a bill credit to active members if their individual refund falls below a designated dollar value threshold.

## 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 hope our

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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



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

County Schools, has 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."

**SkyLine  
SkyBest**

**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:**

**Tuesday, October 6**  
SkyLine Annual Meeting  
Drive-in Format  
SkyLine Corporate  
Campus  
Drive-through  
Registration 9-9:45 a.m.  
Drive-in Listen to  
Business Session 10 a.m.

**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

Find us on  
Facebook

www.facebook.com/SkyLineSkyBest

## 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

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 you, our members, 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.  
For just \$20/month, you can:

- BREAK FREE FROM SET-TOP BOXES.
- BREAK FREE FROM CONTRACTS.
- BREAK FREE FROM TRADITIONAL TV.

**FEEL FREE TO SIGN UP FOR SKYBEST TV NOW TODAY!**  
**CALL 1-800-759-2226 OR VISIT SKYBEST.COM/NOW.**

**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.