

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

CallTree 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.

Also available is the CallTree app (ManageMyNotify) found on the App Store and Google Play.

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



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## Help Us "Rise & Shine" to Fight Hunger!

Recognizing the need to support local initiatives to minimize food insecurity is greater than ever, SkyLine will continue its annual breakfast food drive for area food pantries. Now in its eleventh year, and now through October 31, our "Rise & Shine" food drive will accept donations of non-perishable breakfast items at each of our five Customer Center locations.



While supplies last, all SkyLine/SkyBest Customer Service Centers will have shopping totes available for pick-up. 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, and SkyLine will make delivery of these items to area food pantries, including the Solid Rock Food Closet, Ashe County Food Pantry, the Hunger and Health Coalition, Reaching Avery Ministry and the Shady Valley Baptist Church Food Pantry in early November.

SkyLine is grateful to join the community in support, including numerous individuals, churches and local organizations like those listed that are trying to help fill the hunger gaps that continue to exist across the region. We hope you will join us in this critical effort. 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!

## Unexpected Things Using your Bandwidth

Do you know what devices are using your bandwidth? It seems like an obvious question – and your answer is probably the usual suspects: your TV, your phone, your laptop and your smart watch. Although these may be your most used devices, a recent study by Internet Service Provider Ting found that the majority of Americans significantly underestimate the usage of devices in their homes. These devices can be the culprit of any lagging you may be experiencing and could be a clue to up your internet speed. Check out this list of unexpected devices that are using your broadband:

**Home Gym Equipment:** Companies like Peleton, NordicTrack and many others offer programs and apps that feature "in-person" classes or videos following along different terrain. The main reason this equipment is so popular is due to the interaction and professionalism it provides as well as its ability to "take" you somewhere else, all in the comfort of your own home. It provides a different experience than just a standard piece of gym equipment. No matter what "smart" equipment or program you use, there is one thing in common: the equipment is connected to your internet.

**Baby Monitors:** With new high-tech baby monitors, you can literally watch your baby as they sleep, monitor their heart rate and track their movements. These monitors can help put your mind at ease and ensure you are doing what you can to keep your child happy and healthy. However, these baby monitor advancements have only come since the advancement in high speed internet and technology – meaning that this baby equipment is using up your bandwidth as well.

**Doorbell Cameras:** Doorbell cameras give homeowners or renters the ability to capture 24/7 video of their front porch – allowing a close-up view of every person that approaches their front door. This boost in security gives occupants peace-of-mind. Many like knowing exactly who is

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## Shady Valley Cranberry Festival

Look for some familiar SkyLine faces in the parade at the Cranberry Festival in Shady Valley on October 12 at the Shady Valley Rock School. The festival begins on the evening of October 11 and continues throughout the entire day on October 12.



Hunger and Health Coalition



Reaching Avery Ministries

## 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  
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Brian Tester  
Chief Operations Officer

Angie Poe  
Customer Service Manager

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Retail Sales Manager

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www.facebook.com/SkyLineSkyBest

# Phishing: Don't Take the Bait

Phishing is when you get emails, texts, or calls that seem to be from companies or people you know. But they're actually from scammers. They want you to click on a link or give personal information (like a password) so that they can steal your money or identity, and maybe get access to your computer.

## The Bait



Scammers use familiar company names or pretend to be someone you know.

They ask you to click on a link or give passwords or bank account numbers. If you click on the link, they can install programs that lock you out of your computer and can steal your personal information.

They pressure you to act now — or something bad will happen.

## Avoid the Hook



### Check it out.

- » Look up the website or phone number for the company or person who's contacting you.
- » Call that company or person directly. Use a number you know to be correct, not the number in the email or text.
- » Tell them about the message you got.

### Look for scam tip-offs.

- » You don't have an account with the company.
- » The message is missing your name or uses bad grammar and spelling.
- » The person asks for personal information, including passwords.
- » **But note: some phishing schemes are sophisticated and look very real, so check it out and protect yourself.**



### Protect yourself.

- » Keep your computer security up to date and back up your data often.
- » Consider multi-factor authentication — a second step to verify who you are, like a text with a code — for accounts that support it.
- » Change any compromised passwords right away and don't use them for any other accounts.

## Report Phishing

- » Forward phishing emails to [spam@uce.gov](mailto:spam@uce.gov) and [reportphishing@apwg.org](mailto:reportphishing@apwg.org).
- » Report it to the FTC at [ftc.gov/complaint](http://ftc.gov/complaint).

For more information, visit [ftc.gov/phishing](http://ftc.gov/phishing)  
[aba.com/phishing](http://aba.com/phishing)



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at the door before opening it up. It is pretty much a given that everyone would like to increase the safety of their home. However, in this case, safety comes at the cost of bandwidth.

**Smart Speakers:** Voice-command devices like the Amazon Echo, Google Assistant and the Apple Homepod are intended to assist you in your day-to-day home life with just a simple command. Things like playing music, starting a timer or searching something on the Internet now can be done almost instantly with minimal time from you. Although these devices keep our homes running seamlessly, they add more weight to your internet connection.

The increase in devices may lead to a need for an increase in internet speed. If you're experiencing problems with your Internet lagging, and a speed test shows no issues with your broadband, it is probably time for an upgrade. If you have brought new gadgets into your home, it may be time for an upgrade.

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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 Sky-Line Customer Service Center at 118.

## Recipe of the Month

### Recipe: Pumpkin Roll

#### Ingredients:

- 3 well-beaten eggs
- 1 teaspoon cinnamon
- 1 cup sugar
- 2/3 cup pumpkin
- 3/4 cup plain flour
- 1/2 teaspoon ginger
- 1/4 teaspoon salt
- 1/2 teaspoon nutmeg
- 1 teaspoon soda

#### Filling:

- 1 8oz package cream cheese, softened
- 4 Tablespoons margarine, softened
- 1 cup powdered sugar
- 1 teaspoon vanilla

#### Instructions:

Mix eggs and sugar, flour, salt, soda, cinnamon, pumpkin, ginger and nutmeg. Mix well. Pour into a greased cookie sheet lined with wax paper. Bake at 325° to 350° for 15 minutes or until done. Remove from oven and turn out on a linen tea towel. Sprinkled with powdered sugar. Roll towel and cake up until cool.

Filling: Beat all ingredients together until smooth. Unroll cake and spread filling on cake. Roll cake back up and place on plate, open side down. Refrigerate over night

Recipe submitted by Mary Jane Testerman Cox

## SkyLine/SkyBest Rise & Shine Breakfast Food Drive Deliver non-perishable items to SkyLine between September 1 - October 31

### 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 • Jam  
Canned/Dried Fruits • Powdered Milk • Coffee • Hot Chocolate

### ITEMS WILL BENEFIT:

Solid Rock Food Closet • Ashe County Food Pantry • Hunger and Health Coalition  
Reaching Avery Ministry • Shady Valley Baptist Church Food Pantry



Medical Alert Service  
**\$24.95/mo.**

No Contract. No Upfront Costs.

[SKYBEST.COM](http://SKYBEST.COM) 1-800-759-2226

\*Some restrictions apply.