

OCTOBER 2024

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www.SkyBest.com

SkyLine Issues \$1.6 Million in Capital Credit Refunds

This year, SkyLine Membership Corporation is issuing approximately \$1.6 million in capital credit refund checks to active and inactive members of the cooperative who had service in 1996 and 1997.

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 telecom infrastructure to meet the technology needs of its members. Active members who had 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' of capital credit accounts, our Board of Directors determines if a retirement (refund) is in order based on the cooperative's sound financial condition. The 2024 general retirement is based on a percentage of current and former members' allocation, specifically 100 percent of the unretired balance for 1996 and 25.9 percent for 1997. The refund is distributed to active and inactive SkyLine members who had service during those years. SkyLine will issue refunds through a bill credit to active members if their individual refund falls below a designated dollar value threshold. We plan to continue regular refunds, so please advise us of any change of address.

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!

October is National Co-Op Month



Celebrated by more than 40,000 cooperatives nationwide during the month of October, National Co-op Month is an annual opportunity to raise awareness of a trusted, proven way to do business and build communities. Under the theme "The Future is Cooperative," this year's Co-op Month is also a chance to lift up the cooperative business model as the best way to build an economy that empowers everyone.

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, this year's theme closely aligns with the work SkyLine does. SkyLine Membership Corporation works to connect, communicate with and

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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.

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

STAFF:

Kim Shepherd
Chief Executive Officer

Brian Tester
Chief Operations Officer

Angie Poe
Customer Service Manager

Jamey Jenkins
Retail Sales Manager

Edward Hinson
Chief Marketing & Sales Officer

Hallie Grubb
Public Relations Administrator



www.facebook.com/SkyLineSkyBest

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.

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 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.

serve you. SkyLine and its wholly owned subsidiary, SkyBest Communications, possess a community-first perspective that we remain proud of.

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.

This year, SkyLine is organizing its eleventh annual “Rise and Shine” Breakfast Food Drive to help restock area food pantry shelves with non-perishable breakfast food items, which are often in short supply. We invite you, our customers, to be a part of this region-wide effort that will benefit five area food pantries across our service area. See related article elsewhere in this newsletter for more details.



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

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



Medical Alert Service

\$24.95/mo.

No Contract. No Upfront Costs.

SKYBEST.COM 1-800-759-2226

*Some restrictions apply.