

## Local Customer Service Makes All the Difference

We've all been there – stuck on the phone, waiting to speak to a real life Customer Service Representative while a recording tells us, “please hold, your call is very important to us.” It’s frustrating, time-consuming and often leaves us with even more questions. Most of the time, when you do get an actual Representative, the call is interrupted with other noise and conversations happening in the background. These are the classic signs of dealing with a company that isn’t local.

Oftentimes non-local companies and corporations provide a scripted, insincere response to any of our questions, concerns or frustrations. What seems to be missing from the conversations is a desire to understand the customer and help them in a way that makes the most sense.

On the other hand, a local Customer Service Representative ensures you talk to a real person and get the solutions you need. They make, what would be an hour-long task with a non-local provider, a much more efficient and productive conversation. These are also the people you see in your grocery store and at your child’s games. They live in the community with you, and want the best for it. They know about the local news and events. If a local Customer Service Rep doesn’t know the answer to your question, he or she knows exactly where to find it. They want to help you, and will do what it takes to get you the information you need.

SkyLine/SkyBest takes a great deal of pride in providing local customer service to our service areas. Our mission is to provide state of the art communications and technology solutions enabled by a culture of excellence in customer service. We want to be there for you and provide you exactly with what you need, whether that is answered questions or a change in service. If you have any questions about your service, please don’t hesitate to call at 1-800-759-2226, and you will be greeted by a friendly voice and an eagerness to help.

## SkyLine/SkyBest Employee Perspectives Customer Service Representative, Kim Johnson



Customer Service Representative, Kim Johnson, recognizes the significant impact her daily conversations with customers have on the rest of the company.

“We’re not just order takers,” Johnson emphasizes. “We are more of order specialists. We recommend

a lot of services to customers that they may not even know they need until we go through it with them.”

Johnson began working at SkyLine 20 years ago in the West Jefferson Call Center. Although she spent eight years working at the West Jefferson Smart Home, she returned to her original position in 2020. At her West

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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 beginning this month through October, our “Rise & Shine” food drive will accept donations of non-perishable breakfast items at each of our five Customer Center locations.



Beginning this month and 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 co-operative, 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 – Customer Appreciation Day is on October 18

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. To celebrate the national Cooperative Month promotion, SkyLine will host its annual Customer Appreciation Day on Friday, October 18 with special treats and giveaways while they last. We hope our members and customers will drop by any of our five Customer Center locations on Friday, October 18 to let us say ‘thank you.’

## Refer-A-Friend and Get \$25 Credit for Each Referral

For every friend who gets installed with SkyBest High-Speed Internet, SkyBest Security or SkyBest Medical Alert Service as a result of your referral, you will get a \$25 credit on your bill. The referred “friend” will also receive a \$25 credit.

See [www.skybest.com/friends](http://www.skybest.com/friends) for more information!

\*The Refer-A-Friend promotion is not combinable with any other offer or promotion.

## 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:

Offices will be closed for  
Labor Day on Monday,  
September 2

### 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](http://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) or [aba.com/phishing](http://aba.com/phishing)



Jefferson Call Center role, Johnson is responsible for incoming calls of new service orders, upgrades, bank drafts, credit card drafts and more. Often, her responsibility consists of simple troubleshooting with customers which can keep them from needing any further repair. After two decades at SkyLine, her favorite aspect of the job remains consistent — helping others.

Johnson views her role as a privilege. She values her work as well as the place she gets to do it. She expresses that she was initially drawn to work at SkyLine because of the company's trustworthy reputation and positive work environment.

"I've stayed because I enjoy it. I feel appreciated, and my coworkers are like family," Johnson explains. "When tragedies happen or happy things happen, we pull together. I think that's something a lot of people don't realize about our company."

Johnson appreciates all the opportunities SkyLine allows to give back to her community. While she enjoys meeting new people in her role, she also finds herself grateful to help familiar faces within her small town.

"The people I talk to on the phone, I may go to church with or see at the grocery store. I may know them personally," she states. "We are serving our community by giving them access to the services that they may not necessarily have otherwise."

Overall, Johnson feels blessed to be working within SkyLine and the meaningful work she does on a daily basis.

"When I started over twenty years ago, I knew I would want to retire here someday," she states.

## Recipe of the Month

### Fried Rice Casserole

#### Ingredients:

- 1 stick margarine
- 1 cup raw rice (not 1 minute rice)
- 1 4oz. jar sliced mushrooms, drained
- 1 can Campbell's Beef Consomme
- 1 can Campbell's French Onion Soup

#### Instructions:

Melt margarine and then add rice. Fry until brown. Pour into 1 1/2 quart casserole dish. Add soups and mushrooms. Cover and bake at 325 degrees. Uncover, stir and bake for an additional 15 minutes.

Recipe submitted by Jeana Furches

## SkyLine/SkyBest Rise & Shine Breakfast Food Drive

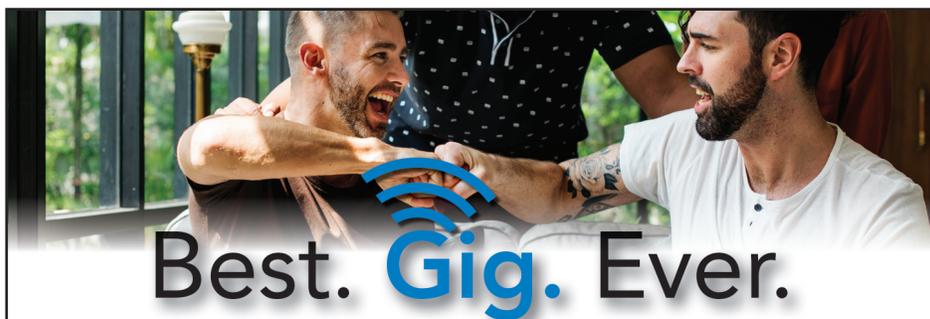
Deliver non-perishable items to SkyLine between September 1 - October 31

#### 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



### SkyBest fiber-powered internet is the Best. Gig. Ever.

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You truly don't know what you're missing, until you experience the speed of SkyBest fiber-powered internet, with symmetrical speeds up to 2 Gig!\*

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1-800-759-2226  
[skybest.com](http://skybest.com)

\*Restrictions may apply. Service not available in all areas. High speeds available in fiber-served communities only.