

SkyLine Sponsors Ashe Chamber's "Outrageously Good" Customer Service Awards

The Ashe Chamber of Commerce presented its annual "Outrageously Good" Customer Service Awards event, held at the Ashe Shrine Club on October 22. Among those recognized for the very best in customer service, were 14 individuals, two departments and one business.

SkyLine/SkyBest has been the presenting sponsor of this annual recognition event since the program started in 2009. We applaud all winners and are delighted to recognize each and every one! It's part of SkyLine's mission to 'enable a culture of excellence in customer service,' and our team of dedicated employees aspire to honor that mission daily.

Please congratulate these individuals and businesses when you see them throughout our local business community.



Cameron Clement



Keaton Craven



Dr. Landon Allen



Maria Hernandez



Amy Colvard and Stephanie Cheek



Ramona Wallace



Bryan Burchette



Gordy Burgess



Don Patel



Kelly McCoy and Renata Dos Santos



Martin Little and Melody Rector



2025 "Outrageously Good" Customer Service Awards Winners



The 2025 Small Business Winner is Kilwins



Ashe Memorial Oncology Department



Randy Marion Ford Service Department

"Rise and Shine" Food Drive Deliveries

The twelfth annual "Rise and Shine" breakfast good drive received generous support from employees, directors and the community.

SkyLine/SkyBest also presented corporate donations totaling \$1,000 to the five area food pantries sponsored in this drive; Solid Rock Food Closet (Alleghany), Ashe Food Pantry, Reaching Avery Ministries, the Hunger and Health Coalition (Watauga) and Shady Valley Baptist Church Food Pantry (Johnson).

Since the program began, our customers, employees and directors have donated over 16,000 breakfast items to area food pantries.

This initiative would not be possible, nor would it have the impact it has without your active involvement, so all of us at SkyLine express our sincerest thanks! Please remember to support this and other area food drive initiatives throughout the calendar year. Your support makes all the difference to those facing hunger. Stay tuned for photos of our deliveries next month!



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

423-739-4500
(10-DIGIT DIALING)

LENOIR

929-2872

INTERNET TECH SUPPORT, 24/7

TOLL-FREE

1-866-759-7591

WORTH NOTING:

SkyLine Closes for the Holidays
Christmas
Thursday, December 25
New Year's Day
Thursday, January 1

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

Refer-A-Friend and Get \$100 Credit for Each Referral

For every friend who gets installed with SkyBest High-Speed Internet as a result of your referral, you will get a \$100 credit on your bill.

See www.skybest.com/about-us/customer-programs/refer-a-friend for more information! for more information!

*The Refer-A-Friend promotion is not combinable with any other offer or promotion. For a limited time only.



The SkyChange Program

We are so grateful for the positive response from our members and customers to SkyChange, our round-up program that seeks to assist area nonprofits that help those in need throughout our community. If you've been thinking of signing up to support this charitable program, we welcome your participation!

SkyChange allows customers of SkyLine/SkyBest to round up their monthly bill to the next whole-dollar amount. The money generated from the round-up is, in turn, distributed throughout our community. Customer bills will reflect a line item showing the monthly round-up donation.

If you participate in the SkyChange program by simply rounding up your bill to the next dollar, your total donations per year will not exceed \$11.88. In most cases, donations will be tax deductible. SkyChange is a 501(c)3 organization with established bylaws and a governing committee. Once funds are distributed, our website, social media and newsletter will give periodic updates highlighting how customers' donations helped their community.

To sign up for SkyChange today, visit www.skybest.com/skychange or call your local SkyLine/SkyBest Customer Center at 118 or 1-800-759-2226.

The Ultimate Christmas Movie?

It's the most wonderful time of the year, filled with lights, trees, long-awaited traditions and, one of our favorites: holiday movies. From animated classics to modern comedies, everybody has their personal favorite Christmas film. With so many to choose from now, the debate often comes up: which Christmas movie is actually the best? We decided to see for ourselves by sending out a company-wide survey asking employees to rank a group of 17 of the most popular Christmas movies.

The votes are in, and we've tallied them up!

The Official Top-Ten Christmas Movie Ranking from SkyLine/SkyBest:

10. Home Alone 2: Lost in New York
9. A Christmas Story
8. A Charlie Brown Christmas
7. How the Grinch Stole Christmas (1966 version)
6. The Santa Clause
5. Elf
4. Rudolph the Red-Nosed Reindeer
3. How the Grinch Stole Christmas (Jim Carrey Version)
2. Home Alone

And the Collective Favorite Is...

1. National Lampoon's Christmas Vacation

So there you have it – the most popular Christmas movies ranked according to SkyLine/SkyBest. What do you think of it? Do you agree? No matter the ranking, any Christmas movie is a great way to put us in the holiday spirit, and we still want to be able to watch as many as we can. With SkyBest fiber internet, you'll have the bandwidth to stream all the Christmas classics this season!

SkyLine's CallTree Service Delivers!

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 turn your landline phone into a powerful 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! 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



To find out more or to sign up for this valuable and affordable voice messaging service, please call your local SkyLine Customer Service Center.



Be Aware of Phone Calls and Emails

Customers have reported recent phone and email scams that 'appear' to be coming from SkyLine/SkyBest. ALWAYS be hesitant about sharing information over the phone, clicking on links or opening attachments in emails. Call us at 1-800-759-2226 to verify if the calls or emails are legitimate.

Recipe of the Month Christmas Holly

Ingredients:

- 16 large marshmallows
- 1/2 cup butter
- 1 teaspoon vanilla
- 1 teaspoon green food coloring
- 2 cups cornflakes

Instructions:

Melt marshmallows and butter in top of double boiler. Add vanilla and green food coloring. Pour over cornflakes. Stir with spatula until cornflakes are covered well. Drop by teaspoonful onto wax paper. Add cinnamon bits (optional).

Recipe submitted by Amy Dollar

Share the joy of fast internet with friends and get \$100*!



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skybest.com

SCAN
HERE



for full program details
or to register online.
*Restrictions apply.

Merry Christmas & Happy New Year!

From the Board of Directors and Staff of SkyLine Membership Corporation and SkyBest Communications