

# CONNECTIONS

NOVEMBER 2025

Published monthly for customers of SkyLine Membership Corporation and SkyBest Communications



[www.SkyBest.com](http://www.SkyBest.com)

## SkyLine Annual Meeting

The 69th Annual Meeting of SkyLine Membership Corporation was held on October 7, at the cooperative's Annex location just above the corporate campus on Highway 194 North in West Jefferson. The cooperative conducted early registration the week prior at SkyLine Customer Centers and in the Shady Valley community. This enables members to participate in the Annual Meeting process by registering in advance of the meeting, voting for directors and receiving materials, including the 2025 Annual Meeting Report.

In the business session, Board Secretary, Jim Shepherd, announced the establishment of a quorum with 764 members registered for the meeting through early registration and in-person registration on the day of the meeting. SkyLine Attorney, Ray Parker, presided over the official business session, and the three board members were re-elected to three-year terms: R.C. Mitchell of Alleghany County; D.C. Smith of Avery County; and Kenneth McQueen of Johnson County.

SkyLine announced five \$100 cash prizes and the grand prize: an 11-inch Apple iPad, Apple Pencil and iPad case. The \$100 cash prize winners were Perry and Wilma Isaacs, Chloe Dolinger, David and Melissa Eller, David and Mary Soifer and Lynn Blalock. The grand prize was won by Earl and Gaye Jones.

Special thanks to the following restaurants for accepting special meal vouchers for registered members to redeem through October: Crave Restaurant in Sparta; Smoky Mountain Barbeque in West Jefferson; Banner Elk Cafe; Cove Creek General Store and Grill in Sugar Grove and Shady Valley Country Store.

## New Service, New Remote

We are making an upgrade to your TV experience by switching to DIRECTV, and we think you're going to love what's coming. Along with better service, you also receive a brand-new remote that is smarter, simpler and includes Google Voice Search.



### Why the Change?

DIRECTV, powered by SkyBest Internet, brings a fast and reliable experience. Whether you're into breaking news, sports, or local programming, there's something for everyone. Some highlights include:

- All the popular channels
- Access to your favorite local stations
- Fewer interruptions
- Easy navigation

### Your New Remote

Along with a new service, you'll also get a brand-new remote control. With clear button functions and built in voice control through Google Voice.

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## 2024 Capital Credits Allocated

Capital Credits are one of the many benefits of being served by a telephone cooperative. SkyLine Membership Corporation had allocated the net margins from 2024 to the capital credit accounts of its members.

Capital Credits for our cooperative result from a surplus of funds remaining from doing business. If the revenues paid into the cooperative during the financial year exceed the expenses, the remainder is known as the "margin." The margin is then allocated to SkyLine's member-owners. Allocations are based on end user revenue including members' recurring monthly charges such as local services, as well as monthly long-distance charges.

The 2024 margin represented approximately 34 percent of SkyLine's total revenues, and this percentage has been assigned to members' capital credit accounts. Members' individual allocations are based on their share of the margin, and are determined by their usage of SkyLine's services and network.

The 2024 allocated capital credits will be retired to members at a future date, as approved by SkyLine's Board of Directors. In the meantime, members' unretired capital credits are used by the co-op to maintain a solid financial base, to build equity and to provide quality, affordable service. Individual notices are not mailed to members; however, if you have questions about your capital credit account, please call your local SkyLine Customer Service Center at 1-800-759-2226.

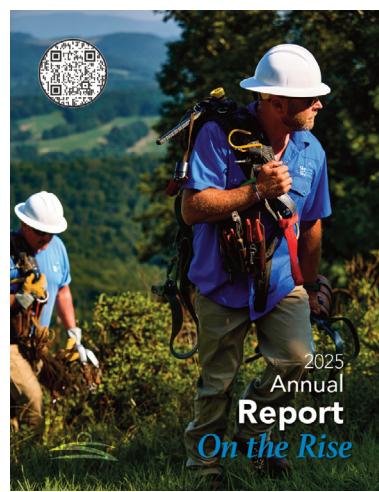
## Annual Report Video

This year, SkyLine Membership Corporation's Annual Meeting Report was titled, "On the Rise." We decided, for the second year, a video is the best way to highlight our year in review. We hope, as our members, you'll feel appreciated and supported as you watch because we could not be all we are today without you.

The stories featured in our 2025 video report exemplify how SkyLine has faced challenges with determination and resilience. They highlight SkyLine's response to Hurricane Helene, the positive attitudes that emerged in the midst of hardship and the ongoing growth and expansion of

SkyLine and its subsidiary, SkyBest Communications. The report also allows a unique glimpse of our year in review, capturing moments and stories that cannot be fully conveyed on the printed page.

Simply Scan the QR Code to watch our 2025 Annual Meeting Report video.



2025  
Annual  
Report  
*On the Rise*

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

### 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)

STC-149046

### What's different about the new remote:

- Google Voice Control: Just press the mic button and say what you want. "Play the news"
- Streamlined Layout: Fewer buttons means less confusion and it's easier to navigate
- Comfortable Design: Slim, lightweight, and easy to hold

### Programming Your Favorites

With the new system, it's easier than ever to use your remote to program your favorites. Create a personalized channel list, save your go-to networks, and jump straight into shows you love, all with the click of a button.

This remote was designed to help you program your TV your way. Whether you save time with voice commands or customizing your guide, DIRECTV Gemini remote makes control easy.

Looking for how to program your remote? Get instructions and features for the Gemini remote at [www.directv.com/support](http://www.directv.com/support).

### Still Have Questions?

We're excited about this upgrade and what it means for your daily viewing. With DIRECTV and a new remote for simpler streaming. If you have any questions about the new remote functions, feel free to reach out to SkyLine/SkyBest or visit a customer center near you.

### 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](http://www.skybest.com/skychange) or call your local SkyLine/SkyBest Customer Center at 118 or 1-800-759-2226.

### 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](http://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.



### 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.



BRING ALL THE ACTION  
INTO ONE EXPERIENCE

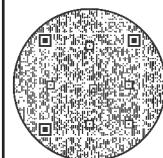
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1-800-759-2226



### Recipe of the Month

### Easy Family Reunion Crockpot Turkey Breast

#### Ingredients:

5-6 pound turkey breast  
1/2 or less Liptons soup mix  
1 stick butter, melted  
1 jar turkey gravy  
1/2 chicken broth  
Pepper to taste  
Salt to taste  
Small amount cornstarch

#### Instructions:

Wash turkey breast and pat dry. Spread with Liptons soup mix. Place in crockpot and pour over 1 stick of melted butter. Cook on high for 1 hour, then low for 8 hours. Remove turkey and add 1 jar turkey gravy and 1/2 can chicken broth. Add pepper and salt to taste (broth and soup mix will add some salt). Thicken with a little amount of corn starch. (NOTE: May want to remove the liquid and thicken on stove with is quicker). Add sliced turkey back into crockpot with gravy.

Recipe submitted by Faye Reeves

\*Restrictions Apply.

SkyLine SkyBest

DIRECTV AUTHORIZED DEALER