

**BEFORE THE TENNESSEE REGULATORY AUTHORITY
NASHVILLE, TENNESSEE**

IN RE:

**IN THE MATTER OF THE
APPLICATION OF SKYBEST
COMMUNICATIONS, INC. FOR A
CERTIFICATE TO PROVIDE COMPETING
LOCAL TELECOMMUNICATION SERVICES**

Docket No.: 16-00078

**APPLICATION FOR CERTIFICATE TO PROVIDE
COMPETING LOCAL TELECOMMUNICATION SERVICES**

SkyBest Communications, Inc. ("SkyBest" or "Petitioner"), by its undersigned counsel, and pursuant to applicable Tennessee Statutes and the Rules and Regulations of the Tennessee Regulatory Authority and Section 253 of the Federal Telecommunications Act of 1996 ("Act"), respectfully requests that the Tennessee Regulatory Authority ("TRA") grant to them authority to provide competing local telecommunications services, including exchange access telecommunications services, within the State of Tennessee. SkyBest is willing and able to comply with all applicable rules and regulations in Tennessee pertaining to the provision of competing local telecommunications services as required in T.C.A. §65-4-201, and/or the Act.

In support of its Application, SkyBest submits the following:

I. Corporate Information of SkyBest

1. The full name and address of the Applicant is:

SkyBest Communications, Inc.
1200 NC Hwy. 194 N
P. O. Box 759
West Jefferson, NC 28694
Telephone: 336-877-3111
Facsimile: 336-877-2020

SkyBest Communications, Inc. is a wholly owned subsidiary of Skyline Telephone Membership Corporation and is a diversified telecommunications company that is duly certified to do business in the State of Tennessee and is in good standing. **Exhibit 1.**

2. The name and address of SkyBest counsel and the address of the primary contact person at SkyBest to whom all correspondence and inquiries regarding this application should be directed are:

Designated Contacts:

Keith W. Blair, Tennessee Counsel
Taylor, Pigue, Marchetti & Blair, PLLC
2908 Poston Avenue
Nashville, Tennessee 37203
Telephone: (615) 320-3225
Facsimile: (615) 320-3244
Email: kblair@tpmblaw.com

Cindy Rothstein
Executive Director of Finance
SkyBest Communications, Inc.
1200 NC Hwy. 194 N
P. O. Box 759
West Jefferson, NC 28694
Telephone: 336-876-6304
Facsimile: 336-877-2020

Steven Hardin
Regulatory Manager
SkyBest Communications, Inc.
1200 NC Hwy. 194 N
P. O. Box 759
West Jefferson, NC 28694
Telephone: 336-876-876
Facsimile: 336-877-2020

3. Corporate Structure & Officers:

The Board of Directors and officers of SkyBest is provided in **Exhibit 2**. The organizational chart of the corporate organizational structure of the parent company, Skyline Telephone Membership Corporation and its subsidiary, SkyBest, is provided in **Exhibit 3**. The Bylaws of SkyBest Communications, Inc. is provided in **Exhibit 4**. The resumes of the principal officers and other key technical staff are provided in **Exhibit 5**.

II. Qualifications

SkyBest possesses the managerial, technical and financial ability to provide local telecommunications services state wide as demonstrated below.

A. Managerial Qualifications:

SkyBest is led by Jimmy C. Blevins, President, and he is supported by dedicated employees and other highly qualified and competent persons who will all be available to assist in the proper management and operation of providing the proper telecommunications services in Tennessee. These persons are competent in switching, engineering, operations, and marketing.

As noted earlier, Exhibit 5 provides a list of key management staff that will be utilized in SkyBest's operation and includes background information on the qualifications and experience of these individuals. These persons provide SkyBest with decades of experience in the telecommunications industry and SkyBest will clearly be able to use this experience and these qualifications to properly manage this operation in a legal, proper, and sound manner.

B. Technical Qualifications:

SkyBest is certainly technically qualified to provide local exchange service in Tennessee as requested. It is herein certified that SkyBest will satisfy the standards established by the TRA and will file and maintain tariffs in the manner prescribed by the TRA and will meet the minimum basic local standards, including quality of service and billing standards, required of all LEC's regulated by the TRA. SkyBest will not require customers to purchase CPE, which cannot be used with the Incumbent Local Exchange Carriers' Systems.

SkyBest will serve the proposed area via FTTP. SkyBest has always believed in maintaining a state of the art network and in 2005 made a strategic decision to overbuild their entire service area utilizing FTTP technology. At this point Skyline/SkyBest has reached 98% of served customers with fiber to the premise. Skyline currently covers 840 square miles in four North Carolina counties and one county in eastern Tennessee. The counties served in North Carolina are Ashe, Alleghany, Avery, and Watauga while in Tennessee the county served is part of Johnson County, Tennessee. To date, Skyline/SkyBest has converted over 13,000 of its customers to FTTP.

The Applicant's strategy has been to deploy Active Ethernet as opposed to PON. It is believed that the benefits of an Active Ethernet deployment justify the additional capital expenditures when compared to PON deployment and more closely resembles the traditional Telco network which helps facilitate accurate plant/customer records.

Skyline/SkyBest has a professional licensed engineer on staff that is, from experience and qualification, duly qualified to properly provide engineering services as needed for the operation. Further, SkyBest has a relationship with Palmetto Engineering and Consulting of Greenville, South Carolina. Initial construction for the intended service offering will consist of direct buried and will also utilize joint use poles and will be completed in a manner consistent with RUS

standards. Both in-house and contract crews will be used during this deployment. Splicing will be completed via fusion splicing machines resulting in the highest quality splices. SkyBest has always taken great pride in their network infrastructure and their Internet core and transport are no different. They have tried to design their network so that hardware failures or backhaul outages do not result in large scale outages for their customers. Today they have six large peering links spread among five large ISP's for their backhaul to the Internet cloud. These peering arrangements combine to give Skyline/SkyBest 33 Gbps of backhaul to the Internet. The primary goal when establishing these connections was to avoid a situation where an outage with one of our peering partners could severely affect connectivity with the world and our customer's Internet experience. Our peering connections and routers are constantly monitored to ensure adequately bandwidth and availability for our broadband customers.

Customer service needs will be met for any repair and maintenance needs. A toll free number (1-877-475-9546) is provided for 24/7 access to repair services. Customers will speak to a live person who will assist in the trouble shooting process. In addition, customers may contact SkyBest via their online contact form www.skybest.com, they may chat live with a Repair Services Specialist from 8:00 to 5:00 on Monday through Friday, or they may email SkyBest at wecare@skyline.org. If a customer needs to contact the company in writing, the address for the corporate office is SkyBest Communications, Inc., P. O. Box 759, West Jefferson, NC 28694. The contact for the person knowledgeable about SkyBest's operations is Kim Shepherd, Executive Director of Customer Operations.

C. Financial Qualifications:

SkyBest provides as **Exhibit 6 (FILED UNDER SEAL AS CONFIDENTIAL)** its Consolidated Financial Statement for the period ending December 31, 2015. This demonstrates that SkyBest is financially qualified to provide local exchange service in the area set out in this Application. Since its existence, SkyBest has remained profitable and maintained access to working capital necessary to fund its operations. The company has a number of financing vehicles in place to ensure adequate liquidity in meeting its anticipated funding needs of this operation, including the financial strength and capabilities of its parent company, Skyline. Provided as **Exhibit 7** is the Skyline audited Financials for the year ending 2015 (**FILED UNDER SEAL AS CONFIDENTIAL**). Further provided as **Exhibit 8** is the Tennessee Telecommunications Service Provider's Surety Bond effective December 1, 2000, as required by the Tennessee Regulatory Authority as pertains to SkyBest Communications Inc.

SkyBest has thoroughly examined and studied the feasibility to provide the requested services and has prepared a business plan to carry out its proposal once it is granted approval of this Application and any other legal requirements. Provided as **Exhibit 9** is an estimated cost of network, switches, and unbundled network elements for the Mountain City, Tennessee project, which is the first offering anticipated once this Application is approved.

III. Proposed Services

Initially, SkyBest plans to offer services contiguous to, and in close proximity with, the present services where its parent company serves Shady Valley, Johnson County, Tennessee and serves as the ILEC in that area. Provided as **Exhibit 10** is a map showing the current ILEC operation of SkyBest's parent company. As can be seen on this exhibit the Mountain City area is contiguous to the Shady Valley Tennessee operation where SkyBest intends to initially offer services through the use of its own facilities, resold facilities, and through a combination of these provisioning methods. SkyBest intends to extend its fiber expansion into Mountain City, Tennessee in order to provide diversified telecommunications services including, but not limited to, toll, local exchange, access, private line, voicemail, broadband, and vertical features and intends to build its own facilities and lease facilities as appropriate in order to provide these services.

IV. Regulatory Obligations and Commitments

A. SkyBest is familiar with and will adhere to all applicable TRA-rules, policies and orders governing the provisions of local exchange communications services in the State of Tennessee, including those set forth in Rule 1220-4-8-.04(3).

B. SkyBest submits a Small and Minority Owned Telecommunications Business Participation Plan annually with the TRA. SkyBest will adhere to its most current Small and Minority Owned Telecommunications Business Participation Plan currently on file with the TRA. Provided as **Exhibit 11** is the Small and minority Owned Telecommunications Business Participation Plan of SkyBest.

C. Toll Dialing Parity Plan: **Exhibit 12.**

D. Tennessee Specific Operational Issues: Statements of compliance provided in **Exhibit 13.**

E. In compliance with the TRA's rules, SkyBest shall either directly or through other arrangements, provide the directory, blocking, support, interconnection and other services mandated by the TRA as required and applicable.

F. Customers with service, billing and repair questions, and complaints may reach SkyBest twenty-four (24) hours per day, seven (7) days per week using the following toll-free customer service number: Inquiries about customer service issues may be directed to:

Kim Shepherd
Executive Director of Customer Operations
SkyBest Communications, Inc.
P. O. Box 759
West Jefferson, NC 28694

G. SkyBest will handle repair and maintenance in Tennessee as follows:

SkyBest customers may call the toll-free number above to report service problems requiring repair or maintenance. SkyBest will respond to repair and maintenance calls promptly and, when necessary, dispatch a service technician or otherwise respond to the service ticket as soon as possible. All reasonable efforts will be made to address and resolve customer's concerns as quickly as possible with SkyBest completely understanding the need of its customers to have efficient and operable telecommunications services.

H. To the extent that SkyBest collects deposits from new customers, they will fully comply with the applicable rules and regulations of the TRA regarding the same.

I. SkyBest will file Tariff Revisions, if necessary, following approval of its Application and before providing the services referenced herein.

J. SkyBest will adhere and fully comply with all applicable Federal Communication Commission ("FCC") telemarketing and carrier change rules as pertains to local and long distance carriers, as well as any applicable Tennessee policies, rules and orders governing such carrier changes.

K. SkyBest is aware and will adhere to the telemarketing statutes and regulations found in T.C.A. § 55-4-401 through § 65-4-408, and in Chapter 1220-4-11 of the TRA's rules and regulations.

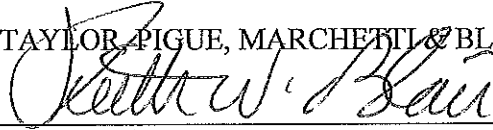
L. A **Pre-filed Testimony** as required is provided as **Exhibit 14**. Should any additional "testimony" or information be required in the consideration of this Application, the same will be timely provided upon request.

V. Conclusion

SkyBest respectfully requests that the TRA enter an order granting it a Certificate of Convenience and Necessity to operate as a competing telecommunications service provider and authority to provide a full range of local exchange on a facilities-based and resale basis throughout the State of Tennessee and in the service area of Mountain City, Johnson County, Tennessee, and any other ILEC that does not enjoy a rural exemption under Section 251(f) of the Telecommunications Act of 1996. For the reasons stated above, SkyBest's provision of these services would promote the public interest by providing high-quality service at competitive prices and by creating greater economic incentives for the development and improvement for all competing providers.

Respectfully submitted,

TAYLOR, FIGUE, MARCHETTI & BLAIR



Keith W. Blair, BPR # 15366

2908 Poston Avenue

Nashville, Tennessee 37203

(615) 320-3225

(615) 320-3244 Fax

Email: kblair@tpmblaw.com


Counsel for SkyBest Communications, Inc.

CERTIFICATE OF SERVICE

The undersigned hereby certifies that on the 16th day of July, 2016, a true and correct copy of the foregoing has been forwarded via First Class U.S. Mail to the following:

CenturyLink
101 S. Lynn Avenue
Elizabethton, TN 37643

Skyline Telephone Membership Corp.
P.O. Box 759
West Jefferson, NC 28694



Keith W. Blair

VERIFICATION

I, Cindy Rothstein of SkyBest Communications, Inc., am authorized to represent it and to make this verification on its behalf. The statements in the Petition filed in this matter relating to SkyBest, except as otherwise specifically attributed, are true and correct to the best of my knowledge and belief.

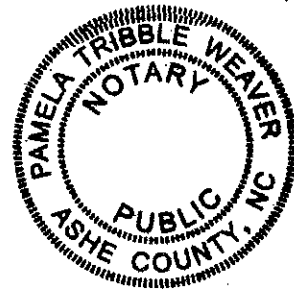
I declare under penalty of perjury that the foregoing is true and correct.

Cindy Rothstein
Cindy Rothstein, Executive Director of Finance
SkyBest Communications, Inc.

Sworn to and subscribed before me this 13 day of June, 2016.

Pamela Tribble Weaver
Notary Public

My Commission Expires: 7-24-16





STATE OF TENNESSEE
Tre Hargett, Secretary of State
Division of Business Services
William R. Snodgrass Tower
312 Rosa L. Parks AVE, 6th FL
Nashville, TN 37243-1102

TAYLOR, PIGUE, MARCHETTI & BLAIR, PLLC
ATTN: KEITH BLAIR
2908 POSTON AVE
NASHVILLE, TN 37203-1312

May 11, 2016

Request Type: Certificate of Existence/Authorization

Request #: 0202045

Issuance Date: 05/11/2016

Copies Requested: 1

Document Receipt

Receipt #: 002692365

Filing Fee: \$20.00

Payment-Check/MO - TAYLOR, PIGUE, MARCHETTI & BLAIR, PLLC, NASHVILLE, TN

\$20.00

Regarding: SKYBEST COMMUNICATIONS, INC.

Filing Type: For-profit Corporation - Foreign

Control #: 396003

Formation/Qualification Date: 09/21/2000

Date Formed: 01/28/1998

Status: Active

Formation Locale: NORTH CAROLINA

Duration Term: Perpetual

Inactive Date:

CERTIFICATE OF AUTHORIZATION

I, Tre Hargett, Secretary of State of the State of Tennessee, do hereby certify that effective as of the issuance date noted above

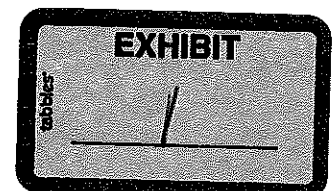
SKYBEST COMMUNICATIONS, INC.

- * a Corporation formed in the jurisdiction set forth above, is authorized to transact business in this State;
- * has paid all fees, taxes and penalties owed to this State (as reflected in the records of the Secretary of State and the Department of Revenue) which affect the existence/authorization of the business;
- * has filed the most recent annual report required with this office;
- * has appointed a registered agent and registered office in this State;
- * has not filed an Application for Certificate of Withdrawal.

Tre Hargett
Secretary of State

Processed By: Sheila Keeling

Verification #: 017289131



SkyBest Communications Inc.

Board of Directors and Officers

Jimmy C. Blevins (President)
325 Timberlane Drive
Crumpler, NC 28617

James L. Shepherd (Chairman)
PO Box 93
Piney Creek, NC 28663

Dennis Gambill (Vice-President)
1606 Mt. Carmel Rd.
Sparta, NC 28675

Haskell McGuire (Secretary)
500 Wilton Avenue
West Jefferson, NC 28694

Joseph McNeil (Treasurer)
223 McNeil Farm Rd.
Vilas, NC 28692

R.C. Mitchell (Assistant Secretary)
PO Box 276
Sparta, NC 28675



Corporate Organizations
associated with SkyLine

Name of Company	Line of Business	Federal Employer Identification Number	Date Organized	State Organized in	percentage of ownership	Partners and Percentage of Ownership	Auditors
SkyLine Telephone Membership Corporation	ILEC	56-0594332	1/4/1951	NC	Cooperative 100% wholly owned	Member owned	Jackson Thornton
SkyBest Telecommunications, Inc.	CLEC/ISP	56-2084485	1/28/1998	NC	100% wholly owned	Owned by SkyLine	Jackson Thornton
The Video Exchange, LLC (Managed by SkyBest)	Website hosting video content	46-4932788	3/7/2014	NC	Owned by SkyBest		Jackson Thornton
Visions West, LLC (Managed by Surry)	Video Headend	N/A	7/30/2003	NC	15.27% (22.08%) & Yadon (19.66%) are partners Surry (167%), Wilkes (.209%) & CWWV Core	Surry (19.94%), Wilkes (23.05%), Piedmont Surry (167%), Wilkes (.209%) & CWWV Core	Turflington
CWWV Hickory, LLC (Managed by CWWV)	Wireless VOIP provider stock purchase	N/A	1/29/2007	NC	0.459% (99%) partners	Series B-1 Preferred Stock	Turflington
ANPI Holding, Inc.	N/A	N/A	N/A	N/A	5,362 shares	Organized but no operating agreement	N/A
Sky Mountain Television Network, LLC (Domant)	Video Content Provider	N/A	2/7/2014	NC	10% executed, Terry Smith 90%		N/A
Carolina West Wireless, Inc.	Wireless	N/A	12/20/1998	NC	45.9% Surry (16.7%) & Wilkes (20.8%)partners		Turflington
CWWV Hickory, LLC	Wireless	N/A	1/29/2007	NC	99% other 1% owned by partners		Turflington
Clear Stream Communications, LLC	LTE in rural America (LRA) built for Verizon Networks for roaming fees	N/A	2/1/2011	NC	100% wholly owned	Ownership moved to CWWV on 8/7/2014 & refilled for a date of 1/1/2014	Turflington
Access/On Multimedia Inc. (Managed by Palmato)	Transport - Fiber Network	N/A	8/18/1994	DE	18.98% (18.99%) Tri-County (1.58%), Wilkes (18.99%) & Yadon Valley (18.99%)	Randolph (18.99%), Star (3.46%), Surry (18.99%) Tri-County (1.58%), Wilkes (18.99%) & Yadon Valley (18.99%)	Turflington
WSS, LLC (Managed by Surry)	Wireless Spectrum	N/A	5/2/2002	NC	47.02% Surry (33.33%) & Wilkes (19.65%)		Turflington
BLM Acquisition Corp. (Codero)	Data Center stock purchase	N/A	N/A	N/A	10,000 shares	Series A Common Stock	N/A
SkyLine Telephone Membership Corporation Employee Benefit Trust (VEBA)	Retiree benefits	56-6536881	1/1/2002	NC	100% independent Trust effective 1/1/2002.	Original adoption through NITCA using their Trust effective 1/1/1997. Developed 100% independent Trust effective 1/1/2002.	Turflington

EXHIBIT

3

BYLAWS

COPY

OF

SKYBEST COMMUNICATIONS, INC.

ARTICLE I. - OFFICES

Section 1. Principal and Registered Offices. The principal office of the corporation shall be located at West Jefferson, Ashe County, North Carolina, which shall also be the registered office of the corporation.

Section 2. Other Offices. The corporation may have offices at such other places, either within or without the State of North Carolina, as the Board of Directors may from time to time designate.

ARTICLE II - MEETINGS OF SHAREHOLDERS

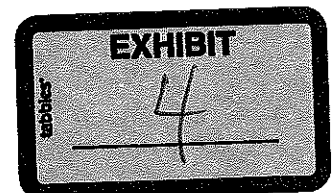
Section 1. Place of Meeting. All meetings of shareholders shall be held at the principal office of the corporation or at such place, either within or without the State of North Carolina, as shall be designated in the notice of the meeting or agreed upon by a majority of the shareholders entitled to vote thereat.

Section 2. Annual Meetings. The annual meeting of the shareholders shall be held at the registered office at 1200 Highway 194-North, West Jefferson, Ashe County, North Carolina 28694 before the end of the fifth month after the close of the corporate year for the purpose of electing directors of the corporation and for the transaction of such other business as may be properly brought before the meeting.

Section 3. Substitute Annual Meeting. If the annual meeting shall not be held by the end of the fifth month after the close of the corporate year, a substitute annual meeting may be called in accordance with the provisions of Section 4 of this Article II. A meeting so called shall be designated and treated for all purposes as the annual meeting.

Section 4. Special Meetings. Special meetings of the shareholders may be called at any time by the President, Vice-President, Secretary, the Board of Directors, or by any shareholders pursuant to the written request of the holders of not less than fifty percent (50%) of all the shares entitled to vote at the meeting.

Section 5. Notice of Meeting. Written or printed notice stating the time and place of the meeting, and, in the case of a special meeting, briefly describing the purpose or purposes thereof, shall



be mailed not less than ten (10) days or more than fifty (50) days before the date of the meeting to each shareholder of record entitled to vote at the meeting. It shall be the primary responsibility of the Secretary to give such notice, but it may be given by or at the discretion of the President or other person or persons calling the meeting. If a matter (other than the election of directors) is to be considered on which a vote of shareholders is expressly required by law, notice thereof shall be given as if such meeting were a special meeting.

Section 6. Quorum. The holders of a majority of the shares entitled to vote, represented in person or by proxy, shall constitute a quorum at meetings of shareholders.

Section 7. Voting of Shares. Each outstanding share of voting capital stock of the corporation shall be entitled to one vote at a meeting or shareholders, except where cumulative voting for directors occurs as provided by law. The vote of a majority of the shares voted on any matter at a meeting of shareholders at which a quorum is present shall be the act of the shareholders on that matter, unless the vote of a greater number is required by law or by the charter or bylaws of the corporation. Voting on all matters shall be by voice vote or by a show of hands, unless the holders of one half (1/2) of the shares represented at the meeting shall, prior to the voting on any matter, demand a ballot vote on that particular matter.

Section 8. Action Without Meeting. Any action which the shareholders could take at a meeting may be taken without a meeting if a consent in writing, setting forth the action so taken, shall be signed by all persons who would be entitled to vote upon such action at a meeting, which consent shall be filed with the Secretary of the corporation as part of the corporate records.

ARTICLE III - BOARD OF DIRECTORS

Section 1. General Powers. The business and affairs of the corporation shall be managed by the Board of Directors except as otherwise provided by law by the charter of the corporation or by these bylaws.

Section 2. Number, Term and Qualification. The number of directors of the corporation shall be not less than two. Each director shall hold office until the next annual meeting of shareholders and until his successor is elected and qualified.

Section 3. Removal. Directors may be removed from office with or without cause by a vote of shareholders holding a majority of the shares entitled to vote at an election of directors. If any directors are so removed, new directors may be elected at the same meeting.

Section 4. Vacancies. A vacancy occurring in the Board of Directors, may be filled by a majority of the remaining directors, though less than a quorum, either by death, removal, renouncing or by increasing the number of directors. The shareholders may elect a director at any time to fill any vacancy not filled by the directors.

Section 5. Compensation. Directors as such shall not receive any compensation for their services except that by resolution of the Board of Directors a fixed sum and expenses of attendance, if any, may be allowed for attendance at each meeting of the Board.

ARTICLE IV - MEETINGS OF DIRECTORS

Section 1. Annual Meetings. The annual meeting of the Board of Directors shall be held immediately following the annual meeting of the shareholders each year and at the same place as such meeting of the shareholders. Notice of the annual meeting shall not be required.

Section 2. Special Meetings. Special meetings of the Board of Directors may be called by or at the request of the President, Vice-President, Secretary or any two directors. Such meetings may be held either within or without the State of North Carolina.

Section 3. Notice of Meetings. The Secretary or other person or persons calling a special meeting of the Board of Directors shall give notice thereof by mailing such notice to each director at least four days before the meeting. Unless otherwise indicated in the notice thereof, any and all business may be transacted at a special meeting. Attendance by a director at a special meeting shall constitute a waiver of notice of such meeting, except where a director attends a meeting for the express purpose of objecting to the transaction of any business because the meeting is not lawfully called.

Section 4. Quorum. A majority of the directors at the time in office shall constitute a quorum for the transaction of any business at any meeting of the Board of Directors.

Section 5. Number of Acting. Except as otherwise provided in these bylaws or by law, the act of a majority of the directors present at a meeting at which a quorum is present shall be the act of the Board of Directors.

Section 6. Action Without Meeting. Action taken by a majority of the directors without a meeting is nevertheless Board action if written consent to the action in question is signed by all of the directors and filed with the minutes of the proceedings of the Board, whether done before or after the action so taken.

ARTICLE V - OFFICERS

Section 1. Titles. The officers of the corporation shall be a President, a Vice-President, a Secretary and a Treasurer. The Board of Directors may also elect a Chairman of the Board, one or more additional Vice-Presidents, one or more Assistant Secretaries, and one or more Assistant Treasurers, and such other officers as it shall deem necessary. Except as otherwise specifically provided in these bylaws, such additional officers shall have such authority and perform such duties as from time to time may be prescribed by the Board of Directors. Any two or more offices may be held by the same person, except the offices of President and Secretary.

Section 2. Election of Term. The officers of the corporation shall be elected by the Board of Directors at the annual meeting of the Board. Each officer shall hold office until the next annual meeting of the Board and until his successor is elected and qualified.

Section 3. Removal. Any officer or agent elected or appointed by the Board of Directors may be removed by the Board with or without cause, but such removal shall be without prejudice to the contract rights, if any, of the individual so removed.

Section 4. Vacancies. Vacancies among the officers of the corporation may be filled by vote of a majority of the whole Board at any regular or special meeting of the Board. Any vacancy in the office of President, Vice-President, Secretary or Treasurer shall be filled promptly.

Section 5. Compensation. The compensation of all officers of the corporation shall be determined by the Board of Directors.

Section 6. President. The President shall be the chief executive officer of the corporation and, subject to the control of the Board of Directors, shall supervise and control the management of the corporation in accordance with these bylaws. He shall, when present, preside at all meetings of shareholders. He shall sign with any other proper officer, certificates for shares of stock of the corporation and any deeds, mortgages, bonds, contracts or other instruments which may lawfully be executed on behalf of the corporation, except where required or permitted by law to be otherwise signed and executed, and except where the signing and execution thereof shall be delegated by the Board of Directors to some other officer or agent. In general, he shall perform all duties incident to the office of the President and such other duties as may be prescribed by the Board of Directors from time to time.

Section 7. Vice-Presidents. The Vice-Presidents shall exercise the powers of the President during that officer's absence or inability to act. Any action taken by a Vice-President in the performance of the duties of the President shall be conclusive evidence of the absence or inability to act of the President at the time such action was taken. The Vice-President shall have such other powers and perform such other duties as may be assigned to them by the Board of Directors.

Section 8. Treasurer. The Treasurer shall have custody of all funds and securities belonging to the corporation and shall receive, deposit or disburse the same under the direction of the Board of Directors. He shall keep full and accurate accounts of the finances of the corporation. He shall cause a true statement of the assets and liabilities of the corporation as of the close of each fiscal year, and of the results of its operations and of changes in surplus for each such fiscal year, all in reasonable detail, to be made and filed at the principal office of the corporation within four months after the end of the fiscal year. The Treasurer shall in general perform all duties incident to his office and such other duties as may be assigned to him from time to time by the President or the Board of Directors.

Section 9. Secretary. The Secretary shall keep accurate records of the acts and proceedings of all meetings of shareholders and of the Board of Directors. He shall give all notices required by law and by these bylaws. He shall have general charge of the stock transfer books of the corporation and shall keep at the principal office of the corporation, a record of shareholders, showing the name and address of each shareholder and the number and class of shares held by each. He shall have general charge of the corporate books and records and of the corporate seal, and he shall affix the corporate seal to any lawfully executed instrument requiring it. He shall sign such instruments as may require his signature and in general shall perform all duties incident to the office of Secretary and such other duties as may be assigned to him from time to time by the President or Board of Directors.

ARTICLE VI - CAPITAL STOCK

Section 1. Certificates. Certificates for shares of the capital stock of the corporation shall be in such form, not inconsistent with the charter of the corporation, as shall be approved by the Board of Directors. Such certificates shall be consecutively numbered or otherwise identified. The name and address of the persons to whom they are issued, with the number of shares and date of issue, shall be entered on the stock transfer records of the corporation. Each certificate shall be signed by the President or any Vice-President and by the Secretary, Assistant Secretary, Treasurer or Assistant Treasurer.

Section 2. Transfer of Shares. Transfer of shares shall be made on the stock transfer books of the corporation only upon surrender of the certificate for the shares sought to be transferred by the record holder thereof or by his duly authorized agent, transferee or legal representative. All certificates surrendered for transfer shall be canceled before new certificates for the transferred shares shall be issued.

Section 3. Stock. - No sale of stock shall be made, or caused to be made, by any stockholder to any person who is not a stockholder of said corporation except in pursuance of the following terms and conditions, which terms and conditions shall be binding upon all the stockholders of the corporation who may now be or may hereafter become such:

(a) In event any stockholder desires to make a sale of his stock, or any portion thereof, to any person who is not a stockholder of said corporation, he shall first submit to the stockholders of said corporation satisfactory evidence of the agreement to purchase said stock by said third person and the price agreed to be paid therefor.

(b) In event the remaining stockholders agree to purchase said stock at the same price which the aforesaid evidence shows the said stockholder can receive for said stock from a third party, then said stock shall be sold to said stockholders of said corporation in such proportionate amounts as their respective stockholding bear to the entire stock held by the stockholders of said corporation.

(c) In the event that any of the stockholders do not desire to purchase said stock, then said stock shall be sold at the price aforesaid to such of the stockholders who may desire to purchase the same, and in the same proportion as above specified.

(d) No stock shall be sold to any person other than the stockholders of the corporation until each of the stockholders shall have been afforded an opportunity to purchase said stock at the price evidenced as aforesaid, and shall have declined to do so.

(e) Notice in writing to the stockholders of said corporation of the desire of any stockholder to sell his stock shall be given by such stockholder, and at the same time, satisfactory evidence shall be furnished to said stockholders as to the price as hereinbefore set forth. Stockholders shall have five (5) days' time after the receipt of said notice within which to elect

in writing to purchase said stock or to decline to do so.

ARTICLE VII - GENERAL PROVISIONS

Section 1. Dividends. The Board of Directors may from time to time declare out of earned surplus, and the corporation may pay, dividends on its outstanding shares in the manner and upon the terms and conditions provided by law and by the charter of the corporation.

Section 2. Seal. The seal of the corporation shall be in the form impressed on the margin of this page.

Section 3. Waiver of Notice. Whenever any notice is required to be given to any shareholder, director or other person under the provisions of these bylaws, the charter of the corporation or by applicable law, waiver thereof in writing signed by the person or persons entitled to such notice, whether before or after the time stated therein, shall be equivalent to the giving of such notice.

Section 4. Checks. All checks, drafts or orders for the payment of money shall be signed, by such officer or officers or other individuals as the Board of Directors may from time to time designate.

Section 5. Bond. The Board of Directors may by resolution require any or all officers, agents, and employees of the corporation to give bond to the corporation, with sufficient sureties, conditioned on the faithful performance of the duties of their respective offices or positions, and to comply with such other conditions as may from time to time be required by the Board.

Section 6. Loans. No loans shall be contracted on behalf of the corporation and no evidence of indebtedness shall be issued in its name unless authorized by a resolution of the Board of Directors. Such authority may be general or confined to specific instances.

Section 7. Year End. The year end of the corporation shall be December of each year.

Section 8. Amendments. Except as otherwise provided herein, these bylaws may be amended or repealed and new bylaws may be adopted by the affirmative vote of a majority of the directors then holding office at any regular or special meeting of the Board of Directors.

The Board of Directors shall have no power to adopt a bylaw: (1) requiring more than a majority of the voting shares for a quorum at a meeting of the shareholders or more than a majority of the votes cast to constitute action of the shareholders, except where higher percentages are required by law; (2) providing for the management

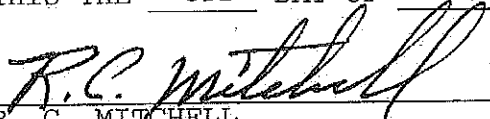
of the corporation other than by the Board of Directors or a committee thereof.

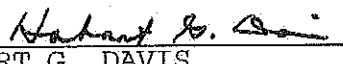
No bylaw adopted or amended by the shareholders shall be altered or repealed by the Board of Directors.

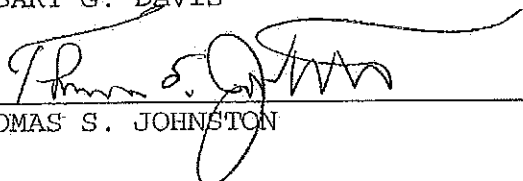
No alteration, amendment or rescission of a bylaw shall be voted upon unless notice thereof has been given in the notice of the meeting or unless all of the directors of the corporation execute written waiver of notice stating that action upon the bylaws is to be taken at the meeting, and the original of such waiver shall be recorded in the minute book.

Section 9. Contracts. The Board of Directors may authorize any officer or officers, agent or agents, to enter into any contract or execute and deliver any instrument in the name of and on behalf of the corporation and such authority may be general and/or confined to specific instances.

WE, THE UNDERSIGNED HAVE READ AND CONSENT TO THE FOREGOING BYLAWS, THIS THE 3rd DAY OF SEPTEMBER, 1998.


R. C. MITCHELL


HOBART G. DAVIS


THOMAS S. JOHNSTON

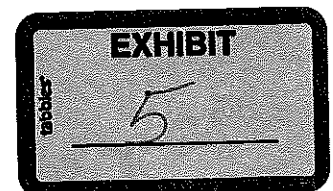


Jimmy C. Blevins
Chief Executive Officer
SkyLine Membership Corporation/SkyBest Communications, Inc.

Mr. Blevins is the Chief Executive Officer of SkyLine Membership Corporation in West Jefferson, NC and President of its wholly-owned subsidiary company, SkyBest Communications, Inc. He has worked for the cooperative for the past 31 years and assumed the role of Chief Executive Officer in 2008. He has also provided leadership in the areas of engineering and plant operations through his responsibilities as Staff Engineer, Engineering Manager, Chief Technology Officer and Chief Management Officer. Before joining SkyLine, Mr. Blevins worked with the consulting firm Black & Veatch, Inc.

Mr. Blevins holds a Bachelor of Science Degree in Engineering from North Carolina State University as well as a Professional Engineering (PE) license for the state of North Carolina.

Mr. Blevins has served as President of a regional fiber network company, Access/On Multimedia, Inc. and currently serves on the company's board of directors. He also serves on the Boards of Carolina-Virginias Telephone Membership Association; Alleghany Community Television; VisionsWest, LLC; and Carolina West Wireless.





Cindy L. Rothstein

Executive Director of Finance

SkyLine Membership Corporation/SkyBest Communications, Inc.

Mrs. Rothstein is the Executive Director of Finance of SkyLine Membership Corporation in West Jefferson, NC. She has worked in the telecom industry for the past 20 years and assumed her current role in 2013. She currently provides leadership in the areas of regulatory affairs, accounting, financial, purchasing, inventory and warehouse departments. Before joining SkyLine, Mrs. Rothstein held the position of Vice-President of Finance with United Communications and on staff with Loretto Telephone Company.

Mrs. Rothstein is a Certified Public Accountant and holds a Bachelor of Business Administration Degree in Accounting from Athens State University.



Edward Hinson

Executive Director of Competitive Operations

SkyLine Membership Corporation/SkyBest Communications, Inc.

Mr. Hinson is the Executive Director of Competitive Operations of SkyLine Membership Corporation in West Jefferson, NC. He has worked for in the telecom industry for the past 22 years and assumed his current role in 2014. Before joining SkyLine, Mr. Hinson was in executive sales and leadership roles for TruVista, USA Mobility and Verizon, engaging heavily in both the public and private sector.

Mr. Hinson holds a Bachelor of Science Degree in Business Administration.

Mr. Hinson has served on a variety of advisory committees and board of directors during his telecom career, earning a multitude of awards including Business Person of the Year by a South Carolina Chamber of Commerce.



Kimberly M. Shepherd
Executive Director of Customer Operations
SkyLine Membership Corporation/SkyBest Communications, Inc.

Mrs. Shepherd is the Executive Director of Customer Operations of SkyLine Membership Corporation in West Jefferson, NC. She has worked for the cooperative for the past 18 years and assumed her current role in 2011. Mrs. Shepherd has also provided leadership in the areas of customer service operations through her responsibilities as Customer Service and Sales Manager from 2002 – 2011.

Mrs. Shepherd holds a Bachelor of Science Degree in Mathematics and Secondary Education from Appalachian State University and a Master of Business Administration from Gardner-Webb University.

Mrs. Shepherd holds certifications from her completion of studies with CAI Fundamentals of Management and Cronin Communications Customer Service Management. She has also successfully completed Change Management and Interpersonal Communications Skills and DMS-10 System Maintenance training.

Mrs. Shepherd served as a key team member of management responsible for development and implementation of a Competitive Local Exchange Carrier to serve Jefferson and West Jefferson, NC.



Robert C. Farmer
Executive Director of Engineering Operations
SkyLine Membership Corporation/SkyBest Communications, Inc.

Mr. Farmer is the Executive Director of Engineering Operations of SkyLine Membership Corporation in West Jefferson, NC. He has worked for the cooperative for the past 25 years and assumed his current role in 2013. Mr. Farmer currently leads an extremely forward thinking team whose goal is to provide our customers with the best and most reliable technological solutions available. Mr. Farmer has also provided leadership in the areas of engineering and plant operations through his responsibilities as Network Operations Manager, Technical Services Manager and Engineering Manager.

Mr. Farmer holds a Bachelor of Science Degree in Industrial Technology from Western Carolina University. Mr. Farmer holds a certification with the North Carolina Alarm System Licensing Board. Mr. Farmer has served on the North Carolina Telecommunications Industry Association Network Operations Committee.

TENNESSEE TELECOMMUNICATIONS SERVICE PROVIDER'S SURETY BOND

WHEREAS, Skybest Communications Inc.

WHEREAS, under the provisions of Title 65, Chapter 4, Section 125(j) of the Tennessee Code Annotated, as amended, the Principal required to file this bond in order to obtain such authority and to secure the payment of any monetary sanction imposed in any enforcement proceeding brought under Title 65 of the Tennessee Code Annotated or the Consumer Telemarketing Act of 1990 by or on behalf of the Tennessee Regulatory Authority (the "TRA"); and

WHEREAS, Travelers Casualty & Surety Company of America

NOW THEREFORE, BE IT KNOWN, that we the Principal and the Surety are held and firmly bound to the STATE OF TENNESSEE in accordance with the provisions of Tennessee Code Annotated, Title 63, Chapter 4, Section 125(j), in the full amount of twenty thousand dollars (\$20,000.00) lawful money of the United States of America to be used for the full and prompt payment of any monetary sanction imposed against the Principal, its representatives, successors or assigns, in any enforcement proceeding brought under Title 65 of Tennessee Code Annotated or the Consumer Telemarketing Act of 1990, by or on behalf of the TRA, for which obligation we bind ourselves, our representatives, successors and assigns, each jointly and severally, firmly and unequivocally by these presents.

PRINCIPAL

Company ID # as assigned by TRA

SIGNATURE OF PRINCIPAL

Name:
Title:

SURETY

Travelers Cas & Surety Company of America
Name of Surety
Hartford, Connecticut 06183-9062

Address of Surety

SIGNATURE OF SECURITY AGENT

Name: Lewis W Shepherd
Title: Attorney-In-Fact

Address of Surety Agent:
Miller Insurance Agency
PO Box 390
West Jefferson NC 28

THIS BOND IS ISSUED IN ACCORDANCE WITH THE PROVISIONS OF SECTION 125, CHAPTER 4, TITLE 63 OF THE TENNESSEE CODE ANNOTATED AS AMENDED BY CHAPTER NO. 586, 2000 PUBLIC ACTS. SHOULD THERE BE ANY CONFLICT WITH THE TERMS HEREOF AND THE STATUTE OR REGULATIONS PROMULGATED THEREUNDER, THE STATUTE OR REGULATIONS SHALL PREVAIL. (POWER OF ATTORNEY FROM AN APPROVED INSURANCE COMPANY MUST BE ATTACHED.)



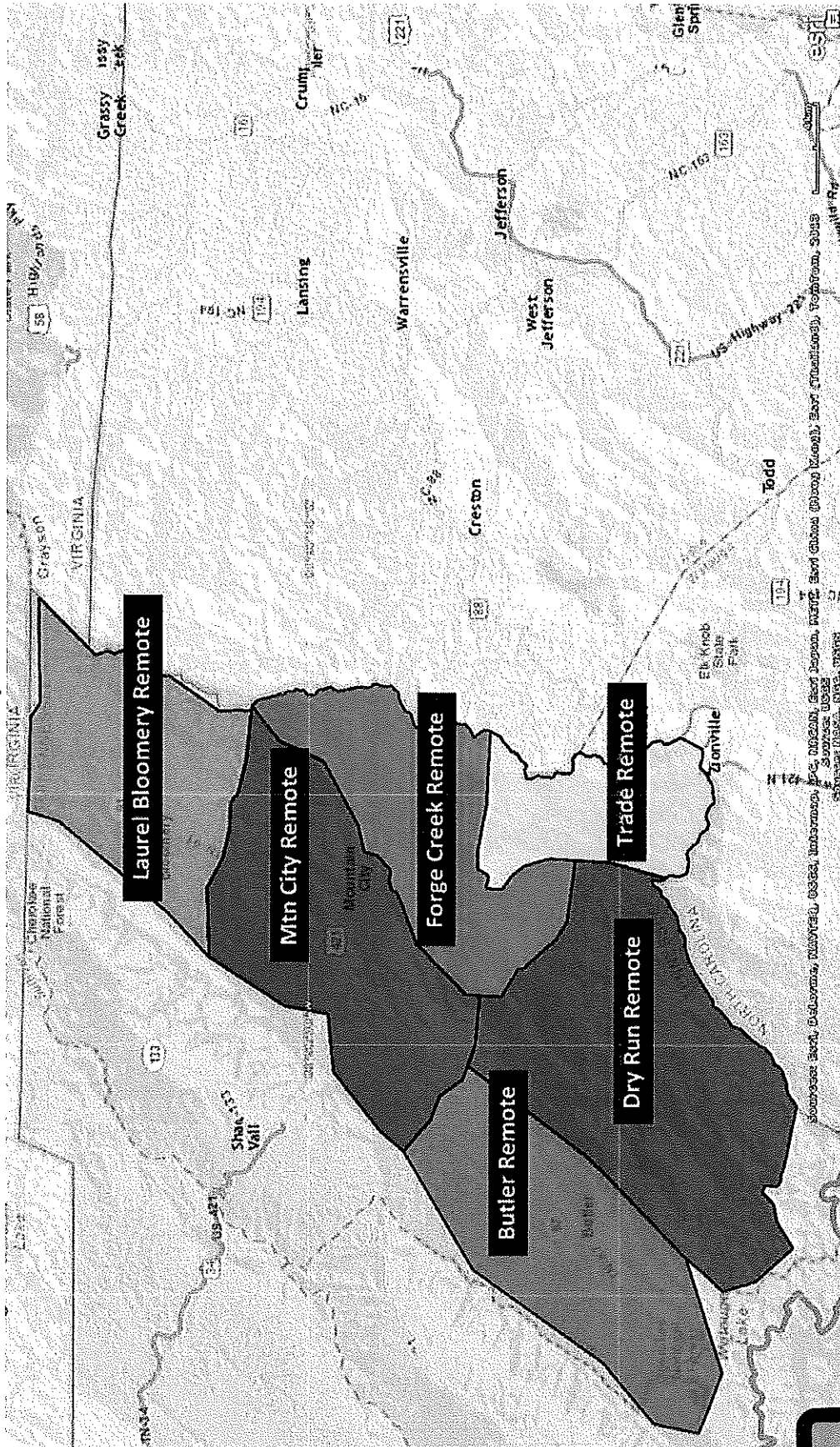
SkyLine/SkyBest

Estimated Cost of Network, Switches and Unbundled Network Elements
for Mountain City, Tennessee

	<u>Capital Investment</u>	
Outside Plant	\$	236,000.00
Central Office (Network)	\$	24,000.00
ONTs & Installation (based on total customers in Mountain City)	\$	65,740.00
Total Capital Expenditures for Mountain City, Tennessee	\$	<u>325,740.00</u>



Johnson County CLEC



SMALL AND MINORITY-OWNED TELECOMMUNICATIONS BUSINESS PARTICIPATION PLAN

Pursuant to T.C.A. §65-5-112 as amended, SkyBest Communications, Inc. ("SkyBest") submits this Small and Minority-Owned Telecommunications Business Participation Plan ("the Plan") along with its Application for a Certificate of Public Convenience and Necessity to provide competing Interstate and local exchange services in Tennessee.

I. PURPOSE

The purpose of §65-5-112 is to provide opportunities for Small and Minority-Owned Business to provide goods and services to Telecommunications service providers. SkyBest is committed to the goals of §65-5-112 and to take steps to support the participation of Small and Minority-Owned Communications Businesses in the Telecommunications Industry. SkyBest will endeavor to provide opportunities for Small and Minority-Owned Telecommunications Businesses to compete for contracts and sub-contracts for goods and services. As part of its procurement process, SkyBest will make efforts to identify and inform minority-owned and small businesses that are qualified and capable of providing goods and services to SkyBest of such opportunities. SkyBest's representatives will obtain a list of qualified vendors, if available, from the Department of Economic and Community Development, and will consult this list and provide an equal opportunity for any such small and minority owned businesses to participate in the efforts to secure contracts for goods and services and other opportunities offered by SkyBest.

II. ADMINISTRATION

SkyBest's Plan will be overseen and administered by the individual named below, hereinafter referred to as The Administrator, who will be responsible for carrying out and promoting SkyBest's full efforts to provide equal opportunities for Small and Minority-Owned Businesses. The Administrator of the Plan will be:

Steven Hardin
Regulatory Manager
SkyBest Communications, Inc.
1200 NC Hwy. 194 N.
P. O. Box 759
West Jefferson, NC 28694-8133
336-877-3111

The Administrators responsibilities will include:

- (1) Maintaining an updated Plan in full compliance with the §65-5-112 and the rules and orders of the Tennessee Regulatory Authority.



- (2) Establishing and developing policies and procedures for the successful implementation of the Plan.
- (3) Preparing and submitting such forms as may be required by the Tennessee Regulatory Authority, including the filing of required annual updates.
- (4) Serving as the primary liaison to and cooperate with the Tennessee Regulatory Authority, other agencies at the State of Tennessee, and small and minority-owned businesses to locate and use qualified small and minority-owned business as defined in §65-5-112.
- (5) Searching for and developing opportunities to use Small and Minority-Owned Businesses and encouraging such businesses to participate in and bid on contracts and subcontracts.
- (6) Providing records and reports and cooperating in any authorized surveys as required by the Tennessee Regulatory Authority.
- (7) Establishing a record-keeping system to track qualified Small and Minority-Owned Businesses and efforts to use such businesses.
- (8) Providing information and educational activities to persons within Skybest and training such persons to seek out, encourage, and promote the use of Small and Minority-Owned Businesses.

III. RECORDS AND COMPLIANCE REPORTS

SkyBest will maintain records of qualified and small and minority-owned business and efforts to use the goods and services of such businesses. In addition, SkyBest will maintain records of educational and training activities conducted or attended and of the internal procurement procedures adopted to support this Plan.

SkyBest will submit records and reports required by the Tennessee Regulatory Authority concerning the Plan. Moreover, SkyBest will cooperate fully with any surveys and studies required by the Tennessee Regulatory Authority.



Steven Hardin,
Regulatory Manager
SkyBest Communications, Inc.

Date: 6/9, 2016

**SKYBEST COMMUNICATIONS INC.
TOLL DIALING PARITY PLAN**

I. INTRODUCTION

SkyBest Communications, Inc. ("SkyBest") will initiate the process that will give end user customers the opportunity to designate a carrier for their intraLATA and interLATA toll call traffic in those market areas where SkyBest is a facilities-based local exchange service provider. IntraLATA toll calls will automatically be directed to the designated carrier without the customer having to dial an access code.

SkyBest will comply with all rules of the Federal Communications Commission and the Tennessee Regulatory Authority.

Implementation Schedule: SkyBest will provide intraLATA and interLATA toll dialing parity in Tennessee at the time customer service is available.

Cost Recovery: SkyBest has no plans at this time to seek cost recovery associated with the implementation of this plan.

II. POLICIES

SkyBest will deploy two-PIC (Primary Interexchange Carrier) technology in its switches. This technology will enable the customer to presubscribe to the same or a different carrier for their intraLATA and/or interLATA service.

Appropriate tariffs will be filed in accordance with this plan.

SkyBest will offer customers the ability to access all participating carriers by dialing the appropriate access code (101XXXX).

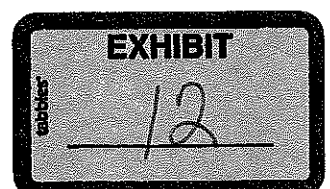
All eligible SkyBest end user telephone line numbers will be presubscribed and must have a PIC associated with them.

III. CARRIER INFORMATION

Interexchange carriers will have the option of offering intraLATA service only or intraLATA and interLATA service.

Interexchange carriers will have the option of participating in all market areas or in a specific market area.

Interexchange carriers will be required to return a completed Non-Disclosure Agreement and Participation Agreement(s).



IV. PIC CHANGE CHARGES

The charge for a PIC change will be stated in SkyBest's tariff, and will be filed with the Authority.

V. ANTI-SLAMMING PROCEDURES

SkyBest will establish procedures for handling PIC change orders consistent with Authority requirements. SkyBest will work with IXC's and any customer who has been slammed in order to quickly resolve any disputes. SkyBest will ensure that the customers' PIC selection is changed back to its carrier of choice, without charge to the customer, as soon as possible.



Post Office Box 759 • 1200 NC Hwy 194 North
West Jefferson, North Carolina 28694
(336) 877-3111 phone
(800) 759-2226 toll free • (336) 877-2020 fax
www.skybest.com

May 9, 2016

Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 27243-0505

Re: SkyBest Communications, Inc. CLEC application

Dear Sir or Madam:

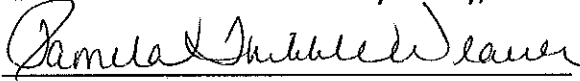
Please consider this my sworn statement that SkyBest Communications, Inc. will adhere to all state and federal laws and rules.

If you have any questions or require additional information, please contact me at 336-876-6145.

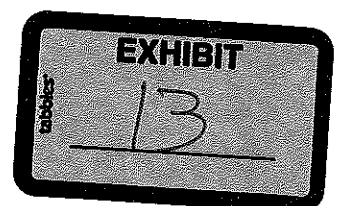
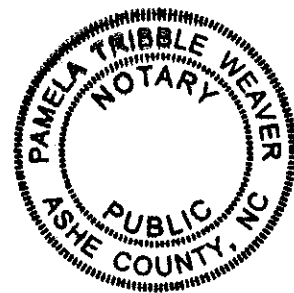
Respectfully,


Jimmy C. Blevins, President

Sworn to and subscribed before me this 9th day of May, 2016.

Notary Public: 
Pamela Tribble Weaver

My commission expires: 07/24/2016





Post Office Box 759 • 1200 NC Hwy 194 North
West Jefferson, North Carolina 28694
(336) 877-3111 phone
(800) 759-2226 toll free • (336) 877-2020 fax
www.skybest.com

May 13, 2016

Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

RE: SkyBest CLEC Application

Dear Sir or Madam:

The intent of this letter is to assure the TRA the regulatory obligation and commitments as noted in Rule 1220-4-8-.04 are being adhered to and will continue to be met with the same engagement as being exhibited by our company at the present. SkyBest is a wholly owned subsidiary of SkyLine Telephone Membership Corporation. SkyLine has been operating in Shady Valley, Tennessee for many years and fully complies with the rules and regulations of the TRA.

Upon receipt of CLEC certificate, incumbent local exchange companies will be identified and proper interexchange agreements will be initiated. USF interconnect rules will be adhered to as well as non-discriminatory business rules. We agree to comply with basic service standards as defined in all applicable rules and decisions of the Authority.

Directory Listings – Listings will be automatically added in our white pages except when customers request non-published listings as stated in our directory on page titled **Billing Information and Usage-Sensitive Only – Individual Services**. Refer to the attachment pages 13, 14 and 24.

Access to directory assistance is published in our directory under page titled **Troubleshooting – Local and Long-Distance Dialing**. Refer to the attachment page 5.

E-911 – We provide E911 and 911 services to all counties we serve with proper notification and collections procedures mandated. We also provide to customers non-emergency phone numbers on the first page titled **Emergency Numbers** and page titled **Individual Services – Community Service Numbers**. Refer to the attachment on the first page and page 26.

Tennessee Dual Party Relay Center and Telecommunication Devices Access Program (TDAP) will be published in our phone directory under page titled **Services for Customers with Special Needs Troubleshooting**. Refer to the attachment page 3.

May 13, 2016

Page 2

We also comply with the "Do Not Call List" and other telemarketing statutes and regulations by publishing in our directory under page titled **Corporate Phone Numbers – Information Do Not Call Register**. Refer to the attachment page 2.

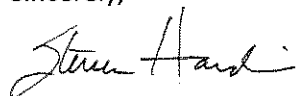
Free 900 blocking will be provided as stated in our phone directory under page titled **Usage-Sensitive Only – Individual Services**. Refer to the attachment page 24.

We will provide equal access to all authorized inter and intraLATA long distance providers, unless otherwise exempted by the Authority.

We agree to comply with continuing to meet the requirements by providing educational discounts already in existence since 1995 in rules set forth by the TRA.

If you have any questions or need additional information, I can be reached at (336) 876-6260 or by email steven.hardin@skyline.org

Sincerely,

A handwritten signature in cursive script that reads "Steven Hardin".

Steven Hardin
Regulatory Manager



EMERGENCY NUMBERS – TABLE OF CONTENTS

911

Non-Emergency 727-7669



Fire
911 or
739-4444



Hospital
911 or
727-1100



Sheriff
911 or
727-7761



Police
911 or
727-8181

TABLE OF CONTENTS

SkyLine Corporate Information & Contact Information	Pages 1-2
Do Not Call Register; Services for Customers with Special Needs	Page 3
Troubleshooting, Local & Long-Distance Dialing & Assistance.....	Pages 3-5
National & Universal Area Codes	Pages 6-12
Directory, Billing & Helpful Information	Pages 13-14
SkySource – Bundles, Calling Packages & Features, Individual Services	Pages 15-26
Community Service Numbers & Attractions	Pages 27
Calendar of Events	Pages 27-28
White Pages	
Shady Valley Residential & Business Listings	
Shady Valley, Butler and Mountain City Residential & Business Listings	
Elizabethton, Bristol (TN) and Johnson City Business and Government Listings	
Yellow Pages Advertising	

Cover photo courtesy of Kelly Bentley.



CORPORATE PHONE NUMBERS – INFORMATION DO NOT CALL REGISTER

2

SKYLINE MEMBERSHIP CORPORATION CONTACT INFORMATION

For Customer Service,
Shady Valley Customers 739-1350
or 1-800-759-2226

Corporate Offices (336) 877-3111
1200 NC Hwy 194 North
West Jefferson, NC 28694

West Jefferson Smart Home (336) 877-1350
1060 Mount Jefferson Rd
West Jefferson, NC 28694

West Jefferson Call Center (336) 877-1350
1079 NC Hwy 194 North
West Jefferson, NC 28694

Banner Elk Customer
Center (828) 898-1350
or 833-1350
20 High Country Square
Banner Elk, NC 28604

Seven Devils Customer
Service Center* (828) 963-1350
or 898-1350
157 Seven Devils Rd • Banner Elk, NC 28604

Sparta Customer
Service Center (336) 372-1350
199 Grayson Street • Sparta, NC 28675

SkyLine Email Address:
..... inquiries@skyline.org

SkyLine Website www.skyline.org

TELEPHONE REPAIR SERVICES
..... 739-4500
or toll free 1-877-475-9546
or 1-877-4SKYLINE

Repair service is available 24 hours a day, seven days a week. Also see troubleshooting guide on pages 3, 4 and 5.

* We plan to transition our Seven Devils Customer Center operations to our new Boone location at 217 Wilson Drive in the fall of 2016.

Statement of Nondiscrimination

SkyLine Telephone Membership Corporation is the recipient of Federal financial assistance from the U. S. Department of Agriculture (USDA). The USDA prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or a part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).

To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or call 1-800-795-3272 (voice), or (202) 720-6382 (TDD). "USDA is an equal opportunity provider, employer and lender."

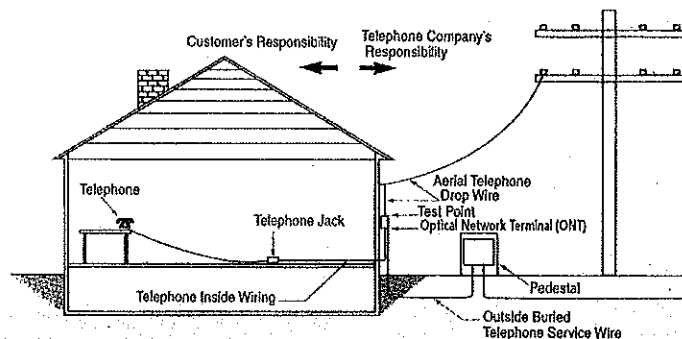
Tennessee Do Not Call Register

Tennessee residential customers can enroll on the Tennessee Regulatory Authority ("TRA") Do Not Call Register. The Register is a list of residential telephone numbers of residential subscribers who do not wish to be solicited by telemarketers. To enroll on the Register online, go to the Tennessee Regulatory Authority's website at www.state.tn.us/tra. You may also enroll by calling toll-free 1-877-872-7030 from your home telephone. Business numbers may not be included on the Register. Telemarketers are prohibited from calling your telephone number 60 days from the end of the month in which you enroll, unless exempted by law.



TROUBLESHOOTING

4



INSIDE TESTING

1. Unplug all telephone sets, answering or Fax machines, Caller ID units, and computers from the wall jacks inside your home.
2. After a few minutes, try a traditional wireline telephone set on several of your telephone jacks.
3. If the telephone set does not work in any of the jacks, try a different wireline telephone set.
4. If the second or third telephone sets you try don't work, proceed with Outside Testing (below) or call our repair service at 611.

OUTSIDE TESTING

PROBLEM: You have no dial tone on any phones.

- 1: Locate your Optical Network Terminal (ONT) on the outside of your location. With a flat head screwdriver, open the outermost door of the device.
- 2: Locate the Tel port that the phone line is in. It is labeled Tel Port and located on the bottom right of the ONT.
- 3: Unplug the cord and plug in a working corded phone.
- 4: Test the line by dialing 611 for further assistance.
- 5: Then, plug the original line back in the Tel port.

Other things to check:

- If there are no lights inside your ONT, check your Battery Back-up system. (Your particular model may vary.)
- Battery Back-up Status Indicator Lights Green Light: Indicates the power is on and the battery is not being used. Yellow Light: Indicates the battery is being used. Red Light: Indicates the battery is not connected or the battery needs to be replaced.

- Verify the battery back-up is plugged into a working receptacle by plugging in any electrical device and make sure it's working. If it isn't working, check the breaker panel or GFCI receptacle to reset.
- If the power is out and you have a fully charged battery backup, you will only have one telephone port working, usually Tel port 1.

For further assistance, dial 611 from your SkyLine/SkyBest telephone or 1-877-475-9546.

PROBLEM: You have dial tone, but also have noise or static.

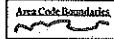
Solution: Determine the source of your problem by following the steps below.

- 1: Check your service at the Optical Network Terminal (ONT) to determine if the trouble is in your home's wiring and equipment by following the process above. If you plug a corded telephone into the test jack and the service sounds clear, your trouble is inside your home. If the trouble still exists, contact Repair Services by calling the number listed above.
- 2: By process of elimination, you can determine your trouble. Begin unplugging each telephone, answering machine, fax machine, satellite receiver, computer modem or other equipment, one by one, from the telephone jack. As you do this, listen for noise. When the noise or static clears up, the equipment that you unplugged last should be the one causing the trouble. Remove the piece of equipment that you just determined was defective.

If you still hear noise or static after completing the process above, the trouble may exist in your inside wiring. Call Repair Services at 611 from your SkyLine/SkyBest phone or 1-877-475-9546 to schedule a repair visit.



TENNESSEE AREA CODES

[illegible]

Crested & Bristlebirds	
212 Ashbirds	670 Cuckoo
215 Bristlebirds	671 Larks
216 Argus	728 St Lucia
218 Argus Parrots	767 Dovekie
221 W. L.	784 St Vincent
332 W. L.	787 Puerto Rico
343 Greenish Warblers	809 Dominican Parrot
411 Emeralds	868 Trinidad & Tobago
433 Crested	819 St Kitts & Nevis
619 Turks & Caicos	876 Jamaica
654 Macaws	



NATIONAL AREA CODES

8

MISSOURI (MO)

Jefferson City*	573
Kansas City	816
St. Charles	636
St. Joseph	816
St. Louis	314
Springfield	417

MONTANA (MT)

All Locations	406
---------------	-----

NEBRASKA (NE)

Lincoln*	402
North Platte	308
Omaha	402

NEVADA (NV)

Carson City*	775
Las Vegas	702

NEW HAMPSHIRE (NH)

Concord*	775
All Locations	775

NEW JERSEY (NJ)

Atlantic City	609
Camden	856
Elizabeth	908
Jersey City	201/551
New Brunswick	732/848
Newark	862/973
Trenton*	609

NEW MEXICO (NM)

All Locations	505
---------------	-----

NEW YORK (NY)

Albany*	518
Brooklyn	347/718
Buffalo	716
Long Island (Nassau)	518/631
Manhattan	212/646/917
New York City	212/646/917
Niagara Falls	716
Poughkeepsie	845
Queens	347/718
Rochester	716
Staten Island	347/718
Syracuse	315
White Plains	914

NORTH CAROLINA (NC)

Asheville	828
Charlotte	704/980
Fayetteville	910
Greensboro	336/743
Hickory	828
Statesville	704/980
Raleigh*	919/984
Wilmington	910
Winston-Salem	336/743

NORTH DAKOTA (ND)

All Locations	701
---------------	-----

OHIO (OH)

Akron	234/330
Cincinnati	283/513
Cleveland	216
Columbus*	380/614
Cortland	234/330
Dayton	937
Fairfield	513
Lancaster	740
Springfield	937
Toledo	419

OKLAHOMA (OK)

Oklahoma City*	405
Tulsa	918

OREGON (OR)

Bend	541
Eugene	541
Portland	503/971
Salem*	503/971

PENNSYLVANIA (PA)

Allentown (Lehigh)	484/610
Erie	814
Harrisburg*	717
Hershey	717
New Castle	724
Philadelphia	215/267/445
	484/610/835
Pittsburgh	412/878
Reading	484/610
Scranton	570
Valley Forge	484/610

RHODE ISLAND (RI)

All Locations	401
---------------	-----

SOUTH CAROLINA (SC)

Charleston	843
Chester	803
Clemson	864
Columbia*	803
Darlington	843
Florence	843
Gaffney	864
Georgetown	843
Greenville	864
Hilton Head Island	843
Litchfield	843
Myrtle Beach	843
Orangeburg	803
Pickens	864
Rock Hill	803
Seneca	864
Spartanburg	864
Sumter	803
Walterboro	843

SOUTH DAKOTA (SD)

All Locations	605
---------------	-----

TENNESSEE (TN)

Bristol	423
Chattanooga	423
Cookeville	931
Ellendale	901
Gatlinburg	865
Jackson	731
Johnson City	423
Kingsport	423
Knoxville	865
Maryville	865
Memphis	901
Morristown	423
Mountain City	423
Nashville*	615
Springfield	615
Unionville	931

TEXAS (TX)

Abilene	915
Amarillo	806
Austin*	512/737
Corpus Christi	361
Dallas	214/469/972
Del Rio	830
El Paso	915
Fort Worth	682/817
Gainesville	940
Galveston	409
Houston	281/713/832
Irving	972
Laredo	956
Lubbock	806
Plainview	806
San Antonio	210
Waco	254
Wichita Falls	940

UTAH (UT)

Fillmore	435
Provo	801
St. George	435
Salt Lake City*	801

VERMONT (VT)

All Locations	802
---------------	-----

VIRGINIA (VA)

Abingdon	276
Alexandria	571/703
Arlington (Fairfax, Herndon, McLean)	571/703
Blacksburg	540
Bowling Green	804
Bristol	276
Charlottesville	434
Falls Church	571/703
Galax	276



UNIVERSAL AREA CODES

10

Fuzhou	591	Akaki	1	Guinea	224
Ghuangzhou (Canton)	20	Asmara	4	Guinea-Bissau	245
Shanghai	21	Assab	3	Guyana	592
Christmas Island	672	Awassa	6	Bartica	5
Cocos Islands	672	Falkland Islands*	500	Georgetown	2
Colombia	57	Faroe Islands*	298	New Amsterdam	3
Barranquilla	58	Fiji*	679	Haiti*	509
Bogota	1	Finland	358	Herzegovina	387
Cali	3	Espoo (Esbo)	0	Honduras*	504
Medellin	4	Helsinki	0	Hong Kong*	852
Commonwealth of Independent States	7	Tampere (Tammerfors)	31	Hungary	36
Comoros	269	Turku (Abo)	21	Budapest	1
Congo*	242	France	33	Derbrecen	52
Cook Islands*	682	Lyon	7	Gyor	96
Costa Rica*	506	Marseille	91	Miskolc	46
Croatia	38	Nice	93	Iceland	354
Rijeka	51	Paris	1	Akureyri	6
Zagreb	41	French Antilles*	596	Reykjavik	1
Cuba	53	French Guiana*	594	India	91
Cyprus	357	French Polynesia*	689	Bombay	22
Limassol	51	Fyrom (Macedonia)	389	Calcutta	33
Nicosia	2	Gabon*	241	Madras	44
Paphos	61	Gambia*	220	New Dehli	11
Czechoslovakia	42	Georgia	995	Indonesia	62
Brno	5	Germany	49	Jakarta	21
Havrov	6694	Berlin	30	Medan	61
Ostrava	69	Bonn	228	Semarang	24
Prague	2	Dresden	351	Iran	98
Denmark	45	Frankfurt (East)	335	Esfahan	31
Aalborg	8	Frankfurt (West)	69	Mashad	51
Aarhus	6	Hamburg	40	Tabriz	41
Copenhagen	1 or 2	Leipzig	341	Tehran	21
Oddense	7	Magdeburg	391	Iraq	964
Diego Garcia*	246	Munich	89	Baghdad	1
Djibouti	253	Ghana	233	Basra	40
Dominica	809	Accra	21	Mousil	60
Dominican Republic	809	Koforidua	81	Ireland	353
Easter Island	56	Kumasi	51	Cork	21
Ecuador	593	Takoradi	31	Dublin	1
Ambato	2	Gibraltar*	350	Galway	91
Cuenca	4	Greece	30	Limerick	6 or 61
Guayaquil	4	Athens	1	Waterford	51
Quito	2	Iraklion (Kritis)	81	Israel	972
Egypt	20	Larissa	41	Haifa	4
Alexandria	3	Piraeus-Pireefs	1	Jerusalem	2
Aswan	97	Thessaloniki	31	Ramat Gan	3
Asyut	88	Greenland	299	Tel Aviv	3
Benha	13	Grenada	809	Italy	39
Cairo	2	Grenadin Islands		Florence	55
El Salvador*	503	(Bequia, Mustique, Palm Island, Union Island)	809	Genoa	10
Equatorial Guinea	240	Guadeloupe*	590	Milan	2
Eritrea	291	Guam*	671	Naples	81
Estonia	372	Guantanamo Bay	53	Rome	6
Tallinn	2	Guatemala	502	Ivory Coast*	225
Ethiopia	271	Guatemala City	2	Jamaica	809
Addis Ababa	1	All Other Cities	9	Japan	81
				Kyoto	75



UNIVERSAL AREA CODES

12

Constanta	41	Vasteras	21	England	44
Russia	7	Switzerland	41	Glasgow	41
Moscow	095	Basel	61	Isle of Man	44
Nizhny		Berne	31	London (Inner)	71
Novgorod	8312	Geneva	22	London (Outer)	81
St. Petersburg	812	Zurich	1	Northern Ireland	44
Rwanda*	250	Syria	963	Scotland	44
St. Helena*	290	Aleppo	21	Wales	44
St. Kitts	809	Damascus	11	United States	001
St. Lucia	809	Hama	33	Uruguay	598
St. Pierre*	508	Homs	31	Canelones	332
St. Vincent	809	Taiwan	886	Mercedes	532
Saipan	670	Kaohsiung	7	Montevideo	2
San Marino	378	Tainan	6	Uzbekistan	7
All Points	541	Taipei	2	Vanuatu*	678
Sao Tome	239	Tajikistan	7	Vatican City	39
Saudi Arabia	966	Tanzania	255	All Points	6
Hofuf	3	Dar Es Salaam	51	Venezuela	58
Jeddah	2	Dodama	61	Barquisimeto	51
Makkah (Mecca)	2	Mwanza	68	Caracas	2
Riyadh	1	Tanga	53	Maracaibo	61
Senegal Republic*	221	Thailand	66	Valencia	41
Serbia		Bangkok	2	Vietnam, Socialist	
Republic of	381	Togo*	228	Republic of	84
Seychelles*	248	Tonga*	676	Hanoi	4
Sierra Leone	232	Trinidad and Tobago	809	Ho Chi Minh City	8
Freetown	22	Tunisia	216	Wake Island	808
All Other Points	232	Bizerte	2	Wallis and Futuna Islands*	681
Singapore*	65	Kairouan	7	Western Samoa*	685
Slovakia	42	Tunis	1	Yemen	967
Bratislava	7	Turkey	90	Amran	1
Presov	91	Adana	322	Sana'a	1
Slovenia	386	Ankara	312	Taiz	4
Ljubljana	61	Istanbul Asya	216	Yarim	4
Maribor	62	Istanbul Avrupa	212	Zabid	3
Solomon Islands*	667	Izmir	51	Yugoslavia	381
Somalia	252	Turkmenistan	7	Belgrade (Beograd)	11
South Africa	27	Turks and Caicos Islands	809	Novi Sad	21
Cape Town	21	Tuvalu*	688	Zaire	243
Durban	31	Uganda	256	Zambia	260
Johannesburg	11	Entebbe	42	Chingola	2
Spain	34	Jinja	43	Kitwe	2
Barcelona	3	Kampala	41	Luanshya	2
Madrid	1	Kyambogo	41	Lusaka	1
Seville	54	Ukraine	380	Ndola	2
Valencia	6	Kiev	044	Zimbabwe	263
Sri Lanka	94	United Arab		Bulawayo	9
Colombo Central	1	Emirates	971	Harare	4
Kandy	8	Abu Dhabi	2	Mutare	20
Kotte	1	Ajman	6		
Sudan	249	Al Ain	3		
Surinam*	597	Dubai	4		
Swaziland*	268	Sharjah	6		
Sweden	46	United Kingdom	44		
Goteborg	31	Belfast	232		
Malmö	40	Birmingham	21		
Stockholm	8	Channel Islands	44		

* City Codes not required.



BILLING INFORMATION

14

HELPFUL INFORMATION

We aim to provide quality telecommunications services to our members and customers; however, we realize that difficulties will sometimes occur despite all of our efforts to avoid them. In view of the possibility of errors and difficulties, we cannot guarantee uninterrupted working of our lines and instruments. However, if you have a problem with any aspect of your service, please contact your local Repair Services Department at 611 or toll-free at 1-877-475-9546 or 1-866-759-4759, and we will work to correct it.

EMPLOYEE IDENTIFICATION

You may verify the identification of a SkyLine employee through one of the following ways: employees will wear official uniforms, drive SkyLine-marked vehicles or have an identification card showing their photograph. You may also call your local SkyLine Customer Service Center at 118 to verify the person is an employee of SkyLine Membership Corporation.

TELEPHONE DIRECTORIES

Please consult with a current telephone directory to get the latest published number for the person or business you're calling. Between our directory issues, certain numbers do not appear due to changes and new customer installations. You can obtain these numbers by calling Directory Assistance.

SkyLine makes every effort to make the directory as accurate as possible, but it assumes no liability for damages arising from errors or omissions in the compilation of this directory. Please report any incorrect listings to your local SkyLine Customer Service Center.

IF YOU HAVE A COMPLAINT

1. Call SkyLine Customer Service at 739-1350 if you have questions or problems with your service or bill.
2. If your concerns are not addressed satisfactorily, please contact SkyLine's corporate offices at 1-800-759-2226, and request to speak with the Customer Service Manager.

SKYBEST HIGH-SPEED BROADBAND INTERNET

We offer Internet speeds from basic broadband up to 1 Gbps (Gig) starting as low as \$19.95 per month. Call 1-800-759-2226 or go online at www.skybest.com for complete details.

Enjoy Additional Savings with Multi-Service Discounts Including

- Voice
- Internet
- TV
- Medical Alert
- Automation

DESIGN A CALLING FEATURES PACKAGE THAT SUITS YOUR NEEDS AND BUDGET.

We offer three calling packages that you design to suit your needs. Any combination of basic and premium features can be used. A premium feature counts the same as two basic features.

SKYBASE

Designed for privacy and control, this package includes the equivalent of four basic features.

Residential	\$7.50/mo.
Business	\$10.00/mo.

SKYPLUS

Designed for convenience and flexibility, this package includes the equivalent of seven features.

Residential	\$10.50/mo.
Business	\$14.00/mo.

SKYMAX

Designed for privacy and control with convenience and flexibility, this package includes the equivalent of 12 features.

Residential	\$14.50/mo.
Business	\$19.00/mo.



BUNDLES – PACKAGES – BASIC FEATURES

16

BASIC FEATURES

Some restrictions may apply.

These features are available on an individual basis or can be combined with additional features in a calling package at even greater savings.

CALL WAITING/CANCEL CALL WAITING

Never miss another call when you're already on the line. Call Waiting alerts you when you receive a second call, then allows you to put your first call on hold while you answer the other incoming call.

How to Use Call Waiting:

1. If you hear a short beep while you are already on the line, that means someone else is trying to call you.
2. Ask the first caller if he or she would like to hold. Then press and release the switchhook or press the flash button. This will put the first caller on hold and automatically connect you with the second caller.
3. Press and release the switchhook or flash button for about one second to switch back and forth between calls. Neither the caller on hold nor the call you are taking can hear one another, so each conversation remains separate and private.

Cancel Call Waiting:

You can turn off Call Waiting before or during a call, or keep Call Waiting from interrupting other phone calls, Internet, modem or fax transmissions. Our Cancel Call Waiting service is free as part of our Call Waiting service.

Cancel Call Waiting before a call:

1. Press 70#.
2. Dial the number you wish to call.

Cancel Call Waiting during a call:

(Three-Way Calling required):

1. Press the switchhook or the flash button to place your first call on hold.
2. Listen for a dial tone, press 70#.
3. Listen for another distinctive beep, press the switchhook or flash button for one second, then return to your first call.

SPEED DIALING

Stop looking up or trying to remember the numbers you call most often. Speed Calling stores and automatically dials the local or long-distance* numbers you call most often. Speed Dialing is available in your choice of 8- or 30-number storage capacities.

How to program Speed Dialing 8 or 30:

1. Select a code for each number you wish to enter. Choose a one-digit code (2 – 9) if you have Speed Calling 8; choose a two-digit code (20 – 49) for Speed Calling 30.
2. Press 74# for Speed Calling 8. Press 75# for Speed Calling 30.
3. Listen for a dial tone. Enter your code and the entire telephone number, including the 1+ area code for long-distance numbers. After you hear two beeps, hang up the phone.

** Toll charges apply on long-distance calls.*

How to change a stored phone number:

Repeat steps 1, 2 and 3. The new numbers will automatically replace the old numbers in the memory.

How to use Speed Calling 8 or 30:

Simply press the one- or two-digit code you assigned to the number you want to call, followed by the # key.

SELECTIVE CALL FORWARDING*

With Selective Call Forwarding, your most important calls go where you go. Select and program phone numbers whose calls you wish to receive and the destination number to which they should be forwarded.** When this feature is on, calls from the phone numbers you selected will be forwarded to the number of your choice. All other calls will ring through to your phone as usual.

How to use Selective Call Forwarding:

1. Press *63. Listen for an announcement whether Selective Call Forwarding is on or off. Another recording will then report how many (if any) numbers you currently have stored in your forward list.
2. Follow the voice instructions, then press 3 to turn Selective Call Forwarding ON or OFF.



BASIC FEATURES

18

2. Listen for a ring and wait for special dial tone. Enter your 7-digit telephone number that has the Call Forwarding feature you wish to program and IMMEDIATELY enter your personal ID number which was selected at the time you applied for this feature. If you don't enter your personal ID number quickly, it will time out, and you will get a fast busy signal. You can program Call Forwarding, Call Forwarding Busy and Call Forwarding No Answer with Remote Access to Call Forwarding. It does not work with Selective Call Forwarding.

3. When you hear a special dial tone, press the code number for the Call Forwarding feature you wish to turn on or off.

– Call Forwarding 72#
(Refer to page 24)

– Call Forwarding/Busy *90

– Call Forwarding/No Answer *92

You cannot use Remote Access to program Selective Call Forwarding.

PERSONAL RINGING*

Now you can tell who a call is for without ever having to pick up the phone. With Personal Ringing, you can have one phone number** on a single phone line, for a fraction of the cost of installing additional lines. Each additional number has its own unique ring, which can be used to identify what type of call it is or who the call is for, making it ideal for teenagers, roommates or home businesses.*** Personal Ringing can also be used in conjunction with Call Waiting**** and Caller ID services.

* Not available in all areas.

** A monthly charge will apply for each additional number.

*** May require a business rate.

**** Each number has a distinctive beep.

SELECTIVE CALL ACCEPTANCE*

This feature helps prevent nuisance and solicitation calls by allowing you to block all calls except those from phone numbers of your choosing, even local and long-distance phone calls. You can add, delete or change your Call Acceptance list any time you choose.

To turn ON Selective Call Acceptance:

1. Press *64. Listen for an announcement as to whether Selective Call Acceptance is currently on or off. A second recording will announce how many (if any) numbers are currently stored in your Selective Call Acceptance list.
2. Follow the voice instructions and press 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your Selective Call Acceptance list:

Press #01#.

To add a number to your Selective Call Acceptance list:

Press #. Follow the system's voice instructions to create a stored list of up to 16 phone numbers.

To delete a number from your Selective Call Acceptance list:

Press *. Follow the voice instructions to delete any or all numbers from your list.

To hear the phone numbers on your Selective Call Acceptance list:

Press 1. The system will read your list, followed by additional voice instructions.

To listen to the voice instructions again:

Press 0.

– You may press a 1, 0, #, or * at any time to bypass the voice instructions.

– Your Selective Call Acceptance list is separate from any other lists you may create, such as Selective Call Forwarding, Distinctive Ringing, Selective Call Rejection and other personalized services.

* This feature will not work with calls originating from an area or long-distance carrier where this feature is not provided or from 800, 877, 888, or 900 prefix numbers and some cellular numbers.



BASIC FEATURES – PREMIUM FEATURES

20

How to use Caller ID Blocking Per-Line:

- You do not need to dial any code if you arrange for SkyLine to place Per-Line Blocking on your telephone. Your name and number will always be displayed as "P" or "Private" on any Caller ID system.

To turn off Per-Line Blocking:

1. Press *82 before placing the call. Dial the number you're calling as usual.

CALL MANAGEMENT

With Call Management you can control the types of calls made out from your phone. Only authorized users with the appropriate PIN can bypass your outgoing call rules. Use it to restrict:

- Long-distance/toll calls
- Calls to a certain area code or prefix
- Calls to a specific number
- Any combination of the above

ENHANCED CALLER ID

If your phone is equipped with a special Caller ID display, you may also be able to identify the names and numbers of incoming Call Waiting calls.

How to use Enhanced Call Waiting:

When you receive a call while on the phone, the caller's name and number will be displayed on-screen after the Call Waiting signal beeps once.

- Enhanced Caller ID requires a subscription to Caller ID and Call Waiting, as well as a phone equipped with a built-in or add-on display device to work.
- See other Notes under Caller ID.

PREMIUM FEATURES

Some restrictions may apply.

These features are available on an individual basis or can be combined with additional features in a calling package at even greater savings.

CALLER ID*

Protect your privacy and security by seeing who's calling before you pick up the phone. The caller's name and telephone number will be displayed on a special screening device so you can choose whether or not to answer the call. You will need a phone with either a built-in or an add-on display to use Caller ID.

How to Use Caller ID:

1. After the first ring is complete, the name and telephone number of the person or business calling you will be listed on your display screen.*
2. If you answer the call, the Caller ID name and number will remain on screen until either you or the caller hangs up.

- Caller ID requires a telephone with a built-in or add-on display device to work.
- If Caller ID displays the letter "P" or "Private," the caller may have blocked Caller ID from functioning. You can choose whether or not to answer the call.
- If Caller ID displays "Unknown Name" or "Unknown Number," the caller may be using equipment or calling from an area not equipped to provide call identification.

* This feature will not work with calls originating from an area or long-distance carrier where this feature is not provided or from 800, 877, 888, or 900 prefix numbers and some cellular numbers.

SMART CALL MANAGER

If you've grown weary of annoying calls or unwanted telemarketing calls, SkyLine and SkyBest has great news! Our Telemarketer Call Screening feature has been enhanced to give customers even more comprehensive call screening options. This feature is now known as Smart Call Manager, and it effectively screens telemarketing and other unwanted calls. A quick overview is listed below.



PREMIUM FEATURES – USAGE-SENSITIVE BASIC FEATURES

22

- Ability to forward a message to another mailbox or to a distribution list.
- Greeting-only sub-mailbox allows a greeting to be played but does not record messages.
- Receive pager notification.
- Record up to 10 greetings and select the one you want to play.

SKYMAIL BUSINESS PREMIUM

SkyMail Business Premium is designed for small offices with many features normally only available in costly voice mail systems.

- 30 minutes of storage space per mailbox for voice mail messages.
- Up to 9 sub-mailboxes for your business.
- Multiple phone numbers can share the same mailbox.
- Callers will hear a special greeting if the line is busy.
- Ability to compose a message to one or more people or distribution lists.
- Ability to forward a message to another mailbox or to a distribution list.
- Greeting-only sub-mailbox allows a greeting to be played but does not record messages.
- Receive pager notification.

USAGE-SENSITIVE BASIC FEATURES

These features are available on a 50-cents-per-usage basis, or as part of a calling package with unlimited usage.

THREE-WAY CALLING

Talk with two or more callers at the same time with Three-Way Calling. You may use it to make local or long-distance* calls, or a combination of the two. Three-Way Calling also works no matter whether you received or made the first call.

To add a third party to your call:

1. Put the first caller on hold by pressing and releasing your phone's switchhook or by pressing the flash button.

2. When you hear a dial tone, enter the third party's number.
3. When the third party answers, press and release the phone's switchhook or flash button to have him or her join your call.

How to disconnect Three-Way Calling:

Press and release the phone's switchhook or flash button to disconnect the last party to join the call. If either dialed-in party hangs up, the call between the two remaining parties will continue. If the party who initiated the three-way call hangs up, everyone on the call will be disconnected.

* Toll charges apply on long-distance calls.

CALL RETURN (*69)*/**

How many times have you rushed to answer the phone just as the caller hangs up? Stop worrying about missed calls with Call Return. Just enter an easy-to-remember code and the phone automatically calls the last number that called you.

How to use Call Return:

1. Press *69. A recording will tell you the phone number of the missed call and ask if you want to use the Call Return feature.**
 2. Press 1 and follow instructions.
 3. Hang up if you don't want to return the call.
- If you ignore a Call Waiting beep, you can use Call Return to call back the last number that called you. Press and release the switchhook or flash button, then press *69 for Call Return. If you hear multiple Call Waiting beeps, Call Return will only call back the most recent number that called you.*

If the line is busy:

1. Hang up. Your phone will keep trying the line for up to 30 minutes.
2. A special callback ring alerts you when the line you are calling is clear (some phones will only ring normally).
3. Pick up the phone to automatically complete the call.



USAGE-SENSITIVE ONLY – INDIVIDUAL SERVICES

24

USAGE-SENSITIVE ONLY

USAGE-SENSITIVE CALL TRACE*

Fight back against nuisance calls with Call Trace, a service that enables you to gather valuable information that law enforcement can use if you choose to prosecute a nuisance caller.

How to use Call Trace:

1. When you receive a nuisance call, press and release the switchhook or flash button. Listen for a special dial tone; if you've already hung up, just pick up the phone again and listen for a normal dial tone.
2. Press *57. After you press *57, a pre-recorded message will announce if the call can be traced. Just follow the instructions to dial an additional code to continue to trace the call.
3. Listen for an announcement that confirms the last call has been traced, then hang up.
4. The number traced will be recorded by SkyLine. There is a nominal charge for each successful trace.

- You must use Call Trace immediately after you hang up to trace that call. If you receive another call or hear a Call Waiting tone, the wrong call will be traced.
- To keep the traced information on file, you must contact one of our customer service centers within the next business day after completing a trace. You should be prepared to provide the date and time you traced the call.
- If you choose to pursue prosecution of the nuisance caller, we will provide his or her number directly to local law enforcement authorities.

* The feature will not work with calls originating from an area or long-distance carrier that does not provide Caller ID service, toll-free numbers, some 900 and 800 numbers, international calls and some cellular numbers.

INDIVIDUAL SERVICES

ADDITIONAL LINE

The ongoing growth of telecommunications technologies has made second and third phone lines an everyday necessity for many homes and businesses. Plan to have your additional lines installed at the same time for significant savings on installation charges. And, whether your additional lines are reserved for your children, a dedicated fax/modem connection or a home business, each line receives its own separate directory listing.

MULTIPLE LISTINGS

Listing each of your multiple phone lines in the local phone directory's white pages are the most inexpensive way for teens, roommates or home businesses to stay in touch with anyone who needs to contact them.

NON-PUBLISHED NUMBER

Choosing this service will prevent your telephone number from being published in the telephone directory or given out by Directory Assistance.

NON-LISTED NUMBER

These numbers will not be printed in the telephone directory, but will be available through Directory Assistance.

TOLL RESTRICTIONS ON 900 # CALLS

Abusing 900 number calls can cause serious financial and emotional harm, particularly in homes with young children. By blocking calls from your phone number to 900 toll numbers, we can help protect you and your family from improper solicitation and unexpected charges. There is no charge for this service.

COLLECT, THIRD PARTY, 0+, AND 1+ CALLS

These calls can be blocked at no additional charge. You may choose to allow Directory Assistance calls or they can be blocked at no charge.

CALLTREE

Transform your phone and broadband into a dynamic messaging service with CallTree.* Schedule automated phone calls, emails and even text messages. Send reminders, appointments, meeting notices, weather cancellations and more all from your landline phone. Call 1-800-759-2226 for more information or to sign up.

*Some restrictions may apply. Messages can be no longer than 2.5 minutes. Customer must choose a SkyBest Long-Distance Plan or block all toll. SkyLine/SkyBest is not liable for messages sent in either content or timing. Service is not to be used as a Reverse 911 notification tool. It is the customer's responsibility to follow the Telephone Consumer Protection Act (TCPA). Visit fcc.gov for more information on the TCPA. Microsoft Silverlight must be supported on your equipment's hardware or operating system.



INDIVIDUAL SERVICES – COMMUNITY SERVICE NUMBERS

26

NETWORK SOLUTIONS

SkyBest now sells and maintains the products you need to take advantage of the time savings and efficiencies inherent with today's networking technologies. Businesses such as medical offices, hotels, schools, auto dealers and other small businesses in general can benefit from SkyBest data networking services.

SkyBest offers professional consultation to help increase the efficiency of your office by sharing important resources via a well-designed wired network. We also offer a variety of wireless data network options that provide you with the access you need and the security you demand.

Allow SkyBest to install and maintain your home or office network and provide you with the level of service that you deserve. Call one of our experienced business communications consultants today to get the details on how SkyBest can provide you with the data network you need to help your business perfect its competitive edge.

MEDICAL ALERT WITH FALL DETECTION

Some restrictions may apply.

SkyBest offers Medical Alert monitoring with Fall Detection to ensure immediate access to medical attention if needed. Enjoy our lowest rates when you also subscribe to SkyBest High-Speed Internet.

Contact SkyLine/SkyBest at 1-800-759-2226 today for a free consultation.

SKYBEST AUTOMATION

SkyBest Automation is a home-based solution that features a "gateway" that connects all of your control devices. This gateway gives immediate access through your Internet connection to manage and control various settings in your home while you're at home or away. A wide variety of control devices will be available for purchase. From monitor sensors to electrical outlets, the customer can control virtually anything that can be plugged in to an interior or exterior outlet; door locks that can be locked or unlocked; lamps that can be turned off or on and thermostats that

can be set. When temperatures or humidity levels drop or rise to excessive levels or water leaks or flooding are detected, you can be alerted on your Smart phone or Internet-enabled device.

COMMUNITY SERVICE NUMBERS

Better Business Bureau (888) 437-4222
Chamber of Commerce (423) 727-5800
Johnson Co. Welcome Center . . . (423) 727-5800

City Offices

Town Hall (423) 727-8005

Community Service Organizations

Lions (423) 727-8969

Beta Theta (423) 768-2192

Courts

Circuit Court Clerk (423) 727-9012

General Sessions (423) 727-9486

Employment Services (423) 727-9181

Health Department (423) 727-9486

Health Center (423) 727-1100

Jail (423) 727-5275

Library (423) 727-6544

Legal Assistance (423) 727-3959

License Bureau (423) 727-9633

Newspaper (423) 727-6121

Mental Health Information (423) 727-2100

Poison Control (800) 222-1222

U.S. Government Post Office

Shady Valley (423) 739-2173

Schools

Shady Valley School (423) 739-2422

Social Security Administration (800) 772-1213

Tax Information (423) 727-7692

or (423) 727-9062

Unemployment Services

Tennessee (423) 727-9181

Utilities

SkyLine (423) 739-1350

Town of Mountain City (423) 727-8005

Welfare Information (423) 727-7704



CALENDAR OF EVENTS

28

Johnson County Farmers Market Opening for the 2016 Season

May 7

Johnson County Courthouse

The Johnson County Farmers Market will be opened every Saturday from 9 a.m. - 1 p.m., and will be located in the back parking lot of the Johnson County Courthouse. For additional information, please visit www.johnsoncountym.org.

Memorial Day Event- Remembering & Honoring our National Heros

May 30, 11 a.m. - 11 p.m.

Ralph Stout Park, N Shady St, Mountain City

For additional information call (423) 727-8005.

The Johnson County Chamber of Commerce 4th of July Celebration, Parade & Day in the Park

July 4

Ralph Stout Park, Mountain City

Festivities begin at 11 a.m. at Ralph Stout Park on S. Shady Street (Hwy. 421), Mountain City, TN 37683, and end with the spectacular 'Fireworks Show' that start when the sun goes down (approx. 9:30 p.m.). For more information call (423) 727-5800 or visit: johnsoncountyttn.org.

12th Annual Mountain City Sunflower Festival

July 16, 9 a.m. - 5 p.m.

Main Street, Mountain City

Join us for a day of wonderful live music, festivities, contests, family and children's fun activities, and over 75 vendors selling everything from rare antiques and collectibles, to handmade and popular jewelry, to Native American art and so much more! For additional information call (423) 727-1950.

"Surviving the Snake"

50 & 100 Kilometer Bicycle Ride

August 6 @ 6:30 a.m. - 5:00 p.m.

Ralph Stout Park, Mountain City

"The Snake" is a popular twisting, turning, switchback laden mountain range in the heart of the Appalachian Mountains with breathtaking and stunning views. Ride begins and ends at Ralph Stout Park, 465 N. South Shady Street (Hwy. 421 N.). For more information, call Karen at (423) 302-3122. This is a Johnson County Community Hospital fundraising event.

"Old Butler Days" - Celebrating the "Town that Wouldn't Drown!"

August 6

Butler Park, Butler, TN

Festival takes place at Butler Park, Selma Curtis Road [right off of Hwy.67 West] Butler, Tennessee. Join us for fun, festivities, live music, and an abundance of vendors! For additional information contact David Markland (423) 768-3177.

91st Annual "Fiddler's Convention"

August 26-27

Laurel Bloomery

Event at 'Old Mill Music Park', Hwy.91. Join us with your RVs (electrical only- public restrooms) or with tent-camping for a weekend of pure MUSIC--cash prizes awarded!

"Scarecrows on Main" Begins

October 1

Main Street, Mountain City

Throughout October, visitors come from miles away to stroll and view the over 40 creative, whacky, scary, zany and imaginative scarecrow exhibits that line Main and Church Streets.

2016 Shady Valley Cranberry Festival

October 14 - 15

Shady Valley

This fast-growing and beloved annual festival's Friday schedule begins at 'Shady Valley Elementary School' (a WPA-era rock school) at 423 Hwy.133, Shady Valley, TN 37688, with the annual 'Bean Supper' at 5 p.m., and Live Auction starting at 7 p.m. Saturday's festivities begin with breakfast at 7 a.m., with the Cranberry Festival Parade beginning at 10 a.m., featuring wonderful live music, a plethora of adult and children's activities, vendors selling their wares and great fun for all! For additional information contact Olan at (423) 739-9242.

Johnson County Chamber of Commerce

Sponsored "Mountain City Christmas Parade"

December 3 @ 5:00 p.m. - 9:00 p.m.

Main Street, Mountain City

Our annual Christmas Parade starts at 5:30 p.m. and rolls down Main and Church Streets in the heart of downtown Mountain City. For more information call (423) 727-5800.

**BEFORE THE TENNESSEE REGULATORY AUTHORITY
NASHVILLE, TENNESSEE**

IN RE:

**PETITION OF SKYBEST
COMMUNICATIONS, INC. FOR A
CERTIFICATE OF CONVENIENCE
AND NECESSITY**

Docket No.: _____

PRE-FILED TESTIMONY OF CINDY ROTHSTEIN

I, Cindy L. Rothstein, Executive Director of Finance, SkyBest Communications Inc., do hereby testify as follows in support of the Petition of SkyBest Communications, Inc. ("SkyBest") to apply for a Certificate of Convenience and Necessity.

Q: Please state your full name, business address, and position.

A: My name is Cindy Rothstein. I am the Executive Director of Finance. My business address is Skyline Membership Corporation, P. O. Box 759, West Jefferson, North Carolina 28694. I am a Certified Public Accountant in Tennessee and North Carolina.

Q: Please briefly describe your duties.

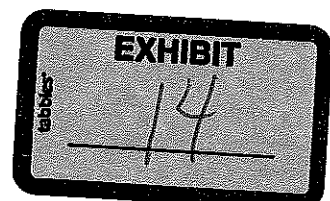
A: As Executive Director of Finance, I manage a staff of 10 that consists of regulatory manager, accounting manager, inventory, warehouse, purchasing and accounting staff. I am responsible for ensuring regulatory affairs are in compliance and maintain compliance with Part 32 RUS accounting compliance. I am part of the team at SkyBest that initiates, implements and participates in the strategic planning of both SkyLine and SkyBest and I assist the CEO with special projects. My resume is attached hereto.

Q: Please describe your experience and education background.

A: Please see attached resume.

Q: Are all statements in SkyBest's Petition true and correct to the best of your knowledge and belief?

A: Yes.



Q: Please describe the current corporate structure of SkyBest.

A: SkyBest is a wholly owned subsidiary of SkyLine Telephone Membership Corporation. The organization structure is depicted in Exhibit 3 of the Application.

Q: Does SkyBest possess the requisite managerial, financial, and technical abilities to provide the services for which it has applied for authority?

A: Yes. SkyBest possesses the requisite managerial, financial, and technical abilities to provide the services for which it has applied for authority. Together SkyBest's senior management group (Exhibit 5) have decades of experience in the telecommunications industry which provide its proposed telecommunications services, and to operate and maintain SkyBest facilities.

Q: Please describe SkyBest's financial qualifications.

A: SkyBest has access to the financing and capital necessary to conduct its telecommunications operations as specified in its petition. SkyBest is profitable and maintains access to working capital necessary to fund its in-state operations. Financial information relating to SkyBest is provided in Exhibit 6 of the petition which is CONFIDENTIAL AND PROPRIETARY.

Q: What is the proposed additional service area?

A: SkyBest is requesting statewide service. However, initially SkyBest will offer services contiguous to, and compatible with, its present service area in Johnson County, Tennessee.

Q: Will SkyBest offer service to all consumers within its service area?

A: Yes.

Q: Will the granting of a certificate of convenience and necessity to SkyBest serve the public interest?

A: Yes. The granting of a certificate of convenience and necessity will serve the public interest because it will increase competition in the market for telecommunications services in Tennessee, leading to competitive prices and more innovative service offerings, and also providing broadband services to underserved areas. SkyBest proposed service offerings are based on the concept of bringing technologically advanced services to a broader base of Tennessee customers.

Q: Has SkyBest or one of its affiliates ever been investigated or sanctioned by any regulatory authority for service or billing irregularities?

A: No.

Q: Who is knowledgeable about SkyBest's operations and will serve as SkyBest's regulatory and customer service contact?

A: Steven Hardin (Regulatory) and Kim Shepherd (Customer Service)

Q: Does this conclude your testimony?

A: Yes.

I swear that the foregoing testimony is true and correct to the best of my knowledge.

Cindy Rothstein
CINDY ROTHSTEIN
Executive Director of Finance
SkyBest Communications Inc.

STATE OF NORTH CAROLINA)
COUNTY OF Ashe)

Sworn to and subscribed before me this the 13 day of June, 2016.

Pamela Tribble Weaver
NOTARY PUBLIC

My Commission Expires: 7-24-16

