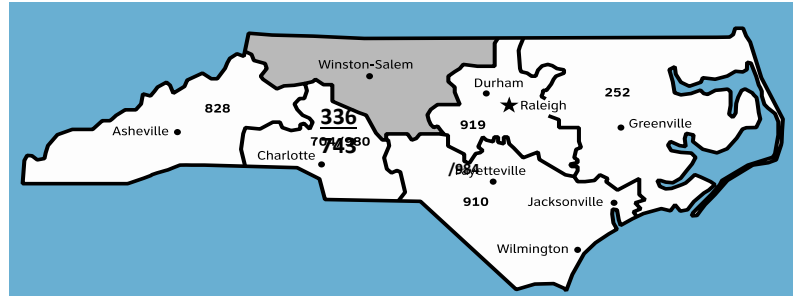


A New Area Code is Coming! Get Ready to Change the Way You Dial Local Calls from 336 Area Code

To ensure a continuing supply of telephone numbers, the new 743 area code will be added to the area served by 336. This is known as an area code overlay. Get ready to change the way you dial your local calls!



What is an area code overlay? An overlay is the addition of another area code (743) to the same geographic region as an existing area code (336). An overlay does not require customers to change their existing area code or telephone number but it will require ALL callers to dial 10 digits for local area calls. Who will be affected? In SkyLine/SkyBest's area, the 336 area code covers Ashe and Alleghany counties. Generally, this area code also covers the Piedmont area and includes High Point, North Wilkesboro, Winston-Salem, Greensboro and Asheboro. The new 743 area code will serve the same geographic area currently served by the existing 336 area code.

What will be the new dialing procedure? To complete local calls, the new dialing procedure requires callers to dial area code + telephone number. This means that all calls in the 336 area code that are currently dialed with seven digits will need to be dialed using area code + telephone number. The same dialing procedure will apply to telephone numbers assigned to the new 743 area code. However, the price of local calls made today by dialing 7 digits will not change when 10 digits are dialed for the new overlay area code. Long distance dialing will not change but will still require dialing 1 + area code + telephone number.

When will the change begin? Effective October 24, 2015, you should begin using the new dialing procedures whenever you place a call from the 336 area code. If you forget and dial just seven digits, there will be a temporary grace period and your call will still be completed. However, beginning April 23, 2016, use of the new dialing procedures will be mandatory. If you do not use the new dialing procedures after this date, your calls will not be completed, and a recording will instruct you to hang up and dial again. Beginning May 23, 2016, new telephone lines or services may be assigned numbers using the new 743 area code. Existing numbers will not be changed.

What will remain the same?

- Your telephone number, including current area code, will not change.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.

- What is a local call now will remain a local call regardless of the number of digits dialed.
- You can still dial just three digits to reach 911.
- If 211, 311, 411, 511, 611, 711 or 811 are currently available in your community, you will still dial these codes with just three digits.

Can I still call SkyLine's 828 area code at a lower rate through regional calling? Yes. Customers in the 336 area can still call customers in SkyLine's regional calling area, but they will need to dial all 10-digits. For details on the regional calling areas, visit www.skybest.com/page/49/regional_calling.html

Will I be charged long-distance if I dial 10-digits? No, you will not be charged long-distance for dialing 10 digits. The important thing to remember is that when you are dialing within your local area or your expanded area, do not dial a "1" before the area code. The "1" is the signal to the system to connect and charge for long-distance.