



COMMUNICATOR

QUADRO COMMUNICATIONS CO-OPERATIVE INC.

Happy Holidays from all the Staff at Quadro Communications

A Day in the Life...



Tanya Muir

Tanya Muir a Quadro Sales Associate usually spends her day speaking directly to customers, assisting them with all Customer Service matters. On a crisp November morning this all changed as Tanya traded her heels for work boots, dress shirt for work uniform and spent a morning in the life of a Quadro Installation & Repair Technician.

Tanya's day started at 8am, safety boots on and ready for her day. Tanya with Quadro Technician Matt Tyler was off to convert a customer from copper to fibre optic technology. Off to Elimville Line for a home phone and internet cutover (Switching from old hardware/software system to fibre optic technology) and installation of Quadro's new HD Digital Cable TV service. Thanks to a pre-survey which a customer books ahead of time, Tanya was prepared with all of the equipment and tools needed to successfully convert the customer to Quadro Fibre Optic Technology. First on the agenda, a hole needs to be drilled to run the fibre optic cable inside the house. Next comes the installation of the Optical Network Terminal (O.N.T). This is mounted on plywood in the basement of your home with battery back-up to protect the customer in the event of a power outage – this

battery has enough power to back up your phone system for 6-8 hours. Now, here comes the tricky part. Tanya was told it was time to splice the fibre. Not to be confused with "fiber" a healthy breakfast food, fibre optic cable is 9 microns in diameter (the size of a human hair) which makes it quite fragile. This tiny glass cable is unique and permits data transmission by guiding light along its length. This invisible laser light is damaging to the naked eye if looked at thru the end. Fibre is spliced by fusing the optical fibres from inside and outside of the home using heat. These fibres need to be fused precisely in such a way that the light/data transmission is not disrupted.

The conversion continues by connecting the phone line to the demarcation jack -hardware which allows our Quadro technicians to test the line to determine the location of a trouble. An ethernet cord provides the customers internet signal and also runs from the O.N.T. A customer can install a wireless router for wi-fi internet throughout their home or make arrangements for a Quadro Technician to run ethernet through their home for a direct internet connection. A micronode is then attached to the O.N.T to allow the fibre optic technology to transmit our coax digital cable TV platform. To finish up the appointment Tanya helped test all connections (phone, internet & TV) to make sure that there was dial tone at each phone jack, internet signal at the Ethernet connection and TV signal at every coax connection within the home. Another Fibre to the Home conversion COMPLETE!

Special thanks to Matt Tyler & Tanya Muir for her investigative reporting! If you receive notice indicating you are ready for Fibre (Conversion), please call the Business Office at **519-229-8933** to book your appointment.



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* SOME CONDITIONS APPLY. HURRY! CAR CHARGER & ACTIVATION CREDIT ENDS DECEMBER 31, 2011.

CONTACT US

QUADRO SUPPORT:

519-229-8020
1-866-292-3332
quadro.support@quadro.net

GENERAL INQUIRES

519-229-8933
1-800-265-4983
customer.care@quadro.net

CELLULAR INQUIRES:

519-229-2355
cellular@quadro.net

PHONE REPAIR & LOCATES

519-229-6100

www.quadro.net

SERVICE HOURS

QUADRO SUPPORT

MON. – FRI. 8:00 AM – 10:00 PM
SATURDAYS 9:00 AM – 5:00 PM
SUNDAYS - CLOSED

INSTALL & REPAIR

MON. – FRI. 8:00 AM – 4:30 PM
WEEKNIGHTS BY APPOINTMENT ONLY
SAT. 8:00 AM – 4:00 PM
SUN. & HOLIDAYS EMERGENCY SERVICE ONLY

BUSINESS OFFICE

1845 ROAD 164, BOX 101
KIRKTON, ON, NOK 1K0
MON - FRI 8:30 AM – 4:30 PM

QUADRO RETAIL LOCATION

16 WATER STREET SOUTH, ST. MARYS
MON – FRI 9:00 AM – 5:00 PM
SAT 9:00 AM – 4:00 PM
SUN - CLOSED

HOLIDAY HOURS

DECEMBER 24 - 9AM -4PM
ST. MARYS LOCATION
DECEMBER 25 - CLOSED
DECEMBER 26 - CLOSED
DECEMBER 27 - CLOSED
JANUARY 31 - 9AM - 4PM
ST. MARYS LOCATION
JANUARY 1 - CLOSED
JANUARY 2 - CLOSED

QUADRO Internet Changes

Recently Quadro Communications has made several changes to its network. One of the biggest changes has been the migration of e-mail to brand new servers capable of larger storage, more redundancy, a better webmail client, and so on. Unfortunately with a change of this magnitude it is hard to predict all the potential problems that might arise.

During this migration we encountered several issues that caused customers to be unable to properly download their email. To fix these issues customers had to call our support lines and be “walked through” the proper settings. Unfortunately, our support lines were being overloaded with calls for a few days after the migration and this caused delays in getting back to everyone who called. We apologize for these difficulties and would like to assure all our customers that while there were problems with the email migration there was no lost email. Switching systems like this is incredibly complex and we took all the proper measures to ensure a smooth transition.

Over the years there have been many different configurations set on customer computers and some of these older set ups are no longer secure in today’s internet. So again, we apologize if you were one of the unlucky few to experience e-mail problems. This was a one-time change so going forward we hope you will realize why we upgraded in the first place.

Located at our support website you will find support documents on how to set up email on various devices such as iPhones and BlackBerries as well as on email clients running on your computer. We encourage you to review these documents in order to make sure your settings are correct. Please visit the Quadro website for more information. <http://www.quadro.net/support>

Jeff Madill
Manager, ISP Operations

CONGRATULATIONS to this year’s Quadro Scholarship recipients!

We are proud to announce this year’s recipients: Aaron Skinner of Mitchell who is currently enrolled in his final year at Sheridan College taking the Electronics Engineering & Technology program, Cameron Denham of St. Marys - a second year student at Wilfrid Laurier University enrolled in the Business Administration program and Nick Bruner of Woodham who is in his second year at the University of Guelph, majoring in Software Engineering. Quadro is committed to offering \$500 scholarships to students enrolled in their second, third or fourth year at University or College in either a Business, Marketing or Technical program with emphasis on Electronics and Telecommunications. Quadro congratulates you all for your hard work and dedication! Good luck with all your future endeavors!

Metaswitch & QUADRO Networks



Today over Quadro's network most of the traffic generated for communication is seen in texting, facebooking, tweeting, and emailing. Although these techniques are widely used by the majority of the population, it is clearly noticeable that we are slowly losing the ability to verbally communicate with each other.

To help promote verbal communication, Quadro has increased the voice mail messaging time for all of our customers who use this service. With the implementation of our new MetaSwitch, voice-mail message time has been increased to four minutes in length; allowing you or your caller to be able to spend more precious minutes communicating your plans for the Holidays, what you are bringing to the Pot Luck Feast or to let them know what your idea of a good present is!

So remember, over the Holidays call your loved ones and friends and enjoy the extra time to pass on Season’s Greetings or to listen to the warmth, resonance and timbre of your caller’s voice!

Vlad Hrubik
Central Offices and Telephony Operations Manager

QUADRO FOOD & TOY DRIVE

DROP OFF YOUR TOY & FOOD DONATIONS AT THE KIRKTON OR ST. MARYS RETAIL STORE LOCATIONS. ALL DONATIONS WILL BE DELIVERED TO THE LOCAL SALVATION ARMY TO BENEFIT PEOPLE IN OUR COMMUNITY. QUADRO THANKS YOU FOR ALL OF YOUR CONTRIBUTIONS!