



COMMUNICATOR

QUADRO COMMUNICATIONS CO-OPERATIVE INC.

We Can Translate!



Your Quadro Customer Service Representatives want you to know that we will do everything we can to assist you with all of your concerns and questions regarding your services with Quadro! We understand that the "language of technology" is not as user-friendly as we all wish it should be – and the majority of people are not as High Tech as the world is becoming! That is why you can count on us to break things down for you in simpler,

easier to understand terminology. Please do not hesitate to contact us at either of our locations to help you with your telephone, internet or TV concerns. Please direct your cellular inquiries to our St Marys retail store. For your convenience, we can be reached by telephone or email should you need our assistance! If you do not reach a live attendant and have the opportunity to leave a message, please be sure to do so; including your name and number, and we will get back to you as soon as we possibly can! From your Friendly Customer Service Representatives (CSR's) @ Quadro.

CONTACT US:

GENERAL INQUIRES: 519-229-8933
CELLULAR: 519-229-2355
EMAIL: customer.care@quadro.net

RIDDLE!

I am taken from a mine, and shut up in a wooden case, from which I am never released, and yet I am used by almost everybody. WHAT AM I?

"A PENCIL"
ANSWER

QUOTE

"If we wish away our laugh lines we wish away the memories that made them."

Author: Keisey Floyd

Invention OF THE INTERNET



The Internet was not an idea of an individual, but a visionary thought in the minds of many geniuses. The first person who initiated this idea of mass amalgamation of knowledge was Leonard Kleinrock; a distinguished Professor of Computer Science at UCLA. Known as the "Father of the Internet", he developed the mathematical theory of packet networks, the technology underpinning the Internet, while a graduate student at MIT. This was in the period 1960-1962, nearly a decade before the birth of the Internet which occurred in his laboratory. His host computer at UCLA became the first node of the Internet in September 1969. He wrote the first paper and published the first book on the subject; he also directed the transmission of the first message ever to pass over the Internet. He was listed by the Los Angeles Times in 1999 as among the "50 People Who Most Influenced Business This Century". He was also listed as among the 33 most influential living Americans in the December 2006 Atlantic Monthly. Kleinrock's work was further recognized when he received the 2007 National Medal of Science, the highest honor for achievement in science bestowed by the President of the United States. This Medal was awarded "for fundamental contributions to the mathematical theory of modern data networks, for the functional specification of packet switching which is the foundation of the Internet Technology, for mentoring generations of students and for leading the commercialization of technologies that have transformed the world."

By: Vlad Hrubik, Network Operations Manager

QUADRO EMPLOYMENT OPPORTUNITES

Quadro Communications Co-Operative Inc. is currently seeking candidates for the following two positions:

- 1 **Experienced Network Engineer**
- 2 **Customer Service Representative (CONTRACT)**

Quadro offers an interesting and varied work environment and competitive compensation. At Quadro, contract employees are given priority consideration for all future full time positions. If you have qualifications for an employment opportunity listed and would like to be part of a progressive team, please email your cover letter and resume to: q.hr@quadro.net

Please quote either Customer Service Representative or Experienced Network Engineer in the Subject of the email. For a full description of the positions listed above please visit www.quadro.net/careers

QUADRO OPEN SATURDAYS



RETAIL STORE, INSTALLATIONS & REPAIRS

STORE OPEN
SATURDAY 9AM-4PM

QUADRO IS OPEN ON SATURDAYS!

Visit our retail location Downtown St. Marys at 16 Water Street South. We are available for Saturday Installations & Repairs. General Inquires Call: 519-229-8933 or call 519-229-6100 for repairs.

Messages will be checked regularly.

QUADRO BECOMES A CLEC

After over a year of continuous and intense negotiations, Quadro is within weeks of obtaining CLEC approval from the CRTC. CLEC stands for "Competitive Local Exchange Carrier". This designation means that a company (Quadro) that intends to compete with another company (Bell) in a given area has met all technical, network and regulatory requirements to satisfy the CRTC. What CLEC means is that Quadro will soon be expanding from our original 4 exchanges into the cities and towns that surround our SILEC (Small Independent Local Exchange Carrier) area. Over the next two years Quadro will be focused on bringing Quadro Telephone services to the towns and cities surrounding our original 4 exchanges. In part we will utilize the physical network owned by The Mitchell-Seaforth Cable TV group. Quadro, along with two other partners, purchased this company in 2009.

The process to get to this point has been long and difficult. Quadro employee, Barry Stone who is

responsible for Carrier Relations and Regulatory Affairs at Quadro, has led a team through this tricky maze of regulations and negotiations. All that remains at the time of this writing is two standard filings with the CRTC and then our expansion begins. We are now in the process of creating our work plans to faceoff with Bell in these towns and cities. It will mean a new way of doing business at Quadro which has spent almost 100 years in a regulated environment. We are ready for competition! Over the last couple of years, many changes have been made and more are planned in order to position Quadro for this entry into the competitive landscape.

Some of you may be wondering why is it necessary to expand outside of our traditional area? Our original 4 exchanges are shrinking in terms of total households. There is a country wide, in fact, a worldwide trend occurring; people are moving from the rural areas into the urban areas at an increasing rate. Quadro territory is not immune to this trend. As this continues, and if we don't change, it will eventually result in our co-op being financially unsustainable. Today, businesses are faced with a

"grow or perish" option. For Quadro, the growth areas are in the urban locations outlined above. This is where the population density is growing. This is also where the revenue will come from in order to continue to upgrade our physical network and facilities as we have done for almost 100 years.

In the months to come, you will begin to see advertisements directed at these new areas. When these changes begin to transpire in the future, and by providing you with this information, you will know why your co-op is making these changes. If you have any questions or comments on this or any other aspects of Quadro business, please don't hesitate to write us at customer.care@quadro.net and our Customer Care Attendant Rosie will be sure to provide you with the answer or will forward your inquiry to the proper party for immediate attention.

Regards,
Dave Baxter
CEO



make the switch to QUADRO CELLULAR SERVICE

PORT YOUR CELL NUMBER TO QUADRO



Samsung Rugby™ II

The Samsung Rugby II is a military-grade, ultra-durable flip phone that can handle extreme conditions. Plus, the Rugby II features full global roaming, so you can be reached no matter where you travel. [SEE IN STORE FOR PRICING & DETAILS](#)

Samsung Galaxy S™ Vibrant™

The Samsung Galaxy S Vibrant features the world's best mobile screen. Plus, it runs on the Android™ 2.2 platform and a powerful 1 GHz processor, so it's lightning fast even when you're multitasking.

[SEE IN STORE FOR PRICING & DETAILS](#)



BUSINESS TELEPHONE RATES

The CRTC requires that all telephone companies in Canada charge a separate rate for Business customers that is higher than the rate charged to Residential customers. This condition is part of Quadro's Telephone Tariff on file with the CRTC and is a rule for operating our business. Over the years Quadro's operating practices have tended to be lax on the implementation of this tariff requirement. In addition to non-compliance with the tariff, this practice has also created an unfair application of the Residential/Business rate across our co-op. Some members who are operating a business are paying the residential rate while other members are paying a business rate. The Quadro Board of Directors has directed (Authorization DR 10-84) Quadro Management to rectify this

situation through a common application of the regulation to all members. CRTC regulations state for Business Rate purposes, a business is defined as using a telephone number for the purpose of:

- **ADVERTISING** (newspapers, vehicles, radio etc.)
- **BUSINESS DOCUMENTATION** (Letterhead, business cards, purchase orders or other business related documentation)

If your telephone service is identified as meeting the above criteria, your residential account with Quadro will become a business account and the appropriate charges will apply. Prior to any changes made to your account you will receive written notification.

CONTACT US:

KIRKTON OFFICE

1845 Road 164, Box 101 Kirkton, ON NOK 1K0

RETAIL LOCATION DOWNTOWN ST. MARYS

16 Water Street South, St. Marys, ON

EMAIL US:

customer.care@quadro.net

PHONE: 519-229-8933 TOLL FREE: 1-800-265-4983

CELLULAR INQUIRES: 519-229-CELL (2355)