

COMMUNICATOR

QUADRO COMMUNICATIONS CO-OPERATIVE INC.



QUADRO HOME TELEPHONE RATES:

The CRTC has accepted the appeal submitted by the Ontario Telecommunications Association and others regarding the subsidy reduction and rate increases. This appeal will be resolved in the Fall. As a result Quadro will be suspending the residential rate increase planned for September 1st 2011. You will see the following notice on your billing: "Quadro has appealed the recent CRTC price increase. The appeal has been accepted for review. As a result, the planned rate increase for residential phone in Kirkton, Sebringville, Granton and Uniondale exchanges will be suspended pending the CRTC review of the appeal."



QUADRO chooses Metaswitch Networks to Kick Up Advanced Services

Quadro Communications has installed the Meta softswitch that includes a state of the art application suite to deliver next-generation telephony services and advanced features to both residential and business customers. MetaSwitch is a vendor of switching and applications solutions for both packet and circuit-switched networks. The MetaSwitch platform enables Quadro to provide enhanced voice and messaging services to all subscribers.

With MetaSwitch as our core switching platform, Quadro will be able to quickly provision services like primary rate interface (PRI) for large businesses and integrated solutions for small to medium-sized businesses such as Hosted VoIP PBX, SIP Trunking, unified messaging and conferencing services. Quadro subscribers will also enjoy the CommPortal platform. CommPortal provides "multi-screen" experience, where users can visually manage their calls and voice-mails through interactive web page from any computer with an internet access.

Stay tuned for upcoming MetaSwitch CommPortal Tutorials.

Vlad Hrubik
Central Offices and Telephony Operations Manager



Did you know?

As of August 31, 2011, broadcasters in Canada switched to transmitting a digital rather than analog signal on your television. This means you'll no longer be able to watch 'over-the-air' broadcasts on your standard analog television set.

Canadians with analog televisions using over-the-air signals have several options to consider: Subscribe to Quadro Digital Cable TV, add a Digital Converter Box, or Purchase a Television with a built-in (integrated) digital tuner to continue to view over-the-air broadcasts. If your TV service has been affected please call us at: **519-229-8933** or visit the CRTC Digital TV website at www.digitaltv.gc.ca for more assistance and information.

Travelling? Student?

LONG DISTANCE Option!

A toll free number is easy to use – it is simply another number that rings to your existing service. You, or whoever you give the number to, can use it to call you directly from anywhere in North America. The caller assumes no charges (except cell phone usage if applicable through their cell agreement). The calls are billed onto your phone bill at the same rate as your outgoing long distance based on the calling plan you have chosen. There is a

onetime set up charge of **\$20** for toll free service.

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PROMO'S

\$35^{MO.}
FAB 10

Talk & Text Plan

- FAB 10 - LOCAL & CANADIAN CALLING
- 150 ANYTIME LOCAL MINUTES
- FREE LOCAL CALLING ON WEEKDAYS & WEEKENDS STARTING AT 6PM
- UNLIMITED TEXT, VIDEO & PICTURE MESSAGING

\$40^{MO.}
FAB 10

Talk & Text Plan

- FAB 10 - LOCAL & CANADIAN CALLING
- 200 ANYTIME LOCAL MINUTES
- FREE LOCAL CALLING ON WEEKDAYS & WEEKENDS STARTING AT 6PM
- UNLIMITED TEXT, VIDEO & PICTURE MESSAGING
- 100MB MOBILE BROWSER

\$55^{MO.}
FAB 10

Smartphone Plan

- FAB 10 - LOCAL & CANADIAN CALLING
- 200 ANYTIME LOCAL MINUTES
- FREE LOCAL CALLING ON WEEKDAYS & WEEKENDS STARTING AT 6PM
- UNLIMITED TEXT, VIDEO & PICTURE MESSAGING
- 1 GB DATA PLAN - UNLIMITED FACEBOOK, MYSPACE & TWITTER

\$65^{MO.}
FAB 10

Smartphone Plan

- FAB 10 - LOCAL & CANADIAN CALLING
- 200 ANYTIME LOCAL MINUTES
- FREE LOCAL CALLING ON WEEKDAYS & WEEKENDS STARTING AT 6PM
- UNLIMITED TEXT, VIDEO & PICTURE MESSAGING
- 5 GB DATA PLAN - UNLIMITED FACEBOOK, MYSPACE & TWITTER



Visit in store for details at 16 Water Street South St. Marys, ON

Call: 519.229.2355 Toll Free: 1-800-865-4983

What is USAGE ?

Whenever you use your internet connection to browse a web site or read an email this generates data traffic on your link back to Quadro (this link is either fibre optic cable, copper cable, or a wireless signal). The amount of traffic that passes over this link in a given amount of time is measured as usage. If you were to watch a video online this would generate a substantial amount of data traffic which must pass over your link from Quadro in order to reach your computer. The amount of traffic that travels across this link as you watch that movie would be considered your usage. Usage will differ depending on the type of internet traffic you generate on your connection. Typical high usage traffic includes streaming video (YouTube), downloading movies (iTunes), or downloading other large files from the internet.

What is WiMAX service?

WiMAX is a wireless access technology Quadro deploys to areas outside its telephone servicing area. It allows Quadro to reach customers who are otherwise unreachable. WiMAX is similar to cellular technology in that there is a "cell tower" of some kind where the wireless antenna is located. From this tower the WiMAX antenna communicates directly with a smaller antenna mounted at the customer premise. Typical locations for the customer antenna are usually on the roof or some other high point on the property. Line of sight is the key aspect of WiMAX technology. Without a clear line of sight the wireless signal will not be optimal and this is when the connection suffers. This is why it is so important to maintain that line of sight by placing the antenna properly at the time of installation and to make sure trees and shrubbery are trimmed and maintained.

Jeff Madill
Manager, ISP Operations

WHAT'S NEW...

UPDATE: Work has now been completed on Sunshine Line and Fiber to the Home is now available to customers in this area. Call the Business Office today at **519-229-8933** to book an appointment to be converted to Fibre Optics.

SERVICE & INSTALLATION - Appointment hours have been extended until **8:00 PM Monday to Friday and Saturdays until 4:00 PM**. Please call the business office at **519-229-8933** if you would like to make an appointment.

ATTENTION UNIONDALE VILLAGE CUSTOMERS, FIBER IS COMING THIS FALL! Quadro will be working in the Uniondale Village this Summer to bring Fiber to the Home. This will provide Fibre Optic phone and internet service only to these customers, sorry there will be no TV at this time.

UPDATE: North of Highway 7 Customers at the 2010 AGM were promised Fiber to your Home by the end of 2011. Our project has encountered some delays but, we are working to catch up on this lost time and will advise you on our progress in the next Newsletter.

QUADRO TV SERVICE - The adoption of our new Mitchell-Seaforth TV product has been fantastic, customers are reporting a much improved viewing experience. We will be offering a new "Whole Home PVR" option soon. Watch for details!

ANNOUNCEMENT - The Quadro Board of Directors has decided to combine our Annual Customer Appreciation Night with an expanded 2011 Annual General Meeting (AGM). Therefore, there will be no Customer Appreciation night this Fall. Combining the two events will combine our appreciation to you - the customer and give members a chance to be involved and informed about what goes on within the Co-operative.

SCHOLARSHIP - Submissions are now being accepted for the Quadro Scholarship program which is open to all co-op members. Please see www.quadro.net for details.

NOTE: Co-op membership is now available to all customers regardless of your residence location. Please refer our website for information about becoming a Co-op member.

BUSINESS TELEPHONE CUSTOMERS - Having Internet trouble? Let Quadro help! Make arrangements to have a replacement modem delivered to your business if you have experienced internet trouble to get your service back up and running. (Customers must subscribe to Quadro Business Telephone to take advantage of this offer.)

EARLY ADOPTERS WANTED - QUADRO WILL BEGIN PROVIDING INTERNET AND HOME PHONE SERVICES TO LUCAN, DUBLIN AND MITCHELL THIS FALL. We will begin this process slowly, testing with a small number of customers. If you are currently a Quadro customer in one of these areas and are interested in being part of our Beta program call **Shane Nicholson at 519-229-8440** for more information.

TV TIPS - your guide to better programming!

When the TV remote is out of sync, the easy fix is to turn on the set top box with the remote and then manually press the power button on your TV to turn it on. If there is a blank screen instead of your TV programming and the TV is powered on, check to ensure that the proper input has been selected on your TV. This can be done easily with the original remote that came with your TV. If a message appears saying "this channel will be available shortly" you will need to call the Quadro office for additional assistance, if the program has not come through within a few minutes. When the guide comes up, and reads "no info" instead of the program title, patience is required. The guide will load on its own.

Video on Demand and Pay Per View is now available for **ALL** customers subscribing to Digital Max TV from Mitchell Seaforth Cable. If you are a subscriber who has this programming package and these features are not working, please call into the Quadro Business Office at **519-229-8993** for assistance.

CONTACT US

KIRKTON
1845 Road 164, Box 101 Kirkton, ON NOK 1K0
ST MARYS RETAIL STORE
16 Water Street South, St. Marys, ON

PHONE: 519-229-8933 **TOLL FREE:** 1-800-265-4983
CELLULAR INQUIRES: 519-229-CELL (2355)
INTERNET SUPPORT: 519-229-8020

EMAIL US: customer.care@quadro.net or cellular@quadro.net

