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**159 MAIN STREET
LUCAN, ON.**



DIGITAL TV PROMOTION
SWITCH & SAVE EVENT
SAVE \$100 ON ALL NEW TV
ACTIVATIONS OR UPGRADES
*SOME CONDITIONS APPLY.



Global Reach With A Local Touch

ISSUE 4 | VOLUME 21 | DECEMBER 2014

QUADRO COMMUNICATOR

QUADRO COMMUNICATIONS MEMBER MEETING UPDATE

A meeting for members was held on Thursday November 13th at the Kirkton-Woodham Community Centre. Cindy Bilyea, Chair of Quadro's Board of Directors and General Manager John DeHeer outlined the proposed changes to bylaw No. 1, which would see members represented by directors at large rather than as currently represented by specific exchanges or regions. Members present approved the proposed by-law changes.

Bylaw information pertaining to the Co-operative is available to members by visiting one of our three locations, emailing a request to customer.care@quadro.net, or online by visiting www.quadro.net/member. Members can log into the member portal by using their username and password. Your default username and password is your Quadro account number, displayed in the top right hand corner on your monthly statement.

Membership Update

All customers of the Co-op are required to be members. A recent audit pertaining to the membership of Quadro Communications identified that there are active customers, which have not been billed their \$1.00

membership dues. In order to adhere to our Co-operative bylaw requirements, these customers will be receiving written communication in the near future to ensure compliance with our corporate bylaws. If you choose not to be a member you must complete a written application for exemption from membership.

What are the benefits of membership?

A membership gives you the right to attend the Annual General Meeting and vote on matters which assist in setting the direction of the Co-op. Members are entitled to receive patronage dividends in the form of a credit on their account when declared by the Board of Directors. In 2014 the Co-operative issued patronage refunds in excess of \$75 000.00 to its members.

Support Your Local Community – a percentage of yearly revenue is reinvested into our serving areas

Scholarships – supporting our youth to continue with post-secondary studies.

Please contact the business office at **519-229-8933** to confirm your membership status or if you are experiencing difficulty accessing the member portal. Thank you to all members who attended the meeting and we look forward to seeing you at our Annual Members meeting in April 2015.

Notice and Notice Regime - What Bill C-11 means to you.

The Government of Canada has announced that the "Notice and Notice" regime established by Bill C-11, "An Act to Amend the Copyright Act", is expected to come into force in January 2015. The amendments will provide for a mandatory notification scheme for online copyright infringement.

As part of the Harper Government's efforts to modernize Canada's copyright laws for the modern digital age, the Copyright Modernization Act formalizes the voluntary Notice and Notice regime. This regime, already used by some Canadian Internet service providers (ISP), is designed to notify users of alleged copyright infringement taking place at their Internet address. This is the final step in implementing the Copyright Modernization Act. Canadians now have a copyright system that encourages new ideas and protects the rights of Canadians whose research and development and artistic creativity strengthen our economy.

The Notice and Notice regime is a made-in-Canada solution and will legally require Internet intermediaries, such as ISPs and website hosts, to take certain actions upon receiving a notice of alleged infringement from a copyright owner.

Specifically, ISPs and hosts are required to forward notices, sent by copyright owners, to users whose Internet address has been identified as being the source of possible infringement. The intermediary must also inform the copyright owner once the notice has been sent. The Copyright Modernization Act sets clear rules on the content of these notices. Specifically, they must be in writing and state the claimant's name and address, identify the material allegedly being infringed

and the claimant's right to it, as well as specify the infringing activity, the date and time of the alleged activity, and the electronic address associated with the incident. The Government is bringing the regime into force after determining that the Act provides sufficient flexibility for the regime to function without regulations.

Intermediaries must retain records associated with these notices for six months or longer (up to one year) in case a copyright owner decides to pursue legal action.

A copyright owner can also send a notice to a search engine.

If a notice is sent to a search engine for allegedly infringing material on a website and that material has since been taken down, search engines are expected to remove any copies they may have generated (e.g. for caching purposes) within 30 days. If copies are not removed, copyright owners could pursue damages after 30 days.

The Notice and Notice regime will come into force six months following publication of the Order in Council. The Copyright Modernization Act will be fully in force by January 2015. The Act also introduced a mandatory review of the Copyright Act every five years.

What does this mean for Quadro customers? Quadro is obligated to forward any copyright infringement notices they receive from movie studios etc. to the customer and notify that movie studio the infringement has been forwarded.

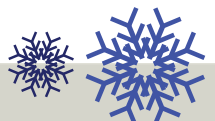
SOURCE - Government of Canada website:
<http://news.gc.ca/web/article-en.do?nid=858069>

**QUADRO
HOLIDAY HOURS:**

December 17th - Closed at 3pm
December 24th - Closed at 1pm
December 25th - Closed
December 26th - Closed
January 1st - Closed

**Merry Christmas
& Happy Holidays!**

From all the staff at Quadro Communications



FIBRE CUSTOMERS – HOW TO DISABLE THE VOICEMAIL PIN FEATURE

Having trouble retrieving your messages? Quadro's New Voicemail/Call Answer platform allows you to disable the PIN feature so you no longer have to remember your PIN each time you check your voicemail.

Follow these steps:

1. Press ***83** to login to voicemail
2. Enter your PIN when prompted.
3. Press **4** to change your settings
4. Press **3** to change security options
5. Press **3** to change your skip pin feature
6. Press **1** to disable pin
7. You may now hang up.

You can now login without entering your PIN each time you check your voicemail. For security purposes this feature is only available when checking voicemail from your home or business. For further assistance using your voicemail/call answer service please contact Quadro support at: **519-229-8020** or toll free: **1-866-292-3332**

ALL ABOUT COLLECT CALLS

Be careful when placing or accepting collect or other types of operator assisted calls. You or the party you're calling may wind up paying more than you expected.

WHAT IS A COLLECT CALL?

The person receiving the call is billed instead of the person making the call. To make a collect call dial 0 and follow the automated voice prompts. Long distance charges along with a connection fee will be billed to the person receiving the call, so the charges must be accepted before the call can be connected. The calling party and the receiver will be charged connection fees for long distance collect calls.

ACCEPTING COLLECT CALLS

You should ALWAYS check with the operator to determine the per-minute charge. Collect call rates will be billed to the phone number that has ACCEPTED the call. Quadro receives the charges from the carrier that initiated the call and in turn Quadro applies the charges to the account of the telephone number that accepted the call. Please note these calls are not included in your Quadro long distance calling plan.

HOW TO AVOID COLLECT CALLS

To avoid costly charges you can decline when the operator asks if you are willing to accept the charges or contact the business office to restrict collect calls on your account. *Please note all Quadro landline phone customers which include customers in the Lucan, Dublin, Mitchell and St. Columban area are now able to accept collect calls.

OPERATOR ASSISTED CALLS

An operator assisted call is one in which the calling party places a call which requires an operator to provide some form of assistance in completing the call. Recently as a result of fraud related issues, authorities have temporarily blocked direct dialing to some overseas countries. Customers have reported experiencing difficulty direct dialing select international destinations and have been redirected to dial the operator for further assistance. Unfortunately, these customers were not advised by the operators that their calls would incur connection fees in addition to non-discounted rates per minute for their calls. In the event you have difficulty direct dialing, please contact us prior to using operator assistance, to avoid paying additional charges.

Reduce waste and contribute to saving our natural resources by subscribing to paperless billing. Save a **\$1.00** each month on your Quadro statement by stopping your paper bill and going paperless. Call: **519-229-8933** or visit www.quadro.net/support/paperless-billing for online instructions to change your billing preferences.



HOW TO USE FREE QUADRO TV ON THE GO CHANNELS:

Quadro TV subscribers can now watch TV everywhere! You can now watch new GO channels on your laptop, or download the TV network apps on your smartphone or tablet to enjoy programming when away from your TV.

Quadro currently offers TMN, A&E, Global, History and Stingray Music channels with the watch TV everywhere service. To register simply follow the directions below.

1. Go to www.watchtveverywhere.ca
2. Select your provider
"Mitchell Seaforth Cable Ltd."
3. Set-up your account – click "Register"
4. Enter Your TV Account Number
Shown on your Quadro statement
eg. **999-XXX-XXXX** (must include dashes)
5. Pick a **Password**
6. Pick an **Email Address**
(needed to activate each registered account)

Once you have registered, go to www.watchtveverywhere.ca or Download Apps on your smartphone or tablet. You can add additional registered users by going under "manage account" on the website listed above. You may have up to 4 users registered on each Quadro TV service account. The first user registered must be the named account holder, age 18 or older and will be considered the primary user.

If you experience problems accessing this service please call **519-299-8933** for assistance.

Digital MAX TV - NEWS -

- **W Movies** has moved to channel 502
- **NEW Stingray Music channels** starting at channel 800
- Discovery World ch. 270 changing to **Discovery Velocity** on February 12, 2015
- Oasis ch. 276 changing to **Love Nature** on January 19, 2015

For information on FREE previews and new programming please visit www.quadro.net/digital-cable

CONTACT US

QUADRO SUPPORT & QUAD SQUAD

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-CELL (2355)

cellular@quadro.net

PHONE REPAIR

519-229-6100

LOCATES - ONTARIO ONE CALL

1-800-400-2255

SERVICE HOURS

QUADRO SUPPORT

MON. – FRI. 8:00 AM – 10:00 PM

SATURDAYS 9:00 AM – 5:00 PM

SUNDAYS - CLOSED

INSTALLATION & REPAIR

MON. – FRI. 8:00 AM – 4:30 PM

WEEKNIGHTS BY APPOINTMENT ONLY

SAT. 9:00 AM – 1:00 PM

SUN. & HOLIDAYS

EMERGENCY SERVICE ONLY

BUSINESS OFFICE

1845 ROAD 164, BOX 101

KIRKTON, ON, N0K 1K0

MON. - FRI. 8:30 AM – 4:30 PM

SAT. & SUN. - CLOSED

SHOWROOM HOURS

485 JAMES STREET SOUTH UNIT 2

ST. MARYS, ON

MON. – FRI. 9:00 AM – 5:00 PM

SAT. & SUN. - CLOSED

159 MAIN STREET

LUCAN, ON

MON. – FRI. 9:00 AM – 5:00 PM

SATURDAY

9:00 AM – 1:00 PM

SUNDAY - CLOSED

visit: www.quadro.net