



Merry Christmas & Happy New Year



Quadro wishes you a happy holiday season and our sincere thanks for your loyalty and goodwill throughout the year. The following hours apply to our office & support locations this holiday season.

Quadro Office Locations

December 19th – CLOSED at 3PM
December 24th – Lucan 9AM-1PM
December 25th – CLOSED
December 26th – CLOSED
December 27th – CLOSED
December 31st – Lucan 9AM-1PM
January 1st – CLOSED
January 2nd – CLOSED

Quadro Support Hours

December 19th – 8:30AM -10PM
December 24th – 9AM-5PM
December 25th – CLOSED
December 26th – 9AM-10PM
December 27th 9AM-10PM
December 31st – 9AM-5PM
January 1st – CLOSED
January 2nd – 9AM-10PM

Repair request messages left on December 25th and January 1st will be checked until 1:00 PM. Messages left after 1:00 PM will be checked the following morning.

Interested in becoming a Board Member?

Two director positions will be filled at the 2017 Annual Members Meeting on April 13th 2017.

Have a voice! Serve on behalf of Quadro members and provide leadership to fulfill the evolving needs of our customers.

For more information please contact our **General Manager, John DeHeer 519-229-8428** or Email: customer.care@quadro.net

Nomination Deadline is March 1st, 2017

Visit www.quadro.net/member for detailed information & required nomination form to be completed.

QUADRO GIGABIT INTERNET SERVICE NOW AVAILABLE!

Unbelievable speed that takes your internet to a new level.



Blazing-fast fibre speeds will give you quick downloads and impeccable streaming on all of your connected devices. With download speeds of up to 1 Gigabit per second this is Quadro's best fibre internet package yet! Get our fastest internet speed with unlimited usage for \$299.95/mo. *Some conditions may apply. Speak to a Quadro representative for details. Only available where fibre technology permits.

Phones for the Holidays!

Stay connected this Christmas with a **NEW** smartphone!

Visit our location in St. Marys, Kirkton or Lucan to view all the latest and greatest smartphones for the holiday season. Activate a new phone for that special someone or upgrade your current device as a gift to yourself. Quadro's mobile service works on Canada's largest LTE network with the convenience of local customer service and support. Bundle your mobile service with TV, internet and phone service and save \$5 a month. Why get your mobile phone from one of the big companies when you can get all of your communication services from us?

Quadro offers:

- Bring your own device plans
- Family & Small Business share plans
- Port your existing number to us
- No activation or SIM card fee
- Save \$50 on new 2yr. activations
- Bundle & save \$5 a month

For phones, plans & pricing visit
www.quadro.net/mobility



The Samsung Galaxy S7 is this year's most popular Android smartphone. Get yours today!

Quadro Quandary... What type of internet do I have?

Not all internet connections are created equally. The way in which our customer's access internet can vary depending on where they live or work. Quadro uses various technologies to provide internet connections. It is important to understand what kind of internet you have. Each technology can have its' own unique troubleshooting measures. If you are experiencing problems with your service please call our support team at 519-229-8020. We will troubleshoot the problem to find the best resolution. Below are descriptions of the internet services provided based on the technology being used.

Fibre

Fibre optics is a glass cable designed to guide light along its' length. Fibre optics enables data transmission over longer distances and at higher rate than other forms of communication methods - ideal for Quadro's widespread rural area. Fibre internet allows for the ultimate combination of speed, reliability, consistency and security.

Coax Cable

A cable broadband internet connection operates over coax cable TV lines. The coaxial cable provides greater bandwidth than a traditional copper telephone line. Customers who reside in Mitchell, Lucan, Dublin and St. Columban are primarily served with this type of internet technology.

DSL

A DSL internet connection uses an existing copper telephone line connected to the premise. It does not tie up your phone line like an analog dial-up connection once did. This service in our original serving territory has been replaced with fibre optics. Customers who reside outside of our serving territory can subscribe to "ADSL" which is a similar service using a Bell telephone line to provide service if the phone line is configured to support DSL technology.

Fixed Wireless

Fixed wireless is the operation of wireless devices or systems used to connect two fixed locations (e.g. building to building or tower to building). The advantages of fixed wireless include the ability to connect with users in rural and remote areas without laying cable in the ground. Customers who use our wireless service reside outside of our traditional serving territory and do not have access to other means of Quadro hard wired options. Internet usage limits may apply to this type of service due to broadband availability with this technology.

Wireless (Mobile Internet)

This internet utilizes a cellular signal to provide internet service. A customer can benefit from high speed internet using connected devices that can be used virtually anywhere provided there is a sufficient cellular signal using a TurboHub, Turbo Stick or using their smartphone device as a wireless "hotspot". Data usage limits apply to this type of service.

The Importance of a Strong Password

Quadro takes pride in securing our network from cyber threats and enforcing strong passwords. Please be sure to set your e-mail, wireless network and other passwords to something strong and secure, and change your passwords frequently to avoid your online accounts being compromised.

Our recommendations for a secure password:

- Use a mix of lowercase and UPPERCASE letters, numbers and symbols (*, \$, %)
- Don't use names, dates or a place familiar to you
- Think of a phrase, like the one below, that you can easily remember to help you generate a secure password.

Secure Password Example:

iL2gFiTsDa5! (I like to go fishing in the summer daily after 5!)

Having trouble with you Digital TV service? Sign up for our FREE TV workshop!

Our TV workshops have been so successful we will be holding another session. We invite you to attend our January workshop to learn some helpful tips & tricks on how to better understand all of the benefits that digital cable has to offer. Join us for a hands-on learning experience on how to use your digital set top box, DVR, remote control, the digital TV guide & much more.

Our January Digital TV workshop will be held on:

Tuesday January 24th 2017

Time: 9:00am – 12:00pm

**Location: Kirkton Business Office
1845 Road 164 Kirkton ON.**

To sign up for this FREE workshop call: 519-229-8933
Book now! Space is limited!

FREE Previews & Holiday Channels with Quadro Complete TV

Fireplace Channel - ch. 150
Stingray Holiday Favourites - ch. 899

FREE PREVIEWS

Love Nature - ch.276

Smithsonian - ch. 277

HiFi - ch. 279

National Geographic - ch. 551/269^{HD}

Disney XD - ch. 128

Food Network - ch. 561/297^{HD}

Gusto - ch. 581

Fight Network - ch.428

Animal Planet - ch. 553/568^{HD}

Hollywood Suite - ch. 617-620^{HD}

For a list of current FREE previews visit
www.quadro.net/digital-cable/free-previews