

**QUADRO RECEIVES 2017 CLEAR CABLE BROADBAND PROVIDER OF THE YEAR AWARD!**



We are honoured to be recipients of the 2017 Clearcable Broadband Provider of the Year award, as announced at the Clearcable Summit held on June 21st in Hamilton.

Clearcable Networks is a specialized telecommunications technical consulting firm focused on the needs of service providers such as Quadro. Clearcable assists with maintaining our existing infrastructure and proposing new implementations based on advancement in the telecommunications sector.

Quadro received this award in recognition of many achievements including the complete overbuild of our legacy copper network with fibre optic technology, and deployment of advanced telecommunication services.



## CONGRATULATIONS TO OUR 2017 SCHOLARSHIP RECIPIENTS



John Deheer, General Manager presents scholarship awards to Courtney Maslen and Nicholas Baxter. Not available for photo - Nathan Klassen.

Quadro encourages the youth within our serving area to continue their studies at post-secondary institutions. This year we awarded three applicants each with a \$1000.00 scholarship based on submitted applications. Candidates were asked to submit a report on how their program of study is affected by one of the following topics. What role could Quadro play in the "Connecting Canadians" Program? How could fibred communities expand Quadro's reach to more customers, or how can Quadro contribute to "digital inclusion"? The Board of Directors then made their selection at the July Board meeting after hearing each of the candidate submissions read to them anonymously. Congratulations to Courtney Maslen, Nathan Klassen and Nicholas Baxter our 2017 scholarship recipients.

Courtney is entering her third year of Nursing at the University of Western Ontario and Fanshawe College. Nathan is entering his third year of study at the University of Guelph and is currently enrolled in the Engineering Systems and Computing Program. Nicholas is entering his second year of study at Western University and is currently enrolled in the Mechatronic Systems Engineering program. Quadro wishes to thank all students who submitted applications and continued success with their studies.

To apply for a Quadro scholarship, eligible recipients must maintain a principal residence when not attending school where a Quadro membership is held. If you qualify and are interested in applying for a Quadro scholarship in 2018, please contact our office or visit [www.quadro.net](http://www.quadro.net) for more details.

## TV Channels Coming To Quadro This Fall!

Quadro has recently applied to add new channels to our Fall TV line-up in addition to adding more HD content to our existing platform. We look forward to sharing with you launch dates, channel numbers and packages as information becomes available to us. Check out our website and social media channels for the latest updates!

### ADDITIONAL HIGH DEFINITION CHANNELS ARRIVING THIS FALL

- CNBC HD
- DTour HD
- Nickelodeon HD
- Crime & Investigation HD
- Fight Network HD
- PBS Buffalo HD
- CTV News HD
- Investigation & Discovery HD
- Wild TV HD
- DIY HD
- MTV HD

### LOOK FOR THESE NEW CHANNELS TO BE ADDED TO OUR LINE-UP THIS FALL!



The best place for those who live a creative life. A specialty channel with a focus on creation of handmade goods. Featuring passionate and entertaining makers. This channel combines food, design, style and DIY series' all in one package.



An American television network that presents around-the-clock Catholic-Themed programming. Founded in 1981, ETWN is now one of the largest religious media networks in the world.



An American evangelical Christian-based religious broadcast network that features popular pastors such as Joel Osteen, Joyce Meyer, TD Jakes and many more.



Airs a large amount of educational programming, live coverage of manned missions, live coverage from the Space Shuttle, international Space Station (ISS), International launches and more.



FX Canada is a specialty channel that delivers critically-acclaimed dramas and hit comedies, including FX original series American Horror Story, The Americans, Louie, and The Strain. Delivering compelling entertainment to Canadians, FX's unique content also features movies & original Canadian programming.

## - TV FREE PREVIEWS -

Catch all our FREE previews this fall with Quadro Complete TV

- Wild TV Sept. 1st - 30th ch. 412
- Food Network Aug. 28th - Oct. 2nd ch. 561
- W Network Sept. 30th - Oct. 31 ch. 565
- National Geographic Nov. 1st - 30th ch. 551
- Slice Nov 29th - Jan 5th ch. 562

For up to date FREE preview listings, please visit [www.quadro.net](http://www.quadro.net)



## Internet & Mobile Phone Anti-Spam Quick Tips!

There has been an increase of customers calling in to report new scams via the internet, email and text messaging. Be aware of current trends listed below and do not become a target of online scams.

### BROWSER POP-UP WINDOWS

Have you ever browsed the web on your computer or mobile device and received a pop up window offering you a "free" iPhone or other prizes upon completion of a survey and disclosure of your personal information? Please be advised that these surveys are scams and are NOT from Quadro. We will never ask you to disclose any personal, account or credit card information in a survey at any time. These surveys mimic companies to entice customers to fill them out, compromising your information in the process.

### SPAM EMAILS

Email spam, also known as junk email, is a type of electronic spam where unsolicited messages are sent by email. Many email spam messages are commercial in nature but may also contain disguised links that appear to be for familiar websites but in fact lead to (phishing) websites that attempt to obtain sensitive information such as user names, passwords, and credit card details to access money. These sites also host malware (viruses) that pose a threat to your computer. If you receive an email that is suspicious in nature and asks for your personal, account or credit information, beware that the email is likely spam.

### SPAM VOICE CALLS & TEXT MESSAGES

Three popular types of mobile phone scams are phishing (email) as stated above, vishing (voice calls) and smishing (text messages). These scams get people to perform specific actions or divulge confidential information by manipulating the user to think the message or call is from a legitimate service and requires personal and or financial information to proceed with the request.

**VISHING** - with vishing (voice phishing), the scammer will attempt to gather your personal or financial information over the phone. A scammer might dial your number and play a recorded message promising you travel reward or a credit on your next bill. The call directs you to visit a specific website that "looks" legitimate or to call a 1-800 number for more details. The goal of these scams are to trick you into releasing your passwords, Personal Information Numbers (PIN), banking or credit card details which can then be used for fraud.

**SMISHING** - Smishing (SMS Phishing) uses text messaging to gather personal or financial information that can be used for identify theft. A scammer might send you a text message usually demanding your immediate attention. The message will ask you to visit a specific website or to call a number. At this point, you will be asked to provide some sort of sensitive information such as a credit card number, to access an account for "security reasons".

### HOW TO REPORT PHONE OR INTERNET SCAMS

If you think you've been a target of any type of phone or internet fraud, you can report the activity to the Canadian Anti-Fraud Call centre by calling 1-888-495-8501, forward emails to Canada's Spam Reporting Centre spam@fightspam.gc.ca or visit the Canadian Anti-Fraud Centre website for more information. Our Quadro Squad service can also help if you feel your personal computer has fallen victim to viruses due to internet scams. Call us at 519-229-8020 for assistance.



## Sign up for our Apple Smartphone iOS Workshop!

By popular request we will be holding another iOS workshop. Do you have an iPhone and would like to learn some new tips and tricks? Learn the basics and more at our iOS workshop. This class is a great way to learn about the phones features and to make better use of your smartphone device. Bring your questions and we will spend the morning discovering all of the things your Apple smartphone is capable of. Cost of the workshop is \$5 per person and will be applied to your Quadro bill to hold your spot. Workshop fees will be donated to the "Someone I Know" campaign in support of the St. Marys Memorial Hospital Foundation. Preference for this workshop will be given to Quadro mobility subscribers. Book now! Space is limited.

### Our Apple iOS Workshop will be held on:

**Tuesday, October 3rd, 2017**

**Time: 9:00am - 11:00am**

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

### Meet our Team

Over the next few publications of our newsletter, we will be highlighting some members of our team that are local just like you!



Dave McBryde - Outside Plant Locates

If you have ever requested a locate, Dave has likely been the one to mark out the placement of our underground lines. As a valued member of our team for 29 years, Dave has experienced many changes in the world of telecommunications. When he first started with the company, it was the former Blanshard Municipal Telephone System, and the telephone lines were hung on poles along the roadside. One of the biggest changes throughout his career so far was the advancement from mechanical switching and hand written records to computerized switching and digital recording. Dave was instrumental in documenting the layout of our facilities prior to the onset of GPS mapping and his expertise is often called upon to assist other staff. One of the many things that Dave values most about his job, aside from meeting our customers when he is out locating services, is that as a Co-operative which is owned by our members, the focus to serve our customers is supported by acquiring proper tools and training without opposition, which is often a challenge with larger players in the industry. If you happen to see Dave when he is out locating services, don't be shy he would love to say hello!!!