



Welcome to Quadro!



Mission Statement:
Providing customer-focused access to state-of-the-art global communications

Welcome to the Quadro Communications Co-operative!

Hello! We're glad to have you in the neighbourhood! If you need us for anything after your service has been installed, please call on us:

- Visit us personally at 1845 Road 164, Kirkton, Ontario or Unit 1-485 James Street, St. Marys, Ontario
- Contact us by phone: 519-229-8933 or 519-349-2100
- Internet Support: 519-229-8020 or 1-866-292-3332
- Email us at customer.care@quadro.net
- Troubles or Locates: 611, 519-349-2100 or 519-229-6100



Quadro Communications Co-op Inc serves a rural area west of Stratford and north of London, which nearly surrounds the town of St Marys. Our exchanges include Granton, Kirkton, Uniondale & Sebringville. Quadro is one of several Independent Telephone Companies in Southwestern Ontario. We are a Co-op and as such, offer each customer a member share. On your first bill you will see a one-time charge of \$1.00 for your membership.

Live answer when you call!
Toll Free Service
DSL High Speed Internet
Name & Number Display
Busy Call Return *66
Last Call Return *69
Phone Sales & Rentals
Quarterly Newsletters
Co-operative Membership



Call Answer
Long Distance
Distinctive Ring
3 Way Calling
Calling Cards
Dial Up Internet
Call Waiting
Call Return
Call Forward

History & Philosophy of the Co-operative

One member, one vote. Power is shared equally among all members, rather than concentrated in the hands of a few. Co-operatives are based on democratic principals. Members elect a board of directors and, when necessary, vote on specific issues.

Open Membership

- Anyone who can use a co-operative's services and is willing to accept the responsibilities of membership is eligible to join.

Limited Return on Investment

- the purpose of a co-operative is to provide a service to it's members, not to make a profit.

Surplus is Returned to the Members

- Margins above and beyond the costs required to cover operating expenses are returned to the members in proportion to their patronage. The more business a member does with the co-op in a given year, the greater the amount of the patronage refund for that year.



Co-operatives embody the best traditions of Canadian self-reliance and independence. Co-ops are successful because they provide services to their communities that may not be readily available otherwise. The co-operative movement will continue to thrive because it is based on the most powerful force in the world - a good idea.

Directory Deliveries

Sebringville and Uniondale customers receive a **Stratford** directory around September each year.

Granton and Kirkton customers receive a **London** directory toward November or December.

Additional copies may be picked up free of charge at our office.

EMERGENCY DIAL 9-1-1

If you have an emergency situation requiring fire, police or ambulance service, call 9-1-1.

The 9-1-1 operator will ensure your call is dispatched to the appropriate emergency service.

Quadro Internet Services

DSL High Speed* \$35.00/month
Fast Access to the World Wide Web without tying up your telephone line. Speeds are up to 50x faster than dial-up service.
* Your computer requires a network card

Dial-Up Plans** \$4.95/month
Declining Rate
Includes the first 5 hours, then \$0.80/hr for 6-10 hours, \$0.70/hr for 11 to 20 hours etc.

Unlimited Rate \$20.00/month
Unlimited hours for one monthly rate.
**Your computer requires a dial-up modem



*The World on your desktop
The Power at your fingertips*

Your free calling area	Additional free calling when using Quadro for local and long distance service*
Granton 225 Ilderton, Kirkton, London, Lucan, Dublin, Mitchell, St Marys, Sebringville	Thorndale 461, 549 Uniondale 349
Kirkton 229 Exeter, Granton, London, Lucan, Dublin, Ilderton, Stratford, St Marys, Sebringville, Mitchell	Centralia 228 Hensall 262 Hensall-Independent 263 Uniondale 349
Uniondale 349 Kintore, London, St Marys, Stratford, Ilderton, Sebringville, Thorndale	Embro 475 Granton 225 Kirkton 229
Sebringville 393 Kirkton, Milverton, Mitchell, Stratford, Granton, Ilderton, Lucan, Thorndale, Uniondale, London, St Marys	Monkton 347



*You must dial the call as long distance but the charge will not appear on your bill if you use Quadro for both local and long distance service.

**CALL BEFORE YOU DIG!
611, 229-6100
or 349-2100**

Before you put up the big party tent, new fence, or widen the laneway, call for a locate. We'll mark the location of our cable for free to protect it from damage.

Locates are free, cable repairs are not! The lifeline you protect may be your own.



About your bill and payment options...

Payment for Quadro services is due on the 28th of each month. We bill for the current month, so your first bill will likely reflect full and part month charges.

You may pay your bill by pre-authorized bank draft, Tele-banking, PC Banking, VISA, Master Card, Debit, Cash or Cheque.

A security deposit may be required if your credit history is unknown or if you default on a payment.

You can also view your bill online!

To get started, follow these steps:

1. With a Quadro telephone bill in hand, go to www.quadro.net.
2. Click on 'View Bills-My Account'.
3. Enter your 9 digit account number, including the dashes.
4. Enter your password in lower case. It is a series of letters and numbers located on the first page of your bill just above the 'Total Amount Due' box.
5. You will then be guided through the registration process including selecting a user name and password for ease of use on future visits.



Once registered, you'll be notified by email around the 6th of the month that your current bill is ready to view. Select the 'Paperless Option' and you'll no longer receive a paper bill by mail, plus you'll save 50¢ each month. Go paperless - save money and natural resources!