



FOLLOW US ON TWITTER
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ON PRODUCTS, SERVICES & NEWS
WITHIN YOUR COMMUNITY!



VISIT OUR NEW LUCAN SHOWROOM!
**159 MAIN STREET
LUCAN, ON.**



AUGUST CELL PROMOTION
SWITCH & SAVE EVENT
SAVE \$50.00 ON ALL NEW 2YR
ACTIVATIONS THIS MONTH.
*SOME CONDITIONS APPLY.

ISSUE 3 | VOLUME 21 | AUGUST 2014



Global Reach With A Local Touch

QUADRO
COMMUNICATOR



(FROM LEFT TO RIGHT) DIRECTORS JOYCE FREW & CINDY BILYEA, LUCAN CUSTOMER SERVICE REPRESENTATIVES FRANCINE DIMELOW & SHALLON PARTRIDGE, DEPUTY MAYOR CATHY BURGHARDT-JESSON OF LUCAN BIDDULPH, JOHN DEHEER, GENERAL MANAGER AND DIRECTORS DENNIS MANAREY & STUART ARKETT.

Thanks For Joining Us At Our Grand Re-opening!

On May 31st 2014 we celebrated the grand re-opening of our new showroom in Lucan. Our showroom is now located at 159 Main Street in the Radcliffe Professional Building. We have also extended our hours to serve you better! The Lucan location is now open Monday to Friday 9 a.m. to 5 p.m. and Saturdays 9 a.m. to 1 p.m. We would like to thank all of those who celebrated with us and congratulate all of those who won door prizes at the event. We are proud to be a part of the community of Lucan. The Lucan location continues to offer Internet, Digital TV, Phone and Cellular sales and customer service inquiries.

FIBRE PROJECT UPDATE

We are happy to announce we are currently upgrading services in the Uniondale exchange, replacing the existing copper technology to fibre optics. This upgrade will give customers in this exchange a more reliable service and the opportunity to upgrade their existing service to faster internet speeds and digital TV service. This is the next phase in fulfilling our commitment to providing cutting edge technology to the communities we serve with our fibre to the home project.

Go Paperless & Save!

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.

Apply for the 2014 QUADRO Scholarship Today!

Quadro Communications Co-operative Inc. encourages the youth within Quadro's territory to continue their studies at post-secondary institutions, particularly in the subject areas of Math, Science and Business.

Quadro is committed to offering two \$1000.00 scholarships to students attending their second, third or fourth year at a University or College. Preference will be given to students enrolled in either a business program with emphasis on marketing or a technical program with emphasis on electronics and telecommunications. In order to apply, the eligible recipient must maintain a principal residence when not attending school, where a Quadro membership is held.

If you qualify and are interested in the Quadro scholarship, please include along with the application form, proof of enrollment and a one-page report on how your field of study impacts or is impacted by the telecommunications industry. Applications are available by visiting www.quadro.net and accepted by mail, in person at one of our office locations or by emailing your application to customer.care@quadro.net.

Apply for the Quadro scholarship today! Hurry, the deadline for applications is **October 1st 2014**.



LEARN HOW TO TWEET

SIGN-UP FOR QUADRO'S FREE TWITTER WORKSHOP

Have you wanted to check out Twitter, or have you attempted to use Twitter but were frustrated by your first efforts? Let Quadro show you the basic mechanics of the Twitter communication tool. We will provide hands-on application of practical strategies to assist you with using Twitter and show you how to build your Twitter community and keep your followers engaged.

OUR FIRST TWITTER WORKSHOP WILL BE HELD ON:

Monday, August 25th 2014

Time: 9 a.m. to 12 p.m.

Where: Kirkton Business Office

We invite you to bring your laptop, smartphone or tablet to our Kirkton location and you will begin to navigate and explore the world of Twitter at this fun and interactive workshop. We are excited to host this event and show you how using Twitter can be a useful communication tool. Have Twitter? Follow @QuadroNews for updates on news, promotions and more!

**To Sign up for this FREE workshop
Please Call: 519-229-8933**



RICK CONARD & MARCY BREMNER

QUADRO

WISHES EMPLOYEES
A HAPPY RETIREMENT

Two long-time familiar faces at Quadro have recently retired. Rick Conard served 21 years as a Quadro employee working in the area of Installation & Repair and Marcy Bremner retired after 18 years as Customer Service Representative. We would like to thank both of them for all their hard work and dedication to Quadro and its' customers. We will all miss you and wish you the best of luck in your future endeavors.



CONGRATULATIONS STEVEN BOERE

Steven is the lucky winner of the HTC Smartphone for placing his graduation announcement on our community channel. Steven has graduated from the St. Mary Choir Catholic School in London and will be attending Medway Highschool in the fall. Steven is unsure of his post secondary goals but he has an interest in music and also enjoys history and geography. Congratulations Steven and best of luck starting highschool in September.

THE IMPORTANCE OF A STRONG PASSWORD

When choosing a password for any online accounts you may have, Quadro strongly recommends that customers use a strong password and change their passwords frequently.

HERE ARE A FEW TIPS TO CREATING A STRONG 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!)



ATTENTION ALL CUSTOMERS: Please note the Stratford, London & Goderich Yellow Pages phone directory publication will not be delivered to customers' homes this year. Phone books will now be available for pick up at your nearest Quadro location. New Stratford directories are now available and London & Goderich directories will be available for pick-up in late November. Looking for a person or business? You can find business and residential listings anytime by visiting www.canada411.ca or downloading the **FREE** Yellow Pages app for your smartphone or tablet.

QUADRO

SWITCH & SAVE DIGITAL MAX TV EVENT

Add Quadro Digital Max TV to your service line-up or upgrade your existing Classic TV package and receive a **\$100.00** one-time credit on your Quadro account! *Some conditions apply. Ask us for details.



SAVE
\$100
ON NEW SERVICE
ACTIVATIONS & UPGRADES

ENJOY DIGITAL MAX TV WITH:

- No Installation Fees
- No Activation Fees
- No Contracts
- No Satellite Dish
- Bundle Your TV Service & Save
- 100% Digital Picture & Sound
- On Demand TV & Pay Per View
- Timeshifting
- Free Music Channels
- HD TV & DVR Capabilities
- Local Canadian TV Programming

Book Your Installation Today!

Call: 519-229-8933

or visit www.quadro.net/digital-cable/packages

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