



Year in Review

with General Manager John DeHeer

2017 has been an exceptional year for Quadro Communications Co-operative Inc. we have been acknowledged provincially and internationally three times.

All three of the awards recognized are a result of the fibre optic network and technology that has been installed in our original four exchanges as well as recognizing improvements Quadro has made in its fixed Wireless and Cable Television networks.

In June, Quadro was awarded the Internet Service Provider of the year by Clearcable. Clearcable is a company that provides engineering support to internet service providers throughout Ontario. This award is presented to companies who have demonstrated exemplary efforts in their delivery of internet service to their customers.

In August Quadro was the first company in Canada to be recognized as "Gig Certified" by the NTCA (The Rural Broadband Association). This is a result of our capability to deliver gigabit service to any customer on our fibre optic network.

In September, Quadro was recognized as a "top performing broadband provider" and received the Smart Rural Community award from the NTCA (The Rural Broadband Association) at its Fall Convention in Philadelphia. This is a designation that we can use throughout our coverage area to promote our fibre and the services which can be deployed with this technology to existing customers and entice new businesses to the area.

This past year we have completed the upgrade of our fixed wireless service offering in Lucan and in the Russeldale areas with an eye on providing better services to our existing customers. When the original network was installed the customer had one computer for the household that was connected to the service. In today's world, customers have numerous devices connected cell phones, iPads, smart TV's and many other devices as the internet of things explodes in our modern world. The upgrade has allowed our current customers to have a more reliant and robust service. We are currently working on improving the remaining fixed wireless network with the same upgrades for our existing customers.

The Quadro team is committed to providing the best possible service to all of our customers, if you have a concern please contact us!



From all of us at Quadro, we wish you a safe and happy holiday season and thank you for your continued loyalty and goodwill throughout the year. The following hours apply to our office & support locations this holiday season.

Quadro Office Locations

December 18th - Closed at 3pm
 December 25th - CLOSED
 December 26th - CLOSED
 January 1st, 2018 - CLOSED

Quadro Support Hours

December 18th - Open 8:30am-10pm
 December 25th - CLOSED
 December 26th - 9am-10pm
 January 1st, 2018 - 9am-5pm

Repair request messages left on December 24th-26th and December 31st-January 1st will be checked until 1:00 PM. Messages left after 1:00 PM will be checked the following morning.

Quadro Recieves Smart Rural Community Award!

Quadro is honored to have been recognized as one of 13 rural communications firms nationwide with the title of Smart Rural Community by the NTCA - The Rural Broadband Association, which cited Quadro's advanced communications services and collaborations with local leaders in the communities it serves as some of the keys to its success. In addition, Quadro was recognized as Canada's first independent telco to be a gigabit capable broadband provider.

NTCA- The Rural Broadband Association is the premier association representing nearly 850 independent, community based telecommunications companies that are leading innovation in rural and small-town North America.



Photo (Left to Right) Quadro General Manager John DeHeer, Shirley Bloomfield, CEO NTCA - The Rural Broadband Association and Dennis Manarvey, Vice Chair - Board of Directors. Photo Credit: NTCA - The Rural Broadband Association.

WIN a Google Home Mini!

Activate a mobile phone in the month of December on a 2yr term and your name will be put in a draw to win your very own Google Home Mini. We are also offering a \$50 credit with your activation to purchase cell phone cases, chargers and accessories. Call or visit our office for full details. Draw for the Google Home Mini will be held on Friday December 29th 2017.



Big help, for any room.

Google Home Mini



The Google Home Mini is a helpful voice-activated smart home speaker powered by Google Assistant. The Mini can be used to play music, control smart home gadgets, answer trivia questions, add items to your shopping list, create calendar appointments and so much more. Stop by any of our office locations and give it a try today!

NEW CHANNELS

Tune in NOW! We've added Rogers TV Stratford and Rogers TV London to our Quadro Complete package. Enjoy local community content including OHL London Knights game coverage!

ROGERS tv

ch 114 - Rogers Stratford
ch 115 - Rogers London

TV FREE PREVIEWS & HOLIDAY CHANNELS

TV FREE PREVIEWS

Love Nature ch 276
Smithsonian ch 277
HIFI ch 279
Slice ch 562
Makeful ch 503

HOLIDAY CHANNELS

Fireplace Channel ch 150
Stingray Holiday Favourites ch 899

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

Internet made even better with Gigacenter!



The future is now at Quadro. With the Quadro Gigacenter, you will receive unprecedented performance in wireless speed, reliability and coverage that reaches throughout the entire home. This intelligent, high performance service platform integrates an ethernet interface with switching and routing functions all while supporting an internet connection with speeds of up to 1Gbps. The Quadro Gigacenter is the ultimate Wi-Fi solution.

Rental \$9.95/mo

Purchase sale price \$149.95

January Apple iOS Class

DID YOU KNOW...

With iOS 11, the Control Center is completely redesigned and more customizable than ever. To customize the Control Center go to Settings > Control Center > Customize Controls.

Once there, you can add apps that can be included in your control center. Tap on the plus sign in the "More Controls" section and they will be instantly added to your control center. To access these controls from your home screen simply swipe up from the bottom of your screen.

TRY IT OUT!

For more tips and tricks on how to get the most out of your iOS device, attend our next iOS Class on January 11, 2018 from 9am-11am at our Kirkton location. Book now as space is limited!

EXPANDING OUR FIBRE NETWORK TO BIRR



Construction has begun to expand our fibre optic network into the community of Birr. Prospective customers in that community have been provided information on the services they can receive from Quadro, and will be contacted when we are ready to connect them. We are looking forward to including the community of Birr as part of our serving territory!

Meet our Team - Barry Stone, Field Operations Manager



The old cliché "been there done that" pretty much summarizes Barry's 29 years of service. Following graduation from the Electronic's Engineering Technician program at Fanshawe College, Barry began his career with the company when it was the former Blanshard Municipal Telephone System. Over the years he has contributed to the success of the Co-operative through the many roles, responsibilities and challenges he has accepted and fulfilled. Cable layout and design, copper splicing, service installation and repair, implementation of Quadro's initial internet service offering, switch translations, regulatory reporting and purchasing are just a few of the tasks he has undertaken. When he isn't on the job, Barry has contributed to our local community as a hockey coach and has served as a volunteer fireman with the Granton Fire Department for over 20 years. Aside from his natural instinct to want to help others, Barry values the diversity of his work, and the opportunities he has been given from the company to learn about the different facets of the industry. Typically Barry works tirelessly behind the scenes, however if you happen to come across him in your travels, he would welcome the opportunity to meet you.

Interested in becoming a Board Member?

Nomination Deadline is March 1st, 2018

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

Two director positions will be filled at the
2018 Annual Members Meeting in April 2018.

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