

## Make the Switch to Digital TV

As technology evolves, analog signals are quickly becoming a technology of the past. We encourage our customers to upgrade to our Digital TV service to continue viewing favourite channels or programming. Classic cable subscribers and Digital customers that have access to classic service on additional TV's, please be advised that additional channels are slated to be removed from the Classic Cable service in 2016. Current channel listings are available on our website [www.quadro.net/digital-cable](http://www.quadro.net/digital-cable) and when possible, communicated in the message centre of your monthly statement.

Give us a call today to upgrade to digital programming. A Customer Service Representative will be happy to share current upgrade promotions and the added benefits of going digital.

### SWITCH TO QUADRO DIGITAL TV & RECEIVE:

BETTER PICTURE & SOUND QUALITY  
MORE DIGITAL CHANNELS  
MORE HD CHANNELS  
TIME SHIFTING  
ON DEMAND CONTENT  
PAY-PER-VIEW

Rent movies from home!

#### DIGITAL PROGRAMING GUIDE

See what's on with a press of a button!

#### MUSIC CHANNELS

#### WATCH TV EVERYWHERE SERVICE

#### UNIVERSAL REMOTE

One remote for your TV and Digital Box!

#### \*ENHANCED FEATURES

Multi-room DVR, Record, Pause,  
Rewind live TV!

\*Requires DVR digital Box



Call a Customer  
Service Representative  
Today for current  
upgrade promotions!

**519.229.8933**

## New Central Office in Lucan for Fibre Expansion



We celebrated our new central office building in Lucan on October 15th. From left to right - Quadro board member - Dennis Manarey, General Manager - John DeHeer, Central Office Manager - Barry Stone, Lucan Biddulph Deputy Mayor - Andy Van Geel and board member - John Alderman officially announced our new build with a ribbon cutting ceremony. The new building, located next to the old Biddulph School, will house new fibre optic equipment that will supply Lucan with Fibre Optic technology and enhanced Coax technology for phone, high speed internet and TV service.

## Building a New Home or Business?

Call on us for pre-wiring advice!

The decision to build a new home or business takes considerable planning and consultation from industry professionals. One decision that is often overlooked, is to ensure that you have pre-wired for advanced communication technologies. Are you planning to include high speed internet access, a local computer network, efficient home office, home entertainment systems, digital TV, security networks, environmental and energy management systems just to suggest a few? When you are ready to build, contact Quadro so that we can discuss your plans and ensure that your facility is pre-wired to accommodate your requirements. Keep in mind that your own needs may grow and change with time as technologies continue to do so and we want to ensure your system is flexible enough to accommodate those future demands. Not only does pre-wiring ensure you get the most from your home or business, it may also increase resale value.

For more information, please speak with **Shane Nicholson, Installation & Repair Manager at 519-229-8440.**

## QUADRO HOLIDAY HOURS:

Regular business hours apply to our office & support locations on holidays & holiday weekends except for the following holiday schedule:

**QUADRO OFFICE LOCATIONS:**  
December 14th - Closed at 3pm  
December 24th - Closed at 1pm  
December 25th - Closed  
December 26th - Closed  
December 28th - Closed  
January 1st - Closed

**QUADRO SUPPORT HOURS:**  
December 14th - 8:30am-10:00pm  
December 24th - 8:30am-5pm  
December 25th - Closed  
December 26th - 9am-5pm  
December 28th - 8:30am-10:00pm  
December 31st - 8:30am-5pm  
January 1st - Closed

Merry Christmas  
& Happy Holidays

From all the staff at Quadro Communications



## Dialing 9-1-1 using VoIP (Voice Over Internet Protocol) applications on Android Operating Systems

Wireless customers using VoIP-based (web or data driven) apps like Viber and Skype to make calls on smartphones may not be able to reach 9-1-1 in case of emergency. This issue is not Quadro Communications specific and it could affect customers with any wireless service provider. We recommend customers avoid using VoIP based apps as their default dialer.

Remember that calls to 9-1-1 services (like any calls from a mobile device) are affected by the signal strength in your location. For example, your call to 9-1-1 may be affected if you make it from a covered underground location. Access to 9-1-1 and E 9-1-1 service is included in your Quadro monthly rate plan. However, in some provinces, an additional fee is charged as requested by the provincial government.

The additional monthly fee is as follows: (current as of 27/10/2015)  
Quebec \$0.40, Nova Scotia \$0.43, P.E.I \$0.70, New Brunswick \$0.53, Alberta \$0.44. Saskatchewan \$0.62, Newfoundland & Labrador \$0.75 (Reference - Bell Canada Website)

## What is Enhanced 9-1-1?

Like regular 911, Enhanced 9-1-1 (E 9-1-1) gives you the ability to contact emergency services from your cellular device. When you dial 9-1-1 on your Quadro Communications mobile device, your call is routed to the 9-1-1 emergency operator for your area.

There are two phases of E 9-1-1 service. Phase one provides 9-1-1 operators with your cellular number, area code and approximate location. The operator will know the location of the cellular tower handling your call. Phase one is currently available in most areas with 9-1-1 service. Phase two allows for 9-1-1 operators to more accurately locate a phase two-ready mobile device. In areas where phase two is available, your location is provided to emergency operators when you dial 9-1-1. Quadro mobile devices support both GPS (Global Positioning System) and cell-site triangulation. When you dial 9-1-1 in areas where E 9-1-1 phase two is available, the location system automatically selects the best method to determine your location.

## Enhanced 9-1-1 Limitations

E9-1-1 phase two service is available in most Quadro Communication's coverage areas in Canada using the Bell Mobility network. Check your local telephone book for emergency services telephone numbers. You can also contact local emergency operators to find out about the availability of 9-1-1 services in your area. Do not dial 9-1-1 for this information. GPS uses radio signals from satellites to calculate the mobile device's location (similar to car navigation systems.) It is important to know GPS radio signals may be affected by weak signals, in covered areas or underground areas. Cell-site triangulation uses radio signals from cell towers to calculate the cellular device's location. This method may also be affected by weak signals in covered areas or underground locations. It may also be limited in areas served by fewer than three cell towers (e.g. in remote rural areas).

## Device Limitations

Enhanced 9-1-1 service is not guaranteed to work. Data only devices such as Turbo Sticks, Turbo Cards, Turbo Hubs (non-voice models), MiFi devices and tablets cannot be used to make voice calls and therefore will not connect you to 9-1-1 in case of emergency. Most devices Quadro offers are E 9-1-1 phase two ready however, there are some older devices that are not phase two compatible. Speak to a Customer Service Representative if you are concerned that your older device is not compatible.

## Tips when calling 9-1-1 from a mobile device:

- IF POSSIBLE, ALWAYS GIVE THE OPERATOR THE CELLULAR NUMBER YOU'RE CALLING FROM, INCLUDING AREA CODE, IN CASE YOU ARE IN AN AREA THAT IS NOT EQUIPPED WITH WIRELESS E 9-1-1.
- IF POSSIBLE, TELL THE OPERATOR YOUR LOCATION OR LOCATION OF THE EMERGENCY.

## In Memory of John Franklin Rodd 1925 - 2015

It is with great sadness we inform you John Rodd, formerly of Woodham passed away October 22, 2015 in his 90th year. John was a former employee of the Blanshard Municipal Telephone Company. He retired in 1991 as an Outside Plant Foreman after 39 years serving customers. John will be remembered and greatly missed by those who knew him.