



2018 PATRONAGE DIVIDEND

We are happy to announce that an amount exceeding \$170,000.00 is being paid back to our members! Look for a Miscellaneous credit in your bill summary on the 1st page of the February statement. The patronage dividend is one of the benefits of being a member of the Co-operative.

INTERESTED IN BECOMING A BOARD MEMBER?

**Nomination Deadline is
March 1st, 2019**

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

Two director positions will be voted on, and the incumbents are standing for re-election at the 2019 Annual Members Meeting on April 17th.

*For more information please contact our
General Manager John DeHeer
519.229.8428 or Email: customer.care@quadro.net*

A NOTE FROM THE BOARD CHAIR JOHN ALDERMAN

Being a Quadro board member provides an opportunity for an interesting, challenging and rewarding experience. There is an opportunity to assist in the overall management and to provide direction to the company. It is interesting as you get to learn what it takes to keep a local telecommunications co-operative up to date and competitive in a rapidly changing industry. Challenging because as a director, it is your duty to see that the affairs of Quadro are reasonably conducted so that the company remains in operation beyond your tenure. The reward comes from working with some nice people to develop plans and programs that benefit all members.

Initially, I ran for a director position with the intention of serving one 3 year term. I have enjoyed the above experience and am now part way through my 3rd and final term.

- John Alderman





SAVE THE DATE

The A.G.M - April 17, 2019
DOORS OPEN AT 6:00 PM
REGISTRATION: 6:30 PM
MEETING BEGINS AT 7:00PM
Location: Kirkton Woodham
Community Centre
70497 Road 164, Kirkton.

MEET OUR TEAM - Ashley Park



Ashley is the newest addition to the customer service team at Quadro, having joined in May of 2018. She has extensive experience in the cell phone industry, this being her 9th year. Can you imagine all the changes she's seen in such a short period. Ashley thrives on providing customers with quality service and working with the staff.

Ashley will be familiar to the Mitchell customers, as she works there most days. Away from the office, she spends quality time with her fur-babies and her family, especially her nieces. With her creative interests, we imagine that there are a lot of craft hours spent with them. Pop into Mitchell and say hi.

BACKING UP YOUR IPHONE:

It is important to back your device up from time to time, to ensure that you do not lose important documents, contacts, priceless memories and more. Having a recent back up of your device will save you lots of time and aggravation, when you update to a newer model (due to time or an unfortunate accident).

There are two ways that an iPhone can be backed up; either through iCloud or iTunes.

iCloud: Go to Settings > iCloud > Storage & Backup. Tap the iCloud toggle to turn this feature on (it will turn green). You then have the option to back your device up right away.

When using the iCloud method, it is best to ensure that you are using a WiFi connection and that you are plugged into power. This way you are not using your cellular plan data and your phone will not lose power during the back up.

iTunes: on your PC, you will need to have iTunes downloaded on your computer. If you're a Mac user, it's already there. Connect your phone to your computer with the USB cable and then:

Open iTunes > Click on the device icon next to the category drop down menu on the left side of the iTunes window > Select summary for the sidebar > Select this computer under automatically

back up > click done when finished. At the top of the iTunes window you will see the progress of the back up. If you've done this at least once before on this computer, select BACK UP NOW. It will also show you the last time your device was backed up.

HERE'S WHAT CONTENT YOU ARE ABLE TO BACK UP:

- Purchased music, movies, tv shows, apps and books.
- Images and video from your phones camera roll.
- Device settings.
- App data
- Home screen and app organization.
- iMessage, text (SMS), and Multimedia Messages (MMS)
- Ringtones.
- Visual Voicemails.

If you have questions or concerns visit:

<https://support.apple.com/en-ca/HT203977> or contact Quadro's Computer and Repair team at 519.229.8020 or visit www.quadro.net/computer-repair---it-solutions

KNOW YOUR RIGHTS - WHAT THE CRTC'S WIRELESS CODE MEANS FOR YOU

No Cancellation Fees After 2 Years

You can cancel your contract after 2 years with no cancellation fees - even if you have agreed to a longer term.

Limit on Data & Roaming Charges

Extra Data charges and data roaming charges are capped to prevent bill shock.

The account holder, by default, is the only one who can consent to data overage and data roaming charges beyond the established limits, or authorize another user to do so.

Unlocked Cellphones

Mobile devices unlocked free of charge, upon request and all newly purchased devices unlocked.

Trial Period

You can return your cellphone within 15 days, without penalty, if you are unhappy with your service. Use up to half of your allowed monthly usage during the trial period.

Persons with disabilities: You can return your cellphone within 30 days, without penalty, if you are unhappy with your service. Use up to 100% of your allowed monthly usage during the trial period.

Clear Language

Your contract and related documents must be provided to you in plain language. For more information visit: crtc.gc.ca/wirelesscode

