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



MAY CELL PROMOTION  
**\$50 PROMO CREDIT**  
ON ALL NEW 2YR ACTIVATIONS  
\*SOME CONDITIONS APPLY.

ISSUE 2 | VOLUME 21 | MAY 2014



# QUADRO COMMUNICATOR

**PLEASE NOTE:** At the Annual General Meeting it was announced that a 2% patronage return would be applied to "Co-Op members in Good standing as of December 31st, 2013" with the May billing. This payout has been deferred and will be issued at a later date.

## 2014 QUADRO ANNUAL GENERAL MEETING UPDATE



meeting to order and welcomed the members and guests present. Cindy thanked General Manager John DeHeer and Quadro staff for another successful year and assured Quadro members that the co-operative will continue to strive to be profitable and efficient.

Highlights from the meeting included a presentation of the 2013 financial statements, an update on the on-going fibre project and proposed a re-working of the co-operatives existing by-laws.

We would like to thank all of the members who attended this year's annual meeting. Your voice as a member of the co-operative is always appreciated and valued.

To read a detailed copy of Quadro's 2014 Annual General Meeting minutes, please visit our member portal at [www.quadro.net/member](http://www.quadro.net/member)

Quadro's Annual General Meeting was held Thursday April 10th, 2014 at the Kirkton-Woodham Community Center. Quadro celebrated its 20th Annual Meeting and Cindy Bilyea, Chair of Quadro's Board of Directors called the

**Not a member? For \$1 you can become a member of the Co-operative. Call 519-229-8933 to sign up today!**

## We've Moved! Join Us For Our Grand Re-opening in Lucan On May 31st 2014

Our showroom in Lucan has moved just down the street. Our new location will continue to provide customers with Cellular, Digital TV, Internet and Telephone sales and service with **NEW** hours to serve you better!

Our newest location opened on May 1st and is now located at 159 Main Street in the Radcliffe Professional Building. **We will be celebrating our grand re-opening on May 31st 2014. Join us for a BBQ and refreshments from 11 a.m. to 1 p.m. and enter your name to win various door prizes!**

**New Lucan Showroom Hours: 159 Main Street Lucan - Monday to Friday 9 a.m. to 5 p.m. & Saturdays 9 a.m. to 1 p.m.**

**QUADRO** reminds you to call before you dig.

CALL ONTARIO 1 CALL FOR **FREE** LOCATES IN YOUR AREA

**Call Toll Free: 1-800-400-2255**

## PUT "ICE" IN YOUR CELL PHONE CONTACTS

ICE means "In Case of Emergency." We all carry our mobile phones with names and numbers stored in its memory but no one, other than ourselves, knows which of these numbers belong to our closest family or friends.

If you were to be involved in an accident or became ill, the people attending to you would have your mobile phone but wouldn't know who to call. Yes, there are hundreds of numbers stored but which one is the contact person in case of an emergency? Hence this 'ICE' (*In Case of Emergency*) campaign is catching on quickly. It is a method for contact during emergency situations.

As cell (mobile) phones are carried by the majority of the population, all you need to do is store the number of a contact person or persons who should be contacted during emergency under the name 'ICE' (In Case Of Emergency).

The idea was thought up by a paramedic who found that when he responded to an emergency situation, there were often mobile phones with patients, but they didn't know which number to call. He therefore thought that it would be a good idea if there was a nationally recognized name for this purpose. In an emergency situation, Emergency Service personnel and hospital Staff would be able to quickly contact the right person by simply dialing the number you have stored as 'ICE.'

## Don't let April Showers... Bring you May Outages!

It's lightening season! Spring is finally here but make sure you do not forget to unplug your telephone and electronic equipment during spring storms. When a thunderstorm is in the area, disconnect your personal electronics or protect all electrical equipment using surge protection.

If you are experiencing technical difficulties following a storm, speak to someone on our support team by calling **519-229-8020** or email **quadro.support@quadro.net** and let a support representative assist you with troubleshooting your issue.

## QUADRO

### EMPLOYEE YEARS OF SERVICE RECOGNITION

In honour of their time, effort and dedication to Quadro, the following employees were recognized at this years Annual General Meeting for their years of service.

**Tim Moore -25 years**  
**Kelvin Chambers - 5 years**

# 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**

### QUADRO 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**

## NEW BUSINESS ANNOUNCEMENT!!!



www.quadro.net



Let Quadro become your trusted IT support partner. We are happy to announce our new business "QUAD SQUAD" a technical solutions service based out of our St. Marys location. Quad Squad will help you with your day-to-day technical support troubles for your home or business computer and networking needs.

## Visit Today!

**485 James Street South Unit-2**  
Email: [quadro.support@quadro.net](mailto:quadro.support@quadro.net)  
or Call: 519-229-8020 for more information.

## Let Quadro Help with your Computer Repairs!

COMPUTER  
REPAIR

NETWORK  
SETUP

VIRUS  
REMOVAL

COMPUTER  
TUNE-UP

BACK-UP  
& RECOVERY

COMPUTER  
CLEANING

visit: [www.quadro.net](http://www.quadro.net)