

## Merry Christmas & Happy New Year



Quadro wishes you a happy holiday season and our sincere thanks for your 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 3:00PM  
 December 24th - 8:30AM-3:00PM  
 December 25th - CLOSED  
 December 26th - CLOSED  
 December 27th - 8:30AM-5:00PM  
 December 31st - 8:30AM-3:00PM  
 January 1st - CLOSED

### Quadro Support Hours

December 18th, 8:30AM-10:00PM  
 December 24th - 8:30AM-5:00PM  
 December 25th - CLOSED  
 December 26th - 9:00AM-10:00PM  
 December 27th 8:30AM-10:00PM  
 December 31st - 8:30AM-5:00PM  
 January 1st - 9:00AM-5:00PM

Repair request messages left on December 25th and January 1st will be checked until 1:00 PM. Messages left after 1:00 PM will be checked the following morning.

### Top 6 Ways to Protect Your Data & Yourself

*Tips on how to keep your data and smartphone safe this holiday season*

#### Passwords are a must

- Make sure that your device is password protected.
- Ensure that the password that you use is effective.
- Configure your settings to ensure that your device locks after a short period of time.

#### Software security is critical

- Keep device software up to date. This will ensure that the security features are working to their maximum capabilities.
- Do not remove or alter any of the manufacturer's security features.
- Do not install any illegal software on your device.

#### The right app can help

- Install an application that will allow you to remove/erase data from your device remotely in the event of loss/theft.
- Install an application that allows you to track your device.
- Review all requests for permissions access carefully when installing applications.

#### Keep your eyes open for red flags

- Do not click on any links from emails or text messages that seem suspicious.
- Monitor your wireless bill for charges that seem suspect in case your device has been compromised.

#### Be phone-smart

- Clear the device of all personal data when recycling your cell phone.
- If using your mobile device to log on to Web sites, make sure that you completely log out after each session.
- Use only secure Wi-Fi networks.
- Turn off Wi-Fi and Bluetooth connections when not in use.

#### Always have a backup plan

- Treat your smartphone as a small computer and back up important files that you wouldn't want to permanently lose.

Source: [www.devicecheck.ca/protect-your-data/](http://www.devicecheck.ca/protect-your-data/)

### January Apple iOS Class



Having a hard time understanding all these updates and changing looks to your iPhone or iPad?!

iOS 13 is Apple's newest operating system for iPhones and iPads. Features include a Dark Mode, a Find My iPhone app, a revamped Photos app, new Siri voice, updated privacy features, new street-level view for Maps, and more.

For tips and tricks on how to get the most out of your Apple device, try our next iOS class **Thursday January 16th, 2020, 9 am - 11 am** at our Kirkton location.

**Call now to book your spot by calling 519.229.8933**  
**Space is limited.**

Cost of the workshop is \$5 per person and will be applied to your Quadro bill to hold your spot. All proceeds from this class will be donated to a local charity.

## Interested in becoming a Board Member?

**Nomination Deadline is**  
**March 2nd, 2020**

Visit <https://www.quadro.net/my-account/> for detailed information & required nomination form to be completed. Must be logged in first to gain access to the link.

Two director positions will be filled at the  
 2020 Annual Members Meeting on **March 11th, 2020**

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: [john.deheer@quadro.net](mailto:john.deheer@quadro.net)

# 2019 YEAR

IN REVIEW



We broke ground on the St. Marys Fibre Overbuild in April 2019. We are overjoyed with the progress made on construction and the fibre infrastructure in the first of this three year project. We held 4 Information Sessions for specific phases of this project that were all very well attended. We fully expect 2020 to go as well as year one did!!



Quadro was happy to welcome 4 new members to the team in 2019;

Wesley Watson	Project Manager, St. Marys Overbuild
Matthew Clapp	Business Solutions Representative
Nellie Gorton	Customer Service Representative
Shannon Smith	Sales & Marketing Manager



After months of hard work and about a year of planning, Quadro's new website went live August 2019! Not only was a re-design much needed for an updated look but this overhaul will assist us in being more responsive to our customers on different devices and platforms moving forward. Our new site makes it easier for Quadro staff to complete updates and changes to the site.




November brought an exciting partnership announcement between Quadro and Rhyzome Networks, called QR Fibre. Quadro will be connecting customers to the services, but the infrastructure is owned by this new entity. Quadro is the majority owner in the 55% - 45% split, which enables us to build faster and connect more customers.



At Quadro, we provide community support where we live. To that end, we put funds into the hands of our community leaders through our donations and sponsorship program. Our focus is to promote good relations and support employee involvement in the individual communities we serve. In 2019 Quadro supported our communities with over \$100,000 in donations.

## TV FREE PREVIEWS & HOLIDAY CHANNELS

Hi Fi Channel	Ch. 279	History Channel	Ch. 51
Love Nature	Ch. 276	Fireplace Channel	Ch. 150
Hollywood Suite	Ch. 617 - 620	Stingray Holiday Favourites	Ch. 899

 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 <https://quadro.smarthub.coop/Login.html> for online instructions to change your billing preferences.