

4 reasons your Internet connection is slow and how you can make it faster



As we spend more of our lives online, during these difficult times, having a fast Internet connection has become more important than ever, but there are times that it seemingly slows to a crawl.

There are several factors that can slow you down online, some of which are beyond your control, but others that aren't. Quadro Communications says slow Internet can be caused by a number of different reasons.

Here are some of the most common problems and how to solve them:

1: YOUR WI-FI CONNECTION IS TOO SLOW

Wired connections will always be faster than wireless ones, but not every home is outfitted with Internet jacks. If you connect to your router via a wireless connection, there are a number of factors that can slow down your Internet speeds, some of which you can control.

SOLUTION: Walls or other obstacles can interfere with the signal that connects your devices to your router so try moving your computer, your router, or both, to different spots in the house to find the optimal location. If you have an older router, be aware that it might not move data as quickly as newer devices so consider upgrading it. In some cases, simply restarting your router will help boost your Internet speed, at least temporarily.

2: MY KIDS/SPOUSE/FRIENDS ARE SLOWING DOWN MY INTERNET CONNECTION

An Internet connection is a shared resource, so the more people that use it at the same time, the slower it will be for each person. If you think of your Internet connection as a pipe, there's only so much water, or in this case data, that can flow through it.

SOLUTION: Avoid doing too many things at once. For example, streaming music from a web server while playing video games online and video chatting

with your friends at the same time is going to adversely affect your Internet speed. Consider going online at different times of day than the other people in your household or schedule some tasks, like downloading large files to later at night. You may also need to upgrade your Internet service to accommodate your growing data usage.

3: MY COMPUTER IS TOO SLOW

Older computers are perfectly capable of connecting to the Internet, but the amount of memory, the size of the hard drive and the power of the central processor unit (CPU) all affect how fast you can perform certain actions online.

SOLUTION: Consider upgrading or replacing your computer to something newer, especially if you are performing computer-intensive tasks online, like video gaming, that need the extra power. You should also check your computer for malware or spyware that can be secretly connecting to the Internet and affecting your machine's performance. If you use a Windows computer, make sure that you schedule it to update itself late at night when you're not using it.

4: YOU'RE NOT GETTING THE CONNECTION

Internet speeds are defined in terms of megabits per second (Mbps) for downloading and uploading data. Your download speed is the speed at which data, including files, websites, photos, music, and streaming services, like Netflix, are being delivered to you from the Internet. The upload speed is the speed at which data travels from you to the Internet, such as when you add pictures to Facebook, Instagram or Snapchat. You can see what speeds your current Internet connection provides by visiting speedtest.quadro.net

SOLUTION: To put it simply, the biggest factor controlling your Internet speed is the Internet service you subscribe to. Different providers offer different packages with different connection speeds and different data limits. Unfortunately, some providers don't always deliver the speeds they promise. If you're not happy with your current Internet connection, consider calling Quadro at 519-229-8933 where a Customer Service Representative can help you choose the Unlimited Internet Speed Package that best suits your needs.

Congratulations!

Welcome the New Quadro Board of Directors



Remco Brinke



Krista Linklater

Elected by their peers at Quadro's 2020 Annual General Meeting
March 11th, 2020



QUADRO EMPLOYEE YEARS OF SERVICE RECOGNITION

In honour of their time, effort and dedication to Quadro, the following employee is recognized for their years of service.

May 2020
PETE BINKLEY - 25 Years
Outside Plant Construction

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.



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WIRELESSCODE



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What the CRTC's
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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 coverage 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 on the benefits of the Wireless Code, visit crtc.gc.ca/wirelesscode.



Tips for working from home

Thousands of Canadians have ditched the office for their apartment, condo or house to practice social distancing as we all work together to fight against the spread of COVID-19.

While for some the prospect of working from home might seem appealing and luxurious, for others it brings with it a new set of challenges to overcome.

Here are a few tips to help make the transition easier while we all navigate these uncertain times;

1: MAINTAIN YOUR SCHEDULE

Stick to a routine even though your commute is now only a few steps. Get up at the same time, and work the same hours.

2: CLEAN YOUR WORKSPACE

Regularly clean up and sanitize your work surfaces and tools, even when your office is 'at home'.

3: DRESS OF SUCCESS

Getting dressed and maintaining your personal hygiene when you're working from home should help you to be more productive.

4: GET UP AND STRETCH

It's easy to stay seated and sedentary while we're working from home, so remember to take a break or two, get up, walk around, and stretch.

5: KEEP IN TOUCH

Regularly stay connected with your co-workers and keep on top of projects and tasks. If you're looking for ways you can stay connected, Quadro has several solutions available.