



## Holiday Office Hours

Friday December 24 <sup>th</sup>	9:00 <sup>AM</sup> - 3:00 <sup>PM</sup>
Saturday December 25 <sup>th</sup>	CLOSED
Sunday December 26 <sup>th</sup>	CLOSED
Monday December 27 <sup>th</sup>	CLOSED
Tuesday December 28 <sup>th</sup>	CLOSED
Friday December 31 <sup>st</sup>	9:00 <sup>AM</sup> - 5:00 <sup>PM</sup>
Saturday January 1 <sup>st</sup>	CLOSED
Monday January 3 <sup>rd</sup>	CLOSED

## Holiday Support Hours

Friday December 24 <sup>th</sup>	8:30 <sup>AM</sup> - 5:00 <sup>PM</sup>
Saturday December 25 <sup>th</sup>	CLOSED
Sunday December 26 <sup>th</sup>	9:00 <sup>AM</sup> - 5:00 <sup>PM</sup>
Monday December 27 <sup>th</sup>	8:30 <sup>AM</sup> - 10:00 <sup>PM</sup>
Tuesday December 28 <sup>th</sup>	8:30 <sup>AM</sup> - 10:00 <sup>PM</sup>
Friday December 31 <sup>st</sup>	8:30 <sup>AM</sup> - 5:00 <sup>PM</sup>
Saturday January 1 <sup>st</sup>	9:00 <sup>AM</sup> - 5:00 <sup>PM</sup>
Monday January 3 <sup>rd</sup>	8:30 <sup>AM</sup> - 10:00 <sup>PM</sup>

**Quadro Offices will be closed  
 Tuesday December 14<sup>th</sup>, 2021  
 at 2:30 pm for a staff event.**

**ATTENTION  
 CABLE TV USERS**  
 Effective December 31<sup>st</sup>, 2021  
**Paid Video On Demand,  
 Channel 100** content will no  
 longer be available.

# KNOW YOUR RIGHTS!

What the CRTC's  
 Wireless Code  
 means for you.



## WIRELESS CODE

### 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](http://crtc.gc.ca/wirelesscode).

## SAVE THE DATE Thursday, March 10<sup>th</sup>, 2022

Location & Time To Follow  
**Quadro's Annual  
 General Meeting**

Interested in becoming a board member?!?!  
 2 Director positions will be filled at this meeting

For more information contact  
 General Manager John DeHeer  
 519.229.8428 | [john.deheer@quadro.net](mailto:john.deheer@quadro.net)

## DECEMBER FREE PREVIEWS

CMT (Dec 1 - Dec 31)	Ch. 29
Love Nature (until Jan 2)	Ch. 276
BBC First (until Jan 2)	Ch. 279
Super Channel Heart & Home (until Jan 2)	Ch. 636
Hollywood Suite 70's (until Jan 5)	Ch. 617
Hollywood Suite 80's (until Jan 5)	Ch. 618
Hollywood Suite 90's (until Jan 5)	Ch. 619
Hollywood Suite 00's (until Jan 5)	Ch. 620
HGTV (Dec 20 - Jan 2)	Ch. 46
History (Dec 20 - Jan 2)	Ch. 51
Showcase (Dec 20 - Jan 2)	Ch. 521
Food Network (Dec 20 - Jan 2)	Ch. 561
W Network (Dec 20 - Jan 2)	Ch. 565

**FOR A FULL LIST OF DECEMBER PREVIEWS  
 VISIT [WWW.QUADRO.NET/FREE-PREVIEWS](http://WWW.QUADRO.NET/FREE-PREVIEWS)**

# 2021 YEAR

IN REVIEW



**Extended Retail Hours in St. Marys!** Due to the increase demand, Quadro is pleased to announce our St. Marys retail location is open every Saturday 9:00 am - 5:00 pm. We've grown our Install & Repair Team by 3, to focus solely on St. Marys. We've also added extra technicians on Saturdays to accommodate the continued demand for installations. We are pleased with the growth we've seen in St. Marys over the past 12 months.



Quadro was happy to welcome 7 new team members in 2021;

Jake Binkley	Network Support Technician
Shelly Pickering	Human Resource Manager
Derek King	Install & Repair Technician
Shawn Hillier	Install & Repair Technician
Bill Hocking	Install & Repair Technician
Gavin Colman	Network Support Technician
Maggie Whitcroft	Marketing Coordinator



It was announced in April 2021, Quadro is pleased to be bringing our Fibre Optic Network to the Village of Thamesford in Zorra Township. It has become imperative that all communities have access to reliable internet as evidenced by the need for internet services in today's world. This project when completed will provide the services needed for today and will future proof these customers as requirements change.



Quadro is pleased to announce the Town of St. Marys is the first municipality in Southwestern Ontario to have a fully fibre optic infrastructure for telecommunications. This 10-million-dollar, fibre-to-the-home (FTTH) project was originally announced in January of 2019, with construction of the infrastructure being completed on schedule in late summer 2021.



Our first ever **Virtual** Annual Members Meeting that took place Wednesday March 10<sup>th</sup>, 2021 was Quadro's best attended Annual Members Meeting to date! We are looking at hosting a hybrid approach (both in person and virtual) for our 2022 meeting, pending any COVID-19 restrictions. There are 2 board positions to vote on at this meeting. Keep an eye on our website for more details.