



Internet & Mobile Phone Anti-Spam Quick Tips!

There has been an increase of customers calling in to report new scams via the internet, email and text messaging. Be aware of current trends listed below and do not become a target of online scams.

SPAM EMAILS

Email spam, also known as junk email, is a type of electronic spam where unsolicited messages are sent by email. Many email spam messages are commercial in nature but may also contain disguised links that appear to be for familiar websites but in fact lead to (phishing) websites that attempt to obtain sensitive information such as user names, passwords, and credit card details to access money. These sites also host malware (viruses) that pose a threat to your computer.

SPAM VOICE CALLS & TEXT MESSAGES

Three popular types of mobile phone scams are phishing (email) as stated above, vishing (voice calls) and smishing (text messages). These scams get people to perform specific actions or divulge confidential information by manipulating the user to think the message or call is from a legitimate service and requires personal and or financial information to proceed with the request.

VISHING - with vishing (voice phishing), the scammer will attempt to gather your personal or financial information over the phone. A scammer might dial your number and play a recorded message promising you travel reward or a credit on your next bill. The call

directs you to visit a specific website that "looks" legitimate or to call a 1-800 number for more details. The goal of these scams are to trick you into releasing your passwords, Personal Information Numbers (PIN), banking or credit card details which can then be used for fraud.

SMISHING - Smishing (SMS Phishing) uses text messaging to gather personal or financial information that can be used for identify theft. A scammer might send you a text message usually demanding your immediate attention. The message will ask you to visit a specific website or to call a number. At this point, you will be asked to provide some sort of sensitive information such as a credit card number, to access an account for "security reasons".

If you think you've been a target of any type of phone or internet fraud, you can report the activity to the Canadian Anti-Fraud Call Centre by calling 1-888-495-8501, forward emails to Canada's Spam Reporting Centre spam@fightspam.gc.ca or our **Quad Squad** service can also help if you feel your personal computer has fallen victim to viruses due to internet scams. **Call us at 519-229-8020 for assistance.**

Quadro's offices will be closed Thursday September 30th, 2021 to observe National Day for Truth and Reconciliation

Bring Your Own Device

UNLIMITED
 ✓ Data
 ✓ Talk
 ✓ Text
 plans available



Bundle with your Quadro services and **SAVE \$5.00 per device!**

519-229-8933



Quadro's *NEW* Central Office

Located near the intersection of Sloan Drive and Middleton Street in the town of Thamesford. Construction on this building is slated to be completed by the end of September 2021.

This building will enable Quadro to offer Fibre Optic services to the area of West Zorra Township and the Town of Thamesford, including internet, TV and home phone. This project is anticipated to take 2.5 to 3 years to completion.

For full maps of the areas Quadro will be offering Fibre Optics to, please visit our website at www.quadro.net.

What is a Central Office? A central office, in telecommunications, is a building to which subscriber home and business lines are connected on a local loop. This term is also known as end office or public exchange.

Free Previews

HGTV	Channel 46	Aug. 30 - Sept. 30
History	Channel 51	Aug. 30 - Sept. 30
SilverScreen	Channel 536	Sept. 1 - Oct. 31
Sportsman	Channel 427	Sept. 1 - 30
Showcase	Channel 521	Oct. 1 - 31
Food Network	Channel 561	Oct. 1 - 31
Teletoon	Channel 49	Oct. 1 - 31
Family CHRGD	Channel 538	Oct. 1 - 31
Family Jr.	Channel 539	Oct. 1 - 31
W Network	Channel 565	Nov. 1 - Dec. 13
YTV	Channel 4	Nov. 1 - Dec. 13
Love Nature	Channel 276	Nov. 1 - Jan. 2
BBC First	Channel 279	Nov. 1 - Jan. 2

QUADRO

EMPLOYEE YEARS OF SERVICE RECOGNITION

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

15 Years	Matt Tyler, Nov. 2021	Outside Plant Construction
10 Years	Jennifer Dalton, Aug. 2021	Accounting Administrator
10 Years	Samantha McCann, Aug. 2021	Customer Service Representative
1 Year	Nicole Smale, Aug. 2021	Customer Service Representative
1 Year	Angelo Sicillia, Oct. 2021	Outside Plant Locator
1 Year	Jason Masselis, Nov. 2021	Construction Manager
1 Year	Robin Johnston, Nov. 2021	Installation & Repair Technician

Thank You!

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 www.quadro.net/support/smarthub for online instructions to change your billing preferences.