

**MCN ONLY**

Order Mgr \_\_\_\_\_

Order # \_\_\_\_\_

VPI/VCI \_\_\_\_\_

Due Date \_\_\_\_\_

PLATID \_\_\_\_\_

**MCN DSL Order Form 1.27 Residential/Business/Static**  
**This is a binding contract. Please read it carefully**

To order DSL Service, please print and complete the form.  
You will also need to complete a [DSL Contract](#) before MCN can order your DSL service.

**By Mail**

MCN attn:DSL Orders Last page of signed contract MCN  
P.O. Box 2445  
Mendocino, CA 95460

**By Fax**

and order form  
707-937-0733

**In Person**

10700 Ford Street  
Mendocino

**Your Name :** \_\_\_\_\_

**Identify the Phone Number for Service**

Please list the ten digit phone number, including area code for which you are requesting service:

\_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

**Choose A Level Of Service**

Please choose only One of the three Levels of Service by initializing by that service.  
MCN Basic DSL service is the most common selection.

		Service Name	Download Speed	Upload Speed	IP	Monthly Price residential /business
<b>Dynamic IP Service</b>	1. ___	Residential/Business Basic DSL	Up to 1.5 mbps***	128kbps to 384kbps	One Dynamic	\$42.20/\$52.20
	2. ___	Residential/Business Advanced DSL	1.5mbps to 3.0mbps	384kbps to 512kbps	One Dynamic	\$47.20/\$57.20
	3. ___	Residential/Business Premium DSL	1.5mbps to 6.0mbps	384kbps to 608kbps	One Dynamic	\$51.20/\$71.20

**\*\* Sacramento Areas subject to \$1 surcharge on all rates. Static IP pricing available by request.**

**Choose A Modem**

\_\_\_ Single Port Modem(\$49.95 plus tax/shipping) or \$6 per month rental

\_\_\_ Four Port/Wireless Modem (\$99.95 plus tax) or \$8 per month rental

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## Current MCN Residential DSL Service Provisions

Following are the current DSL Service Provisions. These are subject to change as is noted in section IA of the MCN Contract.

- All MCN accounts are covered by the [MCN Acceptable Use Policy](#).
- Customer MUST have AT&T land line service on requested phone number
- In the event AT&T terminates MCN's access to wholesale DSL, MCN may terminate this agreement.
- Customer must maintain working AT&T phone line and AT&T local phone service at all times or DSL service will not work.
- Customer should notify MCN if there are two-line phone jacks, phone systems, or other special phone equipment involved in their DSL order.
- Data transfer rates between customer NIC and DSL Central Office or remote terminal are influenced by several factors including line quality and loop length. 10% to 20% protocol overhead is considered normal. Actual rates above 80% of listed minimum transfer rate are considered acceptable.
- Customer must identify servers on DSL lines. Customer may be subject to further charges for excessive bandwidth if servers impact the MCN network
- MCN is not responsible for outages not reported by the customer.
- Customer is responsible for all aspects of the local area network and inside phone wiring at their site. DSL will not work if more than 5 jacks are used on the same phone line.
- Customer will be billed on DSL circuit due date unless customer notifies MCN of technical problems.

Subscriber

By: \_\_\_\_\_  
signature

Name: \_\_\_\_\_  
print