

MCN ONLY

Order Mgr _____

Order # _____

VPI/VCI _____

Due Date _____

MCN DSL Order Form 1.19 BUSINESS SPECIAL
Available only for business lines
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.
You can download this order form as a PDF file [MCN Order Form as PDF File](#) Please return both forms to MCN:

By Mail

MCN attn: DSL Orders
P.O. Box 2445
Mendocino, CA 95460

By Fax

Last page of signed contract
and order form
707-937-0733

In Person

MCN
10700 Ford Street
Mendocino

Your Name: _____

Identify the BUSINESS Phone Number for Service

Please list the ten digit BUSINESS phone number 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	Introductory Monthly Price
Dynamic IP Service	1. ___	MCN Basic DSL	Up to 1.5mbps***	128kbps to 384kbps	One Dynamic	\$29.95
	2. ___	MCN Advanced DSL	1.5mbps to 3.0mbps	384kbps to 512kbps	One Dynamic	\$39.95
	3. ___	MCN Premium DSL	1.5mbps to 6.0mbps	384kbps to 608kbps	One Dynamic	\$49.95

***Customers who are less than 11,100 cable feet from the central office receive a guaranteed minimum download speed of 384kbps on Basic service.

All prices are part of a one year contract. See contract provisions below for details.

Choose A Modem

___ Single Port Zoom (\$39.95 plus tax/shipping)

___ Four Port/Wireless Access Zoom X6 Modem (\$99.95 plus tax/shipping)

Current MCN DSL Business Service Provisions

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

- Price guarantee for one year then goes to month to month pricing. Current month to month prices: Basic: \$44.95 | Advanced: \$49.95 | Premium:\$64.95. MCN may, at its discretion offer “re-term” pricing for a committed second year of service.
- All MCN accounts are covered by the [MCN Acceptable Use Policy](#).
- Introductory pricing requires a one year commitment and a signed [DSL Contract](#).
- Early termination results in a charge of the difference between the promotional rate and the month to month rate for the length of service or remainder of charges on one year contract, whichever is less.
- 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. In all such cases, early termination fees apply. Customer should notify MCN if there are two-line phone jacks involved in their DSL order.
- MCN provided equipment for DSL service is available at \$39.95 plus tax/shipping sale price. Wireless modem available for \$99.95 plus tax/shipping.
- \$50 downgrade fee applies if customer moves to a lower level of service.
- 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. **Customer computer must have ethernet card in order to use DSL.** DSL will not work if more than 5 jacks are used on the same phone line.
- Customer will be billed 5 days after DSL circuit due date unless customer notifies MCN of technical problems.

Subscriber By: _____

signature

Name: _____

print