

<u>MCN ONLY</u>
Order Mgr _____
Modem # _____
Due Date _____
PLATID _____

MCN DSL Order Form 1.20 RESIDENTIAL
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	By Fax	In Person
MCN attn:DSL Orders	Last page of signed contract	MCN
P.O. Box 2445	and order form	10700 Ford Street
Mendocino, CA 95460	707-937-0733	Mendocino

Your Name : _____

Identify the RESIDENTIAL Phone Number for Service

List 10 digit RESIDENTIAL phone number and 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. These rates require a one year commitment.

		Service Name	Download Speed	Upload Speed	IP	Introductory Monthly Price
Dynamic IP Service	1. ___	Residential Basic DSL	Up to 1.5 mbps***	128kpbs to 384kpbs	One Dynamic	\$24.99
	2. ___	Residential Advanced DSL	1.5mbps to 3.0mbps	384kpbs to 512kpbs	One Dynamic	\$29.99
	3. ___	Residential Premium DSL	1.5mbps to 6.0mbps	384kpbs to 608kpbs	One Dynamic	\$34.99

***Customers who are less than 11,100 cable feet from the central office receive a guaranteed minimum download speed of 384kpbs on Basic service.
All prices are part of a one year contract. See contract provisions below for details.

Choose A Modem

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

___ Four Port/Wireless Modem (\$99.95 plus tax)

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 **RESIDENTIAL** service on requested phone number.
- Introductory pricing stays in place for one year for **Basic, Pro, and Premium Services**. One 12 month promotional period per customer unless customer orders concurrent service.
- Introductory pricing reverts to month to month pricing after one year. Current month to month rates: Basic: \$34.95; Advanced: \$39.95; Premium: \$44.95.
- 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.
- Modem for DSL service is available at a sale price of \$39.95(single port) or \$99.95 (multi-port/wireless router) plus tax and any applicable shipping charge.
- 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