

**MCN ONLY**

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

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

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

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

PLATID \_\_\_\_\_

**MCN DSL Order Form 1.19 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**

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 RESIDENTIAL Phone Number for Service**

Please list the ten digit RESIDENTIAL 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. These rates require a one year commitment.

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

\*\*\*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)

## 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 requires a one year **commitment for Basic, Pro, and Premium** and a signed DSL contract. 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.
- 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, 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/\$99.95 plus tax and any applicable shipping charge.
- \$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