

For MCN Only Order Mgr \_\_\_\_\_

Order Number: \_\_\_\_\_

Order date \_\_\_\_\_ for estimated Due Date \_\_\_\_\_

PLATID \_\_\_\_\_

**MCN FUSION Order Form 1.4 RESIDENTIAL**  
**This is a binding contract. Please read it carefully**

To order FUSION VOICE AND DSL Service, please print and complete the form.  
You will also need to complete a letter or authorization MCN Contract if you are a new customer before MCN can order your FUSION service.

You can download this order form as a PDF file Please return all forms to MCN:

**By Mail**

MCN attn: Fusion 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

**Exact Name on phone bill :** \_\_\_\_\_

**Contact (if different from above):** \_\_\_\_\_

**Contact e-mail address:** \_\_\_\_\_

**Street Address:** \_\_\_\_\_

**Identify RESIDENTIAL Phone Number for FUSION (circle arrow for hunting)**

Primary Line



2<sup>nd</sup> Line (Bonded Only)

(\_\_\_\_) - \_\_\_\_ - \_\_\_\_ | (\_\_\_\_) - \_\_\_\_ - \_\_\_\_

**Choose A Level Of Service**

You are choosing to have MCN order this service for you.

		Service Name	Monthly Price	Setup Fee
<b>FUSION RESIDENTIAL *</b>	___	Residential FUSION Service	\$49.95	\$25
<b>FUSION RESIDENTIAL BONDED*</b>	___	Residential FUSION BONDED Service	\$84.95	\$25
<b>STATIC IP ADDRESSES</b>		___1 (\$5)   ___4 (\$10)   ___8 (\$15)	Estimated monthly fees and taxes: \$9.47 Single/\$18.52 bonded	

\*Estimated example total taxes and fees for single a line Fusion, estimated in 2011, subject to change based upon federal, state, local and fee changes.

**Choose A Modem**

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

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

\_\_\_ Bonded Fusion Service Modem (\$109.95 plus tax) (ROUTER? Yes\_\_\_ No\_\_\_)

\_\_\_ No Modem (I have a FUSION ADSL2+ capable modem already)

## Special Phone Features Choices

Customer Initials	Item
___OFF ___ON	Caller ID Blocking—If turned OFF, people you call with caller ID service will see your name and phone number when you call. If left ON, people you call will see "Private Name/Private Number when you call them. OFF by default
___OFF ___ON	International Calls—OFF by default. There is no charge to enable the capability for international calls. There are charges for actual international calls
___OFF ___ON	Call Waiting
Initial ____	Phone listing: Customer listed status and caller ID info will remain as it is upon transfer of service. Please make any changes to these prior to transfer to Fusion service. New phone lines cannot be listed in the AT&T white pages.

## Current MCN FUSION Service Provisions

Following are the current FUSION Service Provisions. These are subject to change as is noted in section IA of the MCN Contract. Please initial where items have a space \_\_\_\_ to do that.

Customer Initials	Item
_____	I realize that I am switching phone companies and will be billed for voice service by MCN as an agent for Sonic Telecom
_____	Customer is responsible for any obligations you may have with your current phone/internet company. This may include early termination fees or other obligations involved with bundled packages.
_____ ANSWERING MACHINE? YES NO	I have a backup plan for transition down time or if problems come up during the 3 hour voice line down time during my transition to Fusion. Cell phone# (optional) (____) _____ - _____. You do not need to be present during the transition; however, you do need to be at your home by 5 PM on the day of the transfer to confirm that everything is working. If we do not hear from you on your transition day, we will begin billing for the service.
Credit Card Bank Transfer	All FUSION customers <u>must pay by credit card or electronic fund transfer</u> , (circle one). Your service will now be billed from 1 <sup>st</sup> of month to 1 <sup>st</sup> of month. Some pro-rating of your bill will occur when your bill date is changed to the 1 <sup>st</sup> of the month.
_____	Customer is now responsible for inside phone wiring. MCN does not offer WirePro service but will help you find an inside wiring consultant. Customer is responsible for all aspects of the local area network at their site. FUSION may not work if more than 5 jacks are used on the same phone line.
_____	Customer should notify MCN if there are two-line phone jacks, or other special phone equipment involved in their FUSION order. For best results, your DSL modem should be six feet away from any device emitting RF signal (TV, stereo speakers, answering machine, UPS etc.)
_____	MCN Support hours are 9 AM to 6 PM Monday through Friday

Data transfer rates between customer premise and Central office are influenced by several factors including line quality and loop length. Customer must identify servers on FUSION lines. Customer may be subject to further charges for excessive bandwidth if servers impact the network. In the event underlying third parties terminate MCN's access to wholesale FUSION services, MCN may terminate this agreement. All accounts are covered by the MCN Acceptable Use Policy.

Subscriber

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name