

# MCN DSL Residential Order Form

Last Updated Tuesday, 01 September 2009

## MCN STAFF ONLY

PLAT ID \_\_\_\_\_

Order MGR \_\_\_\_\_

ORDER # \_\_\_\_\_

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

Due DATE \_\_\_\_\_

## 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 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 initialing 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 DSL Basic  
Up to 1.5mbps\*  
128kbps to 384 kbps  
1  
\$24.99

2.\_\_\_\_  
MCN Advanced DSL

1.5mbps to 3.0mbps  
 384kbps to 512kbps  
 1  
 \$29.99

3.\_\_\_\_  
 MCN Premium  
 1.5mbps to 6.0mbps  
 384kbps to 608kbps  
 1  
 \$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.

#### Choose a Modem

\_\_\_\_ Single Port Modem (\$39.95 plus tax/shipping)  
 \_\_\_\_ Four Port/Wireless Access Modem (\$99.95 plus tax)

#### Current MCN DSL Service Provisions

- All MCN accounts are covered by the MCN Acceptable Use Policy.
  - Customer MUST have AT&T RESIDENTIAL phone service on requested phone number.
- Introductory pricing requires a one year commitment and a signed DSL Contract.
- In the event AT&T terminates MCN's access to wholesale DSL, MCN may terminate this agreement.
  - After one year commitment is complete, pricing reverts to month to month pricing at that time. Current month to month rates: Basic: \$34.95; Advanced: \$39.95; Premium: \$44.95.
  - Early termination results in a charge of the difference or remainder of charges on one year contract, whichever is less.
  - MCN reserves the right to void the introductory price if service is moved or service level is changed.
  - Customer must maintain working AT&T phone line and AT&T local phone service 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 modem for DSL service at a sale price of \$39.95/\$99.95.
  - 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 an 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.
- Circuit is assigned one DHCP IP address.

Subscriber

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

signature

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

print