

MCN DSL Ordering Information

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Ordering MCN DSL Service To Order DSL Service:

Ordering DSL service requires four simple steps:

1. Pick your level of service
2. Pre-Qualify and Pre-Order Service
3. Complete and Sign Contract and Order Form
4. Receive equipment and install.

We have two methods for customers to order DSL service.

Pre Qualify and Pre-Order for Service

- Please pick which level of service you would like by visiting our DSL Pricing page.
- Prequalifying for DSL service is as easy as sending an email with the phone number where you want DSL service to dsl@mcn.org. We'll quickly respond to you and let you if DSL service is available to you.
- You can call the MCN office at 707-937-1444 or (800)796-3896 and we can prequalify you over the phone and pre-order your service.

Completing Pre-Ordered Service

- For your order to be submitted for completion you will need to return the MCN DSL Contract and DSL Order Form.
- MCN is happy to mail or e-mail these forms to you if you cannot download them using the above links.
- You can return the signed forms to MCN by any of the following methods
 - Fax to 707-937-0733. You only need to fax the last signed page of the contract to MCN and the order form. You will need to mail the entire signed contract to us.
 - Mail the forms to P.O. Box 2445, Mendocino, CA 95460
 - Hand deliver them to MCN at 10700 Ford Street--MCN Office, Mendocino, CA 95460
- A returned, signed contract and order form is a commitment to DSL service and an order will be placed as soon as possible upon receipt of the signed contract. If you request a DSL Bridge (similar to a modem) setup from MCN, that will also be ordered.
- MCN technical representatives will contact you as soon as your DSL circuit is available for use. The DSL Bridge (similar to a modem) comes as a self install package. You are responsible for setup of the package in your residence or business but MCN will provide phone support to help you. We recommend that wherever possible that customers come by the MCN office so that one of our staff can walk you through the DSL setup process.