

## MCN Centrex ISDN Data Service

Last Updated Thursday, 15 November 2007

ISDN PRO: A fast, digital connection to the MCN. ISDN is ideal for the home or small business customer looking for solid digital connection to the Internet where MCN DSL Service is not available. With upstream and downstream connections at digital 128K, ISDN Centrex is many times faster than an analog modem with no penny per minute charges often associated with ISDN service.

In addition, you also get the following with ISDN PRO service:

- 10 e-mail boxes
- A free basic website
- A static IP (if needed)
- MCN Pay As You Go Analog Dialup Service

MCN is currently taking orders for ISDN PRO in Mendocino, Comptche, Albion and parts of the Navarro Ridge area.

Flat Rate ISDN service which has a different cost structure is available in many other areas including Fort Bragg and Point Arena. Call MCN for details on pricing.

### Setup Costs

SBC Centrex Line Installation Charge  
SBC Jack Install

\$250

\$90-\$150

MCN has waived our own Internet setup fees for this service for current MCN customers! Special Notes:

- The SBC Jack install fee brings the ISDN service directly into a chosen location in your house. Otherwise, the ISDN service is brought to your house and you are responsible for interior setup of the service.

### Monthly Cost

Monthly ISDN Centrex Data Service Charge

This price guaranteed through July 31st, 2008

\$87.50

- MCN provides "WirePro" plan free of charge which covers inside wiring on your ISDN line if it is installed by SBC.

Equipment Requirements To connect to ISDN PRO you will need an ISDN modem/router.

ISDN equipment requires some searching to find but we will assist you in doing this. MCN recommends the following:

- Webramp 410i and Entre models.
- 3Com Office Connect
- Cisco ISDN capable router.

All of the above models can be found on E-Bay or other used sources for between \$30 and \$100. Although they are no longer manufactured, there are still some vendors that can supply shrinkwrapped in the box 3Com Office Connect equipment in the \$200 to \$300 range. Links to these sites are listed below.

- ICT
- CompuVest
- ZoomTek

MCN will make every effort to assist you in finding equipment. We keep a list of people/customers who have move up from ISDN to DSL and who are looking to sell their equipment and will provide that upon request.

In addition each computer that connects to the ISDN modem/router will need an Ethernet or "NIC" card. MCN will help you obtain equipment and help you configure it to connect to ISDN PRO. ISDN can be used with multiple computers on-line at the same time for no extra charge. In fact nearly all ISDN modem/routers come ready for multiple connections. Sign Up Process 1. The first step in ordering this service is to complete the ISDN Order Form and The MCN Contract. Both of these forms will need to be returned to MCN through the mail or via fax. Instruction for returning the forms are on the forms themselves.

2. You should call MCN at 937-1444 or toll free at (800)796-3896 and make contact with the MCN ISDN sales team.

3. You CANNOT order this service directly from SBC. MCN will place your order with SBC and act as your liaison with SBC all the way through installation of the ISDN service at your house. ISDN usually takes five weeks for installation from SBC, but once the ISDN line is installed your service is ready to go.

4. You will not be billed until your service is installed.

MCN can also help you decide on which equipment you will need to purchase and tell you where you can get it and, if necessary, provide referral services to local consultants.

Technical Information This service is "unmetered" (as opposed to "unlimited"). This means that you may leave your computer connected to the Internet full time if you have the need - except for the condition that you must disconnect at least once a day. If you need stay connected 24 X 7, then you need either 'Unlimited' or 'Dedicated' service. MCN will not bill you for connect time, hourly usage, etc. MCN does have an "Idle Timeout" in effect on these lines. This means that, if there is no IP "traffic" being passed (an Idle condition) MCN will drop the ISDN call. This should not cause most people

problems as the ISDN line will re-establish connection in less than a second in most cases, thereby giving the illusion of an "always on" connection, and at the same time, allowing MCN to offer this service at a very reduced price. For those customers who are actively using the line, the idle condition will not occur, and the line will remain "up" indefinitely. The ISDN terms page further explains some of the terminology used on this page