

MCN DSL Business 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

Business Special Order Form

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 BUSINESS Phone Number for Service

Please list the ten digit BUSINESS 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

\$29.95

2.____
MCN Advanced DSL
1.5mbps to 3.0 mbps
384kbps to 512kbps

1

\$39.95

3.____
MCN Premium
1.5mbps to 6.0mbps
384kbps to 608kbps

1

\$49.95

Choose A Modem

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

____ Four Port/Wireless Access Modem (\$99.95 plus tax/shipping)

Current MCN 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.

Introductory pricing requires a one year commitment and a signed DSL Contract.

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.

After one year commitment is complete, pricing reverts to month to month pricing at then current price. Current month to month prices are Business Basic \$44.95; Business Advanced \$49.95; Business Premium \$64.95. MCN may, at its discretion offer reterm pricing for a committed second year of service.

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.

In the event AT&T terminates MCN's access to wholesale DSL, MCN may terminate this agreement.

MCN provided equipment for DSL service is available 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 within 5 days after DSL circuit due date unless customer notifies MCN of technical problems.

Subscriber

By: _____

signature

Name: _____

print