

# CALNET

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- ZAYO GROUP PRIVATE PORTAL TRAINING
- BUSINESS REQUIREMENTS IN G.2.6

# CALNET - Zayo Customer Service Portal via Tranzact

24 X 7 SUPPORT BY ZAYO

The screenshot shows the Zayo Customer Service Portal login page. At the top, there is a navigation bar with the Tranzact logo, 'ESCALATIONS' with a plus icon, the phone number '866.364.6033', and 'LIVE CHAT' with a speech bubble icon. The main content area is split into two sections. On the left, a white box titled 'Welcome to Zayo' contains a login form with 'Username' and 'Password' input fields, a teal 'Sign in' button, and links for 'Forgot Username or Password?' and 'Sign in via zLogin'. On the right, the 'New to Zayo?' section features the Zayo logo, a 'Request a Username' button, a 'Shop as a Guest' button with a shopping cart icon, and a 'Privacy Policy' link. A disclaimer states: '\*Guests have limited access. Contact Us to receive all the benefits an account has to offer.' The footer contains navigation links: 'EXPLORE OUR NETWORK', 'API DEVELOPER RESOURCES', 'SHOP BY SERVICE', 'SHOP BY LOCATION', 'CUSTOMER HANDBOOK', and 'CONTACT US'. Below these are the website URL 'zayo.com', links for 'Policies', 'Privacy', and 'Cookies', the copyright notice '©2023 Zayo Group, LLC. All Rights Reserved', and social media icons for Twitter, LinkedIn, Facebook, and Instagram.

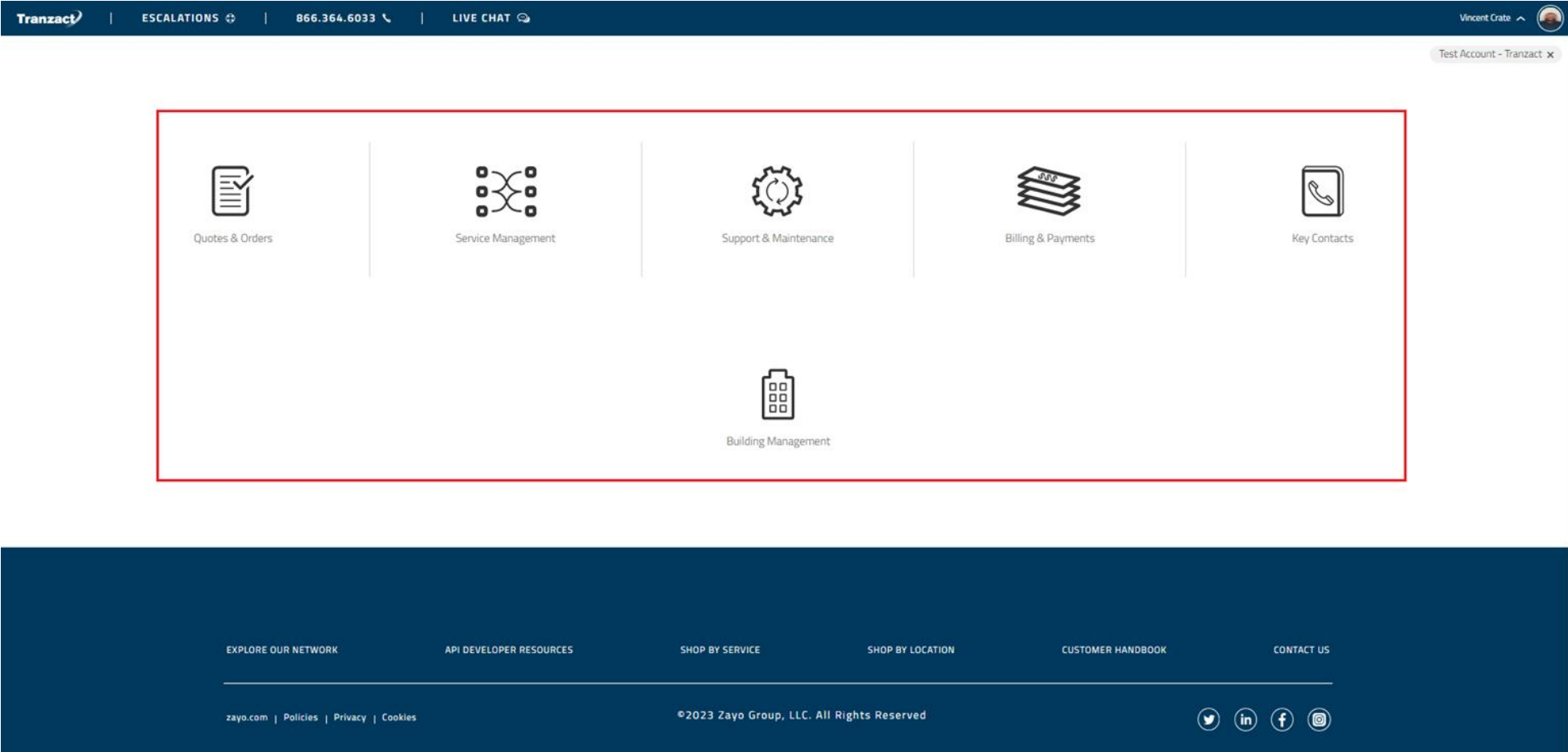
# CALNET - Zayo Customer Service Portal Training by Zayo Group

Zayo Group is dedicated to meeting the Business Requirements of CALNET.  
Current CALNET customers may request a Login and Password to the Private Portal- Tranzact.  
Requests should be directed to Vincent Crate ([vincent.crate@zayo.com](mailto:vincent.crate@zayo.com)) or 703-657-7109.

# CALNET - Zayo Customer Service Portal

After log in you'll be able to choose functions from the drop down menus such as Service Management, Quotes & Orders, Billing & Payments.

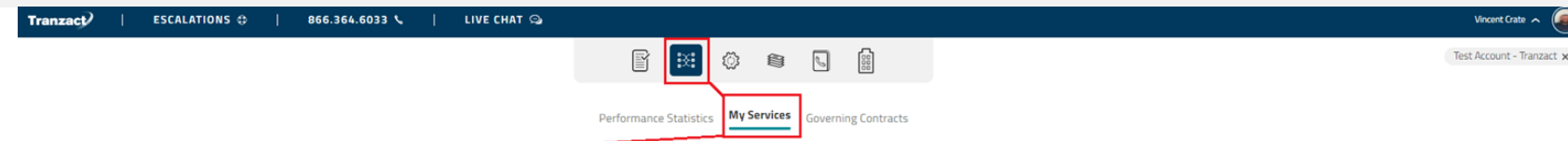
Invoice and Billing are only a few of the many features available in Tranzact. You can also view My Services, Submit Tickets, Network Escalation, and much more.



# CALNET - Zayo Customer Service Portal - Trouble Ticketing

Clicking on **Service Management** offers a drop down list of Service Functions.

Service Functions include In-Process Orders, Existing Services, Event Map, Tickets, and Open a Support Ticket.



## Existing Services

Search for services

We found 67 services matching that criteria. Displaying page 1 of 7.

Service	Account	BAN	Status	Product Group	Product	Bandwidth	Term	Circuit Id	MRC
559514	Test Account - Tranzact Billing	11-DevTest	Active	ELine - Pt to Pt	ELine - Pt to Pt (UNI)	1G	12	ETXX/TEST003/ZYO	\$1,000.00
559512	Test Account - Tranzact Billing	11-DevTest	Pending Change	ELine - Pt to Multi-Pt (UNI)	ELine - Pt to Multi-Pt (UNI)	100Mb	36	ETXX/TEST011/ZYO	\$595.00
559511	Test Account - Tranzact Billing	11-DevTest	Active	ELine - Pt to Multi-Pt (UNI)	ELine - Pt to Multi-Pt (UNI)	100Mb	36	ETXX/TEST009/ZYO	\$461.00
559510	Test Account - Tranzact Billing	11-DevTest	Pending Change	ELine - Pt to Multi-Pt (NNI)	ELine - Pt to Multi-Pt (NNI)	10G	36	ETXX/TEST008/ZYO	\$0.00
559509	Test Account - Tranzact Billing	11-DevTest	Pending Change	ELine - Pt to Multi-Pt (NNI)	ELine - Pt to Multi-Pt (NNI)	1G	36	ETXX/TEST005/ZYO	\$0.00
559508	Test Account - Tranzact Billing	11-DevTest	Pending Change	DIA	DIA	100Mb	12	DIA/TEST003/ZAYO	\$746.00

Tranzact | ESCALATIONS | 866.364.6033 | LIVE CHAT | Vincent Crute

Performance Statistics | **My Services** | Governing Contracts

Existing Service #559514

Return to List

MANAGE SERVICE

- Renew / Upgrade
- Submit a Support Ticket
- Disconnect This Service

**Details**

Account: Test Account - Tranzact Billing  
Product: ELine  
Product Category: Point-to-Point  
Circuit ID: ETXX/TEST003/ZYO  
Customer PG: N/A  
Legacy Circuit ID: N/A  
Customer Circuit ID: N/A  
Bandwidth: 1G  
Burstable: No  
Path Diversity: No  
Protected: No  
Critical QOS: No  
Custom Routing Option: No  
Diversity: No  
Enhanced QOS: No  
NNI Service: No  
Preferred QOS: No  
QOS: Off

**Documents**

There are no documents for this service.

Contract details shown on this page are for informational purposes only. Nothing presented here amends or alters your contractual rights or those of Zayo. If you believe any information shown on this page to be incorrect, please contact your Zayo Account Manager or servicesperf@zayo.com.

Service Status: Active  
Remaining Days in Term: 0 days  
12 Month Term  
MRC: \$1,000.00  
Term Start Date: 2020-04-16  
Term End Date: 2016-12-09  
Service Notice Period: 90 days  
Renewal Interval: 12 months  
Renewal Term Type: Auto-Renewal

# CALNET - Zayo Customer Service Portal - My Services

**My Services**, under **Service Management** offers a searchable page of all of your locations, a map of these locations, services installed at these locations, and export capabilities for your locations.

Tranzact | ESCALATIONS + | 866.364.6033 | LIVE CHAT | Vincent Crute | Test Account - Tranzact x

Performance Statistics **My Services** Governing Contracts

## Existing Services

Search for services [ ] [ ] EXPORT [ ] 10 -

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Service	Account	BAN	Status	Product Group	Product	Bandwidth	Term	Circuit Id	MRC	Customer PO	Location 1	Location 2
559514	Test Account - Tranzact Billing	11-DevTest	Active		ELine - Point-to-Point	1G	12	ETYX/TEST003/ZYO	\$1,000.00 (USD)		572 S Delong St Salt Lake City, UT	
559512	Test Account - Tranzact Billing	11-DevTest	Pending Change		ELine - Pt to Multi-Pt (UNI)	100Mb	36	ETYX/TEST011/ZYO	\$595.00 (USD)		12601 W Explorer Dr Boise, ID	
559511	Test Account - Tranzact Billing	11-DevTest	Active		ELine - Pt to Multi-Pt (UNI)	100Mb	36	ETYX/TEST009/ZYO	\$461.00 (USD)		12012 Sunset Hills Rd Reston, VA	
559510	Test Account - Tranzact Billing	11-DevTest	Pending Change		ELine - Pt to Multi-Pt (NNI)	10G	36	ETYX/TEST008/ZYO	\$0.00 (USD)		393 Inverness Pkwy Englewood, CO	
559509	Test Account - Tranzact Billing	11-DevTest	Pending Change		ELine - Pt to Multi-Pt (NNI)	1G	36	ETYX/TEST005/ZYO	\$0.00 (USD)		4100 Bryan St Dallas, TX	
559508	Test Account - Tranzact Billing	11-DevTest	Pending Change		DIA	100Mb	12	DIA/TEST003/ZAYO	\$746.00 (USD)		412 E Parkcenter Blvd Boise, ID	

# CALNET - Zayo Customer Service Portal - Invoices

My Invoices, under Billing & Payments allows users to view, print, and review invoice history.



Test Account - Tranzact

My Invoices | Payment Options | Manage Payment Sources | Billing FAQ | Billing Forms

## Invoices

+ ADD PAYMENT INFO | PAYMENT OPTIONS - | BAN AGING DATA

An online payment source has not yet been established for your user account. [Establish one now](#) |  Do not show this again

Test Account - Tranzact Billing BAN 11-DevTest

Filter BANS    
Search Invoices


Account Name	Account Number	Date	Download
Test Account - Tranzact Billing	11-DevTest	2022-02-01	<a href="#">PDF</a>
Test Account - Tranzact Billing	11-DevTest	2021-10-01	<a href="#">PDF</a>
Test Account - Tranzact Billing	11-DevTest	2021-10-01	<a href="#">PDF</a>
Test Account - Tranzact Billing	11-DevTest	2021-10-01	<a href="#">PDF</a>
Test Account - Tranzact Billing	11-DevTest	2021-10-01	<a href="#">PDF</a>

# CALNET - Zayo Customer Service Portal - Billing Details

Clicking on the **Billing & Payments**' dropdown offers a list such as Invoice History.

Individual Invoices are available for viewing/download. Paperless invoice options will be available here as well in pdf or csv files.

Invoices are generated in our internal systems and transferred to Tranzact. Customers may access their Portal to view or print the invoice.



1821 30th Street - Unit A  
Boulder, CO 80301

Check here for change of address [\(see reverse side for details\)](#)

Address Service Requested

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**Remittance Section**

Customer Name	XXXXXXXXXXXXXXXXXX
Account Number	99999
Past Due Amount	CAD 0.00
Current Charges	CAD 99,999.99
Statement Date	01/01/2019
Due Date	01/31/2019
<b>Total Amount Due</b>	<b>CAD 99,999.99</b>
Amount Paid	CAD

Please make checks payable to: Zayo Canada Inc.

Zayo Canada Inc.  
c/o T9921  
PO Box 9921, STN A  
Toronto, ON M5W 2J2  
Canada



Please detach and return above portion with your payment

Acct #	99999	DUNS#
Statement Date	01/01/2019	FEIN #
Invoice #	999999999999999	VAT #
PO #		Contract #

**Important Messages**

Do you have a complaint regarding a telecom or residential TV service that we haven't been able to resolve? The independent Commission for Complaints for Telecom-television Services (CCTS) may be able to assist you free of charge: [www.ccts-cprst.ca](http://www.ccts-cprst.ca) or 1-888-221-1687.

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**Summary of Account**

Telecommunications Service	CAD 99,999.99
Late Fees	CAD 0.00
<b>Total Current Charges</b>	<b>CAD 99,999.99</b>
Previous Bill	CAD 99,999.999
Payment Received	CAD 0.00
Adjustments	CAD -99,999.99
Past Due Amount	CAD 0.00
Current Charges	CAD 99,999.99
<b>Total Amount Due</b>	<b>CAD 99,999.99</b>
<b>Due Date</b>	<b>01/31/2019</b>

**Details of Payment and Adjustments**

Date	Description	Adjustments	Payments
12/01/2018	Tax Adjustment	CAD -99,999.99	CAD 0.00
<b>Total</b>		<b>CAD -99,999.994</b>	<b>CAD 0.00</b>



Thank you for your time!