

CALNET DNCS

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

CALNET DNCS Zayo Private Website/Portal- Tranzact Log In



CONTACT US 

ESCALATIONS 

866.364.6033 

LIVE CHAT 

SHOP

LANGUAGE 



ENGAGE WITH ZAYO

Network

Products

Industry Expertise

Partner with Zayo

Zayo Story

Hello, Sign In

Manage Services 



Our Fiber Fuels Global Innovation

CALNET DNCS Private Portal Training by Zayo Group

Zayo Group is dedicated to meeting the Business Requirements of CALNET DNCS.

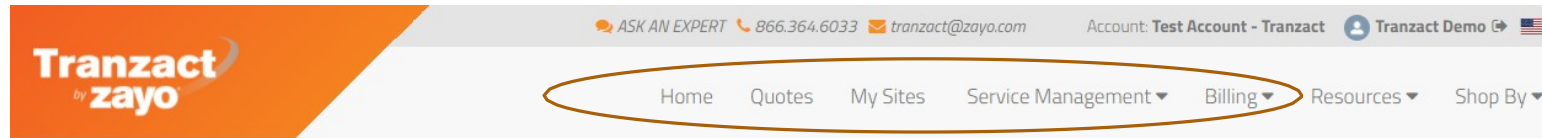
Current CALNET customers may request a Log in and Password to the Private Portal- Tranzact.

Requests should be directed to Bill King bill.king@zayo.com or 971-298-1480.

CALNET DNCS Zayo Website/Portal

After log in you'll be able to choose functions from the drop down menus such as My Sites.

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



My Sites

Type Building Name, Address, Postal Code, City, State, or Country

REFINE SEARCH MAP LIST EXPORT

We returned the first 500 of **1,421** total results. Please [Refine](#) your search terms to narrow your results.

Not finding what you were looking for? [Add a new site.](#)

Action	Site ID	Site Name	Address	Purpose	Network Status	Sharing	Services	MRC
	0347062	Test Account/NY/New York	60 Hudson St New York, NY 10013	Cable TV Head End			7	\$5,150.50
	0277932	xx - Embark/CO/Denver	910 15th St Denver, CO 80202	Data Center			7	\$9,118.47
	0321772	Test Account JL 1/NY/New York	60 Hudson St New York, NY 10013	Clinic			7	\$5,150.50
	0347065	Test Account/CO/Denver	910 15th St Denver, CO 80202				7	\$9,118.47
	0228474	Denver office 2	910 15th St Denver, CO 80202	Employee Office			7	\$9,118.47
	0347060	Test Account/PA/Philadelphia	401 N Broad St Philadelphia, PA 19108				5	\$3,500.00
	0347061	Test Account/NY/New York	111 8th Ave New York, NY 10011				2	\$2,396.01

Trouble Ticket Function through Zayo

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.




The screenshot displays the Zayo Service Management interface. The top navigation bar includes the Zayo logo, contact information (ASK AN EXPERT 866.364.6033, tranzact@zayo.com), account details (Account: Test Account - Tranzact), and user information (Tranzact Demo). The main navigation menu contains Home, Quotes, My Sites, Service Management (circled in orange), Billing, Resources, and Shop By. Below the navigation, the 'All Service Orders' section is visible, featuring a search bar and an 'EXPORT' button. A table lists several service orders with columns for Order #, Account, BAN, Order Status, Order Type, Product, Bandwidth, Term, Circuit ID, Due Date, Customer PO, Location 1, Location 2, Created By, and Created Date. An orange arrow points from the 'Service Management' menu item to the 'Open Tickets' section below. The 'Open Tickets' section includes a search bar and an 'EXPORT' button. A table lists open tickets with columns for Ticket #, Type, Status, Circuit ID, Location, and Date/Time Opened.

Order #	Account	BAN	Order Status	Order Type	Product	Bandwidth	Term	Circuit ID	Due Date	Customer PO	Location 1	Location 2	Created By	Created Date
982432	Test Account - Tranzact Billing	99999999	Awaiting Customer Signature	Cloud	Cloud IaaS - Private Cloud		12			testing	1808 Swift Dr Oak Brook, IL		Robert (Bobby) Glass	12/15/2017
982349	Test Account - Tranzact Billing	99999999	Awaiting Customer Signature	Colo Interconnect	Colo Interconnect - Cross Connects	Fiber Pair - Single Mode	12			test	19-21 Rue Poissonnière Paris	19-21 Rue Poissonnière Paris	Robert (Bobby) Glass	12/15/2017
982347	Test Account - Tranzact Billing	99999999	Awaiting Customer Signature	Colo Interconnect	Colo Interconnect - Cross Connects	Fiber Pair - Single Mode	12			test	60 Hudson St New York, NY	60 Hudson St New York, NY	Robert (Bobby) Glass	
982342	Test Account - Tranzact Billing	99999999	Awaiting Customer Signature	FlexConnect	FlexConnect - Point-to-Point	N/A	1			test	60 Hudson St New York, NY		Robert (Bobby) Glass	

Ticket #	Type	Status	Circuit ID	Location	Date/Time Opened
TTN-0001964147	Cloud/Colo Customer	Stalled		17400 Von Karman Ave/FI-1/Ste-zColo	10/06/2017 at 7:17AM
TTN-0001939044	Service Inquiry	New			09/22/2017 at 2:08PM
TTN-0001395948	Service Inquiry	New			11/23/2016 at 9:03AM
TTN-0002086297	Access/Security	New	999999	1060 Bethlehem Pike/PH0921	12/12/2017 at 8:01AM



CALNET DNCS Zayo Website/Portal





My Sites 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.

ASK AN EXPERT 866.364.6033 tranzact@zayo.com Account: **Test Account - Tranzact**  

[Home](#) [Quotes](#) [My Sites](#) [Service Management](#) [Billing](#) [Resources](#) [Shop By](#)

All Service Orders

All  EXPORT  10

Order #	Account	BAN	Order Status	Order Type	Product	Bandwidth	Term	Circuit Id	Due Date	Customer PO	Location 1	Location 2	Created By	Created Date
982432	Test Account - Tranzact Billing	99999999	Awaiting Customer Signature		Cloud IaaS - Private Cloud		12			testing	1808 Swift Dr Oak Brook, IL		Robert (Bobby) Glass	12/15/2017
982349	Test Account - Tranzact Billing	99999999	Awaiting Customer Signature		Colo Interconnect - Cross Connects	Fiber Pair - Single Mode	12			test	19-21 Rue Poissonnière Paris	19-21 Rue Poissonnière Paris	Robert (Bobby) Glass	12/15/2017
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982342	Test Account - Tranzact Billing	99999999	Awaiting Customer Signature		FlexConnect - Point-to-Point	N/A	1			test	60 Hudson St New York, NY		Robert (Bobby) Glass	12/15/2017

CALNET DNCS Zayo Website/Portal

My Sites allows users to view, print, and review invoice history.

Tranzact
by **zayo**

Home Quotes My Sites Service Management ▾ Billing ▾ Resources ▾ Shop By ▾

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 99999999](#) [×](#)

Select A Billing Account Number ▾ Search Invoices ▾

Account Name	Account Number	Date	Download
Test Account - Tranzact Billing	99999999	2015-12-01	PDF
Test Account - Tranzact Billing	99999999	2015-11-01	PDF

Billing System from Zayo

Clicking on the Billing dropdown offers a list of functions such as Invoice History.

Individual Invoices are available for viewing or 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.

zayo GROUP
400 Centennial Parkway - Suite 200
Louisville, CO 80027-1210
Address Service Requested
 Check here for change of address (see reverse for details)

LAT: [REDACTED]
ATT: [REDACTED]
END: [REDACTED]

Remittance Section
Customer Name: LA [REDACTED]
Account Number: [REDACTED]
Past Due Amount: .00
Current Charges: \$6,831.89
Statement Date: 4/01/15
Due Date: 4/30/15
Total Amount Due: \$66,831.89
Amount Paid: \$
Please make checks payable to: Zayo Group, LLC

Zayo Group, LLC
PO Box 952136
Dallas, TX 75395-2136
[Barcode]

Please detach and return above portion with your payment.

Summary of Account

Telecommunications Service	56,831.89
Total Current Charges	56,831.89
Previous Bill	175,627.90
Payment Received	.00
Adjustments	175,627.90CR
Past Due Amount	.00
Current Charges	56,831.89
Total Amount Due	56,831.89
Due Date	4/30/15

Detail of Payments and Adjustments

Date	Description	Adjustments	Payments
03/1/15	Misc. Adjustment	175,627.90CR	
Totals		175,627.90CR	

zayo GROUP Account Number: 007198
Statement Date: 4/01/15

Important Messages
Thank you for being a valued Zayo customer!
Paying and Understanding your bill
For Billing Questions call our Customer Service Department at 1-800-390-6094, Option 3 or email us at customerservice@zayo.com.
To avoid delays in payment processing, please send your payment to the remittance address above.
Leave us Feedback at www.zayo.com/surveys/billing

Thank you for your time!