

CALNET

- 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. The page has a dark blue header with the Tranzact logo and navigation links for ESCALATIONS, 866.364.6033, and LIVE CHAT. The main content area is split into two sections: a login form on the left and a 'New to Zayo?' section on the right. The login form includes fields for Username and Password, a Sign in button, and links for 'Forgot Username or Password?' and 'Sign in via zLogin'. The 'New to Zayo?' section features the Zayo logo, a 'Request a Username' button, a 'Shop as a Guest' button, 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. It also includes the website URL (zayo.com), legal links (Policies, Privacy, Cookies), the copyright notice (©2023 Zayo Group, LLC. All Rights Reserved), and social media icons for Twitter, LinkedIn, Facebook, and Instagram.

Tranzact | ESCALATIONS | 866.364.6033 | LIVE CHAT

Welcome to Zayo

Username

Password

[Sign in](#)

[Forgot Username or Password?](#)

[Sign in via zLogin](#)

New to Zayo?

[Request a Username](#)

[Shop as a Guest](#)

[Privacy Policy](#)

*Guests have limited access. [Contact Us](#) to receive all the benefits an account has to offer.

EXPLORE OUR NETWORK | API DEVELOPER RESOURCES | SHOP BY SERVICE | SHOP BY LOCATION | CUSTOMER HANDBOOK | CONTACT US

[zayo.com](#) | [Policies](#) | [Privacy](#) | [Cookies](#) | ©2023 Zayo Group, LLC. All Rights Reserved | [Twitter](#) | [LinkedIn](#) | [Facebook](#) | [Instagram](#)

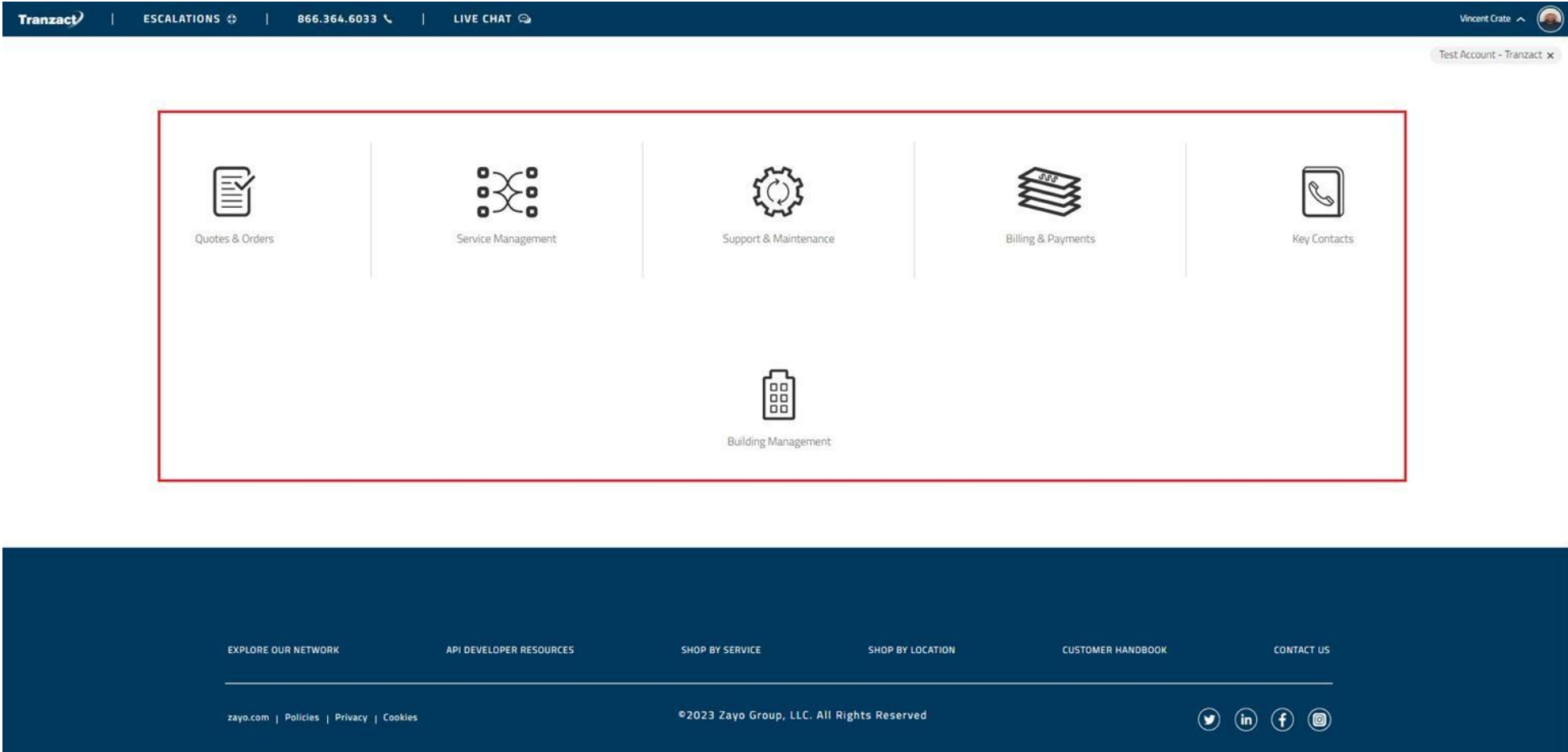
CALNET - Zayo Customer Service Portal Training by Zayo Group

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) 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.

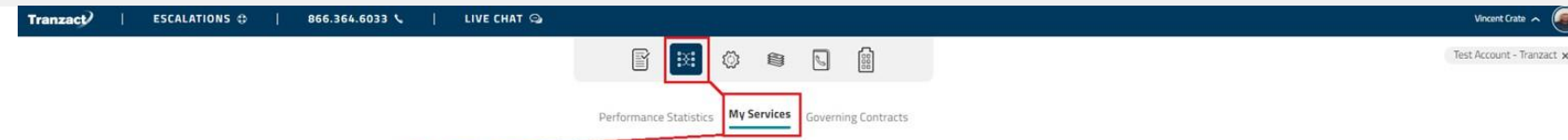
Invoice and Billing are only a few of the many features available in Tranzact. You can also view My Services, Submit Tickets, Network Escalation, and much more.



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 - Point-to-Point | 1G | 12 | ETXX/TEST003/ZYO | \$1,000.00 |
| 559512 | Test Account - Tranzact Billing | 11-DevTest | Pending Change | | 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) | 100Mb | 36 | ETXX/TEST009/ZYO | \$461.00 |
| 559510 | Test Account - Tranzact Billing | 11-DevTest | Pending Change | | 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) | 1G | 36 | ETXX/TEST005/ZYO | \$0.00 |
| 559508 | Test Account - Tranzact Billing | 11-DevTest | Pending Change | | DIA | 100Mb | 12 | DIA/TEST003/ZAYO | \$746.00 |

Return to List

Existing Service #559514

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 servicesprts@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

Performance Statistics **My Services** Governing Contracts

Existing Services

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

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

| 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

Select A Billing Account Number

Search Invoices 10

| Account Name | Account Number | Date | Download |
|---------------------------------|----------------|------------|---------------------|
| Test Account - Tranzact Billing | 11-DevTest | 2022-02-01 | PDF |
| Test Account - Tranzact Billing | 11-DevTest | 2021-10-01 | PDF |
| Test Account - Tranzact Billing | 11-DevTest | 2021-10-01 | PDF |
| Test Account - Tranzact Billing | 11-DevTest | 2021-10-01 | PDF |
| Test Account - Tranzact Billing | 11-DevTest | 2021-10-01 | PDF |

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.

zayo CANADA
1821 30th Street - Unit A
Boulder, CO 80301

Address Service Requested

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

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 |
| Total Amount Due | CAD 99,999.99 |
| 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 # |

Summary of Account

| | |
|------------------------------|----------------------|
| Telecommunications Service | CAD 99,999.99 |
| Late Fees | CAD 0.00 |
| Total Current Charges | CAD 99,999.99 |
| 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 |
| Total Amount Due | CAD 99,999.99 |
| Due Date | 01/31/2019 |

Details of Payment and Adjustments

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

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 or 1-888-221-1687.

Please see the approved TTRT field name mapping as found in the TTRT by CALNET below:

| Zayo TTRT Field Map | | |
|---------------------|---|-----------------------------------|
| CALNET Field Names | | Zayo Field Name Alternatives |
| 1 | Ticket # | Case # (in Ticket) |
| 2 | Customer Name | Customer Name (No Identifier) |
| 3 | Customer Contact | Customer Contact |
| 4 | Customer Contact Info | Customer Contact Email |
| 5 | Service ID | Service |
| 6 | Service Type | Service Type Calnet |
| 7 | Status (e.g., open, closed, hold or canceled) | Status |
| 8 | Ticket Open Date | Date/Time Opened |
| 9 | Ticket Open Time | Date/Time Opened |
| 10 | Ticket Closed Date | Date/Time Closed |
| 11 | Ticket Closed Time | Date/Time Closed |
| 12 | Service Address 1 | Service Address A |
| 13 | Service Address 2 | N/A |
| 14 | Service City | Service City A |
| 15 | Service State | Service State A |
| 16 | Service Zip Code | Service Zip Code A |
| 17 | Reported Trouble | Symptom |
| 18 | Outage Duration | Outage Duration Minutes |
| 19 | Outage Cause | Level 1-4 Cause |
| 20 | Restore Date | Restore Date/Time |
| 21 | Restore Time | Restore Date/Time |
| 22 | Restoral Activity Performed | Fix Type, Restore Action, Restore |
| 23 | Stop Clock Condition (SCC) | Stop Clock Condition (SCC) |
| 24 | SCC Minutes | SCC Minutes |

Thank you for your time!