



Welcome to Zayo

Your guide to **getting started**





Welcome to Zayo: Partners

Zayo PartnerConnect empowers you to connect “What’s Next” for your customers. This guide provides the information you need to make the most of Zayo’s offerings. As a Channel Partner, you’re an extension of our team, driving value and winning more business with our support and industry-leading solutions. We continuously enhance our Partner program and this guide serves as a resource to answer your questions and explain how the program works.

Nothing in this Program Guide is intended to amend, supersede or modify the terms of the signed Business Partner Agreement (the “Zayo BPA”) or any other signed written agreement between you and Zayo, which may only be modified or amended in accordance with the terms of the Zayo BPA or such other, applicable signed written agreement. In the event of a conflict between this Program Guide and the Zayo BPA or other signed written agreement, the Zayo BPA and such other signed written agreement shall control.

Comments and feedback; please contact us at zayopartnerfeedback@zayo.com

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Your Zayo Team - Your Advocates **Within Zayo**



Channel Manager

Works to understand your business and find the best position for you to win with Zayo products and services. They help with a customer proposal, find the right technical support for your solution, and strategize on where to build your business.



Solutions Engineering

Consults with customers to collaboratively design solutions they need. Applying a combination of technical, sales and communication expertise, they engage in conversations to discover, understand and analyze requirements. They incorporate industry leading practices that enable our customers to realize their goals.



Channel Renewal Manager

Proactively generates renewals by partner and supports the maintenance of your Zayo revenue base.

Email: partnerrenewals@zayo.com



Partner Success Managers

An extension of your team supporting our Partners and Partner sold customers. Partner Success Managers coordinate Tranzact demos for Partners, act on behalf of our Partners with Service Delivery, Network Operations and Billing. They also help Partners with customer reviews of services, billing and accounts.
Email: partnerexperts@zayo.com



Channel Leadership Team

Represents our Partner interests across the organization. We are constantly looking for ways to enhance your opportunity to sell, maintain and delight our mutual customers.

[Channel Leadership Contacts](#)

Zayo's Customer Resources

Customer Portal

If you haven't already, a great way to track installation and manage your Zayo service is to create a Tranzact account. Tranzact is our on-line customer portal. Using Tranzact, you will be able to shop for and manage all services you purchase from Zayo. Obtaining a Tranzact account is easy - [start here](#).

For assistance with Tranzact, please contact:

Email: tranzact@zayo.com | [Live chat](#)

Helpful Resources:

[Requesting a Username in Tranzact](#)

[Pending Orders](#)

[View Your Order Status](#)

[Current Network Status](#)

[Billing Inquiries and Invoices](#)

[View Your Existing Services](#)

[Quoting a New Service](#)

[Escalation Pathways](#)

[Trouble Tickets and RFO Requests](#)

[How to find your KMZ](#)

Customer Handbook



Partner Resources

Quick Links & Contacts

Zayo PartnerConnect Program Feedback - zayopartnerfeedback@zayo.com

Partner Success Managers - partnerexperts@zayo.com

Partner Commissions - partnercommissions@zayo.com

Tranzact Self-Serve Portal: <https://tranzact.zayo.com/#/>

Escalations:

All escalations should be followed using the Escalation List located in Tranzact, starting with Level 1 and giving an appropriate amount of time before escalating to the next level.

Escalation Lists: <https://tranzact.zayo.com/#!/escalation-lists>

If you have followed the escalation path and still are not getting the response you need, please reach out to your partner success manager at partnerexperts@zayo.com

Please note, Partner Success Managers are Monday - Friday 8am - 5pm MT employees, if you request an escalation, you will need to wait until the next business day for a response.

Zayo Connect Partner Portal <https://www.zayo.com/partners/partner-portal/>

Password: zayopartner

PartnerConnect Program Guide	Rules of Engagement
Channel Rate Card Program	On Demand Webinars
Channel Manager Map	Zayo Toolkits
Escalation Information	Commission Guidelines

Monthly Zayo PartnerConnect Webinars:

[Sign up](#) for webinar notifications

[On-Demand Webinars](#)