

PRISMPARTNER CONNECTIONS

High Point Networks is committed to providing the highest level of service to our Channel Partners. Please use this PrismPartner connections card as a tool to engage High Point resources.

GENERAL INQUIRIES

 (701) 282-6459

 partner@highpointnetworks.com

HELP DESK

 (701) 293-8300

 helpdesk@highpointnetworks.com

TECHNICAL SUPPORT

Please email or call the Help Desk and mention you are a PrismPartner and identify the customer we will be supporting. Please have the information below readily available when contacting the Help Desk.

- Contact person's name, title, phone number
- Partner customer name
- Impacted site/location(s)
- When did the incident start, last occur, or is still occurring?
- Any hardware/software changes made prior to the incident?
- What channel solution is the incident/question related to?

ACCOUNTING

Please mention you are a PrismPartner and identify invoice number or accounting question.

 accounting@highpointnetworks.com

MARKETING/SALES

 partner@highpointnetworks.com