

## Frequently Asked Questions

### Our Goal:

With this acquisition, our goal is to enhance the value we provide to you, the customer. You are at the center of everything we do. If you have any questions or need additional information, please reach out to us directly at 719.955.4974 or 701.282.6459. Together, we are a stronger technology solutions company that will significantly enhance the level of services and support we provide to your organization. Our business integration process will continue over the rest of this year with the official sale completed on November 1, 2018. We will keep you informed as pertinent information is uncovered. You should expect zero interruption to your business in the interim.

- **Who will service my organization & existing solutions?**
  - You will continue to receive the same great services that you have come to depend on, with the addition of added services and resources
  - You will contact and work with the same team sales/support team you worked with at West-Tech Communications
  
- **What about Mitel, NEC, Bosch and other manufacturer solutions that we purchased from West-Tech Communications?**
  - High Point Networks will continue to sell and support those solutions as part of acquiring West-Tech Communications
  
- **How does this benefit me, the customer?**
  - Additional access to expanded technology services & solutions
  - Increases the number of certified engineers you have access to
  - Enhances the level of customer support you will receive
  - Enhances geographical location coverage with offices in North Dakota, South Dakota, Montana, Colorado, & Minnesota
  
- **Billing Information**
  - Eventually, your billing will say High Point Networks instead of West-Tech Communications and will come from our corporate headquarters
  - Our corporate address is 728 E. Beaton Drive Suite 200 West Fargo, ND 58078
  - You may receive invoices from West-Tech Communications for work completed & products procured prior to the final sale date of November 1, 2018
  - Please refer to the inserted communication guide for additional information on how to contact our team
  
- **Who is High Point Networks?**
  - High Point Networks is a value-added reseller (VAR) of information technology providing solutions to both the SMB and enterprise level markets in the upper Great Plains. We offer organizations best-in-class solutions in the areas of Infrastructure, Unified Communications, Data Center, and Security, all supported by an experienced and industry-certified professional services team.
  - High Point Networks is headquartered in West Fargo, ND, with regional offices in Bismarck, ND, Sioux Falls & Brookings, SD, Billings, MT, Longmont, CO and Detroit Lakes & Minneapolis, MN. For more information visit [www.highpointnetworks.com](http://www.highpointnetworks.com)