

---

# Customer Portal and Partner Portal Login

---

Login to the **Customer Portal** for software downloads, logging trouble tickets, subscribing to alerts, and additional content.

## Customer Portal Login

Clicking 'Login' will open in a new browser tab or window.



### Note

The Ribbon Global Support Portal is for both former GENBAND and former Sonus products.

Access to Ribbon support portals and technical assistance centers is available to customers who have purchased maintenance and technical support services.

If you have purchased services and do not have a user name and password you may register here: [New User Registration](#)

For CRITICAL service events – Please use the contact information available on the [Customer Support](#) page.

## Channel Partner Portal Login

Clicking 'Login' will open in a new browser tab or window



Ribbon channel partners are a carefully selected and educated group of solution providers with the expertise needed to recommend, architect and deliver advanced Unified Communications solutions.

[Find a Channel Partner](#) | [More information on Partner programs](#)

**Disclaimer:** By using this system, you acknowledge that you are in compliance with your company's data protection policy and that by sharing data you are giving Ribbon Communications explicit permission to use such data in order to provide support to Sonus products including potentially sharing data with necessary third parties.

Are you a Ribbon employee? [Login here](#)

[Home](#) | [All Documents](#) | [Sonus Solutions Base](#) | [Toolbox](#) | [Customer and Partner Portal](#)