

Your Guide to Microsoft Technical Support

You can find late-breaking updates and technical information in the readme file that came with your product disks or compact disc.

If you still have a question, Microsoft offers technical support and services ranging from self-help tools to direct assistance with a Microsoft technical engineer.

Note: The services and prices listed here are available in the United States and Canada only. Support services may vary outside the U.S. and Canada. For more information on support in other locations, contact your local Microsoft subsidiary.

Microsoft's support services are subject to Microsoft's then-current prices, terms, and conditions, which are subject to change without notice.

{button ,JI('','MTSChoose')} Choose the support option that's right for you

Outside the U.S. and Canada, contact the local Microsoft subsidiary office in your area. For a list of worldwide Microsoft subsidiaries, click:

{button ,JI('','MTSWorld')} Microsoft Technical Support Worldwide

Choose the support option that's right for you

Here are the options you can choose from:

Self Help Tools

{button ,JI('','MTSSelf')} Self-Help Tools Online

Direct Assistance from a Microsoft Technical Support Engineer

{button ,JI('','DirectAssistance')} Direct Assistance from a Microsoft Technical Support Engineer

Other Microsoft Services

Includes information on customer service and text telephone numbers for the hearing impaired. For more information, click:

{button ,JI('','MTSOther')} Other Microsoft Services

Microsoft Technical Support Worldwide

For information on how to obtain Microsoft Technical Support from Microsoft worldwide subsidiaries outside the U.S. and Canada, click:

{button ,JI('','MTSWorld')} Microsoft Technical Support Worldwide

Self-Help Tools

Support Online at <http://support.microsoft.com/support/>

Rather help yourself to answers? Support Online makes it easy. Simply select your product and type in your question. Because the site's search engine uses a natural language query, you can even write your question in your own words. Then click "*Find*" and Support Online does all the rest, employing the latest Microsoft technologies to instantly search Microsoft Technical Support's vast collection of problem-solving tools and technical information like the Knowledge Base and Frequently Asked Questions. Next time you have a technical question, use Support Online and see how easy it is to get the answers you need.

<http://support.microsoft.com/support/>

Additional Information

{button ,JI('`,`MTSChoose')} Choose the support option that's right for you

{button ,JI('`,`MTSSelfOther')} Other Self-Help Tools

{button ,JI('`,`DirectAssistance')} Direct Assistance with a Microsoft Technical Support Engineer

{button ,JI('`,`MTSOther')} Other Microsoft Services

{button ,JI('`,`MTSWorld')} Microsoft Technical Support Worldwide

Other Self-Help Tools

In addition to the Internet resources, Microsoft Technical Support provides the following additional technical information resources:

Microsoft TechNet: If you are an information technology (IT) or Help desk professional responsible for administering your corporate network or supporting end users, then you can stay on top of your organization's requirements with TechNet. TechNet is a comprehensive resource for evaluating, implementing, and supporting Microsoft business products. Every month, TechNet delivers two CDs packed with more than 150,000 pages of the critical information you need to smoothly deploy mission-critical systems and minimize downtime—all while building your technical expertise. To subscribe, see your local authorized retailer, or call (800) 344-2121, Monday through Friday, excluding holidays, 6:30 A.M. to 5:30 P.M. Pacific time.

Microsoft Developer Network Library (MSDN): If you develop applications for the Internet or the Windows® operating system, or use Microsoft products for any other development purposes, you'll enhance your productivity with an MSDN subscription. MSDN is Microsoft's official source for technical programming information, SDKs, DDKs, Windows, BackOffice™, Microsoft Office, and Visual Tools for developers. For more information on MSDN subscription levels and benefits, visit MSDN online at: <http://www.microsoft.com/msdn/>. Or call (800) 759-5474, Monday through Friday, excluding holidays, 6:30 A.M. to 5:30 P.M. Pacific time.

Microsoft Download Service (MSDL): Provides direct modem access to Microsoft's electronic technical library, which contains sample programs, device drivers, patches, software updates, and programming aids. The service is available 24 hours a day, 365 days a year. In the U.S. dial (425) 936-6735. Connect information: 1200, 2400, 9600, or 14400 baud, no parity, 8 data bits, and 1 stop bit. In Canada, dial (905) 507-3022. Connect information: 1200 to 28800 baud, no parity, 8 data bits, and 1 stop bit.

Microsoft FastTips: An automated toll-free telephone service for quick answers to common technical questions, as well as technical articles by telephone, fax, or mail. To access FastTips or to receive a catalog of the articles available, call one of the following numbers on a touch-tone telephone:

Desktop Applications: (800) 936-4100

Desktop Systems: (800) 936-4200

Development Tools: (800) 936-4300

Business Systems: (800) 936-4400

You can use the following keys on your touch-tone telephone after you reach FastTips.

To do this:	Press this key:
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Advance to the next message	*
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Repeat the current message	7
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Return to the beginning of FastTips	#
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Additional Information

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Direct Assistance with a Microsoft Technical Support Engineer

Standard No-Charge Support

If you still need answers to your technical questions, Microsoft offers no-charge support for retail versions of Microsoft Publisher 98 as follows:

- Unlimited no-charge support for usability issues, including product features, menu commands, formatting, setup, and other user interface issues.
- Two (2) no-charge support incidents for assistance with issues when developing for Microsoft Office applications. Development assistance will be limited to help with macros, syntax, and demonstrating basic principles, such as how to write a loop in a blank macro or how to debug small amounts of code.

To receive your Standard No-Charge Support, in the U.S., please call (425) 635-7140, 6:00 A.M. to 6:00 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, please call (905) 568-2294, 8:00 A.M. to 8:00 P.M.. Eastern time, Monday through Friday, excluding holidays. Note: Toll-charges may apply.

In the U.S. and Canada, you can also submit your support question via the Internet with Web Response. For more details, go to Support Online at <http://support.microsoft.com/support/>.

Note: If your Microsoft product was pre-installed or distributed with your personal computer, the personal computer manufacturer is responsible for providing your product support. For support, contact the manufacturer or source from which you obtained your Microsoft product.

When you contact us for support, you should be at your computer and have the appropriate product documentation at hand. Be prepared to give the following information:

- The version of the Microsoft product you use.
- The type of hardware you use.
- The operating system you use.
- The exact wording of any messages that appeared on your screen.
- A description of what happened and what you were doing when the problem occurred.
- A description of how you tried to solve the problem.

After-Hours Support

If you require support after normal business hours, you can purchase Pay-Per-Incident Support for Microsoft Publisher 98 as follows:

- In the U.S., for a fee of \$35US per incident, please call (800) 936-5700 or (900) 555-2000, 24 hours a day, seven days a week, including holidays. In Canada, for a fee of \$45CDN plus tax per incident, please call (800) 668-7975, 8:00 A.M. to 8:00 P.M. Eastern time, Monday – Friday, excluding holidays.
- In the U.S. and Canada, you can also submit your support question via the Internet with Web Response. For more details, go to Support Online at <http://support.microsoft.com/support/>

Note: Support fees for the (800)# calls will be billed to your VISA, MasterCard, or American Express credit card. Support fees for the (900)# calls will appear on your telephone bill.

Priority Annual Support

If you anticipate a higher volume of support incidents, or need priority access to Microsoft Technical Support Engineers, you can purchase a Priority Annual Desktop Account as follows:

- In the U.S., for more information or to purchase an annual account at a cost of \$295US per 10 incidents, please call (800) 936-3500, 24 hours a day, seven days a week, including holidays. To submit an incident against an existing account, call (800) 936-4700, 24 hours a day, seven days a week, including holidays.
- In Canada, for more information, to purchase an annual account at a cost of \$295CDN plus tax per 10 incidents, or to submit an incident against an existing account, please call (800) 668-7975, Monday through Friday, excluding holidays, 8:00 A.M. to 8:00 P.M. Eastern time.

Priority Plus

Microsoft Technical Support also offers special accounts for medium-sized businesses that require priority incident resolution. This includes business-critical support access to targeted information to assist information-technology and Help desk professionals in support planning for smoother product deployment. For more information, in the U.S. and Canada, please call (800) 936-3500, 24 hours a day, seven days a week, including holidays.

Premier Support

Premier Support offers the highest level of mission-critical support for those large enterprise customers who require a direct, proactive service and support relationship with Microsoft. Premier customers receive proactive, personalized support services and fast, expert resolution of specific technical issues for all Microsoft products, anytime, day or night. Premier Support is designed to help you successfully develop, deploy, and manage critical business systems built around high-quality Microsoft solutions. This highest level of mission-critical support, combined with a close relationship with your own designated technical team, will help large enterprise businesses streamline the entire support cycle. For more information or to purchase Premier Support, call (800) 936-3200, Monday through Friday, excluding holidays, 5:00 A.M. to 5:00 P.M. Pacific time.

Consult Line

Take advantage of our Consult Line to receive hourly consulting for support questions that fall outside of the traditional technical support realm. These include designing or planning for deployment, software development, code review, and implementation planning. The Consult Line covers all Microsoft products, including those Microsoft products used for developing Internet and intranet solutions. For more information or to purchase hourly consulting services at \$195US per hour (minimum one hour), please call (800) 936-5200, Monday through Friday, excluding holidays, 6:00 A.M. to 6:00 P.M. Pacific time.

Additional Information

- {button ,JI('','MTSChoose')} Choose the support option that's right for you
- {button ,JI('','MTSSelf')} Self-Help Tools: Microsoft Technical Support Online
- {button ,JI('','MTSSelfOther')} Other Self-Help Tools
- {button ,JI('','MTSOther')} Other Microsoft Services
- {button ,JI('','MTSWorld')} Microsoft Technical Support Worldwide

Additional Assistance from Microsoft Support Partners

As Microsoft products are integrated into multi-vendor environments, our customers' support needs go beyond Microsoft products to include hardware, networking, and software products from other vendors. For these and other specialized support requirements, Microsoft offers a variety of programs that provide comprehensive worldwide service and support. In fact, you may already have an established relationship with an experienced Microsoft support provider. If not, check out these resources.

Microsoft Certified Solution Providers

Microsoft creates the technology, while Microsoft Certified Solution Providers (MCSPs) develop the actual solutions for customers all over the world. MCSPs are, in fact, Microsoft's virtual service and support team. From small organizations to companies of 1,000 or more employees, MCSPs use Microsoft products as the building blocks to offer such value-added services as integration, consulting, software customization, application development, and technical training and support. MCSPs have Microsoft Certified Professionals on staff and often specialize in an industry or a specific solution. Therefore, they are the most knowledgeable on those applications and can offer expert, comprehensive support. And in most cases, they can bring their expertise right on-site, offering you all the benefits of a local support presence. For more information or for a referral, call (800) 765-7768, Monday through Friday, excluding holidays, 6:30 A.M. to 5:30 P.M. Pacific time, or visit the <http://www.microsoft.com/mcsp/> site.

Authorized Support Centers

Microsoft has teamed up with a select group of industry-leading support providers called Microsoft Authorized Support Centers (ASCs). These independent companies meet Microsoft's strict quality standards for support. They also have extensive Microsoft product knowledge, as well as expertise in supporting hardware, software, and networking products from other vendors. ASCs offer a wide range of one-stop-shopping services, from setting up a help desk to delivering mission-critical support for all phases of planning, implementing, and maintaining a client/server system. ASCs are, in essence, a virtual extension of the Microsoft Technical Support organization. They can bring to your company a whole new set of unique and invaluable capabilities to ensure a cohesive, high-performance business solution. For more information, contact your Microsoft account representative, or visit the <http://www.microsoft.com/servad/asc/> site.

Additional Information

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Other Microsoft Services

Text telephone

Microsoft text telephone (TTY/TDD) services are available for the hearing impaired. In the U.S., using a TTY/TDD modem, dial (425) 635-4948 between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, using a TTY/TDD modem, dial (905) 568-9641 between 8:00 A.M. and 8:00 P.M. eastern time, Monday through Friday, excluding holidays.

Microsoft Customer Service

For customer service issues on Microsoft products, upgrades, and services, contact the Microsoft Sales Information Center. In the U.S., call (800) 426-9400. In Canada, call (800) 563-9048. Note: Technical support is not available at these numbers.

Additional Information

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{button ,JI('`,`MTSWorld')} Microsoft Technical Support Worldwide

Microsoft Technical Support Worldwide

If you are outside the U.S. and have a question about a Microsoft product, first:

- Check the information in this Help file or product manual.
- Check the readme files that come with your product disks. These files provide general information that became available shortly before the product was released.
- Go to Support Online at <http://support.microsoft.com/support/>.

If you cannot find a solution, you can receive information on how to obtain product support by contacting the Microsoft subsidiary office in your area.

Contacting a Microsoft subsidiary office

When you call your local Microsoft subsidiary, you should be at your computer and have the appropriate product documentation at hand. Be prepared to provide the following information:

- The version of the Microsoft product you use.
- The type of hardware you use, including network hardware, if applicable.
- The operating system you use.
- The exact wording of any messages that appeared on your screen.
- A description of what happened and what you were doing when the problem occurred.
- A description of how you tried to solve the problem.

Important: Phone numbers for Microsoft Subsidiaries are subject to change. For the most recent listing, please see the phone number section of <http://www.microsoft.com/support/>. If there is no Microsoft subsidiary office in your country, please contact the establishment from which you obtained your Microsoft product.

Microsoft Worldwide Subsidiaries

- **Argentina**

Microsoft de Argentina S.A.
Customer Service: (54) (1) 819-1900
Fax: (54) (1) 819-1921

Technical Support:

For Home products, Desktop Systems and Desktop Application: (54) (1) 314-0560
For BackOffice products and Developer products installation only: (54) (1) 819-1900

- **Australia**

Microsoft Pty. Ltd.
Fax: (61) (02)9805 1108
Sales Information Centre: (61) (02) 9870-2100
Internet://www.microsoft.com.au/

Technical Support: (61) (02) 9870-2131

- **Austria**

Microsoft Ges.m.b.H.
Phone: (+43) 1 610 64 -0
Fax: (+43) 1 610 64 -200
Information: 0660-6520
Prices, updates, etc.: 0660-6520

Standard Support:

Installation and Handling: 01 50222-2255
General information about Support Network in Central Europe:
FAX: 01805-251191

- **Belgium**

Microsoft NV

Phone: +32-2-730 39 11
Fax: +32-2-726 96 09
Microsoft Information Center: +32-2-481 52 52
Bulletin Board: +32-2-726 85 45 (14400/1200/2400/9600 bd, 8N1, ANSI)

Technical Support:

+32-2-513 32 74 (Dutch speaking)
+32-2-502 34 32 (English speaking)
+32-2-513 22 68 (French speaking)

- **Bolivia**

See Argentina

- **Brazil**

Microsoft Informatica Ltda.
Phone: (55) (11) 5514 -7100
Fax: (55) (11) 5514 - 7106/5514-7107

Technical Support:

Phone: (55) (11) 5506-8087
Fax: (55) (11) 5506-8506
Technical Support Bulletin Board Service: (55) (11) 5506-1234
Customer Support: (55) (11) 822-5764

- **Canada**

Microsoft Canada Inc.
Head Office Phone: 1 (905) 568-0434
Customer Information Centre: 1 (800) 563-9048

Technical Support:

Desktop Systems including Microsoft Windows 95: 1 (905) 568-4494
Microsoft Office and Office Components: 1 (905) 568-2294
Other Standard Technical Support: 1 (905) 568-3503
Priority Support Information: 1 (800) 668-7975
Text Telephone (TT/TDD) 1 (905) 568-9641
Technical Support Bulletin Board Service: 1 (905) 507-3022

- **Caribbean**

Microsoft Caribbean, Inc.
Phone: (809) 273-3600
Fax: (809) 273-3636
Technical Support: (214) 714-9100

- **Central America**

See Latin America

- **Chile**

Microsoft Chile S.A.
Phone: 56-2-330-6000
Fax: 56-2-330-6190
Customer Service: 56-2-800-213121
Personal Operating System and Applications:
Phone: 56-2-330-6222
Fax: 56-2-341-1439

- **China**

Microsoft (China) Co. Ltd
4/F Kai Yuen Commercial Building
No.28 Zhichunli, Hai Dian District
Beijing 100086, PRC
Phone: 011-86-10-6261-7711
Fax: 011-86-10-6253-6630

- **Colombia**

Microsoft Colombia
Phone: (571) 618 2245
Fax: (571) 618 2269
Technical Support: (571) 618 2255

- **Croatia**

Microsoft Hrvatska d.o.o.
Phone: (+385) (1) 304 555
Fax: (+385) (1) 335 051
Technical Support:
(Please, contact the subsidiary.)

- **Czech Republic**

Microsoft s.r.o.
Phone (+42) (2) 611 97 111
Fax: (+42) (2) 611 97 100
Technical Support:
(+420) (2) 2150 3222

- **Denmark**

Microsoft Denmark
Phone: (45) 44 89 01 00
Fax: (45) 44 68 55 10
Technical Support:
Phone: (45) 44 89 01 11
Microsoft Sales Support: (45) 44 89 01 90
Microsoft FastTips: (45) 44 89 01 44
(Document 303030 in FastTips contains detailed instructions)
Microsoft MSDL (BBS): (45) 44 66 90 46

- **Dominican Republic**

See Central America

- **Dubai**

Microsoft Middle East
Phone: (971) 4 513 888
Fax: (971) 4 527 444
Technical Support:
Personal Operating Systems & Desktop Applications ONLY:
Phone: (971) (4) 524 488
Fax: (971)- 4 – 524 495
email: mts@emirates.net.ae
Priority Support Information: (971) (4) 555 752
Customer Service Center:
(Version upgrade / TechNet and MSDN subscription)
Phone: (971) (4) 655 082
Fax: (971) (4) 655 097

- **Ecuador**

Corporation Microsoft del Ecuador S.A.
Phone: (593) 2 460-447, (593) (2) 460-451
Customer Service: (593) (2) 460-453, (593) (2) 460-458
Technical Support: (593) (2) 463-094

- **Egypt**

Microsoft Egypt
Phone: +202-418-6101
Fax: +202-4174766
Technical Support:
Personal Operating Systems and Desktop Applications ONLY:
Phone: (202) 261 3991 / 6

Fax: (971) 403 2718

- **England**

See United Kingdom

- **Estonia**

See Germany

Technical Support:

(+372) 650 49 99

- **Finland**

Microsoft OY

Phone: +358-(0)9-525 501

Fax: +358-(0)9-878 8770

Technical Support:

Phone: +358-(0)9-525 502 500

Sales Support: +358-(0)9-525 5026

Microsoft MSDL: +358-(0)9-878 77 99 (Information in Swedish and English)

Microsoft FastTips: +358-(0)9-525 502 550 (Information in Swedish and English)

- **France**

Microsoft France

Phone: (33) 01 69-86-46-46

Fax: (33) 01 64-46-06-60

Telex: MSPARIS 604322

Technical Support Phone: (33) 01-69-86-10-20

Technical Support Fax: (33) (01) 69-28-00-28

- **French Polynesia**

See France

- **Germany**

Microsoft GmbH

Phone: 089/3176-0

Fax: 089/3176-1000

Telex: (17) 89/83 28 MS GMBH D

Information: 089/3176 1199

Prices, updates, etc.: 08105-25-1199

Internet: www.microsoft.com/germany

Standard Support: Installation and Handling: 01805/67 22 55

General information about Microsoft support in Central Europe:

Fax: 1805-25-1191

- **Greece**

Microsoft Hellas, S.A.

Phone: (30)(1) 6806-775 through (30)(1) 6806-779

Fax: (30)(1) 6806-780

Technical Support Phone: (30) (1) 9247-030

Technical Support Fax: (30) (1) 9215-363

- **Hong Kong**

Microsoft Hong Kong Limited

Fax: (852)2560-2217

Product support Faxback Service: (852)2535-9293

Microsoft Club Hotline: (852)28044277

Technical Support: (852) 2804-4222

- **Hungary**

Microsoft Hungary

Phone: +36 (1) 327-2800

Fax: +36 (1) 327-2899

Technical Support: +36 (1) 267-4636 (2MSINFO)

- **Iceland**
See Denmark
- **Ireland**
See United Kingdom
- **India**
Microsoft India
Phone: (011) (91) (80) 5092678, (011) (91) (11) 646 0767, 646 0813
Fax: (011) (91) (80) 509-2601, (011) (91) (11) 647- 4714
- **Indonesia (SP)**
Microsoft Indonesia - Jakarta
Technical Support:
Phone: 62 21 5721060
Fax: 62 21 5732077
- **Israel**
Microsoft Israel Ltd.
Phone: 972-3-613-0833
Fax: 972-3-613-0834
- **Italy**
Microsoft SpA
Phone: (39) (2) 7039-21
Fax: (39) (2) 7039-2020
Microsoft Rome Office: (39) (6) 5095-01 - Fax: (39) (6) 5095-0600
Microsoft by Fax (Fax-on-demand service):
(39) (2) 70-398-888
Customer Service (New product info, product literature):
(39) (2) 70-398-398
Dealer Support (Customer Service for resellers only):
(39) (2) 70-398-388
Technical Support: (39) (2) 70-398-398
Microsoft Consulting Service: (39) (2) 7039-21
- **Japan**
Microsoft Company Ltd.
Technical Support (Standard Support): (81) (424) 41-8700
(Technical Support options/ Support Contract)
Phone: 0120-37-0196 (toll free domestic only)
Channel Marketing Information Center:
(Presales Product Support)
Tokyo Phone: (81) (3) 5454-2300
Osaka Phone: (81) (6) 245-6995
Customer Service Phone:
(Version upgrade/Registration)
Phone: (81) (48) 226-5500
Fax: (81) (48) 226-5511
- **Korea**
Microsoft CH
Phone: (82) (2) 531-4500
Fax: (82) (2) 531-1724
Customer Service: 080-022-7337 (toll free domestic only)
Technical Support
Office Technical Support: (82) (2) 508-0040
Windows Technical Support: (82) (2) 563-0054
Developer Technical Support: (82) (2) 566-0071
Microsoft FastTips: (82) (2) 3453-7555
Support Sales: (82) (2) 531-4544

- **Latin America**
 Microsoft
 Latin American Headquarters (U.S.A.)
 Phone: (305) 489-4800
 Fax: (305) 491-1616
 Customer Service: (425) 936-8661
Technical Support: (214) 714-9100
- **Liechtenstein**
 See Switzerland (German speaking)
- **Luxembourg**
 Microsoft NV
 Phone: +32-2-730 39 11
 Microsoft Information Center: +32-2-481 52 52
 Bulletin Board: +32-2-726 85 45
 (1200/2400/9600/14400 bd, 8N1, ANSI)
Technical Support:
 +32-2-513 32 74 (Dutch speaking)
 +32-2-502 34 32 (English speaking)
 +32-2-513 22 68 (French speaking)
- **Malaysia (SP)**
 Microsoft (Malaysia) Sdn Bhd:
 Phone: (60-3) 793-9595
 Fax: (60-3) 791-6080
- **México**
 Microsoft México, S.A. de C.V.
Technical Support:
 (Applications and Operating Systems)
 (52)(5) 325-0912
 Customer Service. (52)(5) 325-0911
 Fast Tips: (52)(5) 237-4894
 (24 hours x 365 days service)
 Bulletin Board Service:
 (52)(5) 628-6200
 (2400s/14400k baud, 8 bits, No parity, 1 stop bit, ANSI
 terminal emulation)
 (52)(5) 628-6202
 (14400k baud, 8 bits, No parity, 1 stop bit, ANSI terminal emulation)
 User: MSMEXICO, NO Password
- **Morocco**
 Microsoft Afrique Du Nord
 Phone: (212) 2 47 10 72
 Fax: (212) 2 47 10 86
- **Netherlands**
 Microsoft BV
 Phone: 023-5689189
 Customer Service: 023-5677700
 Bulletin Board: 023-5634221
 (1200/2400/9600/14400bd, 8N1, ANSI)
Technical Support:
 023-5677877 (Dutch speaking)
 023-5677853 (English speaking)
- **New Zealand**
 Microsoft New Zealand Ltd
 Phone: 64 (9) 357-5800

Fax: 64 (9) 358-3726

Technical Support:

Phone: 64 (9) 357-5575

Fax: 64 (9) 307-0516 and 357-5577

- **Northern Ireland**

See United Kingdom

- **Norway**

Microsoft Norway AS

Phone: +(47) 22 02 25 00

Fax: +(47) 22 95 06 64

Technical Support: +(47) 22 02 25 50

Microsoft Sales Support: +(47) 22 02 25 80

Microsoft MSDL: +(47) 22 18 22 09

Microsoft FastTips: +(47) 22 02 25 70

(Document 404040 in FastTips contains detailed instructions)

- **Papua New Guinea**

See Australia

- **Paraguay**

See Argentina

- **Peru**

See Latin America

- **Philippines (SP)**

Microsoft Philippines

Phone: 632 811 0062

Technical Support:

Phone : 632 892 2295/2495

Fax: 632 813 2493

- **Poland**

Microsoft Sp. z o.o.

Phone: (+48) (22) 661-5405

Fax: (+48) (22) 661-5434

Information Service: (+48) (22) 6286924

Technical Support:

(+48) (22) 6216793

- **Portugal**

Microsoft Portugal MSFT, Lda.

Phone: (351) 1 4409200

Fax: (351) 1 4412101

Technical Support:

Standard Support:

(351) 1 4409280/1/2/3

Fax : (351) 1 4411655

- **Republic of Ireland**

See United Kingdom

- **Romania**

Microsoft s.r.l.

Phone: (+40) (1) 22290 16

Fax: (+40) (1) 22290 12

Technical Support:

(+40) (1) 312 09 48

- **Russia**

Microsoft A/O

Phone: (+7) (501) 9678-585

Fax: (+7) (501) 967 85 00

Technical Support:

(+7) (095) 913 99 88

- **Scotland**

See United Kingdom

- **Saudi Arabia**

Microsoft Saudi Arabia

Phone: +966-1-488-1165

Fax: +966-1-488-1576

Technical Support: (Personal Operating System and Desktop Applications only):

Phone: 800 124 0500

(toll free within Saudi Arabia)

Fax: 966-1-4740576

- **Singapore**

Microsoft Singapore Pte Ltd

Phone: (65) 337-6088

Fax: (65) 337-6788

Customer Services:

Phone: (65) 433-5488

Fax: (65) 339-9958

Technical Support:

Phone: (65) 337-9946

Fax: (65) 337-6700

- **Slovenia/Slovenija**

Microsoft d.o.o.

Phone: (+386) (61) 1800 8-00

Fax: (+386) (61) 1800 822

Technical Support:

(+386) (61) 185 3449

- **Slovak Republic**

Microsoft Slovakia s.r.o.

Phone (+421) (7) 37 63 02

Fax: (+421) (7) 37 66 71

Technical Support: (+421) (7) 531 20 83

- **South Africa**

Microsoft South Africa

Phone: (27) 11 445 0000

Fax: (27) 11 445 0046

Technical Support:

(Toll Free): 0 802 11 11 04

(Toll): (27) 11 445 0000

Fax: (+27) 11 445-0343

- **South East Africa and Indian Ocean Islands**

See South Africa

- **Spain**

Microsoft Iberica SRL

Phone: (34) 1-807-9999

Fax: (34) 1-803-8310

Technical Support: (34) 1-807-9960

Customer Service: (34) 1-804-0096

Fax Back telephone: (34) 1-804-0096

- **Sweden**

Microsoft AB

Phone: +46-(0)8-752 56 00

Fax: +46-(0)8-750 51 58

Technical Support: +46-(0)8- 752 09 29

Sales Support: +46-(0)8- 752 56 30

Microsoft MSDL: +46-(0)8-750 47 42

Microsoft FastTips: +46-(0)8-752 29 00

(Document 202020 in FastTips contains detailed instructions)

- **Switzerland**

Microsoft AG

Phone: 01-839 61 11

Fax: 01-831 08 69

Prices, updates, etc.: 01/839 61 11

Documentation:

Phone: 155 59 00

Fax: 064-224294, Microsoft Info-Service, Postfach, 8099 Zürich

Standard Technical Support: Installation and Handling:

0848 80 - 2255

Technical support: (French speaking): 022-738 96 88

General information about Microsoft Support in Central Europe:

FAX: 0049/2622/167006

- **Taiwan Region**

Microsoft Taiwan Corp.

Phone: (886) (2) 504-3122

Fax: (886) (2) 504-3121

Technical Support: (886) (2) 508-9501

- **Thailand**

Microsoft (Thailand) Limited

Phone: (662) 266-3300

Fax: (662) 266-3310

Product Support:

Phone: (662) 613-7208 through 11

Fax: (662) 613-7198

- **Turkey**

Microsoft Turkey

Phone: 90 (212) 258 59 98

Fax: 90 (212) 258 59 54

Support Hotline:

Phone: 90 (212) 258 96 66

Fax: 90 (212) 258 95 99

Bulletin Board Service: 90 (212) 227 93 90

- **United Kingdom**

Microsoft Limited

Fax: (0870) 60 20 100

Phone: (0870) 60 10 100

Microsoft KeyData:

(Bulletin Board Service)

(0870) 50 30 200 (up to 28.8Kbaud, n, 8, 1)

Microsoft KeyFax:

(Faxback Information Service)

(0870) 50 30 100

Technical Support:

Home products, Desktop Applications &

Personal Operating Systems: (0870) 50 10 100

Minicom Line (0870) 50 30 400

Pre-Sales Information: Microsoft Connection

(0345) 00 2000

- **Uruguay**
Soporte Técnico: (598) (2) 77-4934
- **Venezuela**
Corporation MS 90 de Venezuela S.A.
Other information: (582)265-2250
Fax: (582)265-0863 / (582)265-2611
Technical Support: (582)264-1933
- **Wales**
See United Kingdom

Additional Information

- {button ,JI('','MTSChoose')} Choose the support option that's right for you
- {button ,JI('','MTSSelf')} Self-Help Tools: Microsoft Technical Support Online
- {button ,JI('','MTSSelfOther')} Other Self-Help Tools
- {button ,JI('','DirectAssistance')} Direct Assistance with a Microsoft Technical Support Engineer
- {button ,JI('','AdditionalAssistance')} Additional Assistance from Microsoft Support Partners
- {button ,JI('','MTSOther')} Other Microsoft Services

