

# Microsoft Support Network

In the event you cannot install Microsoft® Internet Information Server, please refer to the telephone support offerings below. Microsoft's support offerings range from no-cost and low-cost electronic information services (available 24 hours a day, 7 days a week) to annual support plans and CD-ROM subscription programs. Please check the Technical Support section in online Help for detailed information.

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

## Priority Support

The Microsoft Support Network offers priority telephone access to Microsoft support engineers 24 hours a day, 7 days a week, excluding holidays.

- In the United States, call (900) 555-2100; \$150 per incident. Charges appear on your telephone bill.
- In the United States, call (800) 936-5900, at \$150 (U.S.) per incident, billed to your VISA, MasterCard, or American Express card.
- In Canada, call (800) 668-7975 for more information.

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

- The version number of the Microsoft product that you are using
- The type of hardware that you are using, including network hardware, if applicable
- The exact wording of any messages that appeared on your screen
- A description of what happened and what you were doing at the time
- A description of how you tried to solve the problem

## Text Telephone

Microsoft text telephone (TT/TDD) services are available for the deaf or hard-of-hearing. In the United States, using a TT/TDD modem, dial (206) 635-4948. In Canada, using a TT/TDD modem, dial (905) 568-9641.

## Product Support Worldwide

The following list contains Microsoft subsidiary offices and the countries they serve. If there is no Microsoft office in your country, please contact the establishment from which you purchased your Microsoft product. This list provides only basic technical support phone and fax numbers; other services such as BBS and sales numbers may be available. For additional subsidiary information, check the Product Support Services Worldwide section in online Help.

When you call, you should be at your computer and have the appropriate product documentation at hand. Please follow the guidelines listed above under "Priority Support".

Area	Telephone Numbers	Fax Numbers	Area	Telephone Numbers	Fax Numbers
Argentina	(54) (1) 815-1521	(54) (1) 814-0372	Liechtenstein	See Switzerland (German-speaking)	
Australia	(61) (02) 870-2131	(61) (02)805-0519	Luxembourg	(32) 2-5133274 (Dutch speaking) (32) 2-5023432 (English speaking) (32) 2-5132268 (French speaking)	
Austria	0222-68 76 07	022-68 16 2710	Mexico	(52) (5) 237-4800	

Area	Telephone Numbers	Fax Numbers	Area	Telephone Numbers	Fax Numbers
Belgium	02-5133274 (Dutch speaking) 02-5023432 (English speaking) 02-5132268 (French speaking)		Netherlands	023-5677877 (Dutch speaking) 023-5677853 (English speaking)	
Bolivia	See Argentina		New Zealand	64 (9) 357-5575	64 (9) 307-0516 and 357-5577
Brazil	(55) (11) 871-0090	(55) (11) 514-7106/ 514-7107	Northern Ireland	See United Kingdom	
Caribbean	(214) 714-9100	(809) 273-3636	Norway	(47) (22) 02 25 50	(47) (22) 02 25 70
Chile	56-2-330-6000	56 2 330-6190	Papua New Guinea	See Australia	
Colombia	(571) 618 2255	(571) 618 2269	Paraguay	See Argentina	
Czech Republic	(+42) (2) 2451 0554	(+42) (2) 2423 4343	Poland	(+48) (2) 6216793 (+48) (71) 441357	(+48) (2) 6615434
Denmark	(45) (44) 89 01 11	(45) (44) 89 01 44	Portugal	351 1 4409280/1/2/3	(351) 1 4412101
Dubai	(971) 4 513 888	(971) 4 527 444	Republic of China	(886) (2) 508-9501	(886) (2) 504- 3121
Ecuador	(593) (2) 463-094		Republic of Ireland	See United Kingdom	
England	See United Kingdom		Russia	(+7) (502) 224 50 46	(+7) (502) 224 50 45
Finland	(0358) (90) 525 502 500	(46) (0)8 752 29 00	Scotland	See United Kingdom	
France	(33) (1) 69-86-10-20	(33) (1) 69-28-00-28	Singapore	(65) 227-6833	(65) 227-6811
French Polynesia	See France		Slovenia	(+386) (61) 1232354	
Germany	089-3176 1199	089-3176-1000	Slovak Republic	(+42) (7) 312083	(+42) (2) 2423 4343
Greece	(30)(1)6806-775 through (30)(1)6806- 779	(30) (1) 6806 780	South Africa	0 802 11 11 04 (2) 11 445 0100	(27) 11 445 0045 or (27) 11 445 0046
Hong Kong	(852) 804-4222	2535-9293	Spain	91 807 99 60	(34) (1) 803-8310
Hungary	(36) (1) 2MSINFO (267-4636)	(+36) (1) 268-1558	Sweden	(46) (8) 752 09 29	(46) (0)8 752 29 00
India	(01) (91) 646 0694, 646 0767, 646 0813	(01) (91) 646-0813	Switzerland	01-839 61 11 022-738 96 88 (French speaking)	01-831 09 69
Ireland	See United Kingdom		Turkey	(90) 212 2585998	(90) 212 2585954
Israel	972-3-613-0833	972-3-613-0834	United Kingdom	(01734) 271007	(01734) 270080
Italy	(39) (2) 7039-8351	(39) (2) 7039-2020	Uruguay	(598) (2) 77-4934	
Japan	(81) (424) 41-8700	(81) (3) 5454-8100 (1#-0# for guidance)	Venezuela	(582)-9935249 (582)-9939256	58.2.923835
Korea	(822) 566-0027	(82) (2) 531-4600	Wales	See United Kingdom	