

## **Microsoft Support Services**

If you have a question about Office, first look in the printed documentation, or consult Help. If you cannot find the answer, contact [The Microsoft Support Network](#).

Outside the United States, contact Microsoft Product Support Services at the Microsoft subsidiary office that serves your area. For information about Microsoft subsidiary offices, see [Product Support Worldwide](#).

## The Microsoft Support Network

The Microsoft Support Network offers you a wide range of choices and access to high-quality, responsive technical support. Microsoft recognizes that support needs vary from user to user; the Microsoft Support Network allows you to choose the type of support that best meets your needs, with options ranging from electronic bulletin boards to annual support programs.

If you have a question about Office, first look in the Office *Getting Started* manual or consult online Help. You can also find late-breaking updates and technical information in the Readme file that comes with your Office disks.

Services vary outside the United States and Canada. In other locations, contact a local Microsoft subsidiary for information. The Microsoft Support Network is subject to Microsoft's then-current prices, terms, and conditions, and is subject to change without notice.

### Product Support Within the United States and Canada

In the United States and Canada, the following support services are available through the Microsoft Support Network:

[Electronic Services](#)

[Standard Support](#)

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Product Training and Consultation](#)

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#### See also

[Product Support Worldwide](#)[PSSXProductSupportWorldwide](#)

## Electronic Services

Electronic services that provide additional help on Microsoft products are available 24 hours a day, 7 days a week, including holidays.

### Microsoft FastTips

(800) 936-4100 on a touch-tone telephone (in Canada, call (905) 569-3503). Receive automated answers to common questions, and access a library of technical notes, all delivered by recording or fax. You can use the following keys on your touch-tone telephone after you reach FastTips:

To	Press
Advance to the next message	*
Repeat the current message	7
Return to the beginning of FastTips	#

### CompuServe

Interact with other users and Microsoft support engineers, or access the Microsoft Knowledge Base to get product information. At any ! prompt, type **go microsoft** to access Microsoft forums, or type **go mskb** to access the Microsoft Knowledge Base. For an introductory CompuServe membership kit, call (800) 848-8199, operator 230.

### Microsoft Download Service

(206) 936-6735 via modem. Access the Driver Library and the most current technical notes (1200, 2400, or 9600 baud; no parity; 8 data bits; 1 stop bit).

### Internet

Access the Driver Library and the Microsoft Knowledge Base. The Microsoft Internet FTP archive host, <ftp.microsoft.com>, supports anonymous login. When logging in as anonymous, you should type your complete electronic mail name as your password.

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### See also

[Standard Support](#)

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Product Training and Consultation](#)

## **Standard Support**

No-charge support from Microsoft support engineers is available via a toll call between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays.

- For technical support for Microsoft Office for Windows, call (206) 635-7056.
- For technical support for Microsoft Office for the Macintosh, call (206) 635-7055.

In Canada, support engineers are available via a toll call between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays. Call (905) 568-3503.

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
- 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

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### **See also**

[Electronic Services](#)

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Product Training and Consultation](#)

## **Priority Support**

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

- In the United States, call (900) 555-2000; \$2 (U.S.) per minute, \$25 (U.S.) maximum. Charges appear on your telephone bill. Not available in Canada.
- In the United States, call (800) 936-5700; \$25 (U.S.) per incident, billed to your VISA card, MasterCard, or American Express card. In Canada, call (800) 668-7975; \$30 per incident, billed to your VISA card, MasterCard, or American Express card.

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### **See also**

[Electronic Services](#)

[Standard Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Product Training and Consultation](#)

## **Text Telephone**

Microsoft text telephone (TT/TDD) services are available for the deaf or hard-of-hearing. Using a TT/TDD modem, dial (206) 635-4948 between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, using a TT/TDD modem, dial (905) 568-9641 between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays.

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### **See also**

[Electronic Services](#)

[Standard Support](#)

[Priority Support](#)

[Other Support Options](#)

[Product Training and Consultation](#)

## **Other Support Options**

The Microsoft Support Network offers annual support plans. For information, contact the Microsoft Support Network Sales Group at (800) 936-3500 between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays.

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### **See also**

[Electronic Services](#)

[Standard Support](#)

[Priority Support](#)

[Text Telephone](#)

[Product Training and Consultation](#)

## **Product Training and Consultation**

Microsoft Solution Providers are independent organizations that provide consulting, integration, customization, development, technical support and training, and other services for Microsoft products. These companies are called Solution Providers because they apply technology and provide services to help solve real-world problems.

In the United States, for more information about the Microsoft Solution Providers program or the Microsoft Solution Provider nearest to you, please call (800) 426-9400 between 6:30 A.M. and 5:30 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, call (800) 668-7975 between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays.

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### **See also**

[Electronic Services](#)

[Standard Support](#)

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)



## Product Support Worldwide

If you are outside the United States and have a question about Office, first look in the Office *Getting Started* manual or consult online Help. You can also find late-breaking updates and technical information in the Readme file that comes with your Office disks. If you cannot find the answer, you can receive product support—or information about how to receive product support

—by contacting the Microsoft subsidiary office that serves your country. Microsoft subsidiary offices and the countries they serve are listed below.

Microsoft's support services are subject to Microsoft's prices, terms, and conditions in place at the time the service is used.

### Before you call Microsoft Product Support Services

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
- 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

### To call Microsoft Product Support Services worldwide

Microsoft subsidiary offices and the countries they serve are listed below. If there is no Microsoft office in your country, please contact the establishment from which you purchased your Microsoft product.

<b>Area</b>	<b>Telephone numbers</b>
Argentina	Microsoft de Argentina S.A. Phone: (54) (1) 814-5105 (54) (1) 814-4807 (54) (1) 814-4808 (54) (1) 814-7199 Fax: (54) (1) 814-0372 Technical Support: (54) (1) 815 1521
Australia	Microsoft Pty. Ltd. Install & Setup: (61) (02) 870-2870 Fax: (61) (02) 805-1108 Bulletin Board Service: (61) (02) 870-2348 Technical Support: (61) (02) 870-2131 Sales Information Centre: (61) (02) 870-2100
Austria	Microsoft Ges.m.b.H. Phone: 0222 - 68 76 07 Fax: 0222 - 68 16 2710 Information: 0660 - 6520 Prices, updates, etc.: 0660 - 6520 CompuServe: GO MSEURO (Microsoft Central Europe)

Technical support:  
Microsoft Excel for Windows,  
PowerPoint for Windows: 0660 - 6511  
Word for Windows: 0660 - 6513  
Access: 0660 - 6761

Belgium Microsoft NV  
Phone: 02-7303911  
Customer Service: 02-7303922  
CompuServe: 02-2150530 (GO MSBEN)  
Bulletin Board Service: 02-7350045 (1200/2400/9600  
baud, 8 bits, no parity, 1 stop bit, ANSI terminal  
emulation)  
Technical Support:  
(Dutch speaking): 02-5133274  
(English speaking): 02-5023432  
(French speaking): 02-5132268

Bolivia See Argentina

Brazil Microsoft Informatica Ltda.  
Phone: (55) (11) 530-4455  
Fax: (55) (11) 240-2205  
Technical Support Phone: (55) (11) 533-2922  
Technical Support Fax: (55) (11) 241-1157  
Technical Support Bulletin Board Service: (55) (11)  
872-4106

Canada Microsoft Canada Inc.  
Phone: 1 (905) 568-0434  
Technical Support Phone: 1 (905) 568-3503  
Technical Support Bulletin Board Service: 1 (905) 507-  
3022  
Text Telephone (TT/TDD) 1 (905) 568-9641

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

Chile Microsoft Chile S.A.  
Tel: 56 2 218 5771, 56 2 218 5711, 56 2 218 7524  
Fax: 56 2 218 5747

Colombia Microsoft Colombia  
Tel: (571) 618 2245 Soporte Tecnico: (571) 618 2255  
Fax:(571) 618 2269

Denmark Microsoft Denmark AS  
Phone: (45) (44) 89 01 00  
Technical Support: (45) (44) 89 01 11  
Microsoft Sales Support: (45) (44) 89 01 90  
Microsoft BBS: (45) (44) 66 90 46 (Document 303030)

in FaxSvar contains detailed instructions)  
Microsoft FaxSvar: (45) (44) 89 01 44

Dubai Microsoft Middle East  
Phone: (971) 4 513 888  
Fax: (971) 4 527 444

England See United Kingdom

Finland Microsoft OY  
For Technical Support, please contact your local dealer.  
Phone: (358) (0) 525 501  
Microsoft BBS: (46) (0) 8 750 47 42 (Information in Swedish and English)  
Microsoft FaxSvar: (46) (0) 8 752 29 00 (Information in Swedish and English)

France Microsoft France  
Phone: (33) (1) 69-86-46-46  
Telex: MSPARIS 604322F  
Fax: (33) (1) 64-46-06-60  
Technical Support Phone: (33) (1) 69-86-10-20  
Technical Support Fax: (33) (1) 69-28-00-28  
Fax Information Service: (33) (1) 69-29-11-55

French Polynesia See France

Germany Microsoft GmbH  
Phone: 089 - 3176-0  
Telex: (17) 89 83 28 MS GMBH D  
Fax: 089 - 3176-1000  
Information: 089 - 3176 1199  
Prices, updates, etc.: 089 - 3176 1199  
Bulletin board, device drivers, tech notes : Btx:  
microsoft# or \*610808000#  
CompuServe: GO MSEURO (Microsoft Central Europe)  
Technical support:  
Microsoft Excel for Windows,  
PowerPoint for Windows: 089 3176 1120  
Word for Windows: 089 3176 1131  
Access: 089 - 3176 - 1180

Greece Microsoft Hellas, S.A.  
Phone: (30) (1) 6893 631 through (30) 1 6893 635  
Fax: (30) (1) 6893 636

Hong Kong Microsoft Hong Kong Limited  
Technical Support: (852) 804-4222  
Fax: (852) 560-2217

Ireland See United Kingdom

Israel Microsoft Israel Ltd.  
Phone: 972-3-575-7034  
Fax: 972-3-575-7065

Italy            Microsoft SpA  
 Phone: (39) (2) 269121  
 Telex: 340321 I  
 Fax: (39) (2) 21072020  
 Customer Service (Prices, new product info, product literature): (39) (2) 26901359  
 Bulletin Board: (39) (2) 21072051  
 Technical Support: (39) (2) 26901351

Japan           Microsoft Company Ltd.  
 Tokyo Japan  
 Phone: (81) (3) 5454-8000  
 Fax: (81) (3) 5454-7972  
 Systems  
 Mail for Windows: (81) (3) 5454-2381  
 Applications  
 Microsoft Excel for Windows: (81) (3) 5454-2320  
 Word for Windows: (81) (3) 5454-2321  
 Microsoft Access for Windows: (81) (3) 5454-2378  
 PSS Technical Support Fax: (81) (3) 5454-7955  
 Customer Service Phone (Version upgrade/Registration)  
 Phone: (81) (3) 5454 2305 Fax: (81) (3) 5454-7952  
 Channel Marketing (Pre-sales Product Support) Information Center Phone: (81) (3) 5454-2300  
 Fax: (81) (3) 5454 7951

Korea           Microsoft CH  
 Phone: (82) (2) 531-4500  
 Fax: (82) (2) 555-1724  
 Technical Support: (82) (2) 531-4800  
 Technical Support Fax : (82) (2) 563-5194  
 Technical Support Bulletin Board Service : (82) (2) 538-3256

Liechtenstein See Switzerland (German speaking)

Luxembourg   Microsoft NV  
 Phone: (32) 2-7303911  
 Customer Service: (32) 2-7303922  
 CompuServe: (32) 2-2150530 (GO MSBEN)  
 Bulletin Board Service: (32) 2-7350045  
 (1200/2400/9600 baud, 8 bits, No parity, 1 stop bit, ANSI terminal emulation)  
 Technical Support:  
     (Dutch speaking): (32) 2-5133274  
     (English speaking): (32) 2-5023432  
     (French speaking): (32) 2-5132268

México        Microsoft México, S.A. de C.V.  
 Phone: (52) (5) 325-0910

Customer Service: (52) (5) 325-0911  
 Bulletin Board Service: (52) (5) 590-5988 (1200/2400  
 baud, 8 bits, No parity, 1 stop bit, ANSI terminal  
 emulation)  
 Fax: (52) (5) 280-7940  
 Technical Support  
 Developers and Advanced Systems: (52) (5) 237-4800  
 Desktop and OS: (52) (5) 235-0912

Netherlands Microsoft BV  
 Phone: 02503-89189  
 Customer Service: 02503-77700  
 CompuServe: 020-6880085 (GO MSBEN)  
 Bulletin Board Service: 02503-34221 (1200/2400/9600  
 baud, 8 bits, No parity, 1 stop bit, ANSI terminal  
 emulation)  
 Technical Support:  
 (Dutch speaking) Technical Support: 02503-  
 77877  
 (English speaking) Technical Support: 02503-  
 77853

New Zealand Technology Link Centre  
 Phone: 64 (9) 358-3724  
 Fax: 64 (9) 358-3726  
 Technical Support Applications: 64 (9) 357-5575

Northern Ireland See United Kingdom

Norway Microsoft Norway AS  
 Phone: (47) 22 18 35 00  
 Technical Support: (47) 22 02 25 50  
 Microsoft Sales Support: (47) 22 02 25 80  
 Microsoft BBS: (47) 22 18 22 09 (document 404040 in  
 FaxSvar contains detailed instructions  
 Microsoft FaxSvar: (47) 22 02 25 70

Papua New Guinea See Australia

Paraguay See Argentina

Portugal MSFT, Lda.  
 Phone: (351) 1 4412205  
 Fax: (351) 1 4412101

Republic of China Microsoft Taiwan Corp.  
 Phone: (886) (2) 504-3122  
 Fax: (886) (2) 504-3121  
 Technical Support : (886) (2) 508-9501

Republic of Ireland See United Kingdom

Scotland See United Kingdom

South Africa Microsoft South Africa  
Phone: (27) 11 444 0520

Spain Fax: (27) 11 444 0536  
Microsoft Iberica SRL  
Phone: (34) (1) 804-0000  
Fax: (34) (1) 803-8310  
Technical Support: (34) (1) 803-9960

Sweden Microsoft AB  
Phone: (46) (8) 752 56 00  
Information on Technical Support: (46) (8) 752 09 29  
Sales Support: (46) (8) 752 56 30  
Microsoft BBS: (46) (8) 750 47 42 (Document 202020  
in FaxSvar contains detailed instructions)  
Microsoft FaxSvar: (46) (0)8 752 29 00

Switzerland Microsoft AG  
Phone: 01 - 839 61 11  
Fax: 01 - 831 08 69  
Documentation: Phone: 155 59 00 Fax: 064 - 224294,  
Microsoft Info-Service, Postfach, 8099 Zürich  
Prices, updates, etc.: 01/839 61 11  
CompuServe: GO MSEURO(Microsoft Central Europe)  
Technical support: (German speaking)  
Microsoft Excel for Windows,  
PowerPoint for Windows: 01 - 342 - 4082  
Word for Windows: 01 - 342 - 4087  
Access: 01 / 342 - 4121  
Technical support: (French speaking) 022 - 738 96 88

Turkey Microsoft Turkey  
Phone: (90) 212 2585998  
Fax (90) 212 2585954

United Kingdom Microsoft Limited  
Phone: (44) (734) 270000  
Fax: (44) (734) 270002  
Upgrades and Registration: (44) (81) 614 8000  
Technical Support:  
Bulletin Board Service: (44) (734) 270065 (2400  
baud) (44), (734) 270060 (9600 baud)  
Fax Information Service: (44) (734) 270080  
Main Line (All Products): (44) (734) 271000  
Bulletin Board Service: (44) (734) 270065 (2400 Baud)  
Fax Information Service: (44) (734) 270080

Uruguay See Argentina

Venezuela Corporation MS 90 de Venezuela S.A.  
Technical Support: 58.2.910046, 58.2.910510

Other information: 58.2.910008, 58.2.914739,  
58.2.913342

Fax: 58.2.923835

Wales

See United Kingdom

# **Product Support Services**

When You Have a Question

The Microsoft Support Network

Product Support Worldwide



