When You Have a Question

Peer-to-peer public support is available for the Visual Basic 5.0 Control Creation Edition Beta in the microsoft.public.vb.controls.creation newsgroup. In this newsgroup you can interact with other users of the Visual Basic 5.0 Control Creation Edition Beta. You can use any newsreader software to access this newsgroup. However, you will need to configure your news client to look at the Microsoft news server. The Microsoft news server name is msnews.microsoft.com.

If you have a question about Visual Basic, first look in the product documentation or consult online Help. You can also find late-breaking updates and technical information in the README file that came with your Visual Basic disks or cd's. If you cannot find the answer, contact Microsoft Product Support Services.

Outside the United States and Canada, contact Microsoft Product Support Services at the Microsoft subsidiary office that serves your area. For information about Microsoft subsidiary offices, see Product Support Worldwide.

Microsoft AnswerPoint

Microsoft AnswerPoint support offers high-quality technical support options that allow you to get what you need: the right answers right now.   For information about support services in the United States and Canada, see Product Support Within the United States and Canada.

Services and prices may vary outside the United States and Canada.   Microsoft AnswerPoint support services are subject to Microsoft's then-current prices, terms, and conditions, and are subject to change without notice.

Product Support Within the United States and Canada

Note: Support for the Visual Basic 5.0 Control Creation Edition Beta-1 is not available through Microsoft. Peer-to-peer public support is available for the Visual Basic 5.0 Control Creation Edition Beta in the microsoft.public.vb.controls.creation newsgroup. In this newsgroup you can interact with other users of the Visual Basic 5.0 Control Creation Edition Beta. You can use any newsreader software to access this newsgroup. However, you will need to configure your news client to look at the Microsoft news server. The Microsoft news server name is msnews.microsoft.com.

In the United States and Canada, the following support options are available through Microsoft's AnswerPoint support services:

Information Services

Standard Support

Priority Developer Support

Text Telephone

Other Microsoft Services

See also

Product Support Worldwide

Information Services

Microsoft provides an unprecedented number of no-charge or low-cost support tools and support services 24 hours a day, 7 days a week.   Many of the following support options make reference to three robust, self-help tools; the Microsoft Knowledge Base, the Microsoft Software Library, and Frequently Asked Questions.   Below is a brief description of these tools:

Microsoft Knowledge Base: Microsoft Knowledge Base is the same database that Microsoft support engineers use to provide you with answers to common questions.   It is a comprehensive collection of more than 50,000 detailed articles with technical information about Microsoft products, bug and fix lists, and documentation errors.   Regular browsing through the Microsoft Knowledge Base will keep you up to date on the technical issues that affect the software and hardware configurations you use.

Microsoft Software Library: The Microsoft Software Library contains hundreds of free software add-ons, bug fixes, peripheral drivers, software updates, and programming aids for easy downloading at your convenience.

Frequently Asked Questions: Use the Microsoft FAQs to find "the right answers, right now". Here you will find quick answers to the most common technical issues on using your favorite Microsoft product.

Microsoft FastTips

(800) 936-4300 on a touch-tone telephone. Receive automated answers to common technical problems, and access popular articles from the Microsoft Knowledge Base, 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	#

Microsoft Download Service

Access, via modem, sample programs, device drivers, patches, software updates and programming aides (1200, 2400, or 9600 baud; no parity; 8 data bits; 1 stop bit).   In the United States, call (206) 936-6735.   In Canada, call (905) 507-3022.

Internet

Microsoft's Internet services are enormously popular. More than 750,000 of our customers access the Microsoft Knowledge Base or Microsoft Software Library each week by using Internet services. We also have additional Microsoft information such as resource kits, white papers, and the latest information about Microsoft products. It's easy to search through these technical sources to find what you need.

If you're an Internet user, you can access this information for no charge (connect charges may apply) at the following locations:

The Microsoft World Wide Web support site is located at http://www.microsoft.com/support/. This site contains the Microsoft Frequently Asked Questions, the Microsoft Knowledge Base, the Microsoft Software Library, password-protected areas for support contract holders and support partners, various white papers, and other Microsoft product and service information.

The Microsoft FTP site, located at ftp.microsoft.com, is a repository for the Microsoft Software Library, the Microsoft Knowledge Base, resource kit utility files, and other Microsoft product information files.

The Microsoft Network and Other Online Services

You can access the 50,000-plus Microsoft Knowledge Base articles and the Microsoft Software Library files through The Microsoft Network and other online services.   Additional services, such as the Microsoft Frequently Asked Questions and World Wide Web links, are available on The Microsoft

Network.

To access Microsoft support services on The Microsoft Network, type GO MSSUPPORT (to view a wide range of Microsoft support options).

See also

StandardSupport

Priority Developer Support

Text Telephone

Other Microsoft Services

Standard Support

Note: Support for the Visual Basic 5.0 Control Creation Edition Beta-1 is not available through Microsoft. Peer-to-peer public support is available for the Visual Basic 5.0 Control Creation Edition Beta in the microsoft.public.vb.controls.creation newsgroup. In this newsgroup you can interact with other users of the Visual Basic 5.0 Control Creation Edition Beta. You can use any newsreader software to access this newsgroup. However, you will need to configure your news client to look at the Microsoft news server. The Microsoft news server name is msnews.microsoft.com.

Microsoft AnswerPoint Standard support provides no-charge support from Microsoft support engineers via a toll call between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays. 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. Every Microsoft development tools product includes 2 no-charge support incidents that may be used for the current version of the product.

- In the United States, for technical support for Microsoft Visual Basic, call (206) 646-5105.
- In Canada, for technical support for Microsoft Visual Basic, 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 product id 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

An incident is defined as a single support issue and the reasonable effort needed to resolve it. A single support issue is a problem that cannot be broken down into subordinate problems. If a problem consists of subordinate problems, each shall be considered a separate incident. Before Microsoft provides support for an incident, you and Microsoft's designated support engineer must agree on what the problem is and the parameters for an acceptable solution. An incident may require multiple telephone calls and offline research to resolve it. A Microsoft product bug is not considered a fee-based incident.

See also

Information Services

Priority Developer Support

Text Telephone

Other Microsoft Services

Priority Developer Support

Note: Support for the Visual Basic 5.0 Control Creation Edition Beta-1 is not available through Microsoft. Peer-to-peer public support is available for the Visual Basic 5.0 Control Creation Edition Beta in the microsoft.public.vb.controls.creation newsgroup. In this newsgroup you can interact with other users of the Visual Basic 5.0 Control Creation Edition Beta. You can use any newsreader software to access this newsgroup. However, you will need to configure your news client to look at the Microsoft news server. The Microsoft news server name is msnews.microsoft.com.

In the United States and Canada, Microsoft AnswerPoint Priority Developer support provides around-the-clock telephone and electronic technical support on either an annual subscription or per-incident basis on all Microsoft development tools products.   Choose the type of support that best meets your needs:

Pay-Per-Incident

- Call (800) 936-5800; $95 (U.S.) per incident, billed to your VISA card, MasterCard, or American Express card.
- Call (900) 555-2300; $95 (U.S.) per incident. Charges appear on your telephone bill.

Annual Subscription Options

Annual subscription options include 10 or 35 incident packs and additional membership benefits.   For information in the United States and Canada, contact Microsoft AnswerPoint Sales at (800) 936-3500 between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays. Technical support is not available through this sales number.   Please refer to the previously listed support options for technical support.

See also

Information Services

Standard Support

Text Telephone

Other Microsoft Services

Text Telephone

Note: Support for the Visual Basic 5.0 Control Creation Edition Beta-1 is not available through Microsoft. Peer-to-peer public support is available for the Visual Basic 5.0 Control Creation Edition Beta in the microsoft.public.vb.controls.creation newsgroup. In this newsgroup you can interact with other users of the Visual Basic 5.0 Control Creation Edition Beta. You can use any newsreader software to access this newsgroup. However, you will need to configure your news client to look at the Microsoft news server. The Microsoft news server name is msnews.microsoft.com.

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 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.

See also

Information Services

Standard Support

Priority Developer Support

Other Microsoft Services

Other Microsoft Services

Microsoft Authorized Support Centers

Microsoft Authorized Support Centers (ASCs) are a select group of strategic support providers who offer high quality customized support services that span the complete systems life cycle of planning, building, and managing your multivendor environment.   Services include: on-site support, integration and implementation services, help desk services, hardware support, development resources, and others. Choosing an ASC allows you to work with one vendor for all of your technical support and service needs. You can also combine ASC services with your in-house help desk or Microsoft support service option to best fit your information technology support needs.

For more information on the ASC program, in the U.S. call (800) 636-7544 between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays.   In Canada, call (800) 563-9048 between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays.

Microsoft Solution Providers Program

Microsoft Solution Providers are independent developers, consultants, and systems analysts that offer fee-based technical training and support, industry knowledge, objective advice, and a range of value-added services to companies of all sizes.   Solution Providers work with organizations to help implement computing systems that take advantage of today's powerful new technologies.

For the name of a Microsoft Solution Provider near you, in the U.S. 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) 563-9048 between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays.

Microsoft Developer Network

The Microsoft Developer Network (MSDN) is the comprehensive Microsoft resource for developers. MSND is an annual membership program for developers of Windows-based applications.   Depending on your development needs, you can join one of two levels of annual membership.   Level 1 delivers the latest development-related information via four quarterly updates of the Development Library CD-ROM and six bi-monthly issues of the *Developer Network News* newspaper.   Level 2 includes all Level 1 benefits plus API-level SDKs, DDKs, and operating systems via quarterly updates of the Development Platform CD-ROMs.

To join the Microsoft Developer Network in the U.S. and Canada, call (800) 759-5474, dept. #1183, 24 hours a day, 7 days a week, excluding holidays.

See also

Information Services

Standard Warranty Support

Priority Developer Support

Text Telephone

Product Support Worldwide

If you are outside the United States and have a question about a Microsoft product, first:
- Consult the documentation and other printed information included with your product.
- Check Books Online.
- Check the README files that come with your product disks. These files provide general information that became available after the books in the product package were published.
- Consult electronic options such as the Microsoft Network forums or bulletin boards, if available.

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

Microsoft AnswerPoint

Microsoft AnswerPoint, where available, offers high-quality technical support options that allow you to get what you need: the right answers right now.

Microsoft AnswerPoint is subject to Microsoft's then-current prices, terms, and conditions in place in each country at the time the services are used and is subject to change without notice.

Calling a Microsoft Subsidiary Office

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 Microsoft product that you are using.
- The type of hardware that you are using, including network hardware, if applicable.
- The operating system 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.

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.

Area	Telephone Numbers
Argentina	Microsoft de Argentina S.A. Customer Service: (54) (1) 819-1900 Fax: (54) (1) 819-1921 Technical Support (Consumer, POS, and DAD): (54) (1) 314-0560 Technical Support (BSD and DD, only for installation): (54) (1) 819-1900
Australia	Microsoft Pty. Ltd. Fax: (61) (02)805-0519 Sales Information Centre: (61) (02) 870-2100 Installation Support: (61) (02) 870-2132

| Austria | Bulletin Board Service: (61) (02) 878-5200 |
| | Technical Support: (61) (02) 870-2131 |

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)
Standard Support: Installation and Handling

Windows, Windows for Workgroups, Printing System: 0660-6510

Microsoft Mail Client: 0660-6593

Microsoft Excel for Windows, Microsoft Excel for OS/2, PowerPoint for Windows: 0660-6511

Microsoft Project for Windows, Microsoft Project for MS-DOS: 0660-6509

Word for MS-DOS, Fine Artist, Creative Writer: 0660-6512

Word for Windows, Word for OS/2, Microsoft Write: 0660-6513

Works for MS-DOS, Works for Windows, Publisher, WorksCalc, WorksText:

0660-6514

C/C++, FORTRAN, Macro Assembler PDS: 0660-6515

BASIC, QuickBASIC, Visual Basic: 0660-6516

MS-DOS: 0660-6517

Microsoft Software for Apple Macintosh: 0660-6518

Money, Golf, Mouse, Flight Simulator, Paintbrush, Entertainment Pack: 0660-6738

Access: 0660-6761

FoxPro: 0660-6592

Video for Windows, SoundBits, Cinemania, Beethoven, Stravinsky, Mozart, Musical Instruments, Dinosaurus, Encarta, TechNet, Developer Network, Bookshelf: 0660-6506

General information about the Microsoft Support Network in Central Europe:
FAX: 0049/2622/167006

Area	**Telephone Numbers**
Belgium	Microsoft NV
	Phone: +32-2-730 39 11
	Fax: +32-2-726 96 09
	Microsoft Information Center: +32-2-481 52 52
	CompuServe: 02-2150530 (GO MSBEN)
	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) 514 -7100
Fax: (55) (11) 514 - 7106/514-7107
Technical Support Phone: (55) (11) 871-0090
Technical Support Fax: (55) (11) 262-8638
Technical Support Bulletin Board Service: (55) (11) 872-4106
Technical Support Help by Fax (55) (11) 871-4701

Canada

Microsoft Canada Inc.
Head Office Phone: 1 (905) 568-0434
Customer Support Centre: 1 (800) 563-9048
Technical Support:
    For Microsoft Office, Microsoft Access, Microsoft
Excel, PowerPoint®, Schedule+,   and Word,
call 1 (905) 568-2294
    For all other Microsoft products, call 1 (905) 568-3503.

For Macintosh applications

    **For Microsoft Office, Microsoft Excel, PowerPoint,
and Word, call 1 (905) 568-2294.**
    For all other Microsoft products, call 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

Colombia

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

Czech Republic

Microsoft s.r.o.
Phone (+42) (2) 611 97 111
Fax: (+42) (2) 611 97 100

Technical Support:

Phone: (+42) (2) 2150 3222 or 53 52 56 (Win95 only)

Denmark

Microsoft Denmark AS
Phone: (45) (44) 890 100
Fax: (45) (44) 685 510
Technical Support:
Phone: (45) (44) 89 01 11
Microsoft Sales Support: (45) (44) 89 01 90
Microsoft FaxSvar: (45) (44) 89 01 44
Microsoft BBS: (45) (44) 66 90 46
    (Document 303030 in FaxSvar contains detailed
instructions)
Microsoft MSDL: (45) (44) 66 90 46

	Microsoft FastTips: (45) (44) 89 01 44
Dubai	Microsoft Middle East Phone: (971) 4 513 888 Fax: (971) 4 527 444
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
England	See United Kingdom
Finland	Microsoft OY Phone: (358) (90) 525 501 Fax: (358) (90) 522 955 Product Support: Phone: (358) (90) 525 502 500 Microsoft FaxSvar: (46) (0) 8-752 29 00 (Information in Swedish and English) Microsoft BBS: (46) (0) 8-750 47 42 (Information in Swedish and English) Microsoft MSDL: (358) (90) 455 03 66 Microsoft FastTips: (358) (90) 525 502 550 For Technical Support, please contact your local dealer.
France	(1) Microsoft France Phone: (33) (1) 69-86-46-46 Fax: (33) (1) 64-46-06-60 Telex: MSPARIS 604322 Technical Support Phone: (33) (1) 59-85-96-33 (Province)/33 3 49 49 49 57 (1) Technical Support Fax: (33) (1) 69-28-00-28 Fax Information Service: (33) (1) 36-70-13-13
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.: 089/3176 1199 CompuServe: GO MSEURO (Microsoft Central Europe) Bulletin board, device drivers, tech notes: Btx: *microsoft# or *610808000# Standard Support: Installation and Handling Windows 95: 089/3176-1115 Windows, Windows for Workgroups, Printing System: 089/3176-1110 Microsoft Mail Client: 089/3176-1112 Microsoft Excel for Windows, Microsoft Excel for OS/2, PowerPoint for Windows: 089/3176-1120 Microsoft Project for Windows, Microsoft Project for MS-DOS: 089/3176-1125 Word for MS-DOS, Fine Artist, Creative Writer: 089/3176-1130 Word for Windows, Word for OS/2, Microsoft Write: 089/3176-1131 Works for MS-DOS, Works for Windows, Publisher, WorksCalc, WorksText:

089/3176-1140
C/C++, FORTRAN, Macro Assembler PDS: 089/3176-1150
BASIC, QuickBASIC, Visual Basic: 089/3176-1151
MS-DOS: 089/3176-1152
Microsoft Software for Apple Macintosh: 089/3176-1160
Money, Golf, Mouse, Flight Simulator, Paintbrush,
Entertainment Pack:
089/3176-1170
Access: 089/3176-1180
FoxPro: 089/3176-1181
Video for Windows, SoundBits, Cinemania, Beethoven,
Stravinsky, Mozart,
Musical Instruments, Dinosaurus, Encarta, TechNet, Developer
Network, Bookshelf: 089/3176-1810

General information about Microsoft support in Central Europe:
Fax: 02622/167006

Greece	Microsoft Hellas, S.A. Phone: (30)(1) 6806-775 through (30)(1) 6806-779 Fax: (30)(1) 6806-780
Hong Kong	Microsoft Hong Kong Limited Fax: (852)2560-2217 Product support Faxback Service: (852)2535-9293 　　　Microsoft Club Upgrade Centre:　　(852)2880-5085 Microsoft Club Member Hotline: (852)2516-5113 Technical Support: (852) 2804-4222
Hungary	Microsoft Hungary Phone: +36 (1) 268-1668 Fax: +36 (1) 268-1558 Technical Support: Phone: +36 (1) 267-4636 (2MSINFO)
Iceland	See Denmark
Ireland	See United Kingdom
India	Microsoft India Phone: (011) (91) (11) 646 0694, 646 0767, 646 0813 Fax: (011) (91) (11) 646-0813
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 by Fax (Fax-on-demand service): (39) (2) 70-300-703 Customer Service (New product info, product literature): (39) (2) 70-398-398 Dealer Support (Customer Service for Dealers only): (39) (2) 70-398-388

Bulletin Board: (39) (2) 7030-0102
Technical Support: (39) (2) 70-398-351

Microsoft Consulting Service: (39) (2) 7039-2400

Microsoft Rome Office: (39) (6) 5432-497

Japan

   Microsoft Company Ltd.
   Technical Support
     Phone: (81) (424) 41-8700

     Fax Information Service
        Fax: (81) (3) 5454-8100 (1#-0# for guidance)

Microsoft support sales(Technical Support options/ Support Contract)
     Phone: 0120-37-0196(toll free domestic only)

Channel Marketing (Pre-sales Product Support) Information Center
     Phone: (81) (3) 5454-2300
     Fax: (81) (3) 5454-7951
Customer Service Phone (Version upgrade/Registration)
     Phone: (81) (3) 5454-2305
     Fax: (81) (3) 5454-7952

Area	Telephone Numbers
Korea	Microsoft CH Phone: (82) (2) 531-4500 Fax: (82) (2) 531-1724 Office Tech Support Line: (82) (2) 508-0040 Windows Tech Support Line: (82) (2) 563-0054 Developer Tech Support Line: (82) (2) 566-0071 Back Office Tech Support Line: (82) (2) 566-0027 Technical Support Fax: (82) (2) 531-4600 Technical Support Bulletin Board Service: (82) (2) 538-3256
Latin America	Microsoft Latin American Headquarters (U.S.A.) Phone: (305) 489-4800 Fax: (305) 491-1616 Customer Service: (206) 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 CompuServe: +32-2-215 05 30 (GO MSBEN) 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: (52)(5) 325-0912 Standard Support: Installation and Handling for Applications and Operating Systems

Microsoft Windows, Microsoft Mail Client, Microsoft Excel, Microsoft PowerPoint, Microsoft Project, Microsoft Word, Microsoft Access, Microsoft Works, Microsoft Publisher, Microsoft Office

Technical Support: (52)(5) 237-4800 Developers Tools and Advanced Systems

Microsoft FOX, Microsoft Visual Basic, Microsoft Visual C, Microsoft Windows NT, Microsoft SNA, Microsoft Mail Server, Microsoft SQL Server.

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)

(1) (5) 628-6202

(14400k baud, 8 bits, No parity, 1 stop bit, ANSI terminal emulation)

User: MSMEXICO, NO Password

Area	Telephone Numbers
Netherlands	Microsoft BV Phone: 023-5689189 Customer Service: 023-5677700 CompuServe: 020-6880085 (GO MSBEN) 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) 358-3724 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 Product Support: Phone: (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 Microsoft MSDL: (47) (22) 18 22 09 Microsoft FastTips: (47) (22) 02 25 70
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) 6615433 Fax: (+48) (22) 6615434
	Technical Support:
	Phone: (+48) (22) 6216793 or (+48) (71) 441357

Portugal	Microsoft Portugal MSFT, Lda.
	 Phone: (351) 1 4409200
	Fax: (351) 1 4412101
	  Technical Support:
	  Standard Support (All Clusters): (351) 1 4409280/1/2/3
	  Fax : 351 1 4411655

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
Russia	Microsoft A/O Fax: (+7) (502) 224 50 45
Scotland	See United Kingdom
Singapore	Microsoft Singapore Pte Ltd
	Phone: (65) 337-6088
	Fax : (65) 337-6788
	Customer Services Phone: (65) 433-5488
	Customer Services Fax: (65) 339-9958
	Product Support Services Phone: (65) 337-9946
	Product Support Services Fax: (65) 337-6700

Slovenia/Slovenija	Microsoft d.o.o. (see Germany also)
	  Phone: +386 61 1881 133
	  Fax: +386 61 1881 137

	Technical Support
	Phone: +386 61 123 23 54 or +386 64 331 020
Slovak Republic	Microsoft Slovakia s.r.o. Phone (+42) (7) 37 63 02 Fax: (+42) (7) 37 66 71
	Technical Support: Phone: (+42) (7) 31 20 83
South Africa	Microsoft South Africa Phone: (27) 11 445 0000
	Fax: (27) 11 445 0343 or (27) 11 445 0046
	Technical Support (Toll Free): 0 802 11 11 04
	(Toll): (27) 11 445 0100
	Customer Service Centre: (27) 11 445 0145

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

Area	**Telephone Numbers**
Sweden	Microsoft AB
	Phone: (46) (0) 8-752 56 00
	Telex: 8126132 MICRAB AB
	Fax: (46) (0) 8-750 51 58
	Product Support:
	Phone: (46) (0) 8 -752 09 29
	Sales Support: (46) (0) 8-752 56 30
	Microsoft FaxSvar: (46) (0) 8-752 29 00
	Microsoft BBS: (46) (0) 8-750 47 42
	(Document 202020 in FaxSvar contains detailed instructions)
	Information on Technical Support: (46) (0) 8-752 09 29
	Microsoft MSDL: (46) (0) 8-750 47 42
	Microsoft FastTips: (46) (0) 8-752 29 00
Switzerland	Microsoft AG
	Phone: 01-839 61 11
	Fax: 01-831 08 69
	Prices, updates, etc.: 01/839 61 11
	CompuServe: GO MSEURO(Microsoft Central Europe)
	Documentation:
	Phone: 155 59 00
	Fax: 064-224294, Microsoft Info-Service, Postfach, 8099 Zürich
	Standard Support: Installation and Handling
	Windows, Windows for Workgroups, Printing System: 01/342-4085
	Microsoft Mail Client: 01/831-1581
	Microsoft Excel for Windows, Microsoft Excel for OS/2, PowerPoint for Windows: 01/342-4082
	Microsoft Project for Windows, Microsoft Project for MS-DOS: 01/342-0713
	Word for MS-DOS, Fine Artist, Creative Writer: 01/342-4083
	Word for Windows, Word for OS/2, Microsoft Write: 01/342-4087
	Works for MS-DOS, Works for Windows, Publisher, WorksCalc, WorksText: 01/342-4084
	C/C++, FORTRAN, Macro Assembler PDS: 01/342-4036
	BASIC, QuickBASIC, Visual Basic: 01/342-4086
	MS-DOS: 01/342-2152
	Microsoft Software for Apple Macintosh: 01/342-4081
	Money, Golf, Mouse, Flight Simulator, Paintbrush, Entertainment Pack: 01/342-0322

Access: 01/342-4121
FoxPro: 01/831-1580
Video for Windows, SoundBits, Cinemania, Beethoven, Stravinsky, Mozart, Musical Instruments, Dinosaurus, Encarta, TechNet, Developer Network, Bookshelf:
01/342-1964

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

General information about the Microsoft Support Network in Central Europe:
FAX: 0049/2622/167006

Thailand	Microsoft (Thailand) Limited
	Main phone number : (662) 266-3300
	Main fax number : (662) 266-3310
	Product support Hotline number : (662) 632-0360 through 3
	Product support fax number : (662) 632-0364
Turkey	Microsoft Turkey
	Phone: (90) 212 2585998
	Fax: (90) 212 2585954
	Support Hotline Phone 90 (212) 258 96 66
	Fax 90 (212) 258 95 99
	Bulletin Board Service 90 (212) 227 93 90
	Faxback 90 (212) 227 93 80 (81, 82, 83)

Area	**Telephone Numbers**
United Kingdom	Microsoft Limited
	Fax: (01734) 270002
	Phone: (01734) 270001
	Bulletin Board Service
	Microsoft KeyData: (01734) 270065 (up to 14.4Kbaud, n, 8, 1)
	Faxback Information Service
	Microsoft KeyFax: (01734) 270080
	Telephone Support
	Consumer, Desktop Apps & Personal Operating Systems: (01734) 271000
	Developer Support: (01734) 271414
	Advanced Systems Support: (01734) 271007
	Microsoft Connection, Pre-Sales Information: (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