

Microsoft Technical Support

In the event you have a technical question about Microsoft Visual Basic, first look in the online documentation. You also can find late-breaking updates and technical information in the ReadMe that came with your product compact discs.

If you still have a question, Microsoft offers **technical support and services** ranging from no-cost online information services, to annual support plans with a Microsoft technical engineer. Please note: The services and prices listed here are available in the United States and Canada only. Support is subject to Microsoft's then-current prices, terms and conditions, and is subject to change without notice. Outside the United States and Canada, services and prices may vary. Contact the local Microsoft subsidiary office in your area. Microsoft has **subsidiary offices** in Africa, Asia and Europe, as well as in North, Central, and South America.

Choose the Support Option that's Right for You

Microsoft Primary Support

A wide range of complimentary, high-quality technical services and resources, direct from Microsoft, for everyone from the individual to the corporate customer.

Microsoft Priority Support

For the individual, developer, or corporate customer who is using, deploying, or supporting Microsoft products, or is developing solutions based on Microsoft products. Priority Support offers priority telephone access to senior technical engineers 24 hours a day, 7 days a week, excluding holidays, in the U.S. In Canada, the hours are from 8:00 a.m. to midnight, Eastern time, 7 days a week, excluding holidays.

Microsoft Premier Support

For the enterprise business customer requiring customized, contractual technical support, technical account management, and technical services direct from Microsoft. Premier Support is a component of Microsoft Service Advantage, a full suite of Microsoft direct and partner technical services developed for the enterprise customer.

Technical Information Subscription Products

For the developer or for the individual or business responsible for technical support, who would like to purchase additional Microsoft support products to access an even greater source of premium Microsoft support information.

Third-Party Support Options

For the corporate customer, developer, or individual responsible for technical support who requires multivendor integration and large-scale deployment, Microsoft has developed a variety of strategic alliances and partner programs with third parties that offer everything from initial consulting to maintenance and Help desk support for complete solutions.

Other Microsoft Services

For information on customer service and text telephone phone numbers for the deaf.

Microsoft Worldwide Subsidiaries

For information on how to obtain Microsoft Technical Support outside the U.S. and Canada.

Microsoft Primary Support

Microsoft Primary Support is available for everyone, from the individual to the corporate customer, and provides the following complimentary, high-quality technical services and resources direct from Microsoft:

Primary Support: Online

For those with Internet access Microsoft offers a large number of resources including technical articles, newsgroups, and bug reporting.

Primary Support: No-Charge Phone Support

For those who prefer speaking to a Microsoft engineer you may be eligible for no-charge phone support depending upon the edition of Visual Basic you have and how you obtained it.

Primary Support: Other Technical Information Resources

For those who do not have Internet access Microsoft offers some alternative methods of obtaining technical information such as the FastTips Fax Service and the Microsoft Download Service.

Other Support Options

Microsoft Primary Support: Online

Microsoft online support is available on the World Wide Web at <http://www.microsoft.com/support/> and <http://www.microsoft.com/vbasicsupport/>. Online support uses Microsoft's own cutting-edge technology to help you access the most relevant technical information and resources to answer your support questions. Online support helps you get the answers you need, quickly and easily through the following features:

Support Wizard

Get step-by-step guidance on how to find the information most relevant to your support question.

Support Directory

Learn about the complete range of innovative technical support services available from Microsoft and its strategic partners.

Microsoft Frequently Asked Questions

Get quick answers to the most common technical issues on your Microsoft product.

Microsoft Knowledge Base

Access a comprehensive collection of more than 70,000 detailed articles with technical information about Microsoft products, bug and fix lists, and answers to commonly asked technical questions.

Feature Articles

Stay current on the latest technical issues and solutions with articles selected by award-winning Microsoft technical engineers.

Troubleshooters

Take advantage of cutting-edge technologies that help you diagnose and solve technical problems quickly and easily.

Drivers, Patches, and Sample Files

Choose from hundreds of free software add-ons, bug fixes, peripheral drivers, software updates, and programming aids for easy downloading at your convenience.

Newsgroups

Share information with a worldwide community of other Microsoft customers, technical experts, and hundreds of Microsoft-selected Most Valuable Professionals.

Web Response

Conveniently submit support requests via the Web. Available for developer and Office developer products only. For more information, please connect to

<http://www.microsoft.com/support/webresponse.htm>.

Bug Reporting and Feature Requests

You can report bugs and submit feature requests via the web at

<http://www.microsoft.com/support/feedback> – This page can be accessed directly, or by pressing the “write us” button at the top of <http://www.microsoft.com/support>.

Visual Basic Information

Additional Visual Basic information can be found on the Visual Basic product page of the Microsoft web site at <http://www.microsoft.com/vbasic/>.

Primary Support: No-Charge Phone Support

Primary Support: Technical Information Resources

Other Support Options

Microsoft Primary Support: Technical Information Resources

If you don't have access to the Internet or you are more familiar with phone, fax, modem, or mail, Microsoft Primary Support offers additional technical information resources beyond the World Wide Web.

Microsoft Download Service (MSDL)

Gives you access to Microsoft's electronic technical library containing sample programs, device drivers, patches, software updates, and programming aids. The service is available 24 hours a day, 365 days a year. Direct modem access to MSDL is available in the U.S., by dialing (206) 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 that gets you quick answers to common technical questions as well as technical articles by telephone, fax, or mail. To access FastTips or to receive a map and catalog, call (800) 936-4300 on a touch-tone telephone. You can use the following keys on your touch-tone telephone after you reach FastTips:

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

Primary Support: Online

Primary Support: No-Charge Phone Support

Other Support Options

Microsoft Primary Support: No-Charge Phone Support

If you still need answers to your technical questions, Microsoft Primary Support provides complimentary, no charge, toll charge, phone support, depending on how you acquired your product. You may have acquired Microsoft Visual Basic individually or as part of the Microsoft Visual Studio Professional or Enterprise Edition. Your complimentary support will be provided as follows:

If you acquired the free **Microsoft Visual Basic Control Creation Edition**, you do not receive no-charge support incidents for development issues with this particular product. However, you can reach Microsoft Technical Support through the paid support options offered by **Microsoft Priority Support**.

If you acquired the **Microsoft Visual Basic Learning Edition**, you can receive no-charge support on the installation of the product. Support on installation of this product is available via a toll call Monday through Friday in the United States and Canada, excluding holidays, 6:00AM to 6:00PM, Pacific Standard Time. Please call (206) 635-7033. You do not receive no-charge support incidents for development issues with this particular product. However, you can reach Microsoft Technical Support through the paid support options offered by **Microsoft Priority Support**.

If you acquired **Microsoft Visual Basic Enterprise Edition** or **Microsoft Visual Basic Professional Edition** individually, you will receive a total of two (2) no-charge support incidents for development issues with this particular product. In the United States call (206) 646-5105, 6 A.M. to 6 P.M., Pacific time, Monday through Friday, excluding holidays. In Canada call (905) 568-3503, 8:00 A.M. to 8 P.M., Eastern time, Monday through Friday, excluding holidays.

If you acquired this product as part of the **Microsoft Visual Studio Professional Edition**, you will receive a total of two (2) no-charge support incidents for this Edition for development issues involving any of the individual products. In the United States and Canada, please call (206) 635-7012, 6 A.M. to 6 P.M., Pacific time, Monday through Friday, excluding holidays..

If you acquired this product as part of the **Microsoft Visual Studio Enterprise Edition**, you will receive a total of four (4) no-charge support incidents for this Edition for development issues involving any of the individual products. In the United States and Canada, please call (206) 635-7012 , 6 A.M. to 6 P.M., Pacific time, Monday through Friday, excluding holidays.

In the United States and Canada, technical support is available at the numbers listed above, 6:00 A.M. – 6:00 P.M. Pacific time, Monday through Friday, excluding holidays. 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 of the Microsoft products you are using.
- ▶ The type of hardware currently in use.
- ▶ The operating system currently in 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.

You can also submit your, complimentary, no charge incident requests via the Web instead of by phone. This service is available to Microsoft customers in the United States and Canada only and covers English-language versions of development and office developer products. For more information, please connect to **<http://www.microsoft.com/support/webresponse.htm>**.

Please Note: If your Microsoft product was pre-installed or distributed with your personal computer or provided by an Internet Service Provider (ISP), the personal computer manufacturer or ISP is responsible for providing your product support. Please contact the manufacturer or ISP from which you obtained your

Microsoft product for support information.

Primary Support: Online

Primary Support: Technical Information Resources

Other Support Options

Microsoft Priority Support

With Microsoft Priority Support, you can purchase the support you need, whenever you need it, 24 hours a day, 7 days a week. Microsoft Priority Support can be purchased annually in sets incidents or you can pay per incident. In addition to round-the-clock access, Microsoft Priority Support includes the following:

Priority Response jumps you to the head of the queue and provides access to senior technical support engineers.

WebResponse allows you to submit service requests via the World Wide Web to Microsoft support engineers who receive the requests and work with you to resolve your technical problem. To submit service requests using WebResponse, go to <http://www.microsoft.com/support/> and use the Priority Web response pointer. You will need your Priority account number to submit your request.

To purchase Microsoft Priority Support for development issues involving all Microsoft products, you can chose from the following options:

In the U.S. and Canada, to purchase Priority Support **per incident** for a fee of US\$95, call (800) 936-5800, 24 hours a day, 7 days a week. In the U.S. only, you can also call (900) 555-2300. 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.

In the U.S. and Canada, to purchase an **annual contract** of incidents, or for more information on Priority Support call (800) 936-3500, 6:00 A.M. - 6:00 P.M. Pacific time, Monday through Friday. Technical support is not available through this number.

In the U.S. and Canada to purchase phone-based, **hourly** consulting to proactively help you find problems before they occur, call Consult Line at (800) 936-1565 at US\$195/hour (min 1 hour).

Other Support Options

Microsoft Premier Support

Microsoft Premier Support gives you proactive support planning and problem-resolution for Microsoft products, with rapid response times — including immediate, server-down response, 24 hours a day, 7 days a week — and special consulting and planning services. Microsoft Premier Support is part of Microsoft Service Advantage, a suite of offerings combining direct services from Microsoft with established enterprise service partners, for a total solution for the enterprise customer. For more information on Service Advantage and Microsoft Premier Support, please call (800) 936-3200.

Other Support Options

Technical Information Subscription Products

If you are responsible for technical support for a company — from small business to the enterprise customer — or you are a developer, you may want to purchase additional Microsoft support products to access an even greater source of premium Microsoft support information.

Microsoft TechNet

The comprehensive CD-ROM information resource for evaluating, implementing, and supporting Microsoft business products. A one-year subscription to Microsoft TechNet delivers two CDs every month with more than 150,000 pages of up-to-date technical information. To subscribe to Microsoft TechNet, see your local authorized retailer, or call (800) 344-2121.

Microsoft Developer Network (MSDN) Library Subscription

The comprehensive source of programming information and toolkits for those who write applications for the Internet, Windows, Windows 95, or Windows NT, or for those who use Microsoft products for development purposes. To subscribe to MSDN, call (800) 759-5474.

Other Support Options

Third-Party Support Options

If you have an existing sales or support relationship with another organization, need multivendor support, or prefer an alternative to obtaining support directly from Microsoft, you can choose from a variety of authorized Microsoft support providers.

Microsoft Solution Provider 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. For the name of a Microsoft Solution Provider near you, in the U.S., call (800) 765-7768, 6:30 A.M. - 5:30 P.M. Pacific time, Monday - Friday, excluding holidays. In Canada, call (800) 563-9048, 8:30 A.M. - 6:30 P.M. Eastern time, Monday - Friday, excluding holidays.

Microsoft Authorized Support Centers

A select group of strategic support providers who offer quality, cost-effective, customizable support services that span the complete life cycle of planning, building, and managing your open environment. For more information on the ASC program, in the U.S., call (800) 636-7544, 6:00 A.M. - 6:00 P.M. Pacific time, Monday - Friday, excluding holidays. In Canada, call (800) 563-9048, 8:30 A.M. - 6:30 P.M. Eastern time, Monday - Friday, excluding holidays.

Other Support Options

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 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.

Other Support Options

Microsoft Customer Service

For customer service issues on Microsoft products, upgrades and services, you can call the Microsoft Sales Information Center at (800) 426-9400 in the United States. In Canada, call (800) 563-9048. Technical support is not available at this number. 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 (800) 892-5234. Outside the United States, contact your nearest Microsoft subsidiary.

Other Support Options

Microsoft Technical Support Worldwide

If you are outside the United States and have a question about a Microsoft product, first:

- ▶ Check the online documentation included with your product.
- ▶ Check the ReadMe files that came 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 Internet, CompuServe 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.

Calling a Microsoft Subsidiary Office **Other Support Options**

Calling a Microsoft Subsidiary Office

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

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.

Worldwide Microsoft Subsidiaries
Other Support Options

Worldwide Microsoft Subsidiaries

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
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, Dinosaurius, Encarta, TechNet,
Developer Network, Bookshelf: 0660-6506
General information about the Microsoft Support Network in Central Europe:
FAX: 0049/2622/167006

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

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
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, Dinosaur, 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

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: MSMEIXICO, NO Password

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

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)

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

Microsoft Product Support Services (PSS)

“Microsoft Product Support Services” (PSS) is a former name for the product support services provided by Microsoft. The current name for this service is “Microsoft Technical Support.”

Microsoft AnswerPoint

“Microsoft AnswerPoint” is a former name for the product support services provided by Microsoft. The current name for this service is “Microsoft Technical Support.”

