

## Your Guide to Microsoft Technical Support

In the event you have a technical question about Microsoft developer products, first look in the online documentation which can be accessed through InfoViewer. If you have not yet installed the MSDN compact disc included with the product, install it and search the many articles, technotes, and other documentation this disc contains. You also can find late-breaking updates and technical information in the Readme file that came with your product compact discs.

If you still have a question, Microsoft offers [technical support and services](#) ranging from the traditional phone support, no-cost and low-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.

- ▶ [Your Support Options](#)
- ▶ [Directory of Microsoft Subsidiaries Worldwide](#)

## **Technical Support Options**

### **Choose the Support Option that's Right for You**

#### **Microsoft Primary Support**

Complimentary, high-quality technical services and resources, direct from Microsoft, for everyone from the individual to the corporate customer.

#### **Microsoft Priority Support**

Fee-based 24 hour-a-day, 7 day-a-week, access to senior technical engineers for the individual, developer, or corporate customer who is using, deploying, or supporting Microsoft products, or is developing solutions based on Microsoft products.

#### **Microsoft Premier Support**

Contractual support for the enterprise business customer requiring customized, technical account management, and technical services direct from Microsoft. Premier Support is a component of Microsoft Service Advantage.

#### **Technical Information Subscription Products**

User-purchased products/information for the developer or for the individual or business responsible for technical support.

#### **Third-Party Support Options**

Access to third-party consultants who are part of Microsoft's strategic alliance or partner programs and who offer everything from initial consulting to maintenance and Help desk support. These vendors assist corporate customers, developers, or individuals responsible for technical support who require multivendor integration and large-scale deployment.

#### **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 United States and Canada.

## Technical Support Options

### 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:

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

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 Valued Professionals.
- **WebResponse:** Conveniently submit support requests via the Web. Available for developer and Office developer products only.
- **Bug Reporting:** <http://www.microsoft.com/support/feedback> – This page can be accessed directly, or by pressing the “write us” button at the top of [www.microsoft.com/support](http://www.microsoft.com/support).

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### Related Topics

- [Technical Information Resources](#)
- [Complimentary Phone Support](#)
- [Other Support Options](#)

## Technical 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. Direct modem access to MSDL is available in the United States by dialing (206) 936-6735, 24 hours a day, 365 days a year. 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 120 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	#

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### Related Topics

- [Microsoft Primary Support](#)
- [Complimentary Phone Support](#)
- [Other Support Options](#)

## Technical Support Options

### Microsoft Primary Support

#### Complimentary Phone Support with a Microsoft Technical Engineer

If you still need answers to your technical questions, Microsoft Primary Support provides complimentary, no-charge toll-free phone support with a Microsoft technical engineer as follows:

If you acquired any of the following Microsoft developer products individually, you will receive a total of two (2) no-charge incidents for development issues with that particular product. In the United States and Canada, please call one of the numbers listed below:

Product	Phone Number
Microsoft Visual Basic	(206) 646-5105
Microsoft Visual C++	(206) 635-7007
Microsoft FoxPro	(206) 635-7191
Microsoft J++	(206) 635-7011
Visual InterDev	(206) 635-7016
Visual SourceSafe	(206) 635-7014

If you acquired this product as part of the Microsoft Visual Studio, Professional Edition, you will receive a total of two (2) no-charge incidents for this Edition for development issues involving any of the individual products. In the United States and Canada, please call (206) 635-7012.

If you acquired this product as part of the Microsoft Visual Studio, Enterprise Edition, you will receive a total of four (4) no-charge incidents for this Edition for development issues involving any of the individual products. In the United States and Canada, please call (206) 635-7012.

In the United States and Canada, complimentary 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 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.

You can also submit your two, 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/email/>.

**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.

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## Related Topics

- [Microsoft Primary Support](#)
- [Technical Information Resources](#)
- [Other Support Options](#)

## Technical 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 of 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** enables 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 choose from the following options:

- In the United States and Canada, to purchase Priority Support **per incident** for a fee of \$195 U.S., call (800) 936-5800, 24 hours a day, 7 days a week. In the United States 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 United States 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 United States and Canada, to purchase phone-based, hourly consulting, call Consult Line at (800) 936-1565 at \$195 U.S./hour (min 1 hour).

#### ▪ Other Support Options

## **Technical 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 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 compact discs every month with more than 150,000 pages of up-to-date technical information. To subscribe to Microsoft TechNet, or to find out the name of a local authorized retailer, call (800) 344-2121.

### ▪ Other Support Options

## **Technical 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 United States, 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 through 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 United States, 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 through Friday, excluding holidays.

#### **Other Support Options**

## **Technical 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.

#### **▪ Customer Service Information**

#### **▪ Other Support Options**

#### **▪ Worldwide Microsoft Subsidiaries**

## **Technical 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 these numbers. 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.

- **Text Telephone**

- **Other Support Options**

- **Directory of Microsoft Subsidiaries Worldwide**

## **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 documentation in the product package was completed.
- Consult electronic options such as 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.

▪ **Directory of Microsoft Subsidiaries Worldwide**

▪ **Other Support Options**

## **Calling 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.

If there is no Microsoft subsidiary office in your country, please contact the establishment from which you obtained your Microsoft product.

### **Directory of Microsoft Subsidiaries Worldwide**

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

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### 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

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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

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## 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)

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## 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

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## 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

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## 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

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## 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

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## **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)

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## **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

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## **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

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## **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

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## **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)

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## **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

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## **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

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## **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

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## **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

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## **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

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## 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)

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## 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

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## **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

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## **Wales**

See United Kingdom

