

## When You Have a Question

If you have a question about Visual SourceSafe, 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 SourceSafe 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

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:

<b>To</b>	<b>Press</b>
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

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 SourceSafe, call (206) 635-7014.
- In Canada, for technical support for Microsoft Visual SourceSafe, 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

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

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 [here](#).

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

## Telephone Numbers

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

<b>Area</b>	<b>Telephone Numbers</b>
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

Czech Republic  
Phone: (571) 618 2245  
Fax:(571) 618 2269  
Technical Support: (571) 618 2255  
Microsoft s.r.o.  
Phone (+42) (2) 611 97 111  
Fax: (+42) (2) 611 97 100  
Technical Support:

Denmark  
Phone: (+42) (2) 2451 0554 or 53 52 56 (Win95 only)  
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) 69-86-10-20  
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

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

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, Dinosaurius, 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

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

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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:

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Technical Support:

(582)265-4337

Wales

See United Kingdom

