

If you have a simple question and need an answer fast

Quickly find answers yourself online—Use Support Online to easily search the Microsoft Knowledge Base and other technical resources for fast, accurate answers. You can also customize the site to control your search. To begin your search, go to <http://support.microsoft.com/support>.

{button ,AL('support;')} Related Topics

If your question is urgent and more complex

Telephone Microsoft Technical Support—Work with a support engineer to solve your issue through the following options.

Standard No-Charge Support —for help during business hours—If you acquired this product as a stand-alone retail product, you are eligible for 90 days of support at no charge beginning with the first time you speak with a support engineer. You can receive no-charge support via e-mail (explained later) or via telephone by calling one of the following numbers, available Monday —Friday, excluding holidays.

In the U.S.: (425) 635-7040

6:00 A.M. - 6:00 P.M. Pacific time

In Canada: (905) 568-4494

8:00 A.M. - 8:00 P.M. eastern time

If your Microsoft product was preinstalled or shipped with your personal computer, you are not eligible for Standard No-Charge Support from Microsoft and must contact your computer manufacturer for support. For phone numbers, please refer to the documentation that came with your computer.

Pay-Per-Incident Support—for help after hours or to supplement Standard Support—If you need help after hours, or if you have used up or are not eligible for Standard No-Charge Support, you can purchase Pay-Per-Incident Support. Support fees for the (800)# calls will be billed to your VISA, MasterCard, or American Express card. Support fees for the (900)# calls will appear on your telephone bill.

In the U.S.: (800) 936-5700 or (900) 555-2000

Cost: \$35 US per incident

24 hours a day, seven days a week,
including holidays

In Canada: (800) 668-7975

Cost: \$45 CDN plus tax per incident

8:00 A.M.—8:00 P.M. eastern time,
excluding holidays

{button ,AL('support')} Related Topics

If your question isn't urgent

Send e-mail to a Microsoft Technical Support Engineer—Ideal for questions requiring attached files, submit a question anytime and receive a response within one business day. Submit a question at <http://support.microsoft.com/support> using one of the following options:

Standard No-Charge Web Response—The amount of no-charge support for which you are eligible is described in the Standard No-Charge Support section above.

Pay-Per-Incident Web Response—If you have used up your Standard No-Charge Support, submit your question for a fee of \$35 US.

{button ,AL('support')} Related Topics

For additional support needs

If you don't have access to the Internet—FastTips is a fax-back service providing Knowledge Base articles and answers to common questions. (800) 936-4200.

If you need support services for a business—Priority Annual, Priority Plus, and Premier provide a selection of support packages geared for businesses. To learn which account meets your needs, go to <http://www.microsoft.com/support>. Or call (800) 936-3500 for information on accounts for small- to medium-sized businesses and (800) 936-3200 for large, enterprise businesses.

If you need on-site, multivendor, or proprietary product support—Microsoft Certified Solution Providers (MCSPs) and Authorized Support Centers (ASCs) specialize in providing support packages for hardware, network, and software products from both Microsoft and other vendors. For more information about MCSPs, call (800) 765-7768 or visit <http://www.microsoft.com/mcsp>. For more information about ASCs, contact your Microsoft account representative, or visit <http://www.microsoft.com/enterprise/asc.htm>.

If you need text telephone (TTY/TDD)—Available Monday—Friday, excluding holidays. In the United States, call (425) 635-4948, 6:00 A.M. —6:00 P.M. Pacific time. In Canada, call (905) 568-9641, 8:00 A.M. - 8:00 P.M. eastern time.

{button ,AL(`support`)} Related Topics

Microsoft technical support worldwide

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

- Check the *Getting Started* book included with your product.
- Check Help in the product.
- 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.
- Go to Support Online from Microsoft Technical Support at <http://support.microsoft.com/support>

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

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.

Note Phone number for Microsoft Subsidiaries are subject to change. For the most recent listing, please see the options and phone number section on the Support Online web site at <http://support.microsoft.com/support>. If there is no Microsoft subsidiary office in your country, please contact the establishment from which you obtained your Microsoft product.

To locate information on a subsidiary office, click on the letter of the country and choose from the dialog box.



{button ,AL(^support')} Related Topics

Argentina (Microsoft de Argentina S.A.)

Technical Support

Phone (54) (1) 316-4664
(598) (2) 77-4934 (Uruguay)

Other Support

Customer Service (54) (1) 316-4600
Fax (54) (1) 316-1922

Armenia

Australia (Microsoft Pty. Ltd.)

Includes support for Papua New Guinea.

Technical Support

Phone (61) (02) 9870-2131

Internet <http://www.microsoft.com.au/australia>

Other Support

Fax (61) (02) 9805-0519

Sales Information Centre (61) (02) 9870-2100

Austria (Microsoft Ges.m.b.H.)

Technical Support

Phone 01 50222-2255

Other Support

Fax (+43) 1 610 64 -200

Phone (+43) 1 610 64 -0

Prices, updates, etc. 0660-6520

Information about Microsoft 01805-251191

Support in Central Europe
(fax)

Azerbaijan

Belgium (Microsoft NV)

Technical Support

Dutch	(32) 2 5133274
English	(32) 2 5023432
French	(32) 2 5132268
Internet	http://www.microsoft.com/benelux/support

Other Support

Phone	(32) 2 7303911
Fax	(32) 2 7269609
Microsoft Information Center	0800 18307
Bulletin Board	(32) 2 7268545 (1200/2400/9600/14400 baud, 8 bits, no parity, 1 stop bit, ANSI terminal emulation)

Belorussia

Bolivia

Brazil (Microsoft Informatica Ltda.)

Technical Support

Phone (55) (11) 5506-8087
Fax (55) (11) 5506-7621
Bulletin Board Service (55) (11) 5506-1234
Automatic Fax (55) (11) 5506-8506

Other Support

Customer Services (55) (11) 822-5764
Customer Services Fax (55) (11) 822-6227

Canada (Microsoft Canada Inc.)

Technical Support

Standard Support 1 (905) 568-3503
Priority Support Information 1 (800) 668-7975
Text Telephone (TTY/TDD) 1 (905) 568-9641
Bulletin Board Service 1 (905) 507-3022

Other Support

Customer Information Centre 1 (800) 563-9048
Head Office Phone 1 (905) 568-0434

Caribbean (Microsoft Caribbean, Inc.)

Technical Support

Phone (408) 953-8086
Email mscarsup@microsoft.com

Other Support

Customer Service (for 787 and 809 area codes only) (800) 297-5982
msccatus@microsoft.com

Central America

Technical Support

Phone (506) 298-2020
Email mscasup@microsoft.com

Other Support

Customer Service (506) 298-2000
msccatus@microsoft.com

Chile (Microsoft Chile S.A.)

Technical Support

Phone 56 2 330 6222
Fax 56 2 341 1439

Other Support

Phone 56 2 330 6000
Fax 56 2 330 6190
Customer Service 56 2 800 330600

Colombia (Microsoft Columbia)

Technical Support

Phone (571) 5230022

Fax (571) 5231220
Voice Mail (571) 5034216

Other Support

Phone (571) 618 2245
Fax (571) 618 2269

Croatia (Microsoft Hrvatska d.o.o.)

Technical Support

Phone (+385) (1) 304 555
Fax (+385) (1) 335 051

Czech Republic (Microsoft s.r.o.)

Technical Support

Phone (+42) (2) 2150 3222

Other Support

Phone (+42) (2) 611 97 111
Fax (+42) (2) 611 97 100

Denmark (Microsoft Denmark)

Technical Support

Phone (45) 44 89 01 11

Other Support

Customer Service (45) 44 89 01 90
MSDL (BBS) (45) 44 66 90 46
FastTips (45) 44 89 01 44

Dominican Republic

Dubai (Microsoft Middle East)

Technical Support

Phone (971) (4) 524 488
Fax (971) (4) 524 495
Priority Support Information (971) (4) 555 752
Email mts@emirates.net.ae

Other Support

Customer Service (971) (4) 655 082

Ecuador (Corporation Microsoft del Ecuador S.A.)

Technical Support

Phone (593) 2 463-094

Other Support

Phone (593) 2 460-447
(593) 2 460-451
Customer Service (593) 2 460-453
(593) 2 460-458

Egypt (Microsoft Egypt)

Technical Support

Phone (202) 261 3991 / 6
Fax (202) 403 2718

England

Estonia

See also [Germany](#)

Technical Support

Phone (+372) 650 49 99

Finland (Microsoft OY)

Technical Support

Phone +358-(0)9-525 502 5026

Standard +358-(0)9-525 502 500

Priority +358-(0)9-525 502 20

Premier +358-(0)9-525 502 03

Other Support

MSDL (BBS) +358-(0)9-878 77 99

FastTips +358-(0)9-525 502 550

France (Microsoft France)

Includes support for French Polynesia.

Technical Support

Phone (33) 01-69-86-10-20

Fax (33) 01-69-28-00-28

Other Support

Phone (33) 01-69-86-46-46

Fax (33) 01-64-46-06-60

Telex MSPARIS 604322

French Polynesia

Georgia

Germany (Microsoft GmbH)

Technical Support

Phone 01805/67 22 55
Internet <http://www.microsoft.com/germany>

Other Support

Phone 089/3176-0
Fax 089/3176-1000
Telex (17) 89/83 28 MS GMBH D
Information 089/3176-1199
Prices, updates, etc. 01805/3176-1199
Information about Microsoft Support in Central Europe (fax) 1805-25-1191

Greece (Microsoft Hellas, S.A.)

Technical Support

Phone (30) (1) 9247-030
Fax (30) (1) 9215-363

Other Support

Phone (30) (1) 6806-775 through (30) (1) 6806-779
Fax (30) (1) 6806-780

Hong Kong (Microsoft Hong Kong SAR, PRC Limited)

Technical Support

Phone (852) 2804-4222

Other Support

Microsoft Club Member Hotline (852) 2804-4277
Product Support Faxback Service (852) 2535-9293

Hungary (Microsoft Hungary)

Technical Support

Phone +36 (1) 2MSINFO (267-4636)

Other Support

Phone +36 (1) 327-2800
Fax +36 (1) 327-2899

Iceland

India (Microsoft India)

Technical Support

Phone (91) (80) 559 5733
(91) (11) 646 0767
(91) (11) 646 0694

Other Support

Fax (91) (80) 559 7133
(91) (11) 647 4714

Indonesia (Microsoft Indonesia)

Technical Support

Phone 62 21 570 42 54
Fax 62 21 520 81 22

Ireland

Israel (Microsoft Israel Ltd.)

Technical Support

Phone 972-3-613-0833

Other Support

Fax 972-3-613-0834

Italy (Microsoft SpA)

Technical Support

Phone (39) (2) 70-398-398

Other Support

Phone (39) (2) 7039-21

Fax (39) (2) 7039-2020

Customer Service (39) (2) 70-398-398

Microsoft by Fax (39) (2) 70-398-888

Japan (Microsoft Company Ltd.)

Technical Support

Phone (81) (424) 41-8700

Other Support

Customer Service (81) (48) 226-5500

(version upgrade,
registration)

Fax (81) (48) 226-5511

Kazakhstan

Kirgizia

Korea (Microsoft CH)

Technical Support

Phone (82) (2) 563-0054
FastTips (82) (2) 3453-7555
Bulletin Board Service (82) (2) 538-3256

Other Support

Customer Service 080-022-7337
(toll-free domestic only)

Latin America (Microsoft Latin America)

Technical Support

Phone (214) 714-9100
Internet <http://www.microsoft.com/latam/soporte>

Other Support

Phone (305) 489-4800
Fax (305) 491-1616
Customer Service (425) 936-8661

Liechtenstein

Luxembourg (Microsoft NV)

Technical Support

Dutch	+32-2-513 32 74
English	+32-2-502 34 32
French	+32-2-513 22 68
Internet	http://www.microsoft.com/benelux/support

Other Support

Phone	+32-2-730 39 11
Microsoft Information Center	+32-2-481 52 52
Bulletin Board Service	+32-2-726 85 45 (1200/2400/9600/14400 baud, 8 bits, No parity, 1 stop bit, ANSI terminal emulation)

Malaysia (Microsoft Malaysia Sdn Bhd)

Technical Support

Phone	(60-3) 793-9595
Fax	(60-3) 791-6080

México (Microsoft México, S.A. de C.V.)

Technical Support

Phone	(52) (5) 265-3399
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Other Support

FastTips	(52) (5) 261-2199
Bulletin Board Service (User: MSMEXICO, NO Password)	(52) (5) 628-6200 (2400/14400 baud, 8 bits, no parity, 1 stop bit, ANSI terminal emulation) (52) (5) 628-6202 (14400 baud, 8 bits, no parity, 1 stop bit, ANSI terminal emulation)

Morocco (Microsoft Afrique Du Nord)

Technical Support

Phone	(212) 2 47 10 72
Fax	(212) 2 47 10 86

Netherlands (Microsoft BV)

Technical Support

Dutch	023-5677877
English	023-5677853
Internet	http://www.microsoft.com/benelux/support

Other Support

Phone	023-5689189
Customer Service	023-5677700
Microsoft Support Network Information Centre	0800 099 7757
Bulletin Board Service	023-5634221 (1200/2400/9600/14400 baud, 8 bits, no parity, 1 stop bit, ANSI terminal emulation)

New Zealand (Microsoft New Zealand Ltd.)

Technical Support

Phone 64 (9) 357-5575

Fax 64 (9) 307-0516 or 357-5577

Other Support

Phone 64 (9) 357-5800

Fax 64 (9) 358-3726

Northern Ireland

Norway (Microsoft Norway AS)

Technical Support

Standard	+ (47) 22 02 25 50
Priority	+ (47) 22 02 25 45
Premier	+ (47) 22 95 06 64

Other Support

Sales Support	+ (47) 22 02 25 80
MSDL (BBS)	+ (47) 22 18 22 09
FastTips	+ (47) 22 02 25 70

Panama

Technical Support

Phone	(506) 298-2020
Email	mscasup@microsoft.com

Other Support

Customer Service	(506) 298-2000
	msccatus@microsoft.com

Papua New Guinea

Paraguay

People's Republic of China (Microsoft China Co. Ltd.)

Technical Support

Phone 86-21-64691166
86-21-64691188
Fax 86-21-64691188 ext. 6988

Peru (Microsoft Perú S.A.)

Technical Support

Phone (51) (1) 422-4116
Fax (51) (1) 221-9052

Other Support

Information (51) (1) 242-5980

Philippines (Microsoft Philippines)

Technical Support

Phone 632 892-2295
632 892-2495
632 813-2494
Fax 632 813-2493

Other Support

Phone 632 811-0062

Poland (Microsoft Sp.z o.o.)

Technical Support

Phone +(48-22) 865-99-66

Other Support

Phone +(48-22) 661-54-00
Fax +(48-22) 661-54-34
Information Service +(48-22) 865-99-33

Portugal (MSFT, Lda.)

Technical Support

Phone (351) 1 4409280
(351) 1 4409281
(351) 1 4409282
(351) 1 4409283
Fax (351) 1 4411655

Other Support

Phone (351) 1 4409200
Fax (351) 1 4412101

Puerto Rico

Technical Support

Phone (408) 953 8086
Email mscarsup@microsoft.com

Other Support

Customer Service (for 787 and 809 area codes only) (800) 297-5982
msccatus@microsoft.com

Romania (Microsoft s.r.l.)

Technical Support

Phone (+40) (1) 312 09 48

Other Support

Phone (+40) (1) 222 90 16

Fax (+40) (1) 222 90 12

Russia (Microsoft Z.A.O.)

Includes support for Armenia, Azerbaijan, Belorussia, Georgia, Kazakhstan, Tadjhikistan, Turkmenistan, Uzbekistan

Technical Support

Moscow (095) 745-54-45

St. Petersburg (812) 118-36-36

Novosibirsk (3832) 119-019

Internet <http://www.microsoft.com/rus>

Scotland

Saudi Arabia (Microsoft Saudi Arabia)

Technical Support

Phone (toll free within Saudi Arabia) 800 124 0500
Fax +966-1-4740576

Other Support

Phone +966-1-488-1165
Fax +966-1-488-1576

Singapore (Microsoft Singapore Pte Ltd)

Technical Support

Phone (65) 378-3600
Fax (65) 378-3662

Other Support

Customer Services (65) 324-5255
Customer Services Fax (65) 324-6181

Slovak Republic (Microsoft s.r.o.)

Technical Support

Phone (+421) (7) 531 20 83

Other Support

Phone (+421) (7) 37 63 02
Fax (+421) (7) 37 66 71

Slovenia (Microsoft d.o.o.)

Technical Support

Phone (+386) (61) 185 3449

Other Support

Phone (+386) (61) 1800 800
Fax (+386) (61) 1800 8822

South Africa (Microsoft South Africa)

Includes support for South East Africa and Indian Ocean Islands

Technical Support

Phone (Toll Free) 0 802 11 11 04
Toll (27) 11 445 0000
Toll Fax (27) 11 445 0343

Spain (Microsoft Iberica SRL)

Technical Support

Phone (34) 1 -3754004

Other Support

Customer Service (34) 1-3754004
Fax Back (34) 1-3754004

Sweden (Microsoft AB)

Technical Support

Standard +46 (0) 8 752 09 29
Priority +46 (0) 8 751 09 80
Premier +46 (0) 8 632 57 01

Other Support

Customer Service +46 (0) 8 752 56 30
MSDL (BBS) +46 (0) 8 750 47 42
FastTips +46 (0) 8 752 29 00

Switzerland (Microsoft AG)

Includes support for Liechtenstein.

Technical Support

German 0848 80 - 2255
French 022-738 96 88
Internet <http://www.microsoft.com/switzerland>

Other Support

Customer Service 0848-858-868
Documentation 0800-55-59-00
Fax 01 311-72-27
Information about Microsoft Support in Central Europe (fax) 0848-80-2330

Taiwan (Microsoft Taiwan Region Corp.)**Technical Support**

Phone (886) (2) 508-9501

Other Support

Phone (886) (2) 504-3122
Fax (886) (2) 504-3121

Thailand (Microsoft Thailand Limited)**Technical Support**

Phone (662) 613-7208 through 11
Fax (662) 613-7198

Other Support

Phone (662) 266-3300
Fax (662) 266-3310

Turkey (Microsoft Turkey)**Technical Support**

Phone 90 (212) 258 96 66
Fax 90 (212) 258 95 99

Other Support

Phone 90 (212) 258 59 98
Fax 90 (212) 258 59 54
MSDL (BBS) 90 (212) 227 93 90

United Kingdom (Microsoft Limited)

Includes support for Ireland, Northern Ireland, Scotland, Wales, and England.

Technical Support

Phone (0870) 50 10 100
From Ireland 706 5353
Fax Information Service (0870) 50 30 100
Bulletin Board Service (0870) 50 30 200

(up to 28.8K baud, n, 8, 1)

Pre-Sales Information (0345) 00 2000

Other Support

Phone (0870) 60 10 100

Fax (0870) 60 20 100

Uruguay

Technical Support

Phone (598) (2) 774934

Fax (598) (2) 774935

Venezuela (Corporation MS 90 de Venezuela S.A.)

Technical Support

Phone (582) 993-6755

Other Support

Phone (582) 265-9922

Fax (582) 265-0863

Wales

No Microsoft subsidiary available

There is no Microsoft subsidiary for the country letter you selected. Please choose another initial letter for a country close to yours.

