

Microsoft Support Network

In the event you cannot install Microsoft® Internet Information Server, please refer to the telephone support offerings below. Microsoft's support offerings range from no-cost and low-cost electronic information services (available 24 hours a day, 7 days a week) to annual support plans and CD-ROM subscription programs. Please check the Technical Support section in online Help for detailed information.

Microsoft support services are subject to Microsoft's then-current prices, terms, and conditions, which are subject to change without notice.

Priority Support

The Microsoft Support Network offers priority telephone access to Microsoft support engineers 24 hours a day, 7 days a week, excluding holidays.

- u In the United States, call (900) 555-2100; \$150 per incident. Charges appear on your telephone bill.
- u In the United States, call (800) 936-5900, at \$150 (U.S.) per incident, billed to your VISA, MasterCard, or American Express card.
- u In Canada, call (800) 668-7975 for more information.

When you call, you should be at your computer and have the appropriate product documentation at hand. Be prepared to give the following information:

- u The version number of the Microsoft product that you are using
- u The type of hardware that you are using, including network hardware, if applicable
- u The exact wording of any messages that appeared on your screen
- u A description of what happened and what you were doing at the time
- u A description of how you tried to solve the problem

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. In Canada, using a TT/TDD modem, dial (905) 568-9641.

Product Support Worldwide

The following list contains Microsoft subsidiary offices and the countries they serve. If there is no Microsoft office in your country, please contact the establishment from which you purchased your Microsoft product. This list provides only basic technical support phone and fax numbers; other services such as BBS and sales numbers may be available. For additional subsidiary information, check the Product Support Services Worldwide section in online Help.

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

| Area | Telephone Numbers | Fax Numbers | Area | Telephone Numbers | Fax Numbers |
|-----------|--|-------------------|---------------|---|-------------|
| Argentina | (54) (1) 815-1521 | (54) (1) 814-0372 | Liechtenstein | See Switzerland (German-speaking) | |
| Australia | (61) (02) 870-2131 | (61) (02)805-0519 | Luxembourg | (32) 2-5133274 (Dutch speaking) (32) 2-5023432 (English speaking) (32) 2-5132268 (French speaking) | |
| Austria | 0222-68 76 07 | 022-68 16 2710 | Mexico | (52) (5) 237-4800 | |
| Area | Telephone Numbers | Fax Numbers | Area | Telephone Numbers | Fax Numbers |
| Belgium | 02-5133274 (Dutch speaking) 02-5023432 (English speaking) 02-5132268 | | Netherlands | 023-5677877 (Dutch speaking) 023-5677853 (English speaking) | |

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|---------------------|--|--|------------------------|--|---|
| | (French speaking) | | | | |
| Bolivia | See Argentina | | New Zealand | 64 (9) 357-5575 | 64 (9) 307-0516 and 357-5577 |
| Brazil | (55) (11) 871-0090 | (55) (11) 514-7106/ 514-7107 | Northern Ireland | See United Kingdom | |
| Caribbean | (214) 714-9100 | (809) 273-3636 | Norway | (47) (22) 02 25 50 | (47) (22) 02 25 70 |
| Chile | 56-2-330-6000 | 56 2 330-6190 | Papua New Guinea | See Australia | |
| Colombia | (571) 618 2255 | (571) 618 2269 | Paraguay | See Argentina | |
| Czech Republic | (+42) (2) 2451 0554 | (+42) (2) 2423 4343 | Poland | (+48) (2) 6216793 (+48) (71) 441357 | (+48) (2) 6615434 |
| Denmark | (45) (44) 89 01 11 | (45) (44) 89 01 44 | Portugal | 351 1 4409280/1/2/3 | (351) 1 4412101 |
| Dubai | (971) 4 513 888 | (971) 4 527 444 | Republic of China | (886) (2) 508-9501 | (886) (2) 504-3121 |
| Ecuador | (593) (2) 463-094 | | Republic of Ireland | See United Kingdom | |
| England | See United Kingdom | | Russia | (+7) (502) 224 50 46 | (+7) (502) 224 50 45 |
| Finland | (0358) (90) 525 502 500 | (46) (0)8 752 29 00 | Scotland | See United Kingdom | |
| France | (33) (1) 69-86-10-20 | (33) (1) 69-28-00-28 | Singapore | (65) 227-6833 | (65) 227-6811 |
| French Polynesia | See France | | Slovenia | (+386) (61) 1232354 | |
| Germany | 089-3176 1199 | 089-3176-1000 | Slovak Republic | (+42) (7) 312083 | (+42) (2) 2423 4343 |
| Greece | (30)(1)6806-775 through (30)(1)6806- 779 | (30) (1) 6806 780 | South Africa | 0 802 11 11 04 (2) 11 445 0100 | (27) 11 445 0045 or (27) 11 445 0046 |
| Hong Kong | (852) 804-4222 | 2535-9293 | Spain | 91 807 99 60 | (34) (1) 803-8310 |
| Hungary | (36) (1) 2MSINFO (267-4636) | (+36) (1) 268-1558 | Sweden | (46) (8) 752 09 29 | (46) (0)8 752 29 00 |
| India | (01) (91) 646 0694, 646 0767, 646 0813 | (01) (91) 646-0813 | Switzerland | 01-839 61 11 022-738 96 88 (French speaking) | 01-831 09 69 |
| Ireland | See United Kingdom | | Turkey | (90) 212 2585998 | (90) 212 2585954 |
| Israel | 972-3-613-0833 | 972-3-613-0834 | United Kingdom | (01734) 271007 | (01734) 270080 |
| Italy | (39) (2) 7039-8351 | (39) (2) 7039-2020 | Uruguay | (598) (2) 77-4934 | |
| Japan | (81) (424) 41-8700 | (81) (3) 5454-8100 (1#-0# for guidance) | Venezuela | (582)-9935249 (582)-9939256 | 58.2.923835 |
| Korea | (822) 566-0027 | (82) (2) 531-4600 | Wales | See United Kingdom | |