

## When You Have a Question

**Note: Support for the Visual Basic 5.0 Control Creation Edition Beta-1 is not available through Microsoft.** Peer-to-peer public support is available for the Visual Basic 5.0 Control Creation Edition Beta in the microsoft.public.vb.controls.creation newsgroup. In this newsgroup you can interact with other users of the Visual Basic 5.0 Control Creation Edition Beta. You can use any newsreader software to access this newsgroup. However, you will need to configure your news client to look at the Microsoft news server. The Microsoft news server name is msnews.microsoft.com.

If you have a question about Visual Basic, 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 Basic 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

**Note: Support for the Visual Basic 5.0 Control Creation Edition Beta-1 is not available through Microsoft.** Peer-to-peer public support is available for the Visual Basic 5.0 Control Creation Edition Beta in the microsoft.public.vb.controls.creation newsgroup. In this newsgroup you can interact with other users of the Visual Basic 5.0 Control Creation Edition Beta. You can use any newsreader software to access this newsgroup. However, you will need to configure your news client to look at the Microsoft news server. The Microsoft news server name is msnews.microsoft.com.

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:

To	Press
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

**Note: Support for the Visual Basic 5.0 Control Creation Edition Beta-1 is not available through Microsoft.** Peer-to-peer public support is available for the Visual Basic 5.0 Control Creation Edition Beta in the microsoft.public.vb.controls.creation newsgroup. In this newsgroup you can interact with other users of the Visual Basic 5.0 Control Creation Edition Beta. You can use any newsreader software to access this newsgroup. However, you will need to configure your news client to look at the Microsoft news server. The Microsoft news server name is msnews.microsoft.com.

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 Basic, call (206) 646-5105.
- In Canada, for technical support for Microsoft Visual Basic, 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

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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

**Note: Support for the Visual Basic 5.0 Control Creation Edition Beta-1 is not available through Microsoft.** Peer-to-peer public support is available for the Visual Basic 5.0 Control Creation Edition Beta in the microsoft.public.vb.controls.creation newsgroup. In this newsgroup you can interact with other users of the Visual Basic 5.0 Control Creation Edition Beta. You can use any newsreader software to access this newsgroup. However, you will need to configure your news client to look at the Microsoft news server. The Microsoft news server name is msnews.microsoft.com.

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

**Note: Support for the Visual Basic 5.0 Control Creation Edition Beta-1 is not available through Microsoft.** Peer-to-peer public support is available for the Visual Basic 5.0 Control Creation Edition Beta in the microsoft.public.vb.controls.creation newsgroup. In this newsgroup you can interact with other users of the Visual Basic 5.0 Control Creation Edition Beta. You can use any newsreader software to access this newsgroup. However, you will need to configure your news client to look at the Microsoft news server. The Microsoft news server name is msnews.microsoft.com.

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 below.

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

Area	Telephone Numbers
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

## Austria

Bulletin Board Service: (61) (02) 878-5200  
 Technical Support: (61) (02) 870-2131  
 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

## Area

### Telephone Numbers

#### 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

Chile

See Latin America  
 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

Dubai	<p>Microsoft FastTips: (45) (44) 89 01 44</p> <p>Microsoft Middle East</p> <p>Phone: (971) 4 513 888</p> <p>Fax: (971) 4 527 444</p>
Ecuador	<p>Corporation Microsoft del Ecuador S.A.</p> <p>Phone: (593) 2 460-447, (593) (2) 460-451</p> <p>Customer Service: (593) (2) 460-453, (593) (2) 460-458</p> <p>Technical Support: (593) (2) 463-094</p>
England	See United Kingdom
Finland	<p>Microsoft OY</p> <p>Phone: (358) (90) 525 501</p> <p>Fax: (358) (90) 522 955</p> <p>Product Support:</p> <p>Phone: (358) (90) 525 502 500</p> <p>Microsoft FaxSvar: (46) (0) 8-752 29 00 (Information in Swedish and English)</p> <p>Microsoft BBS: (46) (0) 8-750 47 42 (Information in Swedish and English)</p> <p>Microsoft MSDL: (358) (90) 455 03 66</p> <p>Microsoft FastTips: (358) (90) 525 502 550</p> <p>For Technical Support, please contact your local dealer.</p>
France	<p>(1) Microsoft France</p> <p>Phone: (33) (1) 69-86-46-46</p> <p>Fax: (33) (1) 64-46-06-60</p> <p>Telex: MSPARIS 604322</p> <p>Technical Support Phone: (33) (1) 59-85-96-33 (Province)/33 3 49 49 49 57</p> <p>(1) Technical Support Fax: (33) (1) 69-28-00-28</p> <p>Fax Information Service: (33) (1) 36-70-13-13</p>
French Polynesia	See France
Germany	<p>Microsoft GmbH</p> <p>Phone: 089/3176-0</p> <p>Fax: 089/3176-1000</p> <p>Telex: (17) 89/83 28 MS GMBH D</p> <p>Information: 089/3176 1199</p> <p>Prices, updates, etc.: 089/3176 1199</p> <p>CompuServe: GO MSEURO (Microsoft Central Europe)</p> <p>Bulletin board, device drivers, tech notes: Btx: *microsoft# or *610808000#</p> <p>Standard Support: Installation and Handling</p> <p>Windows 95: 089/3176-1115</p> <p>Windows, Windows for Workgroups, Printing System: 089/3176-1110</p> <p>Microsoft Mail Client: 089/3176-1112</p> <p>Microsoft Excel for Windows, Microsoft Excel for OS/2, PowerPoint for Windows: 089/3176-1120</p> <p>Microsoft Project for Windows, Microsoft Project for MS-DOS: 089/3176-1125</p> <p>Word for MS-DOS, Fine Artist, Creative Writer: 089/3176-1130</p> <p>Word for Windows, Word for OS/2, Microsoft Write: 089/3176-1131</p> <p>Works for MS-DOS, Works for Windows, Publisher, WorksCalc, WorksText:</p>

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

Japan	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
	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
Area	Telephone Numbers
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

## Area

## Telephone Numbers

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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

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

Area

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**Telephone Numbers**

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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, Dinosaurs,  
 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)

#### Area

#### Telephone Numbers

#### 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

