

## You're having other problems

Microsoft offers technical support and services ranging from self-help tools to direct assistance from a Microsoft technical engineer.

**Note** The services and prices listed here are available in the United States and Canada only. Support services may vary outside the U.S. and Canada. For more information on support in other locations, contact your local Microsoft subsidiary.

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

{button ,JI(','MTSChoose')} Choose the support option that's right for you

Outside the U.S. and Canada, contact the local Microsoft subsidiary office in your area. For a list of worldwide Microsoft subsidiaries, click:

{button ,JI(','MTSWorld')} Microsoft Technical Support Worldwide

## **Choose the support option that's right for you**

Here are the options you can choose from:

### **Self Help Tools**

{button ,JI('`,`MTSSelf')} Self-Help Tools Online

Direct Assistance from a Microsoft Technical Support Engineer

{button ,JI('`,`DirectAssistance')} Direct Assistance from a Microsoft Technical Support Engineer

### **Other Microsoft Services**

Includes information on customer service and text telephone numbers for the deaf. For more information, click:

{button ,JI('`,`MTSOther')} Other Microsoft Services

### **Microsoft Technical Support Worldwide**

For information on how to obtain Microsoft Technical Support from Microsoft worldwide subsidiaries outside the U.S. and Canada, click:

{button ,JI('`,`MTSWorld')} Microsoft Technical Support Worldwide

## Self-Help Tools

### Microsoft Technical Support Online at <http://www.microsoft.com/support/>

This site uses the cutting-edge technology of Microsoft to help you access the most relevant technical information and resources to answer your support questions. Online support helps you find the answers you need quickly and easily through the following features:

- **Troubleshooting Wizards:** Microsoft Technical Support Online has built-in diagnostic technology to help you easily pinpoint problems and identify solutions. Just ask for help on a specific problem, and a Troubleshooting Wizard will walk you through, step by step, until your question is resolved. Troubleshooting Wizards are like electronic versions of our own engineers.
- **Product-Specific Support Home Pages:** Think of this as an electronic information synthesizer. It automatically pulls together the top technical articles, the most frequently asked questions, downloadable files, and more for your specific product. If you need an answer in a hurry, be sure to stop here first. Chances are the solution you are looking for is already waiting for you.
- **Frequently Asked Questions (FAQs):** FAQs are questions about Microsoft products that our engineers have identified as those customers ask most often. Like the Product-Specific Support Home Pages, this invaluable feature extracts just the most critical, up-to-date questions and answers on your products to help you find solutions quickly. FAQs are updated continually.
- **Knowledge Base:** Here you'll find a collection of more than 75,000 detailed articles—updated daily—with technical information about products, bug and fix lists, and answers to commonly asked technical questions. The Knowledge Base also provides descriptions of product issues and workarounds, optimization tips, and compatibility issues for every product. A step-by-step process helps you build a query to search the database, making it easy for you to look for information on the product or technology of your choice.
- **Help Files, Service Packs, & More:** Keep your system current with access to thousands of files from our software library, all available for downloading. This includes free software add-ons (connect charges may apply), bug fixes, peripheral drivers, software updates, sample code, patches, application notes, sample files, and programming aids.
- **Support Site Tour:** The Support Site Tour uses a "Support Wizard" to help you easily get the information most relevant to your product and technical support needs. First, select your product. Next, indicate what you would like to do: find a technical article, troubleshoot a problem, or download a driver. Then just double-click and the Support Wizard takes you where you want to go.
- **Newsgroups:** This peer-to-peer communication forum links you to a worldwide community of other Microsoft customers and technical experts, including Microsoft's Most Valuable Professionals. Newsgroups offer a unique way to help you find answers, tips, and tricks by putting you in touch with other Microsoft product users who have similar interests.

### Additional Information

{button ,JI('`MTSChoose')} Choose the support option that's right for you

{button ,JI('`MTSSelfOther')} Other Self-Help Tools

{button ,JI('`DirectAssistance')} Direct Assistance with a Microsoft Technical Support Engineer

{button ,JI('`MTSOther')} Other Microsoft Services

{button ,JI('`MTSWorld')} Microsoft Technical Support Worldwide

## Other Self-Help Tools

In addition to the Internet resources, Microsoft Technical Support provides the following additional technical information resources:

- **Microsoft TechNet:** If you are an information technology (IT) or Help desk professional responsible for administering your corporate network or supporting end users then you can stay on top of your organization's requirements with TechNet. TechNet is a comprehensive resource for evaluating, implementing, and supporting Microsoft business products. Every month, TechNet delivers two CDs packed with more than 150,000 pages of the critical information you need to smoothly deploy mission-critical systems and minimize downtime—all while building your technical expertise. To subscribe, see your local authorized retailer, or call (800) 344-2121, Monday through Friday, excluding holidays, 6:30 A.M. to 5:30 P.M. Pacific time.
- **Microsoft Developer Network Library (MSDN):** If you develop applications for the Internet or the Windows® operating system, or use Microsoft products for any other development purposes, you'll enhance your productivity with an MSDN subscription. MSDN is Microsoft's official source for technical programming information, SDKs, DDKs, Windows, BackOffice™, Microsoft Office, and Visual Tools for developers. For more information on MSDN subscription levels and benefits, visit MSDN online at: <http://www.microsoft.com/msdn/>. Or call (800) 759-5474, Monday through Friday, excluding holidays, 6:30 A.M. to 5:30 P.M. Pacific time.
- **Microsoft Download Service (MSDL):** Provides direct modem access to Microsoft's electronic technical library, which contains sample programs, device drivers, patches, software updates, and programming aids. The service is available 24 hours a day, 365 days a year. In the U.S. dial (425) 936-6735. 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: 1200 to 28800 baud, no parity, 8 data bits, and 1 stop bit.
- **Microsoft FastTips:** An automated toll-free telephone service for quick answers to common technical questions, as well as technical articles by telephone, fax, or mail. To access FastTips or to receive a catalog of the articles available, call one of the following numbers on a touch-tone telephone:
  - **Desktop Applications:** (800) 936-4100
  - **Desktop Systems:** (800) 936-4200
  - **Development Tools:** (800) 936-4300
  - **Business Systems:** (800) 936-4400

You can use the following keys on your touch-tone telephone after you reach FastTips.

<u>To do this:</u>	<u>Press this key:</u>
Advance to the next message	*
Repeat the current message	7
Return to the beginning of FastTips	#

### Additional Information

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## Direct Assistance with a Microsoft Technical Support Engineer

### Standard No-CHARGE Support

If you still need answers to your technical questions, Microsoft offers no-charge support for retail\* versions of FrontPage 98 as follows:

- Unlimited no-charge support for usability issues including product features, menu commands, formatting, setup, and other user interface issues.
- Two (2) no-charge support incidents for assistance with the following issues:
  - Development issues (including programmability issues)
  - External database connectivity issues
  - Installation and configuration of server extensions

To receive your Standard No-Charge Support, in the U.S., please call (425) 635-7088, 6 A.M. to 6 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, please call (905) 568-3503, 5:00 A.M. to 5:00 P.M. Pacific time, Monday through Friday, excluding holidays.

**Note** Toll-charges may apply.

In the U.S. and Canada, you can also submit your support question via the Internet with Web Response. For more details, go to Microsoft Technical Support Online at <http://www.microsoft.com/support/>.

*\*Note: If your Microsoft product was pre-installed or distributed with your personal, the personal computer manufacturer or ISP is responsible for providing your product support. For support, contact the manufacturer or source from which you obtained your Microsoft product.*

When you contact us for support, 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.

### After-Hours Support

If you require support after normal business hours, you can purchase Pay-Per-Incident Support:

- In the U.S., for a fee of \$15US per incident, please call (800) 936-5600 or (900) 555-2400, 24 hours a day, seven days a week, including holidays.
- In Canada, for a fee of \$45CDN plus tax per incident, please call (800) 668-7975, 5:00 A.M. to 9:00 P.M. Pacific time, seven days a week, excluding holidays.
- In the U.S. and Canada, you can also submit your support question via the Internet with Web Response. For more details, go to Microsoft Technical Support Online at <http://www.microsoft.com/support/>.

*Note: 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.*

### Priority Annual Support

If you anticipate a higher volume of support incidents, or need priority access to Microsoft Technical Support Engineers, you can purchase a Priority Annual Desktop Account as follows:

- In the U.S., for more information or to purchase an annual account at a cost of \$295US per 10 incidents, please call (800) 936-3500, 24 hours a day, seven days a week, including holidays. To submit an incident against an existing account, call (800) 936-4700, 24 hours a day, seven days a week, including holidays.
- In Canada, for more information, to purchase an annual account at a cost of \$295CDN plus tax per 10 incidents, or to submit and incident against an existing account, please call (800) 668-7975, Monday through Friday, excluding holidays, 5:00 A.M. to 9:00 P.M. Pacific time.

### Additional Information

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{button ,JI('`,`MTSSelf')} Self-Help Tools: Microsoft Technical Support Online

{button ,JI('`,`DirectAssistance')} Direct Assistance with a Microsoft Technical Support Engineer

{button ,JI('`,`MTSOther')} Other Microsoft Services

{button ,JI('`,`MTSWorld')} Microsoft Technical Support Worldwide

## Other Microsoft Services

### Text telephone

Microsoft text telephone (TT/TTY) services are available for the deaf or hard-of-hearing. In the U.S., using a TT/TTY modem, dial (425) 635-4948 between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, using a TT/TTY modem, dial (905) 568-9641 between 8:00 A.M. and 8:00 P.M. eastern time, Monday through Friday, excluding holidays.

### Microsoft Customer Service

For customer service issues on Microsoft products, upgrades, and services, contact the Microsoft Sales Information Center. In the U.S., call (800) 426-9400. In Canada, call (800) 563-9048.

**Note** Technical support is not available at these numbers.

### Additional Information

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## Microsoft Technical Support Worldwide

If you are outside the U.S. and have a question about a Microsoft product, first:

- Check the information in this Help file or product manual.
- Check the readme files that come with your product disks. These files provide general information that became available shortly before the product was released.
- Go to Microsoft Technical Support Online at <http://www.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 in your area.

### 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.

Microsoft subsidiary offices and the countries they serve are listed below. If there is no Microsoft subsidiary office in your country, please contact the establishment from which you obtained your Microsoft product.

### Additional Information

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{button ,JI(','MTSOther')} Other Microsoft Services

## Microsoft Worldwide 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  
(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 95: 0660-6510  
Microsoft Excel for Windows: 0660-6511  
Microsoft Access: 0660-6761  
TechNet, Developer Network, Bookshelf: 0660-6506  
General information about Support Network in Central Europe:  
FAX: 0049/2622/167006

- **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  
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:**

Desktop Systems including Microsoft Windows 95: 1 (905) 568-4494  
Microsoft Office and Office Components: 1 (905) 568-2294  
Other Standard Technical Support: 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:**  
(+42) (2) 2150 3222 or 53 52 56 (Windows 95 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  
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

- **Egypt**

Microsoft Egypt  
Phone: +202-418-5571  
Fax: +202-4174766

- **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 reseller.

- **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(2)  
**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  
Microsoft Excel for Windows: 089/3176-1120  
Microsoft Access: 089/3176-1180

TechNet, Developer Network: 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:** +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 resellers 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:** (81) (424) 41-8700  
 Fax Information Service:  
 (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 Information Center:  
 (Presales Product Support)  
 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 Technical Support:** (82) (2) 508-0040  
**Windows Technical Support:** (82) (2) 563-0054  
**Developer Technical Support:** (82) (2) 566-0071  
 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: (425) 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:**  
 (Applications and Operating Systems)  
 (52)(5) 325-0912  
 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)

(52)(5) 628-6202

(14400k baud, 8 bits, No parity, 1 stop bit, ANSI terminal emulation)

User: MSMEXICO, NO Password

- **Morocco**  
Microsoft Afrique Du Nord  
Phone: (212) 2 47 10 72  
Fax: (212) 2 47 10 86
- **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:** (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) 661-5433  
Fax: (+48) (22) 6615434  
Information Service: (+48) (22) 6286924  
**Technical Support:**  
(+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

- **Saudi Arabia**

Microsoft Saudi Arabia

Phone: +966-1-488-1165

Fax: +966-1-488-1576 ext 300

**Technical Support** (POS and DAD only):

Phone: 800 124 0500

(toll free within Saudi Arabia)

Fax: 966-1-4740576

- **Singapore**

Microsoft Singapore Pte Ltd

Phone: (65) 337-6088

Fax: (65) 337-6788

Customer Services:

Phone: (65) 433-5488

Fax: (65) 339-9958

**Product Support Services:**

Phone: (65) 337-9946

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:**

+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:** (+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: (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 95: 01/342-4085

Microsoft Mail Client: 01/831-1581

Microsoft Excel for Windows: 01/342-4082

Microsoft PowerPoint for Windows: 01/342-4082

Microsoft Word for Windows: 01/342-4087

Microsoft Access: 01/342-4121

Microsoft Software for Apple Macintosh: 01/342-4081

TechNet, Developer Network, Bookshelf: 01/342-1964

**Technical support** (French speaking): 022-738 96 88

General information about Microsoft Support in Central Europe:

FAX: 0049/2622/167006

- **Thailand**

Microsoft (Thailand) Limited

Phone: (662) 266-3300

Fax: (662) 266-3310

**Product Support:**

Phone: (662) 632-0360 through 3

Fax: (662) 632-0364

- **Turkey**

Microsoft Turkey

Phone: 90 (212) 258 59 98

Fax: 90 (212) 258 59 54

Support Hotline:

Phone: 90 (212) 258 96 66

Fax: 90 (212) 258 95 99

Bulletin Board Service: 90 (212) 227 93 90

Faxback Service: 90 (212) 227 93 80 ( 81, 82 or 83 )

- **United Kingdom**

Microsoft Limited

Fax: (01734) 270002

Phone: (01734) 270001

Microsoft KeyData:

(Bulletin Board Service)

(01734) 270065 (up to 14.4Kbaud, n, 8, 1)

Microsoft KeyFax:  
(Faxback Information Service)  
(01734) 270080

**Telephone Support:**

Consumer, Desktop Apps &  
Personal Operating Systems: (01734) 271000  
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

