

## **Your Guide to Microsoft Product Support Services**

If you have a question about Windows Media Player, Microsoft offers technical support and services ranging from self-help tools to direct assistance with 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 about 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.

[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, see [Microsoft Product Support Services Worldwide.](#)

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{button ,AL("MPSupp\_mtsworld;MPSupp\_mtschoose")} [Related Topics](#)

## Getting Help from Microsoft Product Support Services

### 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, visit the Microsoft Product Support Services Online Web site at <http://support.microsoft.com/support>.

### If your question is urgent or more complex

Telephone Microsoft Product Support Services

Work with a support engineer to solve your issue through the following options.

#### Note

- Outside the U.S. and Canada, contact the local Microsoft subsidiary office in your area. For a list of worldwide Microsoft subsidiaries, see [Microsoft Product Support Services Worldwide](#).

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 an 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.

<b>In the U.S.:</b> <b>(425) 635-7123</b>	<b>In Canada:</b> <b>(905) 568-4494</b>
6:00 A.M. - 6:00 P.M. Pacific time, Monday - Friday, excluding holidays	8:00 A.M. - 8:00 P.M. Eastern time, Monday - Friday, excluding holidays

If your Microsoft product was preinstalled or distributed with your personal computer dedicated system or Windows CE-based device, or provided by an Internet service provider (ISP), you are not eligible for Standard No-Charge Support from Microsoft and must contact the personal computer manufacturer, the device/system manufacturer, or ISP for your product support.

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 are billed to your VISA, MasterCard, or American Express card.

<b>In the U.S.:</b> <b>(800) 936-5700</b>	<b>In Canada:</b> <b>(800) 668-7975</b>
Cost: \$35 US per incident	Cost: \$45 CDN plus tax per incident
24 hours a day, seven days a week, including	8:00 A.M. - 8:00 P.M. Eastern time, Monday -

holidays

Friday,  
excluding  
holidays

### **If your question isn't urgent**

Send e-mail to a Microsoft Product Support Engineer

Ideal for questions requiring attached files, submit a question anytime and receive a response within one business day. Visit the Microsoft Product Support Services Online Web site at

**<http://support.microsoft.com/support>**, and submit a question using one of the following options:

Standard No-Charge Web Response

Submit unlimited incidents during the 90-day period 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.

### **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. Call (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, visit the Microsoft Product Support Services Online Web site at

**<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 the Microsoft Product Support Services Online Web site at

**<http://www.microsoft.com/mcsp>**. For more information about ASCs, contact your Microsoft account representative, or visit the Microsoft Product Support Services Online Web site at

**<http://www.microsoft.com/support>**.

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.

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{button ,AL("MPSupp\_mtsworld;MPSupp\_pss")} [Related Topics](#)

## **If you need support outside the United States and Canada**

The services and prices listed here are available in the United States and Canada only. Support outside the United States and Canada may vary. Microsoft's support services are subject to Microsoft's then-current prices, terms, and conditions, which are subject to change without notice.

### **Microsoft Product Support Services Worldwide**

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

- Check the information in Help or the 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.
- Visit the Microsoft Product Support Services Online Web site at <http://support.microsoft.com/support>.

If you cannot find a solution, you can receive information about how to obtain product support by contacting the Microsoft subsidiary office in your area.

### **Contacting a Microsoft Subsidiary**

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.

**Important** Phone numbers for Microsoft Subsidiaries are subject to change. For the most recent listing, please visit the Microsoft Product Support Services Online Web site at <http://support.microsoft.com/support>, and see the options and phone number section..

If there is no Microsoft subsidiary office in your country or region, please contact the establishment from which you obtained your Microsoft product.

#### **Argentina**

Microsoft de Argentina S.A.

Customer Service: (54) (1) 316-4600

Fax: (54) (1) 316-1922

**Technical Support:** (54) (1) 316-4664

#### **Armenia**

See Russia

#### **Australia**

Microsoft Pty. Ltd.

Phone: Products and Services: (61) 13 20 58

Fax: (61) (02) 9870-2285

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

Internet: //www.microsoft.com.au/

**Technical Support:** (61) (02) 9870-2131

Fax: (61) (02) 9805 0519

#### **Austria**

Microsoft Ges.m.b.H.

Phone: (+43) 1 610 64 -0

Fax: (+43) 1 610 64 -200

Information: 0660-6520

Prices, updates, etc.: 0660-6520

**Standard Support:**

Installation and Handling: 01 50222-2255  
General information about Support Network in Central Europe:  
Fax: 01805-251191

**Azerbaijan**

See Russia

**Belgium**

Microsoft NV

Phone: +32-2-730 39 11

Fax: +32-2-726 96 09

Microsoft Support Network Info. Center: 0800 18307

TechNet Subscription: +353 1 703 8738

MSDN Subscription: +353 1 708 8690

Microsoft Information Center: +32-2-481 52 52

Bulletin Board: +32-2-726 85 45 (14400/1200/2400/9600 baud, 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)

Internet: //www.microsoft.com/benelux/support

**Belorussia**

See Russia

**Bolivia**

See Uruguay

**Brazil**

Microsoft Informatica Ltda.

Phone: (55) (11) 5514-7100

Fax: (55) (11) 5514-7106/5514-7107

**Technical Support:** (55) (11) 5506-8087

Fax: (55) (11) 5506-7621

Automatic Fax: (55) (11) 5506-8506

Technical Support Bulletin Board Service: (55) (11) 5506-1234

Customer Support: (55) (11) 822-5764

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

**Canada**

Microsoft Canada Co.

Head Office Phone: 1 (905) 568-0434

Customer Information Centre: 1 (800) 563-9048

**Technical Support:**

Desktop Systems including Microsoft Windows 95: (905) 568-4494

Microsoft Office and Office Components: (905) 568-2294

Other Standard Technical Support: (905) 568-3503

Priority Support Information: (800) 668-7975

Text Telephone (TTY/TDD) (905) 568-9641

Technical Support Bulletin Board Service: (905) 507-3022

**Caribbean**

Microsoft Caribbean, Inc.

Phone: (809) 273-3600

Fax: (809) 273-3636

**Technical Support:** (408) 953 8086

Support E-Mail: mscarsup@microsoft.com

Customer Service: (800) 297 5982 for area codes 787 & 809 only

Customer Service E-mail: msccatus@microsoft.com

**Central America**

**Technical Support:** (506) 298 2020

Support E-Mail: mscasup@microsoft.com

Customer Service: (506) 298 2000

Customer Service E-mail: msccatus@microsoft.com

**Chile**

Microsoft Chile S.A.

Phone: 56-2-330-6000

Fax: 56-2-330-6190

Customer Service: 56-2-800-330600

Personal Operating System and Desktop Applications:

Phone: 56-2-330-6222

Fax: 56-2-341-1439

**People's Republic of China**

Microsoft (China) Co. Ltd

19th Floor, Metro Tower

No. 30 Tian Yao Qiao Road,

Shanghai, 200030, P.R.C.

Phone: 011-86-21-64691166; 011-86-21-64691188

Fax: 011-86-21 64691188 Ext. 6988

**Colombia**

Microsoft Colombia

Phone: (571) 618 2245

Fax: (571) 618 2269

**Technical Support:**

Línea de Respuesta Microsoft

Phone: (571) 5230022

Fax: (571) 5231220

Voice Mail: (571) 5034216

**Croatia**

Microsoft Hrvatska d.o.o.

Phone: (+385) (1) 304 555

Fax: (+385) (1) 335 051

**Czech Republic**

Microsoft s.r.o.

Phone (+420) (2) 611 97 111

Fax: (+420) (2) 611 97 100

**Technical Support:** (+420) (2) 2150 3222

**Denmark**

Microsoft Denmark

Phone: (45) 44 89 01 00

Fax: (45) 44 68 55 10

**Technical Support:**

Phone: (45) 44 89 01 11

Microsoft Sales Support: (45) 44 89 01 90

Microsoft FastTips: (45) 44 89 01 44

(Document 303030 in FastTips contains detailed instructions)

Microsoft MSDL (BBS): (45) 44 66 90 46

**Dominican Republic**

See Central America

**Dubai**

Microsoft Middle East

Phone: (971) 4 513 888

Fax: (971) 4 527 444

**Technical Support:**

Personal Operating Systems and Desktop Applications ONLY:

Phone: (971) 4 524 488

Fax: (971) 4 524 495

email: mts@emirates.net.ae

Priority Support Information: (971) (4) 555 752

**Customer Service Center:**

(Version upgrade / TechNet and MSDN subscription)

Phone: (971) (4) 655 082

Fax: (971) (4) 655 097

**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) 594 2445

Fax: (202) 594 2194

**Technical Support:**

Personal Operating Systems and Desktop Applications ONLY:

Phone: (202) 261 3991 / 6

Fax: (202) 403 2718

**England**

See United Kingdom

**Estonia**

See Germany

**Technical Support:** (+372) 650 49 99

**Finland**

Microsoft OY

Phone: +358 (0) 9-525 501

Fax: +358 (0) 9-878 8770

**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

Microsoft MSDL: +358 (0) 9-878 77 99

(Information in Swedish and English): +358 (0) 9-455-03-66

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

(Information in Swedish and English)

**France**

Microsoft France

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

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

Telex: MSPARIS 604322

**Technical Support:**

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

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

**French Polynesia**

See France

### **Georgia**

See Russia

### **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.: 08105-25-1199

Internet: //www.microsoft.com/germany

#### **Standard Support:**

Installation and Handling: 01805/67 22 55

General information about Microsoft support in Central Europe: Fax: 1805-25-1191

### **Greece**

Microsoft Hellas, S.A.

Phone: (30) (1) 6806-775 through (30) (1) 6806-779

Fax: (30) (1) 6806-780

#### **Technical Support:**

Phone: (30) (1) 9247-030

Fax: (30) (1) 9215-363

### **Hong Kong SAR**

Microsoft Hong Kong SAR, Limited

Fax: (852) 2560-2217

Product Support Faxback Service: (852) 2535-9293

Microsoft Club Hotline: (852) 2804-4277

**Technical Support:** (852) 2804-4222

### **Hungary**

Microsoft Hungary

Microsoft Magyarország Kft.

Phone: +36 (1) 327-2800

Fax: +36 (1) 327-2899

**Technical Support:** +36 (1) 267-4636 (2MSINFO)

### **Iceland**

See Denmark

### **India**

Microsoft India

Phone: (011) (91) (80) 559 5733, (011) (91) (11) 646 0767, 646 0694

Fax: (011) (91) (80) 559 7133, (011) (91) (11) 647 4714

### **Indonesia (SP)**

Microsoft Indonesia - Jakarta

**Technical Support:**

Phone: 62 21 570 42 54

Fax: 62 21 520 81 22

### **Ireland**

See United Kingdom

### **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 Rome Office: (39) (6) 5095-01 - Fax: (39) (6) 5095-0600

Microsoft by Fax (Fax-on-demand service): (39) (2) 70-398-888

Customer Service (New product info, product literature): (39) (2) 70-398-398

Dealer Support (Customer Service for resellers only): (39) (2) 70-398-388

**Technical Support:** (39) (2) 70-398-398

Microsoft Consulting Service: (39) (2) 7039-21

### **Japan**

Microsoft Company Ltd.

**Technical Support (Standard Support):** (81) (424) 41-8700

(Technical Support options/ Support Contract)

Phone: 0120-37-0196 (toll-free domestic only)

Channel Marketing Information Center:

(Pre-sales Product Support)

Tokyo Phone: (81) (3) 5454-2300

Osaka Phone: (81) (6) 245-6995

Customer Service Phone:

(Version upgrade/Registration)

Phone: (81) (48) 226-5500

Fax: (81) (48) 226-5511

### **Kazakhstan**

See Russia

### **Kirgizia**

See Russia

### **Korea**

Microsoft CH

Phone: (82) (2) 531-4500

Fax: (82) (2) 531-1724

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

Technical Support:

Office Technical Support: (82) (2) 508-0040

Windows Technical Support: (82) (2) 563-0054

Developer Technical Support: (82) (2) 566-0071

Microsoft FastTips: (82) (2) 3453-7555

Support Sales: (82) (2) 531-4544

### **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

Internet: [//www.microsoft.com/latam/soporte](http://www.microsoft.com/latam/soporte)

### **Liechtenstein**

See Switzerland (German speaking)

### **Luxembourg**

Microsoft NV

Phone: +32-2-730 39 11

**Microsoft Support Network Info. Center:** +31-800-9977-57

TechNet Subscription: +353-1-703-8738

MSDN Subscription: +353-1-708-8690  
Microsoft Information Center: +32-2-481 52 52  
Bulletin Board: +32-2-726 85 45  
(1200/2400/9600/14400 baud, 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)  
Internet: //www.microsoft.com/benelux/support

**Malaysia (SP)**

Microsoft (Malaysia) Sdn Bhd:  
Phone: (60-3) 793-9595  
Fax: (60-3) 791-6080

**México**

Microsoft México, S.A. de C.V.  
267-2110 Atencion a Distribuidores  
265-3380 Atencion a Clientes  
265-3399 Soporte Sistemas Operativos y Aplicaciones de Escritorio  
267-2190 Soporte de Servidores y Herramientas de Desarrollo  
Fast Tips: (52)(5) 2612199  
Microsoft BBS 628-6200/02 MSMEXICO sin 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  
Microsoft Support Network Info Centre: 0800 099 7757  
TechNet Subscription: 0800 022 6801  
MSDN Subscription: 0800 022 7261  
Bulletin Board: 023-5634221  
(1200/2400/9600/14400 baud, 8N1, ANSI)

**Technical Support:**

023-5677877 (Dutch speaking)  
023-5677853 (English speaking)  
Internet: //www.microsoft.com/benelux/support

**New Zealand**

Microsoft New Zealand Ltd  
Phone: 64 (9) 357-5800  
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

**Technical Support:** Standard: +(47) 22 02 25 50

Priority: +(47) 22 02 25 45  
Premier: +(47) 22 02 25 46  
Microsoft Sales Support: +(47) 22 02 25 80  
Microsoft MSDL: +(47) 22 18 22 09  
Microsoft FastTips: +(47) 22 02 25 70  
(Document 404040 in FastTips contains detailed instructions)

**Panama**

**Technical Support:**(506) 298 2020  
Support E-mail: mscasup@microsoft.com  
Customer Service: (506) 298 2000  
Customer Service E-mail: msccatus@microsoft.com

**Papua New Guinea**

See Australia

**Paraguay**

See Uruguay

**Peru**

Centro de Servicio al Cliente  
Central de Soporte: (51) (1) 422-4116  
Fax: (51) (1) 221-9052  
Central de Informacion (51) (1) 242-5980  
Fax: (51) (1) 447-8591

**Philippines (SP)**

Microsoft Philippines  
Phone: 632 811 0062  
**Technical Support:**  
Phone: 632 892 2295/2495 and 632 813 2494  
Fax: 632 813 2493

**Poland**

Microsoft Sp. z o.o.  
Phone: +(48-22) 661-54-00  
Fax: +(48-22) 661-54-34  
Information Service: +(48-22) 865-99-33  
**Technical Support:** +(48-22) 865-99-66

**Portugal**

Microsoft Portugal MSFT, Lda.  
Phone: (351) 1 4409200  
Fax: (351) 1 4412101  
**Technical Support:**  
Standard Support: (351) 1 4409280/1/2/3  
Fax: (351) 1 4411655

**Puerto Rico**

**Technical Support:**(408) 953 8086  
Support E-Mail: mscarsup@microsoft.com  
Customer Service: (800) 297 5982 for area codes 787 & 809 only  
Customer Service E-mail: msccatus@microsoft.com

**Republic of Ireland**

See United Kingdom

**Romania**

Microsoft s.r.l.  
Phone: (+40) (1) 222 90 16  
Fax: (+40) (1) 222 90 12

**Technical Support:** (+40) (1) 312 09 48

**Russia**

Microsoft Z.A.O.  
Microsoft Information Center: (095) 916 7171  
Russia: 125252  
Moscow: Postbox 70

**Technical Support:**

Moscow (095) 745-54-45  
St. Petersburg: (812) 118-36-36  
Novosibirsk (3832) 119-019  
Internet: //www.microsoft.com/rus/

**Saudi Arabia**

Microsoft Saudi Arabia  
Phone: +966-1-488-1165  
Fax: +966-1-488-1576

**Technical Support:**

(Personal Operating System and Desktop Applications only):  
Phone: 800-124-0500 (toll free within Saudi Arabia)  
Fax: +966-1-4740576

**Scotland**

See United Kingdom

**Singapore**

Microsoft Singapore Pte Ltd  
Phone: (65) 337-6088  
Fax: (65) 337-6788  
Customer Services:  
Phone: (65) 324-5255  
Fax: (65) 324-6181

**Product Support Services:**

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

**Slovak Republic**

Microsoft Slovakia s.r.o.  
Phone (+421) (7) 37 63 02  
Fax: (+421) (7) 37 66 71

**Technical Support:** (+421) (7) 531 20 83

**Slovenia/Slovenija**

Microsoft d.o.o.  
Phone: (+386) (61) 1800 800  
Fax: (+386) (61) 1800 822

**Technical Support:** (+386) (61) 185 3449

**South Africa**

Microsoft South Africa  
Phone: (27) 11 445 0000  
Fax: (27) 11 445 0046

**Technical Support:**

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

**South East Africa and Indian Ocean Islands**

See South Africa

**Spain**

Microsoft Iberica SRL  
Phone: (34) 1-807-9999  
Fax: (34) 1-803-8310  
**Technical Support:** (34) 1-3754004  
Customer Service: (34) 1-3754004  
From Spain Only: 902-187 198  
Fax Back telephone: (34) 1-3754004

#### **Sweden**

Microsoft AB  
Phone: +46 (0) 8-752 56 00  
Fax: +46 (0) 8-750 51 58  
**Technical Support:**  
Standard: +46 (0) 8-752 09 29  
Priority: +46 (0) 8-751 09 80  
Premier: +46 (0) 8-632 57 01  
Sales Support: +46 (0) 8-752 56 30  
Microsoft MSDL: +46 (0) 8-750 47 42  
Microsoft FastTips: +46 (0) 8-752 29 00  
(Document 202020 in FastTips contains detailed instructions)

#### **Switzerland**

Microsoft AG  
Phone: 01-839 61 11  
Fax: 01-831 08 69  
Prices, updates, etc.: 01/839 61 11  
Documentation:  
Phone: 155 59 00  
Fax: 064-224294, Microsoft Info-Service, Postfach, 8001 Zürich  
**Standard Technical Support:** Installation and Handling:  
0848 80 - 2255  
**Technical support** (French speaking): 022-738 96 88  
General information about Microsoft Support in Central Europe:  
Tel. 0848-80-2330  
Internet: //www.microsoft.com/switzerland

#### **Tadzhikistan**

See Russia

#### **Taiwan**

Microsoft Taiwan Corp.  
Phone: (886) (2) 504-3122  
Fax: (886) (2) 504-3121  
**Technical Support:** (886) (2) 508-9501

#### **Thailand**

Microsoft (Thailand) Limited  
Phone: (662) 266-3300  
Fax: (662) 266-3310  
**Product Support:**  
Phone: (662) 613-7208 through 11  
Fax: (662) 613-7198

#### **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

**Turkmenistan**

See Russia

**United Kingdom**

Microsoft Limited  
Fax: (0870) 60 20 100  
Phone: (0870) 60 10 100  
Microsoft KeyData:  
(Bulletin Board Service)  
(0870) 50 30 200 (up to 28.8 Kbaud, n, 8, 1)  
Microsoft KeyFax:  
(Faxback Information Service)  
(0870) 50 30 100

**Technical Support:**

Desktop Applications, Home Products, Desktop Systems and hardware:  
0870 50 10 100  
Developer Products: 0870 50 10 200  
Business Systems: 0870 50 10 300  
Customers phoning from Ireland should dial 706 5353 for technical support.  
Minicom Line: 0870 50 30 400  
Pre-Sales Information: Microsoft Connection (0345) 00 2000

**Uruguay**

**Technical Support:** (598) (2) 774934  
Fax: (598) (2) 774935

**Uzbekistan**

See Russia

**Venezuela**

Corporation MS 90 de Venezuela S.A.  
Other information: (582) 265-9922  
Fax: (582) 265-0863  
**Technical Support:** (582) 993-6755

**Wales**

See United Kingdom

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{button ,AL("MPSupp\_mtschoose;MPSupp\_pss")} [Related Topics](#)



