

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.](#)

{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.

| In the U.S.: (425) 635-7123 | In Canada: (905) 568-4494 |
|---|---|
| 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.

| In the U.S.: (800) 936-5700 | In Canada: (800) 668-7975 |
|---|---|
| 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.

{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/](http://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

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

{button ,AL("MPSupp_mtschoose;MPSupp_pss")} [Related Topics](#)

