

## **When You Have a Question**

If you have a question about Microsoft Publisher, first consult online Help. You can also find late-breaking updates and technical information in the README file that came with your Publisher disks. If you cannot find the answer, contact the 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 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 is subject to Microsoft's then-current prices, terms, and conditions, and is subject to change without notice.

## **Product Support Within the United States and Canada**

In the United States and Canada, the following support services are available through Microsoft AnswerPoint:

[Use the System Info feature to view information about your system](#)

[Information Services](#)

[Standard Support](#)

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Other Microsoft Services](#)

### **See also**

[Product Support Worldwide](#)

## Use the System Info feature to view information about your system

The System Info feature examines your computer and displays information about Publisher and your operating system. This information may be useful to the technical support engineer, should you need to call for assistance.

### **To see information with the System Info feature**

1. On the Help menu, click About Microsoft Publisher.
2. Click the System Info button.
3. In the list on the left, select the type of information you want.

You can also save or print information and run programs from the System Info dialog box.

### **See also**

[Information Services](#)

[Standard Support](#)

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Other Microsoft Services](#)

## Information Services

No-cost and low-cost electronic information services are available 24 hours a day, 7 days a week, including holidays.

### Microsoft FastTips

(800) 936-4100 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:

<u>To</u>	<u>Press</u>
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

[Standard Support](#)

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Other Microsoft Services](#)

## **Standard Support**

In the United States, no-charge support from Microsoft support engineers is unlimited for usability questions via a toll call between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays.

- For technical support for Microsoft Publisher, call (206) 635-7140.

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. 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 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

### **See also**

[Information Services](#)

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Other Microsoft Services](#)

## Priority Support

Microsoft AnswerPoint offers priority telephone access to Microsoft support engineers for usage questions 24 hours a day, 7 days a week, except holidays in the U.S. In Canada, the hours are from 6:00 A.M. to midnight Eastern time, 7 days a week, excluding holidays.

- In the United States, call (900) 555-2000; \$35 (U.S.) per incident. Charges appear on your telephone bill. Not available in Canada.
- In the United States, call (800) 936-5700; \$35 (U.S.) per incident; in Canada, call (800) 668-7975, at \$35 (US) per incident. These services are billed to your VISA card, MasterCard, or American Express card.

### See also

[Information Services](#)

[Standard Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Other Microsoft Services](#)

## **Text Telephone**

Microsoft text telephone (TT/TDD) services are available for the deaf or hard-of-hearing. In the United States, using a TT/TDD modem, dial (206) 635-4948 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 Support](#)

[Other Support Options](#)

[Other Microsoft Services](#)

## **Other Support Options**

Microsoft AnswerPoint offers annual fee-based support plans. For information in the United States, contact the Microsoft AnswerPoint Sales Group at (800) 936-3500 between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, call (800) 668-7975 between 8:30 A.M. and 6:30 P.M. Eastern time, Monday through Friday, excluding holidays. Technical support is not available through these sales numbers. Please refer to the Standard Support phone number for technical support.

[Information Services](#)

[Standard Support](#)

[Priority Support](#)

[Text Telephone](#)

[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, implementation and maintenance of 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) 765-7768 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 TechNet**

Microsoft TechNet is the front-line resource for fast, complete answers to technical questions on Microsoft systems and desktop products. Information available on TechNet ranges from crucial data on client-server and workgroup computing, systems platforms, and database products, to the latest on support for Microsoft Windows and Macintosh-based applications. As a TechNet user you receive:

- Twelve monthly compact discs containing the Microsoft Knowledge Base, Microsoft operating systems product resource kits, customer solutions, key Microsoft conference session notes, and other valuable information.
- Twelve monthly supplemental (drivers and patches) compact discs containing the Microsoft Software Library.
- A 20% discount on Microsoft Press books.

For more information about Microsoft TechNet, in the United States and Canada, call (800) 344-2121 #3024 between 7:00 A.M. and 7:00 P.M. Central time, Monday through Friday. Outside of the U.S. and Canada, contact your Microsoft Subsidiary, or call (510) 275-0826.

### **See also**

[Information Services](#)

[Standard Support](#)

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

## Product Support Worldwide

If you are outside the United States and have a question about a Microsoft product, first:

- Check online Help.
- Check the README files that come with your product disks. These files provide general information that became available after the documentation was completed.
- Check the README files that come with your product disks. These files provide general information that became available after the documentation was completed.

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.

### The Microsoft Support Network

The Microsoft Support Network, where available, offers high-quality technical support options that allow you to get what you need: the right answers right now.

The Microsoft Support Network 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.

<u>Area</u>	<u>Telephone Numbers</u>
<b>Argentina</b>	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
<b>Australia</b>	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
<b>Austria</b>	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, Printing System: 0660-6510  
Publisher: 0660-6514  
MS-DOS: 0660-6517

General information about the Microsoft 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  
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 Phone: 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

**Czech Republic** Technical Support: (571) 618 2255  
Microsoft s.r.o.  
Phone: (+42) (2) 611 97 111  
Fax: (+42) (2) 611 97 100  
Technical Support:  
Phone: (+42) (2) 2451 0554 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  
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

**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 dealer.

**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) 69-86-10-20  
Technical Support Fax: (33) (1) 69-28-00-28  
Fax Information Service: (33) 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  
Publisher: 089/3176-1140  
MS-DOS: 089/3176-1152  
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

**India**

Microsoft India  
Phone: (01) (91) 646 0694, 646 0767, 646 0813  
Fax: (01) (91) 646-0813

**Indonesia (SP)**

Indonesia - Jakarta  
Technical Support  
Phone: (6221) 572-1060  
Fax: (6221) 573-2077

**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 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  
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  
 Phone: (81) (424) 41-8700  
 Fax Information Service  
 Fax: (81) (3) 5454-8100 (1#-0# for guidance)  
 Microsoft Support Network 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  
**Korea**  
 Microsoft CH  
 Phone: (82) (2) 531-4500  
 Fax: (82) (2) 531-1724  
 Windows Tech Support Line: (82) (2) 563-0054  
 Technical Support Fax: (82) (2) 531-4600  
 Technical Support Bulletin Board Service: (82) (2) 538-3256  
**Latin America**  
 Microsoft Latin American Headquarters  
 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 Publisher  
 Technical Support: (52)(5) 237-4800  
 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)  
(53) (5) 628-6202  
(14400k baud, 8 bits, No parity, 1 stop bit, ANSI  
terminal emulation)  
User: MSMEXICO, NO Password

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

**Slovak Republic**

Microsoft Slovakia s.r.o.  
Phone: (+42) (7) 37 63 02  
Fax: (+42) (7) 37 66 71

Technical Support:  
Phone: (+42) (7) 312083

**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

**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): (2) 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:  
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: 01/342-4085

Publisher: 01/342-4084

MS-DOS: 01/342-2152

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

PSS Hotline number: (662) 632-0360 through 3

PSS fax number: (662) 632-0364

**Turkey**

Microsoft Turkey

Phone: (90) 212 2585998

Fax: (90) 212 2585954

**United Kingdom**

Microsoft Limited Product Support Services

Bulletin Board Service

Microsoft KeyData: (01734) 270065 (up to 14.4K baud, n, 8, 1)

Faxback Information Service

Microsoft KeyFax: (01734) 270080

Telephone Support

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

Microsoft Ltd

Microsoft Connection, Pre-Sales Information:

(0345) 00 2000

Microsoft Ltd fax: (01734) 270002

Microsoft Ltd phone: (01734) 270001

**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

**Wales**

Technical Support: (582)265-4337  
See United Kingdom

