MICROSOFT SUPPORT SERVICES

Microsoft Product Support Services offers a variety of free and fee-based support options. These options are designed primarily for the individual, corporation or developer with a preference for incremental or individually accessed support. Click the catagory of support for more:

Fast Tips   Compuserve(R)
Startup/Installation   Toll Telephone Numbers
MS Fox Products   Hearing Impaired

$$ Fee-based support:

Service Request Packages   Incremental Telephone Support
Additional Information

Sales And Book Information

SALES   BOOKS AND PUBLICATIONS

JSH Scientific (c)1993

Press the ICON for More Information...

JSH Scientific (c) 1993
Any donations or comments are greatly appreciated and welcome!
(If you find this useful, a donation would be greatly appreciated!)

If you would like a help file for your special needs, write:

Joseph Hancock
425 8th Street, NW
Washington, DC   20004

Compuserve 722030,1073

Please include a brief description of what you need.

COMPUSERVE(r) Information Service
1-800-848-8199 Representitive 230

Allows participation in an interactive dialogue of technical questions and answers between users and Microsoft Engineers. Allows remote access to Microsoft's Knowledge Base of product information updated daily. Access available 7 days/week 24 hours/day, including holidays. Product Support Service responds on CompuServe from 6am to 6pm Monday through Friday, Pacific time, excluding holidays. The standard CompuServe connect charge is $12.80/hr, assuming the use of a 2400 baud modem. Contact CompuServe to determine if other charges may be applicable.

Related Topics:

General Forums on CompuServe for Microsoft

Microsoft Developer Services Area

Microsoft Download Service

MICROSOFT AUTOMATED FAST TIPS

Automated answers to the most commonly asked technical support questions. Library of technical notes available via FAX. Access via touch tone phone.7 days/week, 24 hours/day, including holidays.

ACCESS	(206) 635-7051
EXCEL FOR MACINTOSH	(206) 635-7081
EXCEL FOR WINDOWS	(206) 635-7071
MS-DOS 5.0	(206) 646-5103
PROJECT FOR WINDOWS	(206) 635-7156
VISUAL BASIC	(206) 646-5107
WINDOWS	(206) 635-7245
WORD FOR MACINTOSH	(206) 635-7201
WORD FOR MS-DOS	(206) 635-7211
WORD FOR WINDOWS	(206) 635-7231

MICROSOFT STARTUP/INSTALLATION SUPPORT

Installation or startup support via toll phone line. In some instances,support is limited to a specific number of days. 6am-6pm, Monday-Friday,Pacific time, excluding holidays.

BASIC PDS	(206) 635-7053
LAN MANAGER (1ST 30 DAYS)	(206) 635-7020
MAIL GATEWAYS (1ST 30 DAYS	(206) 635-7242
MS-DOS 5.0 (1ST 90 DAYS)	(206) 646-5104
QUICKBASIC	(206) 646-5101
SQL SERVER (1ST 30 DAYS)	(206) 637-7095
VISUAL BASIC	(206) 646-5105
VISUAL BASIC PROFESSIONAL TOOLKIT	(206) 646-5105
WINDOWS ENTERTAINMENT PACK	(206) 637-9308
WINDOWS SDK	(206) 635-3329

Fee based incremental or subscription support available for issues beyond startup/installation.
SEE Incremental Telephone Support   Subscription Support

MICROSOFT TOLL TELEPHONE SUPPORT

Dedicated Support Numbers for many products. 6am - 6pm Pacific Time, excluding holidays.

Access	(206) 635-7050
C/C++	(206) 635-7007
COBOL	(206) 637-7096
BASIC PDS	(206) 635-7053
Excel for Macintosh	(206) 635-7080
Excel for Windows & OS/2	(206) 635-7070
FORTRAN	(206) 635-7015
Macro Assembler	(206) 646-5109
Mail	(206) 637-9307
Money	(206) 635-7131
Mouse, Ballpoint, MS Hardware	(206) 637-7096
Pascal	(206) 637-7096
PowerPoint	(206) 635-7145
Profiler	(206) 635-7015
Project	(206) 635-7155
Publisher	(206) 635-7140
Quick C/Quick Assembler	(206) 635-7010
Test for Windows	(206) 635-7052
Windows	(206) 637-7098
Word for Macintosh	(206) 635-7200
Word for MS-DOS	(206) 635-7210
Word for Windows	(206) 462-9673
Works for MS-DOS	(206) 635-7150
Works for Windows	(206) 635-7130
Other Products	(206) 454-2030

MICROSOFT FOX PRODUCTS

(419) 872-0043

Support for Microsoft Fox Products is available from 8:30am to 5pm, Monday - Friday, Eastern Standard Time, excluding holidays.

MICROSOFT TEXT TELEPHONE

(206) 635-4940

Access to the same phone support provided for all Microsoft products and support levels for deaf and hearing impaired users. Requires special modem. 6am-6pm, Pacific time, excluding holidays.

MICROSOFT SERVICE REQUEST PACKAGES

Ideal for users preferring the convenience of incremental information delivery and private responses from a Microsoft support engineer. Service Requests (SR) may be submitted 7 days/week, 24 hours/day, including holidays. Product Support Services responds to SRs from 6am-6pm, Monday-Friday, Pacific time, excluding holidays.

Information is available on the following :

Developer 5-pack	Per Incident SR
Network 5-pack	OEM 5-pack

DEVELOPER 5-PACK

$750 pre-paid

5 electronic SRs on most Microsoft development products. Includes unlimited access time for sending SRs and viewing Microsoft's Knowledge Base.

DEVELOPER PER-INCIDENT SR

$150 pre-paid

Private technical support on most Microsoft development products. Submitted via Microsoft Developer Services Area on CompuServe.

NETWORK 5-PACK

$875 pre-paid

5 phone SRs on Microsoft LAN Manager, SQL Server, Mail, or Mail Gateways. Use CompuServe for access to Microsoft's Knowledge Base or to transmit code related to phone SR.

OEM 5-PACK
$705 pre-paid

5 electronic SRs on most software adaptation and development issues related to Microsoft OEM products. Includes unlimited access time for sending SRs and viewing Microsoft's Knowledge Base.

MICROSOFT INCREMENTAL TELEPHONE SUPPORT

Per minute or per-call telephone support for "pay as you go" service, 6am to 6pm, Monday-Friday, Pacific Time, excluding holidays.

OnCall for BASIC($2/min)	(900) 869-9999
OnCall for Visual BASIC($2/min)	(900) 896-9876
Credit Card BASIC($20/call)	(206) 646-5106
OnCall for MS-DOS($2/min)	(900) 896-9000
Credit Card MS-DOS($20/call)	(206) 646-5108
Credit Card Network($175/call)	(206) 635-7022

Free Startup/Installation support is also available

SEE <u>Startup/Installation</u>

ADDITIONAL INFORMATION

For additional information about Microsoft's fee based support options, call Microsoft Inside Sales-Systems Software at 1-800-227-4679. 6:30am-5:30pm Monday-Friday, Pacific Time, Excluding holidays.

Microsoft's support services are subject to Microsoft's prices, terms and conditions at the time the service is used. Support herin applies to domestic customers only.

MICROSOFT SALES

(800) 426-9400

MICROSOFT PRESS

(800) MSPRESS
(800) 677-7377

MICROSOFT FORUMS ON COMPUSERVE

MSAPP	Support for Microsoft Applications
MSDOS	MSDOS Support
MSEXCEL	Cross platform EXCEL support
MSWORD	Cross platform WORD support
WINADV	Support for experienced Windows users
WINAPA	-\
WINAPR	------ Windows 3rd party vendor forums
WINAPC	-/
WINNEW	Support on general Windows information for new users
FOXFORUM	Support for Fox database products

MICROSOFT DEVELOPER SERVICES AREA
ON COMPUSERVE

This is CompuServe's area which provides easily accessible, high quality developer information allowing interactive dialogue between peer developers and Microsoft Developer Support Engineers. The following developer specific forums are available:

MSBASIC   for Basic Professional Development System, QuickBasic, Visual Basic
MSDR   forum for development-related topics
MSLANG   Support for C/C++, MASM,Quick C, FORTRAN, COBOL, Pascal
MSNETWORKS   for LAN Manager,SQL Server, client server computing issues
MSWIN32   32 Information
WINEXT   for windows extensions
WINSDK   for Windows Software Development Kit

THESE FORUMS OFFER:

Developer-specific Microsoft Knowledge Base, software library, and query menus. No-charge area for bug reports, product suggestions.

MICROSOFT DOWNLOAD SERVICE

(206) 936-6735

Customers using a modem and terminal software may access application notes, printer drivers and technical notes.

DOWNLOAD SERVICE ONLY - NOT AVAILABLE FOR SENDING OR RECIEVING MESSAGES