

Microsoft Consulting Services: U.S. Western Region

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Northern California: Foster City, CA
(415) 571-7737

Pacific Northwest: Bellevue, WA
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Pacific Northwest: Portland, OR
(503) 452-6400

Southwest: Irvine, CA
(714) 263-0200

Southwest: Phoenix, AZ
(602) 266-0302

Rocky Mountain: Denver, CO
(303) 843-6224

Microsoft Consulting Services: U.S. Central Region

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(810) 827-2000

Midwest: Oakbrook Terrace, IL
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North Central: Bloomington, MN
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(214) 458-1739

Houston: Houston, TX
(713) 986-4300

St. Louis: St. Louis, MO
(314) 432-7772

Microsoft Consulting Services: U.S. Eastern Region (Southeast and Northeast)

Atlanta: Atlanta, GA
(404) 392-7400

Mid-Atlantic: Washington, DC
(202) 364-4266

Greater Philadelphia: Wilmington, DE
(302) 791-9400

New Jersey: West Edison, NJ
(908) 632-3300

New England: Waltham, MA
(617) 487-6500

NY/Connecticut: Farmington, CT
(203) 678-3100

New York Metro: New York, NY
(212) 245-2100

Microsoft Consulting Services: International

Australia: Sydney
(61) (2) 870-2275

Brazil: São Paulo
(55) (11) 530-4455

Canada: Toronto
(905) 712-0333

France: Paris
(33) (1) 6986-4646

Germany: Munich
(49) (89) 3176-3019

Hong Kong: Hong Kong
(852) 804-4200

Italy: Milan
(39) (2) 269-121

Mexico: Mexico City
(52) (5) 325-0910

New Zealand: Auckland
(64) (9) 358-3724

Singapore: Singapore
(65) 227-6833

South Africa: Johannesburg
(27) (11) 444-5020

United Kingdom: Berkshire
(44) (1734) 270-001

Microsoft Online Services: End-User CompuServe Forums

Current CompuServe users can access the Microsoft Connection by typing **GO MICROSOFT** at any ! prompt. To connect to a specific forum or area, type **GO <forum or area name>**. For more information on the CompuServe information service, in the United States and Canada call (800) 848-8199. Outside the United States and Canada contact the CompuServe office nearest you.

MSACCESS

Support for the Microsoft Access database. Users can also access this forum from the developer services area.

MSAPP

Support for Microsoft applications.

MS DESKTOP

Support for all Microsoft Desktop Applications

MSEXCEL

Support for Microsoft Excel on all platforms.

MSHOME

Support for Microsoft Home products

MSWORD

Support for Word on all platforms.

PROGMSA

Support for WordBasic and the Microsoft Excel Software

WINSHARE

Windows-based Shareware applications

MSKB

Microsoft Knowledge Base. Database of technical articles about Microsoft products.

MSIC

Microsoft Sales Information Center. Sales related questions and answers.

Microsoft Online Services: Microsoft Developer Services CompuServe Forums

Current CompuServe users can access the Microsoft Connection by typing GO MICROSOFT at any ! prompt.

To connect to a specific forum or area, type GO <forum or area name>. For more information on the CompuServe information service, call (800) 848-8199.

FOXFORUM

Support for Microsoft FoxPro database products.

MSACCESS

Support for the Microsoft Access database. Users can also access this forum from the developer services area.

MSBASIC

Basic support forum with sections on Microsoft Basic, the Microsoft QuickBasic development system, and the Microsoft Visual Basic professional development system.

MSDNLIB

Microsoft Developer Network technical library forum with a collection of technical articles and sample code.

MSDR

Microsoft Developer Relations forum. Discussion of a variety of developer topics, no support.

MSLANG

Language support for C/C++, FORTRAN, Macro Assembler, Pascal, and Microsoft QuickC.

MSMFC

Microsoft Foundation Classes Forum

MSSQL

Support for Microsoft SQL Server. Users can also access this forum from the developer services area.

MSTV

Microsoft DevCast Forum

MSWIN32

Microsoft Win32 API support forum.

PLUGPLAY

Microsoft Windows Plug and Play Forum

PROGSMA

Support for WordBasic and the Microsoft Excel Software Developers Kit (SDK). Users can also access this forum from the developer services area.

TNFORUM

Microsoft TechNet Forum

WINEXT

Windows Extensions forum with support for the Pen Software Developers Kit and OLE.

WINMM

Windows Multimedia Development Forum

WINOBJ

Provides an open platform for discussion and technical assistance on Microsoft Windows Object products, such as OLE.

WINSDK

Windows Software Development Kit (SDK) support forum.

Microsoft Online Services: Microsoft Network Product CompuServe Forums

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To connect to a specific forum or area, type GO <forum or area name>. For more information on the CompuServe information service, call (800) 848-8199.

MSNETWORKS

Client-server computing forum with sections on Microsoft LAN Manager, Microsoft Systems Management Server and networking issues.

MSSQL

Support for Microsoft SQL Server. Users can also access this forum from the developer services area.

MSWGA

Microsoft Workgroup Applications. Mail Server, Schedule+, Workgroup Templates, Electronic Forms Designer and Microsoft Mail gateways.

MSSNA

Microsoft SNA Server forum

Microsoft Online Services: Microsoft Program CompuServe Forums

Current CompuServe users can access the Microsoft Connection by typing GO MICROSOFT at any ! prompt.

To connect to a specific forum or area, type GO <forum or area name>. For more information on the CompuServe information service, call (800) 848-8199.

MECFORUM

Microsoft Education and Certification program information.

MSSOLUTIONS

Microsoft Solution Provider information.

Microsoft Online Services: Microsoft Windows and MS-DOS CompuServe Forums

Current CompuServe users can access the Microsoft Connection by typing GO MICROSOFT at any ! prompt.

To connect to a specific forum or area, type GO <forum or area name>. For more information on the CompuServe information service, call (800) 848-8199.

MSDOS

Support for the MS-DOS operating system (not limited to version 5.0).

MSWIN

Support for experienced users of the Windows operating system, with topics such as memory issues, optimization, and networks.

MSWFWG

Microsoft Windows for Workgroup Issues

WINFUN

Games, sound, and utilities for the Windows operating system.

WINNT

Information on the Windows NT operating system and support for the beta program.

WINSHARE

Utilities and general information about Windows for new users. Support topics include installation, running applications for MS-DOS applications, and printing.

Microsoft Online Services: Internet

Archive Server

The Microsoft Internet FTP archive host *ftp.microsoft.com* supports anonymous login. When logging on as anonymous, please provide your complete electronic mail name as your password. The IP address is 131.107.1.11.

World Wide Web

Microsoft Web Home Page: <http://www.microsoft.com>

Gopher

Microsoft Gopher Site: <gopher.microsoft.com>

Microsoft Online Services: Microsoft Download Service (MSDL)

United States
(206) 936-6735

Canada
(905) 507-3022

Outside the United States, contact your nearest Microsoft subsidiary ⇨

Microsoft Online Services: Microsoft Knowledge Base

Microsoft information sources

CompuServe ⇨

Internet ⇨

Microsoft TechNet ⇨

Microsoft OnLine ⇨

Microsoft Online Services: Microsoft OnLine

Information on the Microsoft product support service, Microsoft OnLine.

United States
(800) 443-4672

Canada
(800) 563-9048

Outside the United States, contact your nearest Microsoft subsidiary ➞

Microsoft Online Services: Microsoft Sales Fax Services

Sales Fax Service

Informational fax on demand service for Microsoft products and programs.

(800) 727-3351 (United States and Canada only)

Developer Solutions Fax Service

Technical notes, whitepapers, and datasheets on software development topics and tools.

During regular business hours [6:30 A.M.5:30 P.M. Pacific time] (United States only)

(800) 426-9400, then select the pre-sales technical information option, then the PhoneFax option. You may request a complete document listing, or, if you know the document number, you may retrieve it directly.

24 hours a day, 7 days a week

(1) (206) 635-2222

Microsoft Authorized Education Programs

Referrals

For referrals to Microsoft Solution Provider Authorized Technical Education Centers:

United States and Canada:

(800) SOL-PROV

(800) 765-7768

For referrals to Microsoft Authorized Academic Training Sites:

United States and Canada:

(800) 727-3351

For desktop application training call for a referral to a Solution Provider:

United States and Canada:

(800) SOL-PROV

(800) 765-7768

Becoming an ATEC

For information on becoming a Microsoft Solution Provider Authorized Technical Education Center:

United States and Canada:

(800) SOL-PROV

(800) 765-7768

Becoming an AATC

For information on becoming a Microsoft Authorized Academic Training Site:

United States and Canada:

(800) 727-3351

Microsoft Authorized Education Information Outside the United States and Canada:

[Europe](#)

[Latin America](#)

Other Locations: Contact your nearest Microsoft subsidiary ➡

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Austria	(43) (1) 06-60-65-20
Belgium	(32) (2) 730-39-55
Denmark	(45) (44) 89-01-00
Finland	(358) (0) 525-501
France	(33) (1) 69 29-1515
Germany	(49) (89) 3176-1199
Ireland	(353) (1) 450-2113
Italy	(39) (2) 70-39-83-59
Netherlands	(31) (25) 03-77700
Norway	(47) (22) 02-2580
Portugal	(351) (1) 441-2205
Spain	(34) (1) 804-0000
Sweden	(46) (8) 752-5630
Switzerland	(41) (1) 55-5900
United Kingdom	(44) (171) 944-7795

Microsoft Authorized Education Programs--Latin America

Latin American Authorized Technical Education Centers as of April 15, 1995

Argentina

DATCO
Viamonte 1755
Buenos Aires
1055
Argentina
tel: (54) (1) 812-1200
fax: (54) (1) 814-3682

INFORMATION TECHNOLOGY COLLEGE
Maipú 939 Piso 1
Buenos Aires
1004
Argentina
phone(54) (1) 312-2188
fax (54) (1) 312-2188

UNISEL CAPACITACION Y SOPORTE
Pedro de Mendoza 679
Buenos Aires
1156
Argentina
tel: (54) (1) 307-0624
fax: (54) (1) 447-3242

Brazil

Abcom Informática
Av Paulista 1106 - 11 andar
São Paulo
São Paulo
01310-914
Brasil
tel: (55) (11) 253-5299
fax: (55) (11) 288-5004

Allen Informática
Av. Graça Aranha, 206 - 7 andar
Rio de Janeiro
Rio de Janeiro
20030-001
Brasil
tel: (55) (21) 240 2593
fax: (55) (21) 240 4832

ATT Informática
Rua Getúlio Vargas, 291 - 9 andar
Belo Horizonte
Minas Gerais
30112-020
Brasil

tel: (55) (31) 281-3303
fax: (55) (31) 281-1099

Brás & Figueiredo Informática
Av. Paulista, 2073, H2, Cj. 401
São Paulo
São Paulo
01311-300
Brasil
tel: (55) (11) 283-5966
fax: (55) (11) 283-0001

Computerland do Brasil
Av. Rio Branco, 128 - 13 andar
Rio de Janeiro
Rio de Janeiro
20040-002
Brasil
tel: (55) (21) 221-2530
fax: (55) (21) 224-2211

Computerland do Brasil
R. Bela Cintra, 986 - 10 andar
São Paulo
São Paulo
01415-906
Brasil
tel: (55) (11) 231-1400
fax: (55) (11) 259-6062

DEC Digital Equipment Corp.
Av. Pres. Wilson, 231 - 26 andar
Rio de Janeiro
Rio de Janeiro
20030-021
Brasil
tel: (55) (21) 297 1122
fax: (55) (21) 262 5568

Ergondata do Brasil Cons e Sistemas
R. Itapeva, 378 Conj. 141
São Paulo
São Paulo
01332-901
Brasil
tel: (55) (11) 251-2666
fax: (55) (11) 251-2666

IT Companhia Internacional de Tecnologia
Rua das Ninfas 65 - Boa Vista
Recife
Pernambuco
50070-050
Brasil
tel: (55) (81) 421-4388
fax: (55) (81) 421-2118

Itautec Componentes e Serviços
R. Afonso de Freitas 75
São Paulo
São Paulo
04006-050
Brasil
tel: (55) (11) 884-5322
fax: (55) (11) 884-1305

Samcorp Consultoria e Projetos
Rua Verbo Divino 1661 - cj 11
São Paulo
São Paulo
04719-002
Brasil
tel: (55) (11) 547-0440
fax: (55) (11) 547-0440

Opus Informática
Alameda Santos, 1293, cj. 74
São Paulo
São Paulo
01419-001
Brasil
tel: (55) (11) 288-7466
fax: (55) (11) 288-0914

Processor Informática
R. Hilário Ribeiro, 202 - 6º andar
Porto Alegre
R. Grande Sul
90510-040
Brasil
tel: (55) (51) 346-1566
fax: (55) (51) 222-2421

SAGA Sistemas e Computadores
Av. Rio Branco, 1 - 15º andar
Rio de Janeiro
Rio de Janeiro
20090-003
Brasil
tel: (55) (21) 253 4847
fax: (55) (21) 233 7118

Saga Sistemas e Computadores
Rua Flórida, 1703 - 11 andar
São Paulo
São Paulo
04565-001
Brasil
tel: (55) (11) 505-2171
fax: (55) (11) 505-1619

Solaris Telemática
Rua Bacaetava, 396

São Paulo
São Paulo
04705-010
Brasil
tel: (55) (11) 533 4311
fax: (55) (11) 533 4054

TBA Informática
SCRLN 712/713, Bloco D, Loja 24
Brasília
DF
70706-543
Brasil
tel: (55) (61) 349-4554
fax: (55) (61) 347-6164

Chile

FACT INGENIERÍA
Jorge VI 218, Providencia
Santiago
Chile
tel: (56) (2) 229 2272
fax: (56) (2) 212 7753

QUINTA GENERACION EDUCACION
Calderon 125, Providencia
Santiago
Chile
tel: (56) (2) 251 0140
fax: (56) (2) 235 0537

SONDA EDUCACION
Catedral 1165, Santiago
Santiago
Chile
tel: (56) (2) 696 2277
fax: (56) (2) 671 4666

Colombia

ALCUADRADO
Cra 37 A # 8A-16
Medellin
Colombia
tel: (57) (4) 3112271
fax: (57) (4) 3118985

COMPUAULAS
Carrera 21 # 89-36
Bogotá
Colombia
tel: (57) (1) 2560215
fax: (57) (1) 2561607

COMPUREDES

Cra 43E # 5-107
Medellin
Colombia
tel: (57) (4) 2666564
fax: (57) (4) 2680381

F.S.M. LTDA
Cll 16 # 45-45
Medellin
Colombia
tel: (57) (4) 2689000
fax: (57) (4) 2681281

HIGH END
Trans 12 # 83-98
Bogata
Colombia
tel: (57) (1) 2360759
fax: (57) (1) 6169812

TEOREMA
Calle 37 #16 - 90
Bogotá
Colombia
tel: (57) (1) 2872376
fax: (57) (1) 2871972

TEXINS DE COLOMBIA
Cra 20 # 88-20
Bogata
Colombia
tel: (57) (1) 2185300
fax: (57) (1) 6104611

Ecuador

Compueducación Ejecutiva
AV. Amazonas 2915 e Inglaterra, 5to piso
Quito
Ecuador
tel: (593) (2) 468-409
fax: (593) (2) 431-558

Intelnet
Av. NN.UU. 1014 y Amazonas.TorreA Of. 1001
Quito
Ecuador
tel: (593) (2)463092
fax: (593) (2)463-097

Mexico

ANTAR SOLUCIONES
San Alberto 114
Col. Residencial Santa Barbara
Monterrey

N.L.
66260
México
tel: (52) (8) 363-61-24
fax: (52) (8) 363-3113

ASTER
Av. Division del Norte #997
Col Del Valle
Mexico City
D.F.
3100
México
tel: (52) (5) 669-3837
fax: (52) (5) 669-3994

CAPACITACION DE COMPUTADORAS
Thiers 135
Col Anzures
Mexico City
D.F.
6100
México
tel: (52) (5) 545-8739
fax: (52) (5) 203-8798

COMPUEDUCACION
Galileo #235
Col Polanco
Mexico City
D.F.
11560
México
tel: (52) (5) 250-5618
fax: (52) (5) 254-6330

CIE- CONSULTORES EN INFORMATICA EMPRESARIAL
Faja de Oro esq. Ejercito Mexicano s/n
Col. Minerva
Tampico
Tamps
89120
México
tel: (52) (12) 13-0814
fax: (52) (12) 13-0837

CADENA COMPUSOLUCIONES (CIC)
Av. Mexico #2616
Col Ladron de Guevara
Guadalajara
Jal
44650
México
tel: (52) (3) 615-0033
fax: (52) (3) 615-0045

DDEMESIS EDUCACIONAL
Benjamin Franklin 235 Psio 3
Col. Condesa
México City
D.F.
11800
México
tel: (52) (5) 271-6166
fax: (52) (5) 516-6793

DIGITAL EQUIPMENT DE MEXICO
Louisiana #80
Col. Napoles
Mexico City
D.F.
3810
México
tel: (52) (5) 682-1618
fax: (52) (5) 687-6661

EXECUTRAIN - MEXICO
Insurgentes Sur 617 Piso 5
Col Napoles
Mexico City
D.F.
3810
México
tel: (52) (5) 682-1150
fax: (52) (5) 682-3916

IBM DE MEXICO (SEA)
Profirio Diaz #50
Col. San Jeronimo Lidice
Mexico City
D.F.
10200
México
tel: (52) (5) 627-2848
fax: (52) (5) 627-2689

SOFTTEK
Huatabampo 18
Col. Roma Sur
Mexico City
D.F.
6760
México
tel: (52) (5) 264-2010
fax: (52) (5) 564-8136

UNISYS - MEXICO
Londres 102 Piso 7
Col Juarez
Mexico City
D.F.
6600

México
tel: (52) (5) 208-1800
fax: (52) (5) 533-1264

WINDESK
Elena Arizmendi 10
Col. del Valle
Mexico City
D.F.
3100
México
tel: (52) (5) 543-2510
fax: (52) (5) 543-2510

Peru

CIBERTEC
Manuel Bañon 360
Lima 27
Perú
tel: (51) (14) 21-11-00
fax: (51) (14) 41-93-31

SAN IGNACIO DE LOYOLA
Avenida La Fontana, Cuadra 5. La Molina
Lima
Perú
tel: (51) (14) 22-20-57
fax: (51) (14) 41-19-14

Puerto Rico

DRC Corp. - Training Center
Ave. Ponce de Leon 1608 Suite 500, Stop 23
Santurce
00909
Puerto Rico
tel: (1) (809) 723-7621
fax: (1) (809) 726-7610

Trinidad

TrainX Limited
315 Park Plaza, St. Vincent Street
Port of Spain
Trinidad
tel: (1) (809) 627-5437
fax: (1) (809) 624-8240

Uruguay

ESCUELA DE INFORMATICA
Cuareim 1522
Montevideo
11000
Uruguay

tel: (598) 928-00-00
fax: (598) 928-19-32

Venezuela

CYGNUS
Avd Orinoco, Centro Empresarial Roca
PH, Las Mercedes.
Caracas
Venezuela
tel: (58) (2) 991-10-22
fax: (58) (2) 993-85-30

DEC - VENEZUELA
Torre Forum, Piso 13
Avd Las Mercedes con C Guaicaipuro, El R
Caracas
Venezuela
tel: (58) (2) 952-40-11
fax: (58) (2) 952-44-74

HACER ASESORÍA
COMPUTACIÓN, ENTRENAMIENTO Y REDES CEA
Universidad de Los Andes
La Hechicera
Venezuela
tel: (58) (9) 959 79-49
fax: (58) (7) 444 35-24

MANAPRO
CCCT, Torre C, Piso 7
Ofic C-704, Chuao
Caracas
Venezuela
tel: (58) (2) 959-07-70
fax: (58) (2) 959-79-49

MICOMSA
Calle Las Flores, con Calle Paraíso
Edif Paraíso, Piso 6, Sabana Grande
Caracas
Venezuela
tel: (58) (61) 74916
fax: (58) (2) 7618005

SERVEMEX
Calle 75 entre Avd 9B y 10
Edificio Servemex
Maracaibo, Edo Zulia
Venezuela
tel: (58) (61) 97-49-36
fax: (58) (61) 97-49-16

WIN TECH
Avd Bolívar Norte, Edif Ctro Informática
Calle 154 # 101-29, Urb La Alegría

Valecncia Edo Cara.
Venezuela
tel: (58) (41) 22 3039
fax: (58) (41) 22 7942

Microsoft Certified Professional Program

United States

(800) 636-7544

Canada

(800) 563-9048

Microsoft Certified Trainer (United States and Canada):

(800) 688-0496

Microsoft Certified Professional Program Information Outside the United States and Canada

[Europe](#)

[Latin America](#)

Other Locations: Contact your nearest Microsoft subsidiary ➞

Microsoft Certified Professional Program--Europe

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Belgium	(32) (2) 730-39-55
Denmark	(45) (44) 89-01-00
Finland	(358) (0) 525-501
France	(33) (1) 69 29-1515
Germany	(49) (89) 3176-1199
Ireland	(353) (1) 450-2113
Italy	(39) (2) 70-39-83-59
Netherlands	(31) (25) 03-77700
Norway	(47) (22) 02-2580
Portugal	(351) (1) 441-2205
Spain	(34) (1) 804-0000
Sweden	(46) (8) 752-5630
Switzerland	(41) (1) 55-5900
United Kingdom	(44) (171) 944-7795

Microsoft Certified Professional Program--Latin America

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or
(55) (11) 251-0299

Caribbean (1) (305) 489-4848

Chile (56) (2) 218-57-71

Colombia (57) (9) 800-154-11
or
(57) (91) 288-39-00 (Bogota only)

Ecuador (593) (2) 463-090

Peru (51) (14) 21-12-00

Venezuela (58) (2) 993-19-29

Other Locations: Contact your nearest Microsoft subsidiary ⇨

Microsoft Certified Professional--Worldwide Drake phone numbers

United States and Canada

(800) 755-3926 (toll-free)

[Africa](#)

[Asia Pacific](#)

[Europe](#)

[Far East](#)

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South Africa

(44) (171) 437-6900

All Other Sites

(61) (2) 414-3666

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Australia

(008) 808-657 (toll-free)

Indonesia

(008) 006-1571 (toll-free)

Malaysia

800-2122 (toll-free)

New Zealand

(080) 044-1603 (toll-free)

The Philippines

(102) 718-0061-02161 (toll-free)

Singapore

800-6071 (toll-free)

Thailand

(001) 800-612-283 (toll-free)

All Other Sites

(61) (2) 414-3666

Microsoft Certified Professional--Worldwide Drake phone numbers: Europe

Austria

0660-8582 (toll-free)

Belgium

(078) 11-7414 (toll-free)

Czech Republic

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Finland

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France

(33) (1) 4289-8749

Germany

(49) (211) 500-990

(0130) 83-9708 (toll-free)

Greece

(44) (171) 437-6900

Hungary

(49) (211) 500-990

Ireland

(44) (171) 437-6900

Italy

(1) 6787-8441 (toll-free)

The Netherlands

(06) 022-7584 (toll-free)

Norway

(44) (171) 437-6900

Poland

(49) (211) 500-990

Portugal

(33) (1) 4289-8749

Russia

(49) (211) 500-990

Slovakia

(49) (211) 500-990

Spain

(33) (1) 4289-8749

Sweden

(44) (171) 437-6900

Switzerland

155-6966

Turkey

(44) (171) 437-6900

United Kingdom

(0800) 592-873 (toll-free)

All Other Sites

(44) (171) 437-6900

Microsoft Certified Professional--Worldwide Drake phone numbers: Far East

Hong Kong

(852) 800-6375 (toll-free)

Japan

(81) (3) 3280-7484

Korea

(007) 8611-3095 (toll-free)

Taiwan

(0080) 611-142 (toll-free)

All Other Sites

(61) (2) 414-3666

Microsoft Certified Professional--Worldwide Drake phone numbers: Latin America

Latin American Drake testing centers as of April 15, 1995

Argentina

Information Technology College
Buenos Aires
tel: (54) (1) 312-2188
fax: (54) (1) 312-2188

Unisel Capacitación y Soporte
Buenos Aires
tel: (54) (1) 307-0624
fax: (54) (1) 447-3242

Bermuda

Gateway Systems
Hamilton
tel: (1) (809) 292-03-41
fax: (1) (809) 292-04-55

Brazil

Abcom Informática
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Microsoft Phone Directory

-  [Microsoft Consulting Services](#)
-  [Microsoft Online Services](#)
-  [Microsoft Programs](#)
-  [Microsoft Sales and Customer Service](#)
-  [Microsoft Subsidiaries](#)
-  [Microsoft Support Network](#)
-  [Microsoft Technical Resources](#)

Copyright Information

 **Microsoft Consulting Services**

 Microsoft Consulting Services: U.S. Western Region

 Microsoft Consulting Services: U.S. Central Region

 Microsoft Consulting Services: U.S. Eastern Region (Southeast and Northeast)

 Microsoft Consulting Services: International


 **Microsoft Online Services**


-  Microsoft Online Services: End-User CompuServe Forums
-  Microsoft Online Services: Microsoft Developer Services CompuServe Forums
-  Microsoft Online Services: Microsoft Network Product CompuServe Forums
-  Microsoft Online Services: Microsoft Program CompuServe Forums
-  Microsoft Online Services: Microsoft Windows and MS-DOS CompuServe Forums
-  Microsoft Online Services: Internet
-  Microsoft Online Services: Microsoft Download Service (MSDL)
-  Microsoft Online Services: Microsoft Knowledge Base
-  Microsoft Online Services: Microsoft OnLine
-  Microsoft Online Services: Microsoft Sales Fax Services

 **Microsoft Programs**

 Microsoft Authorized Education Programs


 Microsoft Certified Professional Program

 Microsoft Certified Professional--Worldwide Drake phone numbers

 Microsoft Solution Provider Program

 **Microsoft Sales and Customer Service**

 Microsoft Sales Information Center


 Microsoft International Sales Information Center


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-  Austria
-  Belgium and Luxembourg
-  Brazil
-  Canada
-  Caribbean Countries
-  Chile
-  China, P.R.C.
-  Colombia
-  Commonwealth of Independent States: Estonia, Latvia, Lithuania, and Russia
-  Czech Republic and Slovakia
-  Denmark and Iceland
-  Ecuador
-  Finland
-  France and French Polynesia
-  Germany
-  Greece
-  Hong Kong
-  Hungary
-  India
-  Israel
-  Italy
-  Japan
-  Korea
-  Malaysia
-  Mexico and Central American Countries
-  Middle East Countries (except Israel and Turkey)
-  Morocco
-  The Netherlands
-  New Zealand
-  Norway
-  Peru
-  Poland
-  Portugal
-  Singapore, Indonesia, and the Philippines
-  Spain
-  Sweden
-  Switzerland and Liechtenstein
-  Taiwan, R.O.C.
-  Thailand
- Turkey
- United Kingdom

 Venezuela


 **Microsoft Support Network**


 Sales and Information

 Desktop Applications


 Development Products


 FastTips


 Personal Operating Systems

 Priority 900 Number Support

 Priority Credit Card Support


 Support Consulting Line


 TT/TDD Support

 Microsoft Wish Line

 **Microsoft Technical Resources**

 Microsoft Developer Network

 Microsoft Press

 Microsoft TechNet

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Phone Directory Index

Microsoft Access

[CompuServe Forums](#)

[Developer Services CompuServe Forum](#)

[Product Support](#)

Advanced Systems

[FastTips: Product Support](#)

[Product Support \(Support Network\)](#)

Africa

[Certified Professional--Worldwide Drake phone numbers: Africa](#)

Albania

[Microsoft Subsidiaries](#)

Applications

[CompuServe Forums](#)

Argentina

[Authorized Education Programs](#)

[Microsoft Press Worldwide Distributors](#)

[Certified Professional--Worldwide Drake phone numbers](#)

[Microsoft Subsidiaries](#)

Asia Pacific

[Certified Professional--Worldwide Drake phone numbers](#)

[Microsoft Press Worldwide Distributors](#)

Australia

[Consulting Services](#)

[Certified Professional--Worldwide Drake phone numbers](#)

[Developer Network](#)

[Microsoft Press Worldwide Distributors](#)

[Microsoft Subsidiaries](#)

Austria

[Authorized Education Programs](#)

Certified Professional Program

Certified Professional--Worldwide Drake phone numbers

Microsoft Press Worldwide Distributors

Microsoft Subsidiaries

Authorized Education

[Authorized Education Programs](#)

BallPoint

[Product Support](#)

Basic

[Product Support](#)

Belgium

[Authorized Education Programs](#)

[Certified Professional Program](#)

[Certified Professional--Worldwide Drake phone numbers](#)

[Microsoft Press Worldwide Distributors](#)

[Microsoft Subsidiaries](#)

Bermuda

[Certified Professional--Worldwide Drake phone numbers](#)

Bolivia

[Microsoft Subsidiaries](#)

[Microsoft Press Worldwide Distributors](#)

Brazil

[Authorized Education Programs](#)

[Consulting Services](#)

[Certified Professional--Worldwide Drake phone numbers](#)

[Developer Network](#)

[Microsoft Press Worldwide Distributors](#)

[Microsoft Subsidiaries](#)

Bulgaria

[Microsoft Subsidiaries](#)

Canada

[Authorized Education Programs](#)

[Certified Professional Program](#)

[Certified Professional--Worldwide Drake phone numbers](#)

[Consulting Services](#)

[Developer Network](#)

[Microsoft Online Services: Microsoft Developer Services CompuServe Forums](#)

[Microsoft OnLine](#)

[Microsoft Press](#)

[Microsoft Product Support: Priority Credit Card Support](#)

[Microsoft Subsidiaries](#)

[Solution Provider Program](#)

[Support Network \(Sales and Information\)](#)

Caribbean

[Microsoft Press Worldwide Distributors](#)

[Microsoft Subsidiaries](#)

Central America

[Certified Professional--Worldwide Drake phone numbers](#)

[Microsoft Press Worldwide Distributors](#)

[Microsoft Subsidiaries](#)

Certified Professional

[Program Information](#)

[CompuServe Program Forum](#)

Certified Trainer

[Certified Professional Program](#)

Chile

[Authorized Education Programs](#)

[Certified Professional--Worldwide Drake phone numbers](#)

[Developer Network](#)

[Microsoft Press Worldwide Distributors](#)

[Microsoft Subsidiaries](#)

China, P.R.C.

[Microsoft Subsidiaries](#)

Client-Server Network Products

[CompuServe Forum](#)

Client-Server Computing

[CompuServe Developer Forum](#)

Colombia

[Authorized Education Programs](#)

[Certified Professional--Worldwide Drake phone numbers](#)

[Microsoft Press Worldwide Distributors](#)

[Microsoft Subsidiaries](#)

Commonwealth of Independent States

[Microsoft Subsidiaries](#)

CompuServe

[Microsoft Access Forums](#)

[Applications Forum](#)

[Developer Services Forums](#)

[End-User Forums](#)

[Microsoft Excel Forum](#)

[Microsoft Excel SDK Forum](#)

[Network Product CompuServe Forums](#)

[Program Forums](#)

[Windows and MS-DOS CompuServe Forums](#)

[WordBasic Forum](#)

[Word Forum](#)

Consulting Services

[Microsoft Consulting Services](#)

[Microsoft Support Consulting Line](#)

Certified Professional

[Program Information](#)

[Worldwide Drake phone numbers](#)

Croatia

[Microsoft Subsidiaries](#)

Customer Service

[U.S. and Canada](#)

[International Sales Information Center](#)

Cyprus

[Microsoft Press Worldwide Distributors](#)

Czech Republic

[Certified Professional--Worldwide Drake phone numbers](#)

[Microsoft Subsidiaries](#)

Deaf and Hard of Hearing

[Product Support](#)

Denmark

[Authorized Education Programs](#)

Certified Professional Program

Certified Professional--Worldwide Drake phone numbers

Microsoft Subsidiaries

Desktop Applications

[FastTips: Product Support](#)

[Product Support](#)

Developer Network Technical Library

[CompuServe Developer Forum](#)

Developer Network

[Microsoft Developer Network](#)

Developer Relations

[CompuServe Developer Forum](#)

Developer Services

[CompuServe Forums](#)

Development FastTips

[Product Support](#)

Development Products

[Product Support](#)

Download Service

[Microsoft Download Service \(MSDL\)](#)

Ecuador

[Authorized Education Programs](#)

[Certified Professional--Worldwide Drake phone numbers](#)

[Microsoft Press Worldwide Distributors](#)

[Microsoft Subsidiaries](#)

Egypt

[Microsoft Press Worldwide Distributors](#)

End User

[CompuServe Forums](#)

England

[Microsoft Subsidiaries](#)

Entertainment Products

[Product Support](#)

Estonia

[Microsoft Subsidiaries](#)

Europe

[Certified Professional--Worldwide Drake phone numbers: Europe](#)

[Microsoft Authorized Education Programs--Europe](#)

Microsoft Certified Professional Program--Europe

Developer Network

Microsoft Press Worldwide Distributors

Everywhere Else

[Developer Network](#)

Microsoft Excel

[CompuServe Forum](#)

[Excel for the Macintosh: Product Support](#)

[Excel for OS/2: Product Support](#)

[Excel for Windows Product Support](#)

[Excel SDK: End-User CompuServe Forum](#)

[Excel SDK: CompuServe Developer Forum](#)

Extensions

[CompuServe Developer Forum](#)

FastTips

[Product Support](#)

Fax Service

[Sales Information](#)

Finland

[Authorized Education Programs](#)

Certified Professional Program

Certified Professional--Worldwide Drake phone numbers

Microsoft Subsidiaries

FORTRAN

[Language Support: CompuServe Developer Forum](#)

[Product Support](#)

Fox products

[Developer Services CompuServe Forum](#)

[Product Support](#)

France

[Authorized Education Programs](#)

Certified Professional Program

Certified Professional--Worldwide Drake phone numbers

Consulting Services

Developer Network

Microsoft Press Worldwide Distributors

Microsoft Subsidiaries

French Polynesia

[Microsoft Subsidiaries](#)

Fun & Games

[CompuServe Forum](#)

Games, Sounds & Utilities

[CompuServe Forum](#)

Germany

[Authorized Education Programs](#)

[Certified Professional Program](#)

Consulting Services

Certified Professional--Worldwide Drake phone numbers

Developer Network

Microsoft Press Worldwide Distributors

Microsoft Subsidiaries

Gopher

[Microsoft Online Services: Internet](#)

Greece

[Certified Professional--Worldwide Drake phone numbers](#)

[Microsoft Press Worldwide Distributors](#)

[Microsoft Subsidiaries](#)

Hardware

[Product Support](#)

Hearing Impaired

[Product Support](#)

Hong Kong

[Consulting Services](#)

[Certified Professional--Worldwide Drake phone numbers](#)

[Developer Network](#)

[Microsoft Press Worldwide Distributors](#)

[Microsoft Subsidiaries](#)

Hungary

[Certified Professional--Worldwide Drake phone numbers](#)

[Microsoft Subsidiaries](#)

Iceland

[Microsoft Subsidiaries](#)

India

[Microsoft Press Worldwide Distributors](#)

[Microsoft Subsidiaries](#)

Indonesia

[Certified Professional--Worldwide Drake phone numbers](#)

[Microsoft Press Worldwide Distributors](#)

[Microsoft Subsidiaries](#)

International

[Sales and Customer Service](#)

Internet

[Archive Server, World Wide Web, Gopher](#)

Ireland

[Authorized Education Programs](#)

Certified Professional

Certified Professional--Worldwide Drake numbers

Microsoft Press Worldwide Distributors

Microsoft Subsidiaries

Israel

[Certified Professional--Worldwide Drake phone numbers](#)

[Microsoft Subsidiaries](#)

Italy

[Authorized Education Programs](#)
[Certified Professional Program](#)
[Certified Professional--Worldwide Drake phone numbers](#)
[Consulting Services](#)
[Microsoft Press Worldwide Distributors](#)
[Microsoft Subsidiaries](#)

Japan

[Certified Professional--Worldwide Drake phone numbers](#)
[Developer Network](#)
[Microsoft Press Worldwide Distributors](#)
[Microsoft Subsidiaries](#)

Knowledge Base

[Microsoft Knowledge Base](#)

Korea

[Certified Professional--Worldwide Drake phone numbers](#)
[Microsoft Press Worldwide Distributors](#)
[Microsoft Subsidiaries](#)

Kuwait

[Microsoft Press Worldwide Distributors](#)

LAN Manager

[CompuServe Networks Forum](#)

Latin America

[Authorized Education Programs](#)

Latvia

[Microsoft Subsidiaries](#)

Lebanon

[Microsoft Press Worldwide Distributors](#)

Liechtenstein

[Microsoft Subsidiaries](#)

Lithuania

[Microsoft Subsidiaries](#)

Luxembourg

[Microsoft Subsidiaries](#)

Macro Assembler (MASM)

[Language Support: CompuServe Developer Forum](#)
[Product Support](#)

Malaysia

[Certified Professional--Worldwide Drake phone numbers](#)

[Microsoft Press Worldwide Distributors](#)

[Microsoft Subsidiaries](#)

Mexico

[Authorized Education Programs](#)

[Consulting Services](#)

[Certified Professional--Worldwide Drake phone numbers](#)

[Microsoft Press Worldwide Distributors](#)

[Microsoft Subsidiaries](#)

Microsoft Certified Professional

[Program Information](#)

[CompuServe Program Forum](#)

Microsoft Consulting Services

[Information](#)

Microsoft Developer Network

[Information](#)

Microsoft OnLine

[Information](#)

Microsoft Press

[Information](#)

Microsoft Solution Provider Program

[Information](#)

[CompuServe Program Forum](#)

Microsoft TechNet

[Information](#)

Middle East

[Certified Professional--Worldwide Drake phone numbers](#)

[Microsoft Press Worldwide Distributors](#)

[Microsoft Subsidiaries](#)

Money

[Product Support](#)

Morocco

[Microsoft Subsidiaries](#)

Mouse

[Product Support](#)

MS-DOS

[CompuServe Forum](#)

[Product Support](#)

Multimedia Products

[Product Support](#)

The Netherlands

[Authorized Education Programs](#)

[Certified Professional](#)

[Certified Professional--Worldwide Drake phone numbers](#)

[Developer Network](#)

[Microsoft Press Worldwide Distributors](#)

[Microsoft Subsidiaries](#)

Network Products

[CompuServe Forum](#)

New Users of MS-DOS

[CompuServe Forum](#)

New Users of Windows

[CompuServe Forum](#)

New Zealand

[Consulting Services](#)

[Certified Professional--Worldwide Drake phone numbers](#)

[Microsoft Press Worldwide Distributors](#)

[Microsoft Subsidiaries](#)

Norway

[Authorized Education Programs](#)

[Certified Professional](#)

[Certified Professional--Worldwide Drake phone numbers](#)

[Microsoft Subsidiaries](#)

Object Products

[CompuServe Forum](#)

Office

[Product Support](#)

OLE

[CompuServe Forum](#)

Online Services

[Microsoft Access End-User CompuServe Forum](#)

[Applications End-User CompuServe Forum](#)

[End-User CompuServe Forums](#)

[Microsoft Excel End-User CompuServe Forum](#)

[Internet Archive Server, World Wide Web, Gopher](#)

[Microsoft Developer Services CompuServe Forums](#)
[Microsoft Download Service \(MSDL\)](#)
[Microsoft FastTips](#)
[Microsoft Knowledge Base](#)
[Microsoft Network Product CompuServe Forums](#)
[Microsoft Program CompuServe Forums](#)
[Microsoft Sales Fax Services](#)
[Microsoft Windows and MS-DOS CompuServe Forums](#)
[MS-DOS: CompuServe Forum](#)
[Windows: CompuServe Forum](#)
[Word End-User CompuServe Forum](#)

Papua New Guinea

[Microsoft Subsidiaries](#)

Paraguay

[Microsoft Subsidiaries](#)

Pen Software

[CompuServe Forum](#)

Personal Operating Systems

[FastTips: Product Support](#)
[Product Support](#)

Peru

[Certified Professional--Worldwide Drake phone numbers](#)
[Microsoft Press Worldwide Distributors](#)
[Microsoft Subsidiaries](#)

Philippines

[Certified Professional--Worldwide Drake phone numbers](#)
[Microsoft Subsidiaries](#)

Poland

[Certified Professional--Worldwide Drake phone numbers](#)
[Microsoft Subsidiaries](#)

Portugal

[Authorized Education Programs](#)
[Certified Professional](#)
[Certified Professional--Worldwide Drake phone numbers](#)
[Microsoft Press Worldwide Distributors](#)
[Microsoft Subsidiaries](#)

PowerPoint

[Product Support](#)

Priority 900 Number

Product Support

Priority Credit Card Support

Product Support

Product Support

Advanced Systems (Support Network)

Desktop Applications

Development Products

FastTips

Personal Operating Systems

Priority 900 Number Support

Priority Credit Card Support

Microsoft Support Consulting Line

Text Telephone (TT/TDD) Support

Microsoft Wish Line

Profiler

Product Support

Profit

Product Support

Microsoft Project

Product Support

Publisher

Product Support

Puerto Rico

Authorized Education Programs

Certified Professional--Worldwide Drake phone numbers

Microsoft Subsidiaries

Quick Assembler

Product Support

QuickBasic

Product Support

QuickC

Language Support: CompuServe Developer Forum

Product Support

Republic of Ireland

Certified Professional--Worldwide Drake phone numbers

Microsoft Press Worldwide Distributors

Microsoft Subsidiaries

Russia

[Certified Professional--Worldwide Drake phone numbers](#)
[Microsoft Subsidiaries](#)

Sales

[U.S. and Canada](#)

[International](#)

[Fax Services](#)

[Product Support Sales](#)

Saudi Arabia

[Microsoft Press Worldwide Distributors](#)

Schedule+

[Product Support](#)

Scotland

[Microsoft Subsidiaries](#)

Serbia

[Microsoft Subsidiaries](#)

Singapore

[Consulting Services](#)

[Certified Professional--Worldwide Drake phone numbers](#)

[Developer Network](#)

[Microsoft Subsidiaries](#)

Slovakia

[Certified Professional--Worldwide Drake phone numbers](#)

[Microsoft Subsidiaries](#)

Solution Provider Program

[Information](#)

[CompuServe Program Forum](#)

South Africa

[Microsoft Press Worldwide Distributors](#)

[Certified Professional--Worldwide Drake phone numbers](#)

Southern African Nations

[Microsoft Subsidiaries](#)

Spain

[Authorized Education Programs](#)

[Certified Professional](#)

[Certified Professional--Worldwide Drake phone numbers](#)

[Microsoft Press Worldwide Distributors](#)

[Microsoft Subsidiaries](#)

SQL Network Products

[CompuServe Forum](#)

SQL Server

[CompuServe Developer Forum](#)

Subsidiaries

[Albania, Bulgaria, Croatia, Romania, Serbia, Slovenia](#)

[All Other Countries](#)

[All Southern African Nations](#)

[Argentina, Bolivia, Paraguay, and Uruguay](#)

[Australia and Papua New Guinea](#)

[Austria](#)

[Belgium and Luxembourg](#)

[Brazil](#)

[Canada](#)

[Caribbean](#)

[Chile](#)

[China, P.R.C.](#)

[Colombia](#)

[Commonwealth of Independent States: Estonia, Latvia, Lithuania, and Russia](#)

[Czech Republic and Slovakia](#)

[Denmark and Iceland](#)

[Ecuador](#)

[England, Scotland, and Wales](#)

[Finland](#)

[France and French Polynesia](#)

[Germany](#)

[Greece](#)

[Hong Kong](#)

[Hungary](#)

[India](#)

[Ireland](#)

[Israel](#)

[Italy](#)

[Japan](#)

[Korea](#)

[Malaysia](#)

[Mexico and Central America](#)

[Middle East](#)

[Morocco](#)

[The Netherlands](#)

[New Zealand](#)

[Norway](#)

[Poland](#)

[Portugal](#)

[Puerto Rico](#)

[Singapore, Indonesia, and Philippines](#)

[Spain](#)

[Sweden](#)

[Switzerland and Liechtenstein](#)

[Taiwan, R.O.C.](#)

[Thailand](#)

[Turkey](#)

[Venezuela](#)

Support Network

[Sales and Information](#)

Sweden

[Authorized Education Programs](#)

[Certified Professional Program](#)

[Consulting Services](#)

[Certified Professional--Worldwide Drake phone numbers](#)

[Microsoft Press Worldwide Distributors](#)

[Microsoft Subsidiaries](#)

Switzerland

[Authorized Education Programs](#)

[Certified Professional Program](#)

[Certified Professional--Worldwide Drake phone numbers](#)

[Microsoft Press Worldwide Distributors](#)

[Microsoft Subsidiaries](#)

Syria

[Microsoft Press Worldwide Distributors](#)

Taiwan, R.O.C.

[Microsoft Subsidiaries](#)

[Certified Professional--Worldwide Drake phone numbers](#)

[Developer Network](#)

[Microsoft Press Worldwide Distributors](#)

TechNet

[Microsoft TechNet](#)

Test for Windows

[Product Support](#)

Text Telephone (TT/TDD)

[Product Support](#)

[Sales Information Center](#)

Thailand

[Certified Professional--Worldwide Drake phone numbers](#)

[Microsoft Press Worldwide Distributors](#)

Microsoft Subsidiaries

Trinidad

Authorized Education Programs

Turkey

Certified Professional--Worldwide Drake phone numbers

Microsoft Press Worldwide Distributors

Microsoft Subsidiaries

United Arab Emirates

Microsoft Press Worldwide Distributors

United States

Authorized Education Programs

Certified Professional Program

Consulting Services: Central Region

Consulting Services: East Region

Consulting Services: West Region

Certified Professional--Worldwide Drake phone numbers

Developer Network

Microsoft OnLine

Sales Information Center

Solution Provider Program

Support Network (Sales and Information)

TechNet

United Kingdom

Authorized Education Programs

Certified Professional Program

Certified Professional--Worldwide Drake phone numbers

Consulting Services

Developer Network

Microsoft Press Worldwide Distributors

Microsoft Subsidiaries

Uruguay

Authorized Education Programs

Microsoft Subsidiaries

Venezuela

Authorized Education Programs

Certified Professional--Worldwide Drake phone numbers

Microsoft Press Worldwide Distributors

Microsoft Subsidiaries

Video for Windows

Product Support

Visual Basic

[Developer Services CompuServe Forum](#)

[Product Support](#)

Visual Basic Professional Toolkit

[Product Support](#)

Visual C/C++

[Product Support](#)

[Language Support: CompuServe Developer Forum](#)

Wales

[Microsoft Subsidiaries](#)

Windows

[Product Support](#)

[CompuServe Forum](#)

Windows SDK

[Product Support](#)

Windows Entertainment Products

[Product Support](#)

Windows for Workgroups Network Products

[CompuServe Forum](#)

[Product Support](#)

Windows NT

[CompuServe Forum](#)

Windows Software Development Kit

[CompuServe Developer Forum](#)

Windows Sound System

[Product Support](#)

Win32

[CompuServe Developer Forum](#)

WordBasic

[CompuServe End-User Forum](#)

[CompuServe Developer Forum](#)

Word

[CompuServe Forum](#)

[Product Support](#)

Workgroup Network Products

[CompuServe Forum](#)

[Product Support](#)

Works

[Microsoft Works Product Support](#)

World Wide Web

[Microsoft Online Services: Internet](#)

