

## **Lorsque vous avez une question**

Si vous êtes à l'étranger et que vous avez une question sur un produit Microsoft, commencez par :

- consulter la documentation fournie avec votre produit ;
- vous reporter à l'aide en ligne ;
- consulter le fichier LISEZMOI se trouvant sur l'une des disquettes de votre produit. Ce fichier fournit des informations générales qui sont devenues disponibles après la publication de la documentation du produit.

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{button ,AL(` French`)} Voi aussi

## Appel d'une filiale Microsoft

Avant de téléphoner à une filiale Microsoft, installez-vous devant votre ordinateur et assurez-vous que la documentation appropriée du produit est à portée de main. Soyez prêt à fournir les informations suivantes :

- le numéro de version du produit Microsoft que vous utilisez ;
- le type de matériel que vous possédez, y compris éventuellement le matériel de réseau ;
- le système d'exploitation que vous utilisez ;
- le libellé exact des messages apparus à l'écran ;
- la description du problème et des circonstances dans lesquelles il s'est produit ;
- les mesures que vous avez prises pour essayer de résoudre le problème.

### Microsoft France

Service Client : (33) (1) 69-86-11-11  
Télex : MSPARIS 604322  
Télécopie : (33) (1) 64-46-06-60  
Téléphone du Support technique : (33) (1) 69-86-10-20  
Télécopie du Support technique : (33) (1) 69-28-00-28  
Service d'informations par télécopie : (33) (1) 69-29-11-55

### Microsoft Canada Inc.

Téléphone du siège social : 1 (905) 568-0434  
Support Client : 1 (800) 563-9048  
Réseau de support Microsoft :  
Support technique  
Standard Support : 1 (905) 568-3503  
Support priorité : 1 (800) 668-7975  
Panneau d'affichage (BBS) : 1 (905) 507-3022  
Service de télécommunications pour les malentendants (TT/TDD) : 1 (905) 568-9641

### Luxembourg Microsoft NV

Téléphone : (32) 2-7303911  
Service Client : (32) 2-7303922  
CompuServe : (32) 2-2150530 (GO MSBEN)  
Panneau d'affichage (BBS) : (32) 2-7268545 (1200/2400/9600 bauds, 8N1, ANSI)  
Support technique : (32) 2-5133274 (néerlandais)  
(32) 2-5023432 (anglais)  
(32) 2-5132268 (français)

### Suisse Microsoft AG

Téléphone : 01 - 839 61 11  
Télécopie : 01 - 831 08 69  
Documentation :  
Téléphone : 01 -155 59 00  
Télécopie : 064 - 224294  
Microsoft Info-Service, Postfach 8099  
Zürich Prix, mises à jour, etc. : 01 - 839 61 11  
CompuServe : GO MSEURO (Microsoft Europe Centrale)  
Support technique : 022 - 738 96 88 (français)

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{button ,AL(` French')} Voi aussi

## **Les services de Support technique de Microsoft dans le monde**

## Wenn Sie eine Frage haben

Wenn Sie eine Frage zu einem Microsoft-Produkt haben, gehen Sie bitte in der folgenden Reihenfolge vor:

- Sehen Sie in der gedruckten Dokumentation zu Ihrem Produkt nach.
- Sehen Sie im Online-Benutzerhandbuch nach.
- Überprüfen Sie die INFO-Datei (oder README-Datei) auf den Datenträgern, auf denen das Produkt ausgeliefert wurde. In dieser Datei finden Sie aktuelle und technische Informationen.
- Rufen Sie Informationen von elektronischen Diensten (z. B. Bulletin Boards) ab, sofern verfügbar.

Wenn Sie keine Lösung finden, erhalten Sie Informationen zum Software Service, indem Sie sich mit der Microsoft-Niederlassung in Verbindung setzen, die für Sie zuständig ist. Wenn sich keine Microsoft-Niederlassung in Ihrem Land befindet, setzen Sie sich bitte mit dem Händler in Verbindung, über den Sie das Microsoft-Produkt bezogen haben.

### Microsoft Support Network

Das Microsoft Support Network bietet (wenn verfügbar) umfassenden Zugang zu einer Vielzahl von qualifizierten und schnellen Software Service-Optionen. Microsoft hat erkannt, daß unterschiedliche Benutzer unterschiedlichen Anforderungen an den Software Service haben. Das Microsoft Support Network ermöglicht Ihnen die Auswahl aus Service-Optionen, die Ihre Anforderungen am besten erfüllen (angefangen bei elektronischen Bulletin Boards bis hin zu Jahresmitgliedschaften in Support-Programmen).

Die vom Microsoft Support Network angebotenen Dienstleistungen unterliegen den im jeweiligen Land gültigen Preisen und allgemeinen Geschäftsbedingungen (Stand zum Zeitpunkt der Beanspruchung der Dienstleistung) und können ohne Vorankündigung geändert werden.

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{button „AL(`German')`} Siehe auch

## **Anrufen bei der für Sie zuständigen Niederlassung**

Wenn Sie anrufen, sollten Sie sich an Ihrem Computer befinden und die entsprechende Produktdokumentation zur Hand haben. Halten Sie bitte auch folgende Informationen bereit:

- die Versionsnummer des eingesetzten Microsoft-Produkts.
- die Produkt-ID (PID) Ihres Software-Produkts. Sie erhalten die PID, indem Sie auf eine Option in der Software klicken, mit der rechten Maustaste klicken und dann auf **Info** klicken.
- die Art der Hardware, die Sie verwenden (ggf. einschließlich Netzwerkhardware).
- das Betriebssystem, das Sie verwenden.
- den genauen Wortlaut aller Meldungen, die auf Ihrem Bildschirm erschienen sind.
- was passiert ist und was Sie gerade getan haben, als das Problem auftrat.
- wie Sie versucht haben, das Problem zu lösen.

Wenn sich keine Microsoft-Niederlassung in Ihrem Land befindet, setzen Sie sich bitte mit dem Händler in Verbindung, über den Sie das Microsoft-Produkt bezogen haben.

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{button ‚AL(`German‘)} Siehe auch

## **Niederlassungen weltweit**

## **Per qualsiasi domanda riguardante un prodotto Microsoft**

Per qualsiasi domanda riguardante un prodotto Microsoft:

- Consultare la documentazione ed altro materiale stampato incluso nella confezione del prodotto.
- Consultare la Guida in linea.
- Consultare i file LEGGIMI presenti nei dischi del prodotto. Questi file contengono informazioni generali divenute disponibili dopo la stampa dei manuali.
- Consultare servizi elettronici come CompuServe o BBS, se disponibili.

Se non si trova una soluzione, è possibile ricevere informazioni su come ottenere assistenza per i prodotti contattando la filiale Microsoft del proprio paese.

Servizi di supporto Microsoft (Microsoft Support Network)

I servizi di supporto Microsoft, ove disponibili, offrono un'ampia gamma di scelte e accesso ad un supporto tecnico completo e di alta qualità. Microsoft riconosce che le esigenze di supporto variano da utente a utente, per questo Microsoft consente di scegliere l'assistenza più adatta alle proprie esigenze, con opzioni che vanno dai servizi BBS a programmi di assistenza annuale.

I servizi di supporto Microsoft sono soggetti ai prezzi, termini e condizioni Microsoft validi in ogni paese al momento in cui un servizio viene usato e sono soggetti a cambiamenti senza preavviso.

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{button ,AL(`Italian')} Argomenti correlati



## **Chiamare una filiale Microsoft**

Prima di chiamare, accertarsi di avere a portata di mano la documentazione del prodotto e di trovarsi in prossimità del computer. Potrebbe inoltre essere necessario fornire le seguenti informazioni:

- Il numero di versione del prodotto Microsoft utilizzato e il numero di serie, se disponibile.
- Il tipo di hardware di cui si dispone, compreso l'hardware di rete, se esistente.
- Il sistema operativo in uso.
- Il contenuto esatto dei messaggi visualizzati.
- La descrizione dell'operazione che si stava eseguendo quando si è verificato il problema.
- Il modo in cui si è tentato di risolvere il problema.

Il Servizio Supporto Tecnico Clienti è disponibile presso le filiali Microsoft. Per gli indirizzi delle filiali Microsoft nel mondo consultare "Filiali nel mondo" in questa stessa Guida.

Per l'Italia:           Microsoft S.p.A.  
                          Centro Direzionale S. Felice  
                          Palazzo A  
                          Via Rivoltana, 13  
                          20090 Segrate MI  
  
                          Telefono: (02) 703921  
                          Telex: 340321 I  
  
                          Fax: (02) 7039.2020  
                          Informazioni clienti (prezzi e informazioni sui nuovi prodotti e sugli  
                          aggiornamenti): (02) 7039.8398  
                          Servizio telematico Bulletin Board (BBS): (02) 7030.0102  
                          Servizio Supporto Tecnico Clienti: (02) 7039.8351

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{button ,AL(`Italian')} Argomenti correlati

## **Filiali nel mondo**

## **Cuando tenga alguna duda**

Si tiene preguntas acerca de un producto de Microsoft:

- Consulte la documentación y cualquier otro documento impreso incluido con el producto.
- Consulte la Ayuda en pantalla.
- Consulte los archivos LÉAME incluidos en los discos del producto. Estos archivos proporcionan información general surgida tras la publicación de los libros del paquete del producto.
- Consulte otras opciones electrónicas, como los servicios de boletín electrónico y foros de CompuServe.

## **La red de soporte de Microsoft**

La Red de soporte de Microsoft (en aquellos países en que está disponible) le proporciona una amplia gama de opciones, además de la posibilidad de obtener soporte técnico inmediato y de alta calidad. Microsoft reconoce que el soporte que necesita cada usuario es distinto; por consiguiente, la Red de soporte de Microsoft le permitirá elegir el tipo de soporte que mejor se adapte a sus necesidades, con opciones que van desde servicios de boletín electrónico hasta programas anuales de soporte.

La Red de soporte de Microsoft está sujeta a los precios, términos y condiciones vigentes de Microsoft para cada país al momento de solicitud del servicio, todo ello puede cambiar sin aviso previo.

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{button ,AL(` Spanish')} Temas relacionados

## Comunicación con una subsidiaria de Microsoft

Cuando llame, deberá estar delante de su PC y tener a mano la documentación del producto. Asimismo, esté preparado para proporcionar la siguiente información:

- El número de la versión del producto de Microsoft que esté utilizando.
- El tipo de hardware que esté utilizando, incluido el hardware de red si correspondiera.
- El sistema operativo que está utilizando.
- Cita textual de todo mensaje que aparezca en la pantalla.
- Una descripción de lo ocurrido y de lo que intentaba hacer cuando se produjo el problema.
- Una descripción de cómo ha intentado resolver el problema.

A continuación, se listan las subsidiarias de Microsoft y los países a los que sirven. Si no hay una oficina de Microsoft en su país, póngase en contacto con el establecimiento donde adquirió el producto de Microsoft.

<b>Área</b>	<b>Números de teléfono</b>
Argentina	Microsoft de Argentina S.A. Servicio al cliente: (54) (1) 819-1900 Soporte técnico: (54) (1) 314-0560 Fax: (54) (1) 819-1921
Bolivia	Vea Argentina
Caribe	Microsoft Caribbean, Inc. Tél: (809) 273-3600 Fax: (809) 273-3636 Soporte técnico: (214) 714-9100
Chile	Microsoft Chile S.A. Tel: 56 2 218 5771, 56 2 218 5711, 56 2 218 7524 Fax: 56 2 218 5747
Colombia	Microsoft Colombia Tel: (571) 618 2245 Soporte técnico: (571) 618 2255 Fax:(571) 618 2269
Ecuador	Corporación Microsoft del Ecuador Tel.: (593) 2 460-447, (593) 2 460-451 Servicio al cliente: (593) 2 460-453, (593) 2 460-458 Soporte técnico: (593) 2 463-094
España	Microsoft Iberica SRL Tel.: (34) (1) 807-9999 Fax: (34) (1) 803-8310 Soporte técnico: (34) (1) 807-9960
México	Microsoft México, S.A. de C.V. Tel.: (52) (5) 325-0910 Servicio al cliente: (52) (5) 325-0911 BBS: (52) (5) 590-5988 (1200/2400 baudios, 8 bits, No paridad, 1 bit de parada, emulación de terminal ANSI terminal) Fax: (52) (5) 237-4894 Soporte técnico: Aplicaciones y sistemas operativos: (52) (5) 325-0912 Programadores y sistemas avanzados: (52) (5) 237-4800
Paraguay	Vea Argentina
Peru	Soporte técnico: (51-14) 21-1200 Otra información: (51-14) 21-1200 Fax: (51-14) 21-0944
Uruguay	Vea Argentina
Venezuela	Corporation MS 90 de Venezuela S.A. Soporte técnico: 58.2.910046, 58.2.910510

Otra información: 58.2.910008, 58.2.914739, 58.2.913342  
Fax: 58.2.923835

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{button ,AL(` Spanish')} Temas relacionados

## **Acceso a las subsidiarias a nivel mundial**

## **Calling your local 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 the Microsoft product that you are using.
- The Product Identification Number (PID) of your software, if installed.
- 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.

If there is no Microsoft office in your country, please contact the establishment where you purchased your Microsoft product.

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{button ,AL(` Subs')} Related Topics

## **When you have a question (outside the U.S. and Canada)**

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

- Consult the printed documentation included with your product.
- Check the Online User's Guide.
- Check the README file that comes with your product disks. This file provides late-breaking updates and technical information.
- Consult electronic options such as bulletin boards, if available.

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. If there is no Microsoft office in your country, please contact the establishment where you purchased your Microsoft product.

### **The Microsoft Support Network**

The Microsoft Support Network, where available, offers you a wide range of choices and access to high quality, responsive technical support. Microsoft recognizes that support needs vary from user to user. The Microsoft Support Network allows you to choose the type of support that best meets your needs, with options ranging from electronic bulletin boards to annual support programs.

The Microsoft Support Network is subject to Microsoft's prices, terms, and conditions in place in each country at the time the services are used and is subject to change without notice.

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{button ,AL(` Subs')} Related Topics



## Worldwide subsidiary offices

To locate information on a subsidiary office, click on the letter of the country and choose from the dialog box. If your country is not displayed, there may not be a subsidiary office in that country; choose another country close to yours.



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{button ,AL(` Subs')} Related Topics

## **Argentina subsidiary (Microsoft de Argentina S.A.)**

Includes support for Bolivia, Paraguay, and Uruguay.

### **Technical Support**

Phone (54) (1) 314-0560  
(598) (2) 77-4934 (Uruguay)

### **Other Support**

Customer Service (54) (1) 819-1900  
Fax (54) (1) 819-1921

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{button ,AL(` CallingMicrosoft`)} Related Topics

## **Australia subsidiary (Microsoft Pty. Ltd.)**

Includes support for Papua New Guinea.

### **Technical Support**

Phone (61) (02) 870-2131

### **Other Support**

Bulletin Board Service (61) (02) 878-5200

Fax (61) (02) 805-0519

Installation Support (61) (02) 870-2132

Sales Information Centre (61) (02) 870-2100

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{button ,AL(`CallingMicrosoft`)} Related Topics

## **Austria subsidiary (Microsoft Ges.m.b.H.)**

### **Technical Support**

Phone 0660-6738

### **Other Support**

CompuServe GO MSEURO (Microsoft Central Europe)

Fax 0222-68 16 2710

Information 0660-6520

Phone 0222-68 76 07

Prices, updates, etc. 0660-6520

Information about the 0049/2622/167006

Microsoft Support

Network

in Central Europe (fax)

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{button ,AL(` CallingMicrosoft')} Related Topics

## **Belgium subsidiary (Microsoft NV)**

### **Technical Support**

Dutch	(32) 2 5133274
English	(32) 2 5023432
French	(32) 2 5132268

### **Other Support**

Phone	(32) 2 7303911
Customer Service	(32) 2 7303922
CompuServe	(32) 2 2150530 (GO MSBEN)
Bulletin Board	(32) 2 7268545 (1200/2400/9600/14400 baud, 8 bits, no parity, 1 stop bit, ANSI terminal emulation)

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{button ,AL(`CallingMicrosoft')} Related Topics

## **Brazil subsidiary (Microsoft Informativa Ltda.)**

### **Technical Support**

Phone	(55) (11) 871-0090
Fax	(55) (11) 262-8638
Bulletin Board Service	(55) (11) 872-4106
Help by Fax	(55) (11) 871-4701

### **Other Support**

Phone	(55) (11) 514-7100
Fax	(55) (11) 514-7106
	(55) (11) 514-7107

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{button ,AL(`CallingMicrosoft`)} Related Topics

## Canada subsidiary (Microsoft Canada Inc.)

### Technical Support

Standard Support	1 (905) 568-3503
Priority Support Information	1 (800) 668-7975
Text Telephone (TT/TDD)	1 (905) 568-9641
Bulletin Board Service	1 (905) 507-3022

### Other Support

Customer Support Centre	1 (800) 563-9048
Head Office Phone	1 (905) 568-0434

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{button ,AL(`CallingMicrosoft`)} Related Topics

## **Caribbean subsidiary (Microsoft Caribbean, Inc.)**

### **Technical Support**

Phone (214) 714-9100

### **Other Support**

Phone (809) 273-3600

Fax (809) 273-3636

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{button ,AL(` CallingMicrosoft`)} Related Topics



## **Chile subsidiary (Microsoft Chile S.A.)**

### **Technical Support**

Phone 56 2 330 6222

Fax 56 2 341 1439

### **Other Support**

Phone 56 2 330 6000

Fax 56 2 330 6190

Customer Service 56 2 800 213121

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{button ,AL(`CallingMicrosoft`)} Related Topics

## **Colombia subsidiary (Microsoft Columbia)**

### **Technical Support**

Phone (571) 618 2255

### **Other Support**

Phone (571) 618 2245

Fax (571) 618 2269

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{button ,AL(` CallingMicrosoft`)} Related Topics

## **Czech Republic subsidiary (Microsoft)**

### **Technical Support**

Phone (+42) (2) 2451 0554

### **Other Support**

Phone (+42) (2) 611 97 111

Fax (+42) (2) 611 97 100

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{button ,AL(` CallingMicrosoft`)} Related Topics

## Denmark subsidiary (Microsoft Denmark AS)

### Technical Support

Phone (45) (44) 89 01 11

### Other Support

Customer Service (45) (44) 89 01 90

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

FastTips (45) (44) 89 01 44

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{button ,AL(`CallingMicrosoft`)} Related Topics

## **Dubai subsidiary (Microsoft Middle East)**

### **Technical Support**

Phone (971) 4 513 888

### **Other Support**

Fax (971) 4 527 444

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{button ,AL(`CallingMicrosoft`)} Related Topics

## **Ecuador subsidiary (Corporation Microsoft del Ecuador S.A.)**

### **Technical Support**

Phone (593) 2 463-094

### **Other Support**

Phone (593) 2 460-447

(593) 2 460-451

Customer Service (593) 2 460-453

(593) 2 460-458

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{button ,AL(`CallingMicrosoft`)} Related Topics

## **Finland subsidiary (Microsoft OY)**

### **Technical Support**

Phone Please contact your local dealer.

### **Other Support**

Customer Service +358 (9) 0-525 502 6

MSDL (BBS) +358 (9) 0-455 03 66

FastTips +358 (9) 0-525 502 550

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{button ,AL(` CallingMicrosoft')} Related Topics

## France subsidiary (Microsoft France)

Includes support for French Polynesia.

### Technical Support

Phone (33) (1) 69-86-10-20

Fax (33) (1) 69-28-00-28

Fax Information Service (33) 36-70-13-13

### Other Support

Phone (33) (1) 69-86-46-46

Fax (33) (1) 64-46-06-60

Telex MSPARIS 604322

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{button ,AL(' CallingMicrosoft')} Related Topics



## Germany subsidiary (Microsoft GmbH)

### Technical Support

Phone 089-3176-1170

### Other Support

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#

Information about the  
Microsoft Support 02622/167006

Network  
in Central Europe (fax)

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{button ,AL(`CallingMicrosoft`)} Related Topics

## **Greece subsidiary (Microsoft Hellas, S.A.)**

### **Technical Support**

Phone (30) (1) 6806 775  
(30) (1) 6806 776  
(30) (1) 6806 777  
(30) (1) 6806 778  
(30) (1) 6806 779

### **Other Support**

Fax (30) (1) 6806 780

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{button ,AL(` CallingMicrosoft`)} Related Topics

## **Hong Kong subsidiary (Microsoft Hong Kong Limited)**

### **Technical Support**

Phone (852) 804-4222

### **Other Support**

PSS Faxback Service 2535-9293

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{button ,AL(`CallingMicrosoft`)} Related Topics

## **Hungary subsidiary (Microsoft Hungary)**

### **Technical Support**

Phone (+36) (1) 2MSINFO (267-4636)

### **Other Support**

Phone (+36) (1) 268-1668

Fax (+36) (1) 268-1558

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{button ,AL(` CallingMicrosoft`)} Related Topics

## **India subsidiary (Microsoft India)**

### **Technical Support**

Phone (01) (91) 646-0694  
(01) (91) 646-0767  
(01) (91) 646-0813

### **Other Support**

Fax (01) (91) 646-0813

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{button ,AL(` CallingMicrosoft')} Related Topics

## Indonesia subsidiary

### Technical Support

Phone (6221) 572-1060

Fax (6221) 573-2077

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{button ,AL(` CallingMicrosoft')} Related Topics

## **Israel subsidiary (Microsoft Israel Ltd.)**

### **Technical Support**

Phone 972-3-613-0833

### **Other Support**

Fax 972-3-613-0834

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{button ,AL(`CallingMicrosoft`)} Related Topics

## **Italy subsidiary (Microsoft SpA)**

### **Technical Support**

Phone (39) (2) 7039-8351

### **Other Support**

Phone (39) (2) 7039-21

Fax (39) (2) 7039-2020

Bulletin Board Service (39) (2) 7030-0102

Prices, new product (39) (2) 7039-8398  
information, product  
literature

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{button ,AL(` CallingMicrosoft`)} Related Topics



## Japan subsidiary (Microsoft Company Ltd.)

### Technical Support

Phone	(81) (424) 41-8700
Fax	(81) (3) 5454-8100 (1#-0# for guidance)

### Other Support

Customer Service (version upgrade, registration)	(81) (3) 5454 2305
Fax	(81) (3) 5454-7952
Information Center (pre-sales product support)	(81) (3) 5454-2300
Fax	(81) (3) 5454 7951
Microsoft Support	0120-37-0196
Network Sales	(toll-free domestic only)

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{button ,AL(`CallingMicrosoft`)} Related Topics

## **Korea subsidiary (Microsoft CH)**

### **Technical Support**

Phone (82) (2) 563-0054  
Fax (82) (2) 531-4600  
Bulletin Board Service (82) (2) 538-3256

### **Other Support**

Phone (82) (2) 531-4500  
Fax (82) (2) 555-1724  
Customer Information (82) (2) 080-022-7337

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{button ,AL(`CallingMicrosoft`)} Related Topics

## **Luxembourg subsidiary (Microsoft NV)**

### **Technical Support**

Dutch	(32) 2-5133274
English	(32) 2-5023432
French	(32) 2-5132268

### **Other Support**

Phone	(32) 2-7303911
Customer Service	(32) 2-7303922
CompuServe	(32) 2-2150530 (GO MSBEN)
Bulletin Board Service	(32) 2-7268545 (1200/2400/9600 baud, 8 bits, No parity, 1 stop bit, ANSI terminal emulation)

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{button ,AL(`CallingMicrosoft')} Related Topics

## Malaysia subsidiary (Microsoft Malaysia Sdn Bhd)

### Technical Support

Phone (60-3) 793-9595

Fax (60-3) 791-6080

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{button ,AL(` CallingMicrosoft')} Related Topics

## **Mexico subsidiary (Microsoft Mexico, S.A. de C.V.)**

### **Technical Support**

Phone (52) (5) 325-0912

### **Other Support**

Customer Service (52) (5) 325-0911

FastTips (52) (5) 237-4894

Bulletin Board Service (52) (5) 628-6200  
(User: MSMEXICO,  
NO Password) (1200/14400 baud, 8 bits, no parity,  
1 stop bit, ANSI terminal emulation)

(52) (5) 628-6202  
(14400 baud, 8 bits, no parity,  
1 stop bit, ANSI terminal emulation)

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{button ,AL(`CallingMicrosoft`)} Related Topics

## **Netherlands subsidiary (Microsoft BV)**

### **Technical Support**

Dutch	023-5677877
English	023-5677853

### **Other Support**

Phone	023-5689189
Customer Service	023-5677700
CompuServe	020-6880085 (GO MSBEN)
Bulletin Board Service	023-5634221 (1200/2400/9600/14400 baud, 8 bits, no parity, 1 stop bit, ANSI terminal emulation)

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{button ,AL(` CallingMicrosoft')} Related Topics

## **New Zealand subsidiary (Microsoft New Zealand Ltd.)**

### **Technical Support**

Phone 64 (9) 357-5575  
Fax 64 (9) 307-0516 or 357-5577

### **Other Support**

Phone 64 (9) 358-3724  
Fax 64 (9) 358-3726

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{button ,AL(` CallingMicrosoft')} Related Topics

## Norway subsidiary (Microsoft Norway AS)

### Technical Support

Phone (47) 22 02 25 50

### Other Support

Customer Service (47) 22 02 25 80

MSDL (BBS) (47) 22 18 22 09

FastTips (47) 22 02 25 70

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{button ,AL(` CallingMicrosoft')} Related Topics



## **Peru subsidiary (Microsoft Perú S.A.)**

### **Technical Support**

Phone (51-14) 21-1200

### **Other Support**

Phone (51-14) 21-1200

Fax (51-14) 21-0944

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{button ,AL(` CallingMicrosoft`)} Related Topics

## **Philippines subsidiary (Microsoft Philippines)**

### **Technical Support**

Phone (632) 892-2295  
(632) 892-2495  
Fax (632) 813-2493

### **Other Support**

Phone (632) 811-0062

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{button ,AL(` CallingMicrosoft`)} Related Topics

## **Poland subsidiary (Microsoft Sp.z o.o.)**

### **Technical Support**

Phone (+48) (22) 6216793  
(+48) (71) 441357

### **Other Support**

Phone (+48) (22) 6615433  
Fax (+48) (22) 6615434

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{button ,AL(` CallingMicrosoft`)} Related Topics

## **Portugal subsidiary (MSFT, Lda.)**

### **Technical Support**

Phone (351) 1 4409280  
(351) 1 4409281  
(351) 1 4409282  
(351) 1 4409283

Fax (351) 1 4411655

### **Other Support**

Phone (351) 1 4409200

Fax (351) 1 4412101

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{button ,AL(`CallingMicrosoft`)} Related Topics

## Republic of China subsidiary (Microsoft Taiwan Corp.)

### Technical Support

Phone (886) (2) 508-9501

### Other Support

Phone (886) (2) 504-3122

Fax (886) (2) 504-3121

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{button ,AL(` CallingMicrosoft`)} Related Topics

## **Russia subsidiary (Microsoft A/O)**

### **Technical Support**

Phone ( +7 ) ( 502 ) 224 50 46

Fax ( +7 ) ( 502 ) 224 50 45

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{button ,AL(` CallingMicrosoft')} Related Topics

## **Singapore subsidiary (Microsoft Singapore Pte Ltd)**

### **Technical Support**

Phone (65) 3379946

Fax (65) 3376700

### **Other Support**

Phone (65) 4335488

Fax (65) 3399958

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{button ,AL(` CallingMicrosoft')} Related Topics

## **Slovak Republic subsidiary (Microsoft)**

### **Technical Support**

Phone (+42) (7) 312083

### **Other Support**

Phone (+42) (7) 37 63 02

Fax (+42) (7) 37 66 71

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{button ,AL(` CallingMicrosoft`)} Related Topics



## **Slovenia subsidiary**

### **Technical Support**

Phone (+386) (61) 1232354  
(+386) (64) 331 020

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{button ,AL(`CallingMicrosoft`)} Related Topics

## **South Africa subsidiary (Microsoft South Africa)**

### **Technical Support**

Phone (Toll Free) 0 802 11 11 04

Toll (2) 11 445 0100

### **Other Support**

Phone (27) 11 445 0000

Fax (27) 11 445 0343

Customer Service Centre (27) 11 445 0145

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{button ,AL(`CallingMicrosoft`)} Related Topics

## **Spain subsidiary (Microsoft Iberica SRL)**

### **Technical Support**

Phone (34) (1) 807-9960

### **Other Support**

Phone (34) (1) 807-9999

Fax (34) (1) 803-8310

Customer Service (34) (1) 804-0096

Fax Back (34) (1) 804 0096

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{button ,AL(`CallingMicrosoft`)} Related Topics

## Sweden subsidiary (Microsoft AB)

### Technical Support

Phone +46 (0) 8-752 09 29

### Other Support

Customer Service +46 (0) 8-752 56 30

MSDL (BBS) +46 (0) 8-750 47 42

FastTips +46 (0) 8-752 29 00

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{button ,AL(` CallingMicrosoft')} Related Topics

## Switzerland subsidiary (Microsoft AG)

Includes support for Liechtenstein.

### Technical Support

German	01/342-0322
French	022-738 96 88

### Other Support

Phone	01-839 61 11
Fax	01-831 08 69
Prices, updates, etc.	01-839 61 11
CompuServe	GO MSEURO (Microsoft Central Europe)
Documentation	155 59 00
Fax	064-224294
Information about the Microsoft Support Network in Central Europe (fax)	0049/2622/167006

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{button ,AL(` CallingMicrosoft`)} Related Topics

## **Turkey subsidiary (Microsoft Turkey)**

### **Technical Support**

Phone (90) 212 2585998

### **Other Support**

Fax (90) 212 2585954

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{button ,AL(`CallingMicrosoft`)} Related Topics

## **Thailand subsidiary (Microsoft Thailand Limited)**

### **Technical Support**

Technical Support (662) 632-0360 through 3

Fax (662) 632-0364

### **Other Support**

Phone (662) 266-3300

Fax (662) 266-3310

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{button ,AL(` CallingMicrosoft')} Related Topics

## **United Kingdom subsidiary (Microsoft Limited)**

Includes support for Ireland, Northern Ireland, Scotland, Wales, and England.

### **Technical Support**

Phone	(01734) 271000
Fax Information Service	(01734) 270080
Bulletin Board Service	(01734) 270065 (up to 14.4K baud, n, 8, 1)
Microsoft Information Centre	(0345) 002000

### **Other Support**

Phone	(01734) 270001
Fax	(01734) 270002

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{button ,AL(`CallingMicrosoft`)} Related Topics



## **Venezuela subsidiary (Corporation MS 90 de Venezuela S.A.)**

### **Technical Support**

Phone (582) 265-4337

### **Other Support**

Phone (582) 265-2250

Fax (582) 265-0863

(582) 265-2611

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{button ,AL(` CallingMicrosoft`)} Related Topics

**Uruguay subsidiary**

**Paraguay subsidiary**

**Bolivia subsidiary**

**Ireland subsidiary**

**Northern Ireland subsidiary**

**Scotland subsidiary**

**Wales subsidiary**



**Papua New Guinea subsidiary**

**Liechtenstein subsidiary**

**French Polynesia subsidiary**

**England subsidiary**

**No Microsoft subsidiary available**

There is no Microsoft subsidiary for the country letter you selected. Please choose another initial letter for a country close to yours.

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{button ,AL(` CallingMicrosoft')} Related Topics

## Ligar para a subsidiária local

Ao ligar, você deve estar em frente ao seu computador e ter a documentação apropriada do produto à mão. Esteja preparado para fornecer as informações a seguir:

- O número da versão do produto Microsoft que você está utilizando.
- A Identificação de produto do seu software, se instalado.
- O tipo de hardware que você está usando, incluindo hardware de rede, se aplicável.
- O sistema operacional que você está usando.
- O texto exato das mensagens que apareceram em sua tela.
- Uma descrição do que aconteceu e do que você estava fazendo quando o problema ocorreu.
- Uma descrição do que você tentou fazer para solucionar o problema.

Se não houver escritório da Microsoft em seu país, entre em contato com o estabelecimento em que você comprou o seu produto Microsoft.

### Suporte Técnico

Telefone	(351) 1 4409280
	(351) 1 4409281
	(351) 1 4409282
	(351) 1 4409283
Fax	(351) 1 4411655

### Outros Tipos de Suporte

Telefone	(351) 1 4409200
Fax	(351) 1 4412101

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{button ,AL(`Portuguese')} Tópicos relacionados

## **Quando você tiver uma pergunta**

Se você estiver fora dos Estados Unidos ou do Canadá e tiver uma pergunta sobre um produto Microsoft, primeiro:

- Consulte a documentação impressa que acompanha o produto.
- Consulte o Guia do Usuário On-line.
- Consulte o arquivo LEIAME que acompanha os discos do produto. Esse arquivo fornece as últimas atualizações e informações técnicas.
- Consulte outros meios eletrônicos de informações tais como boletins informativos, se disponíveis.

Caso não possa encontrar uma solução, você poderá receber informações sobre como obter suporte ao produto através da subsidiária da Microsoft que atende ao seu país. Se não houver escritório da Microsoft em seu país, entre em contato com o estabelecimento em que você comprou o seu produto Microsoft.

### **Rede de Suporte da Microsoft**

A Rede de Suporte da Microsoft, nos locais em que está disponível, oferece uma ampla gama de opções, além de fornecer acesso a serviços de suporte técnico de pronto atendimento e de alta qualidade. A Microsoft reconhece que as necessidades de suporte variam de usuário para usuário. A Rede de Suporte da Microsoft permite que você escolha o tipo de suporte que melhor se adequa às suas necessidades, com opções que vão desde boletins informativos eletrônicos a programas de suporte anuais.

A Rede de Suporte da Microsoft está sujeita a condições, termos e preços, impostos pela própria Microsoft, vigentes em cada país no momento em que os serviços são usados, além de estar sujeita à alterações sem notificação prévia.

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{button ,AL(`Portuguese')} Tópicos relacionados

## **Subsidiárias Internacionais**



