

Your guide to Microsoft Technical Support

If you have a question about your Microsoft game device, first look in the *Getting Started* manual and this Online User's Guide. You can also find late-breaking updates and technical information in the Readme file that came with your product disks or compact disc.

If you still have a question, Microsoft offers technical support and services ranging from no-cost and low-cost online information services to annual support plans with a Microsoft technical engineer. Please note: the services and prices listed here are available in the United States and Canada only. Support is subject to Microsoft's then-current prices, terms, and conditions, and is subject to change without notice. Services and prices outside these countries may vary. For information about support options in the United States and Canada, click [here](#).

Outside the United States and Canada, contact the local Microsoft subsidiary office in your area. For a listing of worldwide Microsoft subsidiaries, click [here](#).

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

Choose the support option that's right for you

Microsoft Primary Support

A wide range of no-charge, high-quality technical services and resources, direct from Microsoft, for everyone from the individual to the corporate customer. For more information, click [here](#).

Microsoft Priority Support

For the individual, developer, or corporate customer who is using, deploying, or supporting Microsoft products, or is developing solutions based on Microsoft products. Priority Support offers priority telephone access to senior technical engineers 24 hours a day, 7 days a week, in the U.S. In Canada, the hours are from 8:00 A.M. to midnight, eastern time, 7 days a week, excluding holidays. For more information, click [here](#).

Technical Information Subscription Products

For the developer or the individual or business responsible for technical support, who would like to purchase additional Microsoft support products to access an even greater source of premium Microsoft support information. For more information, click [here](#).

Third-Party Support Options

For the corporate customer, developer, or individual responsible for technical support who requires multivendor integration and large-scale deployment, Microsoft has developed a variety of strategic alliances and partner programs with third parties that offer everything from initial consulting to maintenance and Help desk support for complete solutions. For more information, click [here](#).

Other Microsoft Services

For information on customer service and text telephone phone numbers for the deaf. For more information, click [here](#).

Microsoft Technical Support Worldwide

For information on how to obtain Microsoft Technical Support from Microsoft worldwide subsidiaries outside the United States and Canada, click [here](#).

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Microsoft Primary Support

Microsoft Primary Support is available for everyone from the individual to the corporate customer and provides the following complimentary, high-quality technical services and resources, direct from Microsoft.

Online Support: <http://www.microsoft.com/support/>

If you have access to the World Wide Web. For more information about online support, click [here](#).

Technical Information Services

If you don't have access to the Internet or you are more familiar with phone, fax, modem, or mail, Microsoft Primary Support offers additional technical information resources beyond the World Wide Web. For more information, click [here](#).

No-charge Phone Support with a Microsoft Technical Engineer

If you still need answers to your technical questions, Microsoft offers phone support. For more information, click [here](#).

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Online support

<http://www.microsoft.com/support/>

Online support uses Microsoft's own cutting-edge technology to help you gain access to the most relevant technical information and resources to answer your support questions. Online support helps you get the answers you need quickly and easily through the following features.

- **Support wizard.** Get step-by-step guidance on how to find the information most relevant to your support question.
- **Support directory.** Learn about the complete range of innovative technical support services available from Microsoft and its strategic partners.
- **Microsoft frequently asked questions.** Get quick answers to the most common technical issues on your Microsoft product.
- **Microsoft knowledge base.** Gain access to a comprehensive collection of more than 70,000 detailed articles with technical information about Microsoft products, bug and fix lists, and answers to commonly-asked technical questions.
- **Feature articles.** Stay current on the latest technical issues and solutions with articles selected by award-winning Microsoft technical engineers.
- **Troubleshooters.** Take advantage of cutting-edge technologies that help you diagnose and solve technical problems quickly and easily.
- **Drivers, patches, and sample files.** Choose from hundreds of free software add-ons, bug fixes, peripheral drivers, software updates, and programming aids for easy downloading at your convenience.
- **Newsgroups.** Share information with a worldwide community of other Microsoft customers, technical experts, and hundreds of Microsoft-selected Most Valuable Professionals.

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Technical information services

In addition to the Internet resources, Microsoft Primary Support provides the following additional technical information resources.

- **Microsoft Download Service (MSDL).** Gives you access to Microsoft's electronic technical library containing sample programs, device drivers, patches, software updates, and programming aids. Direct modem access to MSDL is available by dialing (425) 936-6735. The service is available 24 hours a day, 365 days a year. Connect information: 1200, 2400, 9600, or 14400 baud; no parity, 8 data bits, and 1 stop bit. In Canada, dial (905) 507-3022; connect information 1200 to 28800 baud, no parity, 8 data bits, and 1 stop bit.
- **Microsoft FastTips.** An automated toll-free telephone service that gets you quick answers to common technical questions as well as technical articles by telephone, fax, or mail. To access FastTips or to receive a map and catalog, call (800) 936-4100 on a touch-tone telephone. You can use the following keys on your touch-tone telephone after you reach FastTips.

To do this:	Press this key:
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Advance to the next message	*
Repeat the current message	7
Return to the beginning of FastTips	#

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No-charge phone support with a Microsoft technical engineer

If you still need answers to your technical questions, Microsoft offers no-charge, toll call phone support for 90 days after your first support call for your game device.

In the United States please call (425) 635-7040 between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays.

In Canada, please call (905) 568-4494 between 8:00 A.M. and 8:00 P.M. eastern time, Monday through Friday, excluding holidays.

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 of the Microsoft product you use.
- The type of hardware you use.
- The operating system you use.
- The exact wording of any messages that appeared on your screen.
- A description of what happened and what you were doing when the problem occurred.
- A description of how you tried to solve the problem.

Note

- If your Microsoft product was pre-installed or distributed with your personal computer, or provided by an Internet Service Provider (ISP), the personal computer manufacturer or ISP is responsible for providing your product support. Please contact the manufacturer or source from which you obtained your Microsoft product for support information.

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Microsoft Priority Support

Priority Support is for the individual, developer, or corporate customer who is using, deploying, or supporting Microsoft products or is developing solutions based on Microsoft products, and may want to purchase additional access to senior technical engineers. Priority Support can be purchased annually or you can pay per incident and includes the following services:

- **After Hours Support:** 24 hours a day, 7 days a week.
- **Priority Response:** Jumps you to the head of the queue and provides access to senior technical support engineers.
- **WebResponse:** Allows you to submit service requests via the World Wide Web to Microsoft support engineers who receive the requests and work with you to resolve your technical problem. To submit service requests using Web Response, go to <http://www.microsoft.com/support/> and use the Priority Web response pointer. You will need your Priority account number to submit your request.
- **Consult Line:** Offers phone-based, hourly consulting to proactively help you find problems before they occur. Call (800) 936-1565 at US\$195/hour (min 1 hour).

In the United States and Canada, you can purchase Priority Support as follows:

- To purchase an **annual contract** of support incidents for usability issues, or for more information on Priority Support, call (800) 936-3500, 6:00 A.M. to 6:00 P.M. Pacific time, Monday through Friday. Technical support is not available through this number.
- To purchase Priority Support **per incident** for usability issues for a fee of US\$35 per call, please call (800) 936-5500 24 hours a day, 7 days a week. In the United States only, you can also call (900) 555-2020, 24 hours a day, 7 days a week.

Note

- Support fees for the 800# calls will be billed to your VISA, MasterCard, or American Express credit card. Support fees for the 900# calls will appear on your telephone bill.

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Technical information subscription products

If you are responsible for technical support for a company – from a small business to the large enterprise – or if you are a developer, you may want to purchase additional Microsoft support products to gain access to an even greater source of premium Microsoft support information.

- **Microsoft TechNet.** The comprehensive CD-ROM information resource for evaluating, implementing, and supporting Microsoft business products. A one-year subscription to Microsoft TechNet delivers two CDs every month with over 150,000 pages of up-to-date technical information. To subscribe to Microsoft TechNet, see your local authorized retailer, or call (800) 344-2121.
- **Microsoft Developer Network (MSDN) Library.** The comprehensive source of programming information and toolkits for those who write applications for the Internet, Windows, Windows 95, or Windows NT, or use Microsoft products for development purposes. To subscribe to MSDN, call (800) 759-5474.

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Third-party support options

If you have an existing sales or support relationship with another organization, need multivendor support, or prefer an alternative to obtaining support directly from Microsoft, you can choose from a variety of authorized Microsoft support providers.

- **Microsoft Solution Provider Program.** Microsoft Solution Providers are independent developers, consultants, and systems analysts who offer fee-based technical training and support, industry knowledge, objective advice, and a range of value-added services to companies of all sizes. For the name of a Microsoft Solution Provider near you, in the United States, 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 8:30 A.M. and 6:30 P.M. eastern time, Monday through Friday, excluding holidays.
- **Microsoft Authorized Support Centers.** A select group of strategic support providers who offer quality, cost-effective, customizable support services that span the complete life cycle of planning, building, and managing your open environment. For more information on the ASC program, in the United States, 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 8:30 A.M. and 6:30 P.M. eastern time, Monday through Friday, excluding holidays.

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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 (425) 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.

Microsoft Customer Service

For customer service issues on Microsoft products, upgrades and services, you can call the Microsoft Sales Information Center at (800) 426-9400 in the United States. In Canada, call (800) 563-9048. Technical support is not available at this number. 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 (800) 892-5234. Outside the United States, contact your nearest Microsoft subsidiary.

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Let us know what you think

We'd like to hear your comments about Microsoft hardware and the associated software. Help us make future versions of these products even better by giving us a call, sending us a fax, dropping us a note, or sending us electronic mail. We'll be sure to consider your feedback in developing future versions of these products.

Be sure to indicate the name of the product when you comment.

- Call us at **(425) 936-WISH (9474)** and leave your comments using a touch-tone phone 24 hours a day.
- Fax us at **(425) 936-7329** and provide detailed comments 24 hours a day.
- Send us a note at Microsoft Input Device Wish Line, One Microsoft Way, Redmond, WA 98052-6399.
- Send us electronic mail at mewish@microsoft.com.

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Other Microsoft hardware

Microsoft has many new hardware innovations for your computer, your office, your kids, and your home. A far cry from the original Microsoft Mouse, our product line now includes a keyboard, a kids' input device, game devices, and other cool gadgets. Plus, each hardware product includes supporting software to help increase your productivity in your favorite software applications.



New products are on the way, so make sure you visit our Web site at:

<http://www.microsoft.com/hardware/>

Microsoft Hardware creates innovative hardware *by design* and supporting productivity series software.

Registering your Microsoft product

Please take a moment to fill out and mail the included registration card. Registering your product entitles you to the following benefits:

- Microsoft technical support. If you have any difficulty using the input device or the software, your questions will be answered by dedicated support specialists experienced in assisting Microsoft customers.
- Automatic notification of upgrades or revisions to the input device or the software. By receiving notices directly from Microsoft, you'll be among the first to know about upgrades.
- Automatic notification when new products related to the input device are released. You'll receive up-to-date information about exciting new Windows-based applications as soon as they become available. In some cases, you may be offered special introductory pricing.

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Microsoft technical support worldwide

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

- Check the *Getting Started* book included with your product.
- Check Help in the product.
- Check the Readme files that come with your product disks. These files provide general information that became available after the books in the product package were published.
- Consult electronic options such as CompuServe forums or 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.

Calling a Microsoft subsidiary office

When you call your local Microsoft subsidiary, you should be at your computer and have the appropriate product documentation at hand. Be prepared to provide the following information:

- The version of the Microsoft product you use.
- The type of hardware you use, including network hardware, if applicable.
- The operating system you use.
- The exact wording of any messages that appeared on your screen.
- A description of what happened and what you were doing when the problem occurred.
- A description of how you tried to solve the problem.

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; please contact the establishment from which you obtained your Microsoft product.



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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

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

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
Microsoft Support
Network
in Central Europe (fax) 0049/2622/167006

Belgium subsidiary (Microsoft NV)

Technical Support

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

Other Support

Phone (32) 2 7303911
Fax (32) 2 7269609
Microsoft Information
Center (32) 2 4815252
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)

Bolivia subsidiary

Brazil subsidiary (Microsoft Informatica 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

Canada subsidiary (Microsoft Canada Inc.)

Technical Support

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

Other Support

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

Caribbean subsidiary (Microsoft Caribbean, Inc.)

Technical Support

Phone (214) 714-9100

Other Support

Phone (809) 273-3600
Fax (809) 273-3636

Central America subsidiary

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

Colombia subsidiary (Microsoft Columbia)

Technical Support

Phone (571) 618 2255

Other Support

Phone (571) 618 2245
Fax (571) 618 2269

Czech Republic subsidiary (Microsoft s.r.o.)

Technical Support

Phone (+42) (2) 2150 3222

Other Support

Phone (+42) (2) 611 97 111
Fax (+42) (2) 611 97 100

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

Dubai subsidiary (Microsoft Middle East)

Technical Support

Phone (971) 4 513 888

Other Support

Fax (971) 4 527 444

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

Egypt subsidiary (Microsoft Egypt)

Technical Support

Phone +202-418-5571

Fax +202-417-4766

England subsidiary

Finland subsidiary (Microsoft OY)

Technical Support

Phone Please contact your local dealer.

Other Support

Customer Service +358 (90) 525 502 500

MSDL (BBS) +358 (90) 455 03 66

FastTips +358 (90) 525 502 550

France subsidiary (Microsoft France)

Includes support for French Polynesia.

Technical Support

Phone (33) (1) 59-85-96-33

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

Fax Information Service (33) (1) 36-70-13-13

Other Support

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

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

Telex MSPARIS 604322

French Polynesia subsidiary

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 Network in Central Europe (fax) 02622/167006

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

Hong Kong subsidiary (Microsoft Hong Kong Limited)

Technical Support

Phone (852) 2804-4222

Other Support

Microsoft Club Upgrade Centre (852) 2880-5085
Microsoft Club Member Hotline (852) 2516-5113
PSS Faxback Service (852) 2535-9293

Hungary subsidiary (Microsoft Hungary)

Technical Support

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

Other Support

Phone (+36) (1) 268-1668
Fax (+36) (1) 268-1558

Iceland subsidiary

India subsidiary (Microsoft India)

Technical Support

Phone (91) (11) 646-0694
(91) (11) 646-0767
(91) (11) 646-0813

Other Support

Fax (91) (11) 646-0813

Indonesia subsidiary (Microsoft Indonesia)

Technical Support

Phone (6221) 572-1060
Fax (6221) 573-2077

Ireland subsidiary

Israel subsidiary (Microsoft Israel Ltd.)

Technical Support

Phone 972-3-613-0833

Other Support

Fax 972-3-613-0834

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

Customer Service (39) (2) 7039-8398

Microsoft by Fax (39) (2) 7030-0703

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 (81) (3) 5454 2305
(version upgrade,
registration)

Fax (81) (3) 5454-7952

Information Center (81) (3) 5454-2300
(pre-sales product
support)

Fax (81) (3) 5454 7951

Microsoft Support 0120-37-0196

Network Sales (toll-free domestic only)

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) 531-1724

Latin America subsidiary (Microsoft Latin America)

Technical Support

Phone (214) 714-9100

Other Support

Phone	(305) 489-4800
Fax	(305) 491-1616
Customer Service	(425) 936-8661

Liechtenstein subsidiary

Luxembourg subsidiary (Microsoft NV)

Technical Support

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

Other Support

Phone (32) 2-7303911
Microsoft Information Center (32) 2-4815252
CompuServe (32) 2-2150530 (GO MSBEN)
Bulletin Board Service (32) 2-7268545
(1200/2400/9600/14400 baud, 8 bits,
No parity, 1 stop bit, ANSI terminal
emulation)

Malaysia subsidiary (Microsoft Malaysia Sdn Bhd)

Technical Support

Phone (60-3) 793-9595
Fax (60-3) 791-6080

México subsidiary (Microsoft México, 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, (2400/14400 baud, 8 bits, no parity,
NO Password) 1 stop bit, ANSI terminal emulation)
(52) (5) 628-6202
(14400 baud, 8 bits, no parity,
1 stop bit, ANSI terminal emulation)

Morocco subsidiary (Microsoft Afrique Du Nord)

Technical Support

Phone (212) 2 47 10 72
Fax (212) 2 47 10 86

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)

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

Northern Ireland subsidiary

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

Papua New Guinea subsidiary

Paraguay subsidiary

Peru subsidiary (Microsoft Perú S.A.)

Philippines subsidiary (Microsoft Philippines)

Technical Support

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

Other Support

Phone (632) 811-0062

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
Information Service (+48) (22) 6286924

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

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

Russia subsidiary (Microsoft A/O)

Technical Support

Phone (+7) (502) 224 50 46
Fax (+7) (502) 224 50 45

Scotland subsidiary

Singapore subsidiary (Microsoft Singapore Pte Ltd)

Technical Support

Phone (65) 3379946
Fax (65) 3376700

Other Support

Phone (65) 4335488
Fax (65) 3399958

Slovak Republic subsidiary (Microsoft s.r.o.)

Technical Support

Phone (+42) (7) 31 20 83

Other Support

Phone (+42) (7) 37 63 02
Fax (+42) (7) 37 66 71

Slovenia subsidiary (Microsoft d.o.o.)

Technical Support

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

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
(27) 11 445 0046
Customer Service Centre (27) 11 445 0145

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

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

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 0049/2622/167006
in Central Europe (fax)

Turkey subsidiary (Microsoft Turkey)

Technical Support

Phone 90 (212) 258 96 66
Fax 90 (212) 258 95 99

Other Support

Phone 90 (212) 258 59 98
Fax 90 (212) 258 59 54
MSDL (BBS) 90 (212) 227 93 90
Fax Back 90 (212) 227 93 80 (81, 82, or 83)

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

United Kingdom subsidiary (Microsoft Limited)

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

Technical Support

Phone (0870) 50 10 100
Fax Information Service (0870) 50 30 100
Bulletin Board Service (0870) 50 30 200
(up to 28.8K baud, n, 8, 1)
Microsoft Information Centre (0345) 00 2000

Other Support

Phone (0870) 60 10 100

Fax (0870) 60 20 100

Uruguay subsidiary

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

Technical Support

Phone (582) 264-1933

Other Support

Phone (582) 265-2250

Fax (582) 265-0863

(582) 265-2611

Wales 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.

