

When You Have a Question

If you have a question about Microsoft Internet Explorer 3.0, first look in the product documentation or consult online Help. You can also find late-breaking updates and technical information in the README file that came with your Internet Explorer disks. If ~~Microsoft AnswerPoint~~ ~~Microsoft AnswerPoint~~, contact Microsoft via any of the following support options that best meet your needs. Microsoft AnswerPoint offers high-quality technical support options that allow you to get what you need: the right answers right now. For information about support services in the United States and Canada, see [Product Support Within the United States and Canada](#).

Microsoft AnswerPoint is subject to Microsoft's then-current prices, terms, and conditions, and is subject to change without notice.

Product Support Within the United States and Canada

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

[AnswerPoint Information Services](#)

[AnswerPoint Standard Support](#)

[AnswerPoint Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Other Microsoft Services](#)

AnswerPoint Information Services

- technical information on our Internet sites
- AnswerPoint information services for Windows is located at <http://www.microsoft.com> information and services for Microsoft Windows 95 is located at <http://www.microsoft.com/windows/95> Microsoft Windows 95 product information is located at <http://www.microsoft.com/windows/95/prodinfo> Microsoft Windows 95 applications. As a Technician, you can access product information for Microsoft Windows 95 applications by using the Microsoft Windows 95 Product Information Board Services, and Microsoft Windows 95 Product Information Board Services, or by using the Microsoft Windows 95 Product Information Board Services, or by using the Microsoft Windows 95 Product Information Board Services.
- AnswerPoint information services for Windows NT is located at <http://www.microsoft.com/windows/nt> information and services for Microsoft Windows NT is located at <http://www.microsoft.com/windows/nt> information and services for Microsoft Windows NT product information is located at <http://www.microsoft.com/windows/nt/prodinfo> Microsoft Windows NT applications. As a Technician, you can access product information for Microsoft Windows NT applications by using the Microsoft Windows NT Product Information Board Services, and Microsoft Windows NT Product Information Board Services, or by using the Microsoft Windows NT Product Information Board Services, or by using the Microsoft Windows NT Product Information Board Services.
- AnswerPoint information services for Windows CE is located at <http://www.microsoft.com/windows/ce> information and services for Microsoft Windows CE is located at <http://www.microsoft.com/windows/ce> information and services for Microsoft Windows CE product information is located at <http://www.microsoft.com/windows/ce/prodinfo> Microsoft Windows CE applications. As a Technician, you can access product information for Microsoft Windows CE applications by using the Microsoft Windows CE Product Information Board Services, and Microsoft Windows CE Product Information Board Services, or by using the Microsoft Windows CE Product Information Board Services, or by using the Microsoft Windows CE Product Information Board Services.

CD-ROM based MSDN is the comprehensive source of programming information and toolkits for those who write applications for the Microsoft Windows, Windows 95, and Windows NT operating systems, or use Microsoft products for development purposes.

For more information on MSDN, call (800) 759-5474.

For more information on Windows 95, call (800) 936-2500 on a touch-tone telephone. You can use the

Microsoft Windows 95 Product Information Board Services, or by using the Microsoft Windows 95 Product Information Board Services.

AnswerPoint Priority Support

Text Telephone

Other Support Options

Other Microsoft Services

AnswerPoint Standard Support

- In the United States, no-charge support from Microsoft support engineers is available for non-connectivity issues via a toll call
- Extending 9:00 A.M. and 6:00 P.M. Pacific Time, Monday through Friday on business days. This support is available for 90 days of connectivity issues. Support is provided to Microsoft Internet Explorer, and 2003 Microsoft Office systems. Monday through Friday, business system in a networked environment, dial-up networking, faxing, connectivity using a null modem cable, and so on. This includes, but is not restricted to: setting up a computer to be used in a networked environment, network administration, dialing in to a computer, connecting to the Internet via a service provider, and using e-mail or fax from within a Microsoft systems product.
 - The following information is required for the support call:
 - When you call, you should have
 - 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
 - See also A description of how you tried to solve the problem

AnswerPoint Information Services

AnswerPoint Priority Support

Text Telephone

Other Support Options

Other Microsoft Services

AnswerPoint Priority Support

Microsoft AnswerPoint offers priority telephone access to Microsoft support engineers 24 hours a day, 7 days a week, except holidays in the U.S. In Canada, the hours are from 6:00 A.M. to midnight Eastern time, 7 days a week, excluding holidays. Not available in Canada.

■ In the United States, call (800) 936-5700; \$35 (U.S.) per incident; in Canada, call (800) 668-7975, at \$35 (US) per incident. These services are billed to your VISA card, MasterCard, or American Express card.

AnswerPoint Information Services

AnswerPoint Standard Support

Text Telephone

Other Support Options

Other Microsoft Services

Text Telephone

Microsoft text telephone (TT/TDD) services are available for the deaf or hard-of-hearing. In the United States, using a TT/TDD modem, dial (206) 635-4948 between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, using a TT/TDD modem, dial (905) 568-9641 between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays.

AnswerPoint Information Services

AnswerPoint Standard Support

AnswerPoint Priority Support

Other Support Options

Other Microsoft Services

Other Support Options

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

[AnswerPoint Information Services](#)

[AnswerPoint Standard Support](#)

[AnswerPoint Priority Support](#)

[Text Telephone](#)

[Other Microsoft Services](#)

Microsoft Solution Providers Program.
Microsoft Solution Providers are independent developers, consultants, and systems analysts that offer fee-based technical training Monday through Friday, excluding holidays. In Canada, call (800) 363-9048 between 8:00 A.M. and 8:00 P.M. Eastern time, and support, industry knowledge, objective advice, and a range of value-added services to companies of all sizes. Solution Providers are also available to help you implement computing systems that take advantage of today's powerful new technology support needs. You can also combine ASC services with your in-house help desk or Microsoft support service option to best fit your needs. Services include: extending support hours in Canada and in (800) 563-9048 between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays.
Microsoft Authorized Support Centers (ASCs) are a select group of strategic support providers who offer high quality customized

AnswerPoint Standard Support

AnswerPoint Priority Support

Text Telephone

Other Support Options

