

You're having other problems (technical support)

You can 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.

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:

{button ,JI('`,`MTSChoose')} Choose the support option that's right for you

Outside the United States and Canada, contact the local Microsoft subsidiary office in your area. For a listing of worldwide Microsoft subsidiaries, click:

{button ,JI('`,`MTSWorld')} Microsoft Technical Support Worldwide

Choose the support option that's right for you

Here are the options you can choose from:

Self Help Tools

{button ,JI('`,`MTSSelf')} Self-Help Tools Online

Direct Assistance from a Microsoft Technical Support Engineer

{button ,JI('`,`DirectAssistance')} Direct Assistance from a Microsoft Technical Support Engineer

Other Microsoft Services

Includes information on customer service and text telephone numbers for the deaf. For more information, click:

{button ,JI('`,`MTSOther')} Other Microsoft Services

Microsoft Technical Support Worldwide

For information on how to obtain Microsoft Technical Support from Microsoft worldwide subsidiaries outside the United States and Canada, click:

{button ,JI('`,`MTSWorld')} Microsoft Technical Support Worldwide

Self-Help Tools

Microsoft Technical Support Online

<http://www.microsoft.com/support/> helps 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.
- **Web Response.** Conveniently submit support requests via the Web. Available for developer and Office developer products only.

Additional Information

{button ,JI(','MTSChoose')} Choose the support option that's right for you

{button ,JI(','MTSSelfOther')} Other Self-Help Tools

{button ,JI(','DirectAssistance')} Direct Assistance with a Microsoft Technical Support Engineer

{button ,JI(','MTSOther')} Other Microsoft Services

{button ,JI(','MTSWorld')} Microsoft Technical Support Worldwide

Other Self-Help Tools

In addition to the Internet resources, Microsoft Technical 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:
Advance to the next message	*
Repeat the current message	7
Return to the beginning of FastTips	#

Additional Information

{button ,JI(','MTSChoose')} Choose the support option that's right for you

{button ,JI(','MTSSelf')} Self-Help Tools: Microsoft Technical Support Online

{button ,JI(','DirectAssistance')} Direct Assistance with a Microsoft Technical Support Engineer

{button ,JI(','MTSOther')} Other Microsoft Services

{button ,JI(','MTSWorld')} Microsoft Technical Support Worldwide

Direct Assistance with a Microsoft Technical Support Engineer

Standard No-Charge Support

If you still need answers to your technical questions, Microsoft offers no-charge, toll call phone support for Microsoft Project as follows:

- Unlimited no-charge support for usability issues including product features, menu commands, formatting, setup, and other user interface issues.
- Two (2) no-charge support incidents for assistance with issues when developing for Microsoft Office applications. Development assistance will be limited to help with macros, syntax, and demonstrating basic principles such as how to write a loop in a blank macro or how to debug small amounts of code.

To receive your Standard No-Charge Support, in the U.S., please call (425) 635-7155, 6 am to 6 pm Pacific time, Monday through Friday, excluding holidays. In Canada, please call (905) 568-2294, 5:00 am to 5:00 pm. Pacific time, Monday through Friday, excluding holidays. In the U.S. and Canada, you can also submit your support question via the Internet with Web Response. For more details, go to Microsoft Technical Support Online at <http://www.microsoft.com/support>

When you contact us for support, 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.

After-Hours Support

If you require support after normal business hours, you can purchase Pay-Per-Incident Support for Microsoft Project as follows:

In the United States, for a fee of \$35US per incident, please call (800) 936-5700 or (900) 555-2000, 24 hours a day, 7 days a week, including holidays. In Canada, for a fee of \$45CDN plus tax per incident, please call (800) 668-7975, 5:00 am to 9:00 PM Pacific time, 7 days a week, excluding holidays.

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.

Priority Annual Accounts

If you anticipate a higher volume of support incidents, or need priority access to Microsoft Technical Support Engineers, you can purchase a Priority Annual Desktop Account as follows:

- In the U.S., at a cost of \$295US per 10 incidents, please call (800) 936-3500, Monday – Friday, excluding holidays, 6:00 am to 6:00 pm Pacific time.
- In Canada, at a cost of \$295CDN plus tax per 10 incidents, please call (800) 668-7975, Monday – Friday, excluding holidays, 5:00 am to 5:00 pm Pacific time.

Priority Plus Account

Microsoft Technical Support offers special accounts for large businesses that require business-critical support and access to specialized, information for planning for smoother product deployment. For more information, please call (800) 936-3500, Monday – Friday, excluding holidays, 6:00 am to 6:00 pm Pacific time.

Additional Information

{button ,JI(','MTSChoose')} Choose the support option that's right for you

{button ,JI(','MTSSelf')} Self-Help Tools: Microsoft Technical Support Online

{button ,JI(','DirectAssistance')} Direct Assistance with a Microsoft Technical Support Engineer

{button ,JI('`,`MTSOther')} Other Microsoft Services

{button ,JI('`,`MTSWorld')} Microsoft Technical Support Worldwide

Other Microsoft Services

Text telephone

Microsoft text telephone (TT/TTY) 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/TTY 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.

Additional Information

{button ,JI(','MTSChoose')} Choose the support option that's right for you

{button ,JI(','MTSSelf')} Self-Help Tools: Microsoft Technical Support Online

{button ,JI(','MTSSelfInfo')} Other Self-Help Tools

{button ,JI(','DirectAssistance')} Direct Assistance with a Microsoft Technical Support Engineer

{button ,JI(','MTSWorld')} Microsoft Technical Support Worldwide

Microsoft Technical Support Worldwide

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

- Check Online Help in the product.
- Check the Readme files that come with your product disks. These files provide general information that became available shortly before the product was released.
- 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.

Microsoft subsidiary offices and the countries they serve are listed below. If there is no Microsoft subsidiary office in your country, please contact the establishment from which you obtained your Microsoft product.

Additional Information

{button ,JI(','MTSChoose')} Choose the support option that's right for you

{button ,JI(','MTSSelf')} Self-Help Tools: Microsoft Technical Support Online

{button ,JI(','MTSSelfOther')} Other Self-Help Tools

{button ,JI(','DirectAssistance')} Direct Assistance with a Microsoft Technical Support Engineer

{button ,JI(','MTSOther')} Other Microsoft Services

Argentina

Microsoft de Argentina S.A.

Customer Service: (54) (1) 819-1900

Fax: (54) (1) 819-1921

Technical Support:

(Consumer, POS, and DAD): (54) (1) 314-0560

(BSD and DD, only for installation): (54) (1) 819-1900

Australia

Microsoft Pty. Ltd.

Fax: (61) (02)805-0519

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

Installation Support: (61) (02) 870-2132

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

Technical Support: (61) (02) 870-2131

Austria

Microsoft Ges.m.b.H.

Phone: 0222-68 76 07

Fax: 0222-68 16 2710

Information: 0660-6520

Prices, updates, etc.: 0660-6520

CompuServe: GO MSEURO (Microsoft Central Europe)

Standard Support: Installation and Handling

Windows 95: 0660-6510

Microsoft Excel for Windows: 0660-6511
Microsoft Access: 0660-6761
TechNet, Developer Network, Bookshelf: 0660-6506

General information about the Microsoft Support Network in Central Europe:
FAX: 0049/2622/167006

Belgium

Microsoft NV
Phone: +32-2-730 39 11
Fax: +32-2-726 96 09
Microsoft Information Center: +32-2-481 52 52
CompuServe: 02-2150530 (GO MSBEN)
Bulletin Board: +32-2-726 85 45 (14400/1200/2400/9600 bd, 8N1, ANSI)
Technical Support:
+32-2-513 32 74 (Dutch speaking)
+32-2-502 34 32 (English speaking)
+32-2-513 22 68 (French speaking)

Bolivia

See Argentina

Brazil

Microsoft Informatica Ltda.
Phone: (55) (11) 514 -7100
Fax: (55) (11) 514 - 7106/514-7107
Technical Support:
Phone: (55) (11) 871-0090
Fax: (55) (11) 262-8638
Technical Support Bulletin Board Service: (55) (11) 872-4106
Technical Support Help by Fax: (55) (11) 871-4701

Canada

Microsoft Canada Inc.
Head Office Phone: 1 (905) 568-0434
Customer Support Centre: 1 (800) 563-9048
Technical Support:
Desktop Systems including Microsoft Windows 95: 1 (905) 568-4494
Microsoft Office and Office Components: 1 (905) 568-2294
Other Standard Technical Support: 1 (905) 568-3503
Priority Support Information: 1 (800) 668-7975
Text Telephone (TT/TDD) 1 (905) 568-9641
Technical Support Bulletin Board Service: 1 (905) 507-3022

Caribbean

Microsoft Caribbean, Inc.
Phone: (809) 273-3600
Fax: (809) 273-3636
Technical Support: (214) 714-9100

Central America

See Latin America

Chile

Microsoft Chile S.A.
Phone: 56-2-330-6000
Fax: 56-2-330-6190
Customer Service: 56-2-800-213121
Personal Operating System and Applications:

Phone: 56-2-330-6222
Fax: 56-2-341-1439

Colombia

Microsoft Colombia
Phone: (571) 618 2245
Fax: (571) 618 2269
Technical Support: (571) 618 2255

Czech Republic

Microsoft s.r.o.
Phone (+42) (2) 611 97 111
Fax: (+42) (2) 611 97 100
Technical Support: (+42) (2) 2150 3222 or 53 52 56 (Windows 95 only)

Denmark

Microsoft Denmark AS
Phone: (45) (44) 890 100
Fax: (45) (44) 685 510
Technical Support:
 Phone: (45) (44) 89 01 11
 Microsoft Sales Support: (45) (44) 89 01 90
 Microsoft FaxSvar: (45) (44) 89 01 44
 Microsoft BBS: (45) (44) 66 90 46
 (Document 303030 in FaxSvar contains detailed instructions)
 Microsoft MSDL: (45) (44) 66 90 46
 Microsoft FastTips: (45) (44) 89 01 44

Dubai

Microsoft Middle East
Phone: (971) 4 513 888
Fax: (971) 4 527 444

Ecuador

Corporation Microsoft del Ecuador S.A.
Phone: (593) 2 460-447, (593) (2) 460-451
Customer Service: (593) (2) 460-453, (593) (2) 460-458
Technical Support: (593) (2) 463-094

Egypt

Microsoft Egypt
Phone: +202-418-5571
Fax: +202-4174766

England

See United Kingdom

Finland

Microsoft OY
Phone: (358) (90) 525 501
Fax: (358) (90) 522 955
Product Support:
 Phone: (358) (90) 525 502 500
 Microsoft FaxSvar: (46) (0) 8-752 29 00
 (Information in Swedish and English)
 Microsoft BBS: (46) (0) 8-750 47 42
 (Information in Swedish and English)
 Microsoft MSDL: (358) (90) 455 03 66
 Microsoft FastTips: (358) (90) 525 502 550

For Technical Support, please contact your local reseller.

France

Microsoft France

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

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

Telex: MSPARIS 604322

Technical Support Phone: (33) (1) 59-85-96-33 (Province)/33 3 49 49 49 57(2)

Technical Support Fax: (33) (1) 69-28-00-28

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

French Polynesia

See France

Germany

Microsoft GmbH

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#

Standard Support: Installation and Handling

Windows 95: 089/3176-1115

Microsoft Excel for Windows: 089/3176-1120

Microsoft Access: 089/3176-1180

TechNet, Developer Network: 089/3176-1810

General information about Microsoft support in Central Europe:

Fax: 02622/167006

Greece

Microsoft Hellas, S.A.

Phone: (30)(1) 6806-775 through (30)(1) 6806-779

Fax: (30)(1) 6806-780

Hong Kong

Microsoft Hong Kong Limited

Fax: (852)2560-2217

Product support Faxback Service: (852)2535-9293

Microsoft Club Upgrade Centre: (852)2880-5085

Microsoft Club Member Hotline: (852)2516-5113

Technical Support: (852) 2804-4222

Hungary

Microsoft Hungary

Phone: +36 (1) 268-1668

Fax: +36 (1) 268-1558

Technical Support: +36 (1) 267-4636 (2MSINFO)

Iceland

See Denmark

Ireland

See United Kingdom

India

Microsoft India

Phone: (011) (91) (11) 646 0694, 646 0767, 646 0813
Fax: (011) (91) (11) 646-0813

Indonesia (SP)

Microsoft Indonesia - Jakarta
Technical Support
Phone: 62 21 5721060
Fax: 62 21 5732077

Israel

Microsoft Israel Ltd.
Phone: 972-3-613-0833
Fax: 972-3-613-0834

Italy

Microsoft SpA
Phone: (39) (2) 7039-21
Fax: (39) (2) 7039-2020
Microsoft by Fax (Fax-on-demand service): (39) (2) 70-300-703
Customer Service (New product info, product literature): (39) (2) 70-398-398
Dealer Support (Customer Service for resellers only): (39) (2) 70-398-388
Bulletin Board: (39) (2) 7030-0102
Technical Support: (39) (2) 70-398-351
Microsoft Consulting Service: (39) (2) 7039-2400
Microsoft Rome Office: (39) (6) 5432-497

Japan

Microsoft Company Ltd.
Technical Support: (81) (424) 41-8700
Fax Information Service: (81) (3) 5454-8100 (1#-0# for guidance)
Microsoft support sales (Technical Support options/ Support Contract)
Phone: 0120-37-0196 (toll free domestic only)
Channel Marketing (Presales Product Support) Information Center
Phone: (81) (3) 5454-2300
Fax: (81) (3) 5454-7951
Customer Service Phone (Version upgrade/Registration)
Phone: (81) (3) 5454-2305
Fax: (81) (3) 5454-7952

Korea

Microsoft CH
Phone: (82) (2) 531-4500
Fax: (82) (2) 531-1724
Office Technical Support: (82) (2) 508-0040
Windows Technical Support: (82) (2) 563-0054
Developer Technical Support: (82) (2) 566-0071
Technical Support Fax: (82) (2) 531-4600
Technical Support Bulletin Board Service: (82) (2) 538-3256

Latin America

Microsoft
Latin American Headquarters (U.S.A.)
Phone: (305) 489-4800
Fax: (305) 491-1616
Customer Service: (425) 936-8661
Technical Support: (214) 714-9100

Liechtenstein

See Switzerland (German speaking)

Luxembourg

Microsoft NV

Phone: +32-2-730 39 11

Microsoft Information Center: +32-2-481 52 52

CompuServe: +32-2-215 05 30 (GO MSBEN)

Bulletin Board: +32-2-726 85 45 (1200/2400/9600/14400 bd, 8N1, ANSI)

Technical Support:

+32-2-513 32 74 (Dutch speaking)

+32-2-502 34 32 (English speaking)

+32-2-513 22 68 (French speaking)

Malaysia (SP)

Microsoft (Malaysia) Sdn Bhd:

Phone: (60-3) 793-9595

Fax: (60-3) 791-6080

México

Microsoft México, S.A. de C.V.

Technical Support (Applications and Operating Systems): (52)(5) 325-0912

Customer Service: (52)(5) 325-0911

Fast Tips: (52)(5) 237-4894 (24 hours x 365 days service)

Bulletin Board Service:

(52)(5) 628-6200

(2400s/14400k baud, 8 bits, No parity, 1 stop bit, ANSI terminal emulation)

(52)(5) 628-6202

(14400k baud, 8 bits, No parity, 1 stop bit, ANSI terminal emulation)

User: MSMEXICO, NO Password

Morocco

Microsoft Afrique Du Nord

Phone: (212) 2 47 10 72

Fax: (212) 2 47 10 86

Netherlands

Microsoft BV

Phone: 023-5689189

Customer Service: 023-5677700

CompuServe: 020-6880085 (GO MSBEN)

Bulletin Board: 023-5634221 (1200/2400/9600/14400bd, 8N1, ANSI)

Technical Support:

023-5677877 (Dutch speaking)

023-5677853 (English speaking)

New Zealand

Microsoft New Zealand Ltd

Phone: 64 (9) 358-3724

Fax: 64 (9) 358-3726

Technical Support:

Phone: 64 (9) 357-5575

Fax: 64 (9) 307-0516 and 357-5577

Northern Ireland

See United Kingdom

Norway

Microsoft Norway AS

Phone: (47) (22) 02 25 00

Fax: (47) (22) 95 06 64
Product Support: (47) (22) 02 25 50
Microsoft Sales Support: (47) (22) 02 25 80
Microsoft BBS: (47) (22) 18 22 09
(Document 404040 in FaxSvar contains detailed instructions)
Microsoft FaxSvar: (47) (22) 02 25 70
Microsoft MSDL: (47) (22) 18 22 09
Microsoft FastTips: (47) (22) 02 25 70

Papua New Guinea

See Australia

Paraguay

See Argentina

Peru

See Latin America

Philippines (SP)

Microsoft Philippines
Phone: 632 811 0062
Technical Support:
Phone : 632 892 2295/2495
Fax: 632 813 2493

Poland

Microsoft Sp. z o.o.
Phone: (+48) (22) 661-5433
Fax: (+48) (22) 6615434
Information Service: (+48) (22) 6286924
Technical Support: (+48) (22) 6216793 or (+48) (71) 441357

Portugal

Microsoft Portugal MSFT, Lda.
Phone: (351) 1 4409200
Fax: (351) 1 4412101
Technical Support:
Standard Support (All Clusters): (351) 1 4409280/1/2/3
Fax : 351 1 4411655

Republic of Ireland

See United Kingdom

Russia

Microsoft A/O
Fax: (+7) (502) 224 50 45

Scotland

See United Kingdom

Saudi Arabia

Microsoft Saudi Arabia
Phone: +966-1-488-1165
Fax: +966-1-488-1576 ext 300
Technical Support (POS and DAD only):
Phone: 800 124 0500 (toll free within Saudi Arabia)
Fax: 966-1-4740576

Singapore

Microsoft Singapore Pte Ltd

Phone: (65) 337-6088

Fax: (65) 337-6788

Customer Services:

Phone: (65) 433-5488

Fax: (65) 339-9958

Product Support Services:

Phone: (65) 337-9946

Fax: (65) 337-6700

Slovenia/Slovenija

Microsoft d.o.o. (see Germany also)

Phone: +386 61 1881 133

Fax: +386 61 1881 137

Technical Support: +386 61 123 23 54 or +386 64 331 020

Slovak Republic

Microsoft Slovakia s.r.o.

Phone (+42) (7) 37 63 02

Fax: (+42) (7) 37 66 71

Technical Support: (+42) (7) 31 20 83

South Africa

Microsoft South Africa

Phone: (27) 11 445 0000

Fax: (27) 11 445 0343 or (27) 11 445 0046

Technical Support:

(Toll Free): 0 802 11 11 04

(Toll): (27) 11 445 0100

Customer Service Centre: (27) 11 445 0145

Spain

Microsoft Iberica SRL

Phone: (34) 1-807-9999

Fax: (34) 1-803-8310

Technical Support: (34) 1-807-9960

Customer Service: (34) 1-804-0096

Fax Back telephone: (34) 1-804-0096

Sweden

Microsoft AB

Phone: (46) (0) 8-752 56 00

Telex: 8126132 MICRAB AB

Fax: (46) (0) 8-750 51 58

Product Support: (46) (0) 8 -752 09 29

Sales Support: (46) (0) 8-752 56 30

Microsoft FaxSvar: (46) (0) 8-752 29 00

Microsoft BBS: (46) (0) 8-750 47 42

(Document 202020 in FaxSvar contains detailed instructions)

Information on Technical Support: (46) (0) 8-752 09 29

Microsoft MSDL: (46) (0) 8-750 47 42

Microsoft FastTips: (46) (0) 8-752 29 00

Switzerland

Microsoft AG

Phone: 01-839 61 11

Fax: 01-831 08 69

Prices, updates, etc.: 01/839 61 11

CompuServe: GO MSEURO(Microsoft Central Europe)

Documentation:

Phone: 155 59 00
Fax: 064-224294, Microsoft Info-Service, Postfach, 8099 Zürich
Standard Support: Installation and Handling
Windows 95: 01/342-4085
Microsoft Mail Client: 01/831-1581
Microsoft Excel for Windows: 01/342-4082
Microsoft PowerPoint for Windows: 01/342-4082
Microsoft Word for Windows: 01/342-4087
Microsoft Access: 01/342-4121
Microsoft Software for Apple Macintosh: 01/342-4081
TechNet, Developer Network, Bookshelf: 01/342-1964
Technical support (French speaking): 022-738 96 88

General information about the Microsoft Support Network in Central Europe:
FAX: 0049/2622/167006

Taiwan Region

Microsoft Taiwan Corp.
Phone: (886) (2) 504-3122
Fax: (886) (2) 504-3121
Technical Support: (886) (2) 508-9501

Thailand

Microsoft (Thailand) Limited
Phone: (662) 266-3300
Fax: (662) 266-3310
Product Support:
Phone: (662) 632-0360 through 3
Fax: (662) 632-0364

Turkey

Microsoft Turkey
Phone: 90 (212) 258 59 98
Fax: 90 (212) 258 59 54

Support Hotline
Phone: 90 (212) 258 96 66
Fax: 90 (212) 258 95 99

Bulletin Board Service: 90 (212) 227 93 90
Faxback Service: 90 (212) 227 93 80 (81, 82 or 83)

United Kingdom

Microsoft Limited
Fax: (01734) 270002
Phone: (01734) 270001
Bulletin Board Service
Microsoft KeyData: (01734) 270065 (up to 14.4Kbaud, n, 8, 1)
Faxback Information Service
Microsoft KeyFax: (01734) 270080
Telephone Support
Consumer, Desktop Apps & Personal Operating Systems: (01734) 271000
Microsoft Connection, Pre-Sales Information: (0345) 00 2000

Uruguay

Soporte Técnico: (598) (2) 77-4934

Venezuela

Corporation MS 90 de Venezuela S.A.
Other information: (582)265-2250
Fax: (582)265-0863 / (582)265-2611

Technical Support: (582)264-1933

Wales

See United Kingdom

