

## **When you have a question**

If you have a question about Microsoft Outlook 98, first look in the Getting Results book or see Help. You can also find late-breaking updates and technical information in the Readme file that came with Outlook. If you cannot find the answer, in the United States and Canada, contact Microsoft Technical Support.

Outside the United States and Canada, contact Microsoft Product Support Services at the Microsoft subsidiary office that serves your area. For information about Microsoft subsidiary offices, click [»](#).

### **Microsoft Technical Support**

Microsoft Technical Support offers high-quality technical support options so you can get what you need: the right answers right now. For information about support services in the United States and Canada, click [»](#).

Services and prices may vary outside the United States and Canada. Microsoft Technical Support 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 Technical Support:

- » [Use the System Info feature to view information about your system](#)
- » [Information services](#)
- » [Standard support](#)
- » [Priority support](#)
- » [Text telephone](#)
- » [Other support options](#)
- » [Other Microsoft services](#)

For information about product support worldwide, click [»](#).

## **Use the System Info feature to view information about your system**

The System Info feature examines your computer and shows information about your Office program and the operating system, including fonts, printing, proofing tools, graphic filters, text converters, OLE registration, and screen display. This information may be useful to the technical support engineer if you call for assistance.

### **To see information with the System Info feature:**

- 1** On the **Help** menu, click **About Microsoft Outlook**.
- 2** Click **System Info**.
- 3** Click a category for the type of information you want.

**Tip** You can also save or print information and run programs from the **System Info** dialog box.

## Information services

Microsoft offers a wide-range of services ranging from no-cost and low-cost online information services (available 24 hours a day, 7 days a week) to annual support plans.

### Microsoft FastTips

Call (800) 936-4100 on a touch-tone telephone. Receive automated answers to common technical problems, and access popular articles from the Microsoft Knowledge Base, all delivered by recording or fax. You can use the following keys on your touch-tone telephone after you reach FastTips:

<b>To</b>	<b>Press</b>
Advance to the next message	*
Repeat the current message	7
Return to the beginning of FastTips	#

### Microsoft Download Service

Access (via modem) sample programs, device drivers, patches, software updates and programming aides (1200, 2400, 9600, or 14,400 baud; no parity; 8 data bits; 1 stop bit). In the United States, call (425) 936-6735. In Canada, call (905) 507-3022.

### Internet Services and The Microsoft Network

Access the Microsoft Frequently Asked Questions, Software Library, Knowledge Base, customer-to-customer newsgroups, and other technical information and services on our Internet sites.

- On the World Wide Web and MSN, go to <http://www.microsoft.com/support/>
- For FTP access, go to <ftp://ftp.microsoft.com>

## Standard support

In the United States, Microsoft offers unlimited no-charge usability support via toll call for Microsoft Outlook. Microsoft also offers two (2) no-charge incidents for assistance developing custom solutions and applications using Microsoft Outlook. Standard Support hours are 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays.

<b>For technical support for this product</b>	<b>Call</b>
Microsoft Outlook	(425) 635-7031

In Canada, support engineers are available via a toll call between 8:00 A.M. and 8:00 P.M. eastern time, Monday through Friday, excluding holidays. Call (905) 568-3503.

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.

## **Priority support**

Microsoft Technical Support offers priority telephone access to Microsoft support engineers for usage questions 24 hours a day, 7 days a week, except holidays in the United States. In Canada, the hours are from 6:00 A.M. to midnight eastern time, 7 days a week, excluding holidays.

- In the United States, call (900) 555-2000; \$35 (U.S.) per incident. Charges appear on your telephone bill. 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 (U.S.) per incident. These services are billed to your VISA, MasterCard, or American Express card.

**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.

## **Other support options**

Microsoft Technical Support offers annual fee-based support plans. For information in the United States, contact the Microsoft Technical Support Sales Group 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 use the Standard Support phone number for technical support.



## **Other Microsoft services**

### **Microsoft Customer Service**

You can access customer service by calling the Microsoft Sales Information Center at (800) 426-9400 in the United States. 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.

### **Microsoft Authorized Support Centers**

Microsoft Authorized Support Centers (ASCs) are a select group of strategic support providers who offer high-quality customized support services that span the complete systems life-cycle of planning, implementation, and maintenance of your multivendor environment. Services include: on-site support, integration and implementation services, helpdesk services, hardware support, development resources, and others. By choosing an ASC, you can work with one vendor for all of your technical support and service needs. You can also combine ASC services with your in-house helpdesk or Microsoft support service option to best fit your information technology support needs.

0 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 8:00 A.M. and 8:00 P.M. eastern time, Monday through Friday, excluding holidays.

### **Microsoft Solution Providers Program**

Microsoft Solution Providers are independent developers, consultants, and systems analysts that offer fee-based technical training and support, industry knowledge, objective advice, and a range of value-added services to companies of all sizes. Solution Providers work with organizations to help implement computing systems that take advantage of today's powerful new technologies.

0 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 8:00 A.M. and 8:00 P.M. eastern time, Monday through Friday, excluding holidays.

### **Microsoft TechNet**

Microsoft TechNet is the front-line resource for fast, complete answers to technical questions on Microsoft systems and desktop products. Information available on TechNet ranges from crucial data on client-server and workgroup computing, systems platforms, and database products, to the latest on support for Microsoft Windows and Macintosh-based programs. As a TechNet user, you receive:

- Twelve monthly compact discs containing the Microsoft Knowledge Base, Microsoft operating system-based product resource kits, customer solutions, key Microsoft conference session notes, and other valuable information.
- Twelve monthly supplemental (drivers and patches) compact discs containing the Microsoft Software Library.
- A 20-percent discount on Microsoft Press books.

For more information about Microsoft TechNet, in the United States and Canada, call (800) 344-2121, ext. 3024 between 7:00 A.M. and 7:00 P.M. central time, Monday through Friday. Outside the United States and Canada, contact your Microsoft subsidiary, or call (510) 275-0826.

## Product support worldwide

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

- Check the Getting Results 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.

### Microsoft Technical Support

Microsoft Technical Support, where available, offers high-quality technical support options so you can get what you need: the right answers right now.

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

### Calling a Microsoft 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 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.

#### 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 Mail Client: 0660-6593

Microsoft Excel for Windows: 0660-6511

Microsoft PowerPoint for Windows: 0660-6511

Microsoft Word for Windows: 0660-6513  
Microsoft Access: 0660-6761  
Microsoft Software for Apple Macintosh: 0660-6518  
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:

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

**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) 4 555 752  
Fax: (971) 4 527 444  
Technical Support (POS and DAD only):  
    Phone: (971) 4 524 488  
    Fax: (971) 4 524 495

**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) 69-86-10-20  
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 Mail Client: 089/3176-1112  
    Microsoft Excel for Windows: 089/3176-1120  
    Microsoft PowerPoint for Windows: 089/3176-1120  
    Microsoft Word for Windows: 089/3176-1131  
    Microsoft Software for Apple Macintosh: 089/3176-1160  
    Microsoft Access: 089/3176-1180  
    TechNet, Developer Network, Bookshelf: 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.

Free support for 90 days (Clusters 1+2):

Phone: +972-3-6130833

Fax: +972-3-613-0834

Phone: +972-9-525400

Fax: +972-9-525402

ASC's (paid support Clusters 1+2):

Phone: +972-3-5751415

Fax: +972-3-5752649

Phone: +972-3-5313673

Fax: +972-3-5313500

### **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

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) 6615405

Fax: (+48) (22) 6615434

Information Service: (+48) (22) 6286924

Technical Support: (+48) (22) 6216793

**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 China**

Microsoft Taiwan Corp.

Phone: (886) (2) 504-3122

Fax: (886) (2) 504-3121

Technical Support: (886) (2) 508-9501

**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

#### **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

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