



Tech Info Library

Microsoft Technical Support (5/96)

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TOPIC -----

- 1) Does Microsoft provide any form of online technical support?
- 2) Does Microsoft provide support for Windows 95?

DISCUSSION -----

1) Microsoft provides technical information from the Microsoft Software Library and Microsoft Knowledge Base via the internet at the following locations:

World Wide Web: <http://www.microsoft.com>

FTP site: <ftp.microsoft.com>

Fee-based support called "Microsoft TechNet". is also available for annual support rates call sales support 800-334-2121.

2) Below are all Microsoft AnswerPoint Standard Support (automated question & answer) phone numbers for Microsoft products. FastTips is available 24 hours a day, every day.

Microsoft FastTips

An automated service providing quick answers to common technical questions via automated toll-free telephone, fax or mail.

Desktop Applications:	800-936-4100
Personal Systems products:	800-936-4200
Development Products:	800-936-4300
Business Systems:	800-936-4400

AnswerPoint Standard Support

Desktop Applications

Microsoft Access/DB Web	206-635-7050	905-568-2294
Microsoft Automap	206-635-7146	905-568-3503
Microsoft Bob	206-635-7044	905-568-3503

United States

Canada

Microsoft Excel for the Macintosh	206-635-7080	905-568-2294
Microsoft Excel for Windows, OS/2	206-635-7070	905-568-2294
Microsoft Magic School Bus & Kids Products	206-635-7140	905-568-3503
Microsoft Money	206-635-7131	905-568-3503
Microsoft Bookshelf, Encarta, Multimedia	206-635-7172	905-568-3503
Microsoft Office for the Macintosh	206-635-7055	905-568-2294
Microsoft Office for Windows	206-635-7056	905-568-2294
Microsoft Office Switcher line	206-635-7041	--
Microsoft PowerPoint	206-635-7145	905-568-2294
Microsoft Profit	800-723-3333	--
Microsoft Project	206-635-7155	905-568-3503
Microsoft Publisher	206-635-7140	905-568-3503
Microsoft Schedule+	206-635-7049	905-568-2294
Microsoft Scenes and Games	206-637-9308	905-568-3503
Microsoft Video for Windows	206-635-7172	905-568-3503
Microsoft Windows Entertainment Products	206-637-9308	905-568-3503
Microsoft Word For the Macintosh	206-635-7200	905-568-2294
Microsoft Word for MS-DOS	206-635-7210	905-568-2294
Microsoft Word for Windows	206-462-9673	905-568-2294
Microsoft Works For the Macintosh	206-635-7160	905-568-3503
Microsoft Works for MS-DOS	206-635-7150	905-568-3503
Microsoft Works for Windows		

Other Numbers

Microsoft Developer Network Library	800-759-5474
TDD Support and Service (TDD/TT)	206-635-4948
Microsoft Download Service	206-936-6735 (MSDL)

Article Change History:

15 May 1996 - Updated phone numbers, added Canadian numbers
 11 Jul 1994 - Revised all information.
 01 Mar 1994 - Verified information.

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