

Professional Support 5-Pack offering overview and ordering guide

Our top priority is to help every business, organization, and individual to be more successful with Microsoft products. Fast, accurate issue resolution and comprehensive support services mean you can focus on core business and personal goals rather than on technology. The result: Increased productivity and a higher return on your technology investments.

This guide is designed to help you understand the Professional Support 5-Pack offering and provide you with information, forms and phone numbers necessary to obtain the support you need.

Offering Overview

Professional Support

Professional Support is targeted at technical communities of individuals, including resellers and consultants, OEMs, Developers, IT Professionals, and Small Businesses. Specific offerings are detailed on the following pages.

Professional Support is available as a 5-pack annual support contract with five incidents. Professional Support incidents can be applied to troubleshoot a specific problem, error message, or functionality that is not working as intended for Microsoft products. An incident is defined as a single support issue and the reasonable effort to resolve it. Incidents may be submitted online or over the phone.

Professional Support can be purchased on an as needed basis or through pre-paid annual support account packages that are valid for one year from date of purchase or until all incidents have been used, whichever comes first. Professional Support 5-packs can be purchased via credit card by calling the appropriate support number or by check or purchase order (PO) via this order form.

Purchase Options

1. **Credit card purchase** can only be made by calling the appropriate support number listed in the Credit Card Purchase section below.
2. To **purchase by check**, please complete the Professional Support 5-pack Order Form, Check Method of Payment and Account Contact Information on the following pages and mail completed forms along with your check to the Check Remittance Address on the Method of Payment form.
3. To **purchase with a purchase order**, please complete the Professional Support 5-pack Order Form, Purchase Order Method of Payment and Account Contact Information on the following pages. To prevent delays please ensure that the purchase order complies with the Purchase Order Acceptance Requirements outlined on the Method of Payment form.

When forms and purchase order are complete:

- a. Mail the completed forms along with purchase order to the Purchase Order Remittance Address on the Method of Payment form.

OR

- b. Fax the completed forms along with a copy of purchase order to (425) 708-5737.

Please allow approximately 14 days for receipt and processing of mail orders.

Support Telephone Numbers

United States	(800) 642-7676
Canada (English and French)	(877) 568-2495

Credit Card Purchases

To purchase Professional Support, select 'Business User' then 'Technical Support' from the automated system. An agent will then help you purchase Professional Support.

Note: These phone numbers are for English versions of Microsoft products purchased in North America only (and French in Canada). Services, pricing, and contact information outside the United States and Canada varies by region. For support options and phone numbers outside North America, contact your local Microsoft office or visit

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

Premier Support

Premier Support is a set of responsive and proactive services for our large, strategically managed accounts. For more information, or to order Premier Support for your business, please call 800-936-3200.

Professional Support 5-Pack Order Form

All 5-Pack Annual Support Contracts are **valid for one year** from the date of purchase or until all incidents have been used, whichever comes first.

Professional Support

Provides assistance that technical users in small- to medium-sized businesses need to deploy and maintain applications, solutions and networks based on Microsoft platforms, products and tools.

\$1999 - 5-Pack Annual Support Contract

Once you have made your selection, please complete the Method of Payment and Account Contact Information sections.

Method of Payment Select one (payment must be included with order form):

Check # _____ enclosed.

Check Acceptance Requirements

Please ensure your check meets the requirements listed below before submission.

- Make check(s) payable to: **Microsoft Corp Professional Support**

Send completed order form and check to **Check Remittance Address** below.

Check Remittance Address:

Microsoft Corporation
Professional Support Sales
PO Box 844510
Dallas, TX 75284-4510

Purchase Order (PO) # _____ attached. *Purchase orders are accepted for amounts over \$500 only.*

Purchase Order Acceptance Requirements

Please ensure your PO meets **each** of the requirements listed below before submission.

- Purchase Order Number and Date
- Microsoft remittance address printed on PO
- Description of support account type purchased (e.g. IT Pro, Developer, etc.)
- Total dollar amount of purchase
- Complete billing and/or shipping address(es)
- Physical, authorized signature

Fax both the completed order form and PO to (425) 708-5737 or mail order form and PO to:

Purchase Order Remittance Address:

Microsoft Corporation
Professional Support Sales
6100 Neil Road, Bldg. A
Reno, NV 89511
Fax (425) 708-5737

Microsoft does not accept internal requisition forms, or amended terms and conditions on purchase orders. The inclusion of additional terms and conditions with your purchase order will delay processing, and may result in the return of your PO.

Account Contact Information (All information is required for new account creation or account renewal):

Please Mark One: New account Renew account # _____

TECHNICAL/USER CONTACT (REQUIRED)

MAILING ADDRESS (REQUIRED)

First Name _____

Company _____

Last Name _____

Address _____

Phone _____

Address _____

Fax _____

City, State _____

E-mail _____

Zip _____

Microsoft will contact you upon receipt and verification of Purchase Order or Check with a welcome email that contains your account information. Support services vary outside the United States and Canada: For information on support in other locations, visit <http://support.microsoft.com/contactus> or contact your local Microsoft subsidiary. Microsoft's support services are subject to Microsoft's then-current prices, terms, and conditions, which are subject to change without notice.