Responsive, expert support for Microsoft products from the people who build them.

Microsoft. OnLine

*Software support when you need it.*

Microsoft

For only $495 a year, OnLine provides:

- ☐ 12 hours of connect time*
- ☐ Service Requests to Microsoft customer support engineers
- ☐ Customer prioritizing of severity level of Service Requests
- ☐ Direct, responsive answers to customer questions from qualified support engineers
- ☐ Send Electronic Mail to other OnLine subscribers and post messages to the OnLine Exchange bulletin boards
- ☐ Access to Software Library and KnowledgeBase
- ☐ Easy-to-use interface
- ☐ Subscription to *Microsoft Systems Journal*

*Additional charges for additional hours.

System Requirements

- ☐ DOS 3.0 or higher
- ☐ 640K IBM® PC with hard drive, PC/XT™, PC/AT® computers and compatibles
- ☐ Hayes® 300, 1200, or 2400 baud modems or compatibles
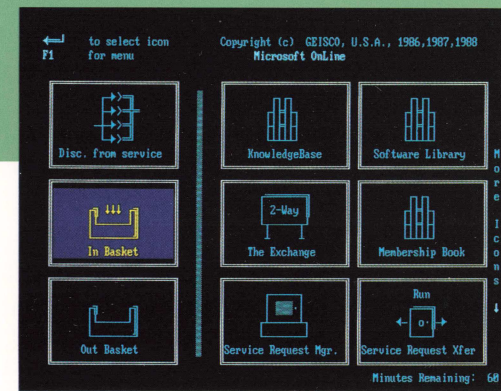
Microsoft®

## Technical support designed for the software developer.

Today, it's more important than ever to solve development problems with timely, incisive answers. Your schedule depends on it. So does your business.

At the forefront of the personal computer software industry, Microsoft is especially aware of your specific service needs – so we developed a two-way electronic technical support service that delivers as responsively and completely as you demand.

We call it Microsoft OnLine.

It's designed for software developers who depend on accurate, interactive support for Microsoft software. Such as responsive turnaround times to software questions. Timely access to information about specific technical problems. And advice from highly qualified engineers who know Microsoft products from the development stage on up. Microsoft OnLine delivers the kind of support you'd expect from the people who build the products you work with.

Because no one supports Microsoft software better than Microsoft.
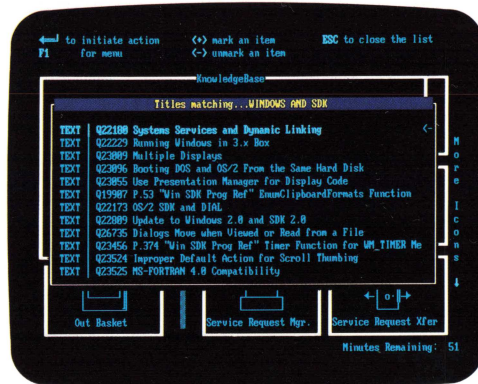
You'll find the latest technical information about Microsoft products and answers to many software questions on Microsoft OnLine bulletin boards.

Microsoft OnLine: The most important source of support for Microsoft products.

Now there's a single source of support for all your Microsoft software – Microsoft OnLine. It's offered by the company that developed the software most critical to your success – and it services virtually every product you work with – MS® OS/2, MS-DOS®, Microsoft Windows, Presentation Manager, Microsoft languages and applications, Macintosh®-based products, and our Software Development Kits.

Microsoft OnLine reflects a greater depth and higher quality of service than ever before offered to software developers who need to remain as productive as possible. We designed it with your specific support needs in mind. With innovative features that make Microsoft OnLine the most cost-efficient way to take full advantage of your Microsoft software.

Using Microsoft OnLine, you can retrieve information from our KnowledgeBase, search through our Software Library, and submit Service Requests directly to one of our highly qualified customer support engineers. Use the Exchange bulletin board to post your questions, ideas, tips, or answers for other Microsoft OnLine subscribers. Our electronic mail service allows you to send and receive messages and files. We guarantee all correspondence is secure and restricted between you and the recipient.

The OnLine interface makes connectivity easy.

Simply use a modem to hook up Microsoft OnLine to your PC and connect to the service whenever you have a technical question. Just a few, simple keyboard commands give you access to OnLine assistance.

Connect to Microsoft OnLine to receive messages and to receive responses to Service Requests. Because Microsoft OnLine connects to a local node, you don't pay long-distance charges. You can compose messages, read electronic mail, and review technical information at your leisure, when you're off-line.
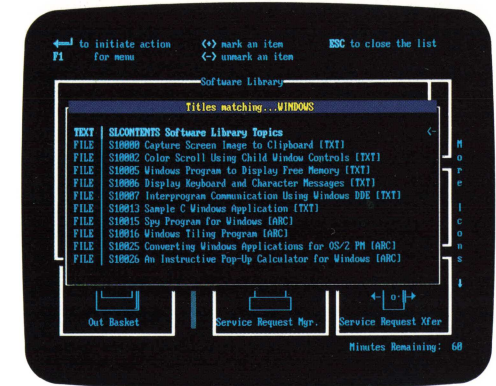
Using our Software Library, you can download printer drivers, program examples, sample source code, documentation error lists, and other important information right to your PC.

Customer support built on a firm foundation.

Microsoft designed the OnLine technical support service based on customer needs and feedback. After all, our customers deserve the best. For software developers and information center managers who rely on Microsoft software, that's unquestionably Microsoft OnLine.

For more information about Microsoft OnLine, call Microsoft Product Support Services Telemarketing at (800) 443-4672.