

Notice of Dispute—Microsoft Software, Devices, and Services with Arbitration Agreements

Microsoft is committed to resolving disputes fairly and efficiently. If you are unsatisfied with the resolution a customer service representative offers for your problem, you may notify us of your dispute by mailing this form to Microsoft.

Please print legibly and complete this form. Send the completed form by U.S. mail to:

Microsoft Corporation
CELA Arbitration
One Microsoft Way
Redmond, WA 98052-6399

Keep a copy for your records.

A Microsoft representative will respond within 60 days of receiving this form. If the dispute is not resolved to your satisfaction, you may begin arbitration after 60 days by submitting a Demand for Arbitration using the instructions and forms here: <https://www.microsoft.com/en-us/legal/arbitration>.

Your name

Your phone number

Additional number during business hours

Your e-mail address

Your fax number

Your address: _____

Your gamertag (if your dispute is about Xbox)

Your Microsoft account (if you have one)

Your serial number (for devices)

My dispute is about (check Microsoft software, device, or service):

- | | |
|---|--|
| ☐ Bethesda Game Studios games & services | ☐ Maps App |
| ☐ Bing | ☐ Mice, keyboards, cameras & other PC accessories |
| ☐ Cortana | ☐ Microsoft 365 (formerly Office 365) |
| ☐ Games published by Microsoft | ☐ Microsoft account |
| ☐ GroupMe | ☐ Microsoft Advertising (formerly Bing Ads) |
| ☐ HoloLens | ☐ Microsoft Device Service |

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|---|--|
| ☐ Microsoft Family | ☐ OneNote |
| ☐ Microsoft Health | ☐ Skype |
| ☐ Microsoft Movies & TV | ☐ Surface |
| ☐ Microsoft Store | ☐ Windows 8 or Windows 8.1 |
| ☐ Microsoft Teams | ☐ Windows 10 |
| ☐ Microsoft Translator | ☐ Xbox consoles, controllers, other accessories |
| ☐ Minecraft or Mojang games & services | ☐ Xbox Game Pass |
| ☐ MSN | ☐ Xbox Live |
| ☐ Office 2016 or 2019 | ☐ ZeniMax Online Studios games & services |
| ☐ OneDrive | |

Other [Microsoft Services Agreement \(MSA\) service](#):

(see <https://www.microsoft.com/en-us/servicesagreement#serviceslist> for covered MSA services)

Other software, device, or service with arbitration agreement: _____

Please briefly describe the nature of your dispute and attach any documents you want Microsoft to consider.

Please briefly describe the relief you want from Microsoft.

Signature

Date