

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 to the American Arbitration Association. You can download a [Demand for Arbitration form \(PDF\)](https://query.prod.cms.rt.microsoft.com/cms/api/am/binary/RW5Dpn) at <https://query.prod.cms.rt.microsoft.com/cms/api/am/binary/RW5Dpn>

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):

- | | |
|---|--|
| <input type="checkbox"/> Bethesda Game Studios games & services | <input type="checkbox"/> Maps App |
| <input type="checkbox"/> Bing | <input type="checkbox"/> Mice, keyboards, cameras & other PC accessories |
| <input type="checkbox"/> Cortana | <input type="checkbox"/> Microsoft 365 (formerly Office 365) |
| <input type="checkbox"/> Games published by Microsoft | <input type="checkbox"/> Microsoft account |
| <input type="checkbox"/> GroupMe | <input type="checkbox"/> Microsoft Advertising (formerly Bing Ads) |
| <input type="checkbox"/> HoloLens | <input type="checkbox"/> Microsoft Device Service |

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- | | |
|---|--|
| <input type="checkbox"/> Microsoft Family | <input type="checkbox"/> OneNote |
| <input type="checkbox"/> Microsoft Health | <input type="checkbox"/> Skype |
| <input type="checkbox"/> Microsoft Movies & TV | <input type="checkbox"/> Surface |
| <input type="checkbox"/> Microsoft Store | <input type="checkbox"/> Windows 8 or Windows 8.1 |
| <input type="checkbox"/> Microsoft Teams | <input type="checkbox"/> Windows 10 |
| <input type="checkbox"/> Microsoft Translator | <input type="checkbox"/> Xbox consoles, controllers, other accessories |
| <input type="checkbox"/> Minecraft or Mojang games & services | <input type="checkbox"/> Xbox Game Pass |
| <input type="checkbox"/> MSN | <input type="checkbox"/> Xbox Live |
| <input type="checkbox"/> Office 2016 or 2019 | <input type="checkbox"/> ZeniMax Online Studios games & services |
| <input type="checkbox"/> 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