MICR⊘SOFT.

January 15, 1984

To: Microsoft OEM Product Evaluators

I'd like to introduce you to MICROSOFT's Technical Assistance Request Service which is now provided for our licensed OEM customers, and as time permits, OEM customers evaluating Microsoft products. Microsoft considers OEM support an important and integral part of the Microsoft product offerings. Fast, reliable and consistent support is a must, and it should be delivered in a businesslike fashion. In order to fulfill this essential need, Microsoft has developed a new support delivery system. The Technical Assistance Request (TAR) is your primary vehicle for requesting support from Microsoft.

The basis components are these:

1.   The Technical Assistance Request Form that will provide us with the information we need to get answers to you promptly.

2.   Rapid MAILGRAM response that will end the games of "telephone tag" and give you a written response when a problem occurs or you need vital information.

The enclosed brochure says it all, Microsoft's commitment to quality, our commitment to support and to your easy access to our software engineers. The steps are outlined: what information to collect, how to submit the request, and what happens when your TAR form is processed at Microsoft.

We look forward to assisting you and are sure that you will find the TAR system to be a fast, and dependable vehicle for fulfilling your support needs.

Sincerely yours,

Mike Rose
OEM Customer Support Manager

MR:0511M

Enclosure