

## 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 find a Demand for Arbitration form at [go.microsoft.com/fwlink/?linkid=245497](http://go.microsoft.com/fwlink/?linkid=245497).

\_\_\_\_\_  
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)  
(formerly called Windows Live ID)

\_\_\_\_\_  
Your serial number (for devices)

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

- |  |   |
|--|---|
| <input type="checkbox"/> Bing Ads Program                                    | <input type="checkbox"/> Cortana                                |
| <input type="checkbox"/> Microsoft Health, HealthVault, or Device Health App | <input type="checkbox"/> Kinect Bundled with Xbox 360 E         |
| <input type="checkbox"/> Microsoft OneNote (Windows Store) or Onenote.com    | <input type="checkbox"/> Kinect for Xbox One                    |
| <input type="checkbox"/> Kinect for Windows                                  | <input type="checkbox"/> Microsoft Answer Desk Support Services |

(continued on page two)

- Microsoft Band
- Microsoft Business Applications Services
- Microsoft Device Service & Repair
- Microsoft Services Agreement services:
  - Bing services
  - Microsoft account (formerly Windows Live ID)
  - Microsoft Family Safety
  - Microsoft Office 365
  - Microsoft OneDrive (formerly SkyDrive)
  - MSN services
  - Office.com, Office Online or Store or Sway
  - Outlook.com (formerly Microsoft Hotmail)
  - Windows Live Mail
  - Windows Live Writer
  - Windows Movie Maker
  - Windows Photo Gallery
  - Other Microsoft Services (MSA) Agreement service: \_\_\_\_\_
- (see <http://www.microsoft.com/en-us/servicesagreement> for covered MSA services; list is at end)

- Microsoft Office 2013 or 2016
- Microsoft pubCenter
- Microsoft Store
- Minecraft or Mojang
- Lumia or Nokia Phones & Tablets
- Surface
- Windows 8 or Windows 8.1
- Windows 10
- Windows 10 Mobile
- Windows Phone 8 or 8.1
- Windows Phone Store/Marketplace
- Windows Store
- Xbox 360 E Console
- Xbox 360 Entertainment for All Plan
- Xbox Live, Xbox Music, Xbox Music Pass, or Xbox Video
- Xbox or Windows Games published by Microsoft
- Xbox One

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