

## 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                        |

(continued on page two)

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

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