

Notice of Dispute—Skype

Skype, its corporate affiliates, and your mobile phone carrier are committed to resolving disputes fairly and efficiently. If you live in the USA and are unsatisfied with the resolution a customer service representative offers for your problem, you may notify Skype or your mobile phone carrier of your dispute by mailing this form.

Please print legibly and complete this form. If your dispute is with Skype, send the completed form by U.S. mail to:

Skype
c/o Microsoft Corporation
ATTN: CELA Arbitration
One Microsoft Way
Redmond, WA 98052-6399

If your dispute is with a mobile phone carrier, please mail it to the mobile phone carrier's principal place of business in the USA marked ATTN: Legal Department instead. If your dispute is with more than one party, please send copies to all. **Keep a copy for your records.**

A representative of Skype or your mobile phone carrier will respond within 60 days of receiving this form if your dispute is with one of them. 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=275627

Your name

Your phone number

Additional number during business hours

Your e-mail address

Your fax number

Your address: _____

Your Skype ID

Your mobile phone carrier's name, if your dispute is with it: _____

Your mobile phone number used for Skype Pay by Mobile, if your dispute involves Skype Pay by Mobile: _____

Please complete page two

Please briefly describe the nature of your dispute and attach any documents you would like Skype or your mobile phone carrier to consider.

Please briefly describe the relief you would like from Skype or your mobile phone carrier.

Signature

Date