



## Dedicated support for Arizona State University

### Helping departmental staff integrate technology into learning

#### Anytime learning

- We offer professional development, training, and workshops for both individuals and teams.

Email [Microsoft Support Team](#) to book a training session with us on Surface/Windows 10!

#### A warranty that works—Surface Commercial Warranty

- Have a cracked screen or liquid spill? Learn more about the [Microsoft Complete Protection Plan](#).

For support or to request a commercial Surface replacement, follow the steps below:

**Option A** call 1-800-642-7676 (1-800-Microsoft)

1. Choose or say Technical Support.
2. Choose or say Business.
3. Choose or say Surface
4. Enter Serial Number (located under kickstand or on the bottom of the device.)
5. You will be transferred to a Customer Service Agent who will open a Warranty Support Case.
6. Answer the Customer Service Agent's questions.
7. Record the Warranty Support Case number.

**Option B - Online Assisted Support (allows you to submit a support case request using online channel versus having to call.**

Go to [Assisted Supported Products](#) and type in "Surface" and select Surface version from list.