

Notice of Dispute—Xbox Live, Games for Windows Live, Zune, and Windows Phone Marketplace

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
LCA 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 www.xbox.com/arbitration.

Your name

Your phone number

Additional number during business hours

Your e-mail address

Your fax number

Your address: _____

Your gamertag

Your Windows Live ID

Your Zune tag (if your dispute is about a Zune)

Please complete page two

Please briefly describe the nature of your dispute and attach any documents you would like Microsoft to consider.

Please briefly describe the relief you would like from Microsoft.

Signature

Date