

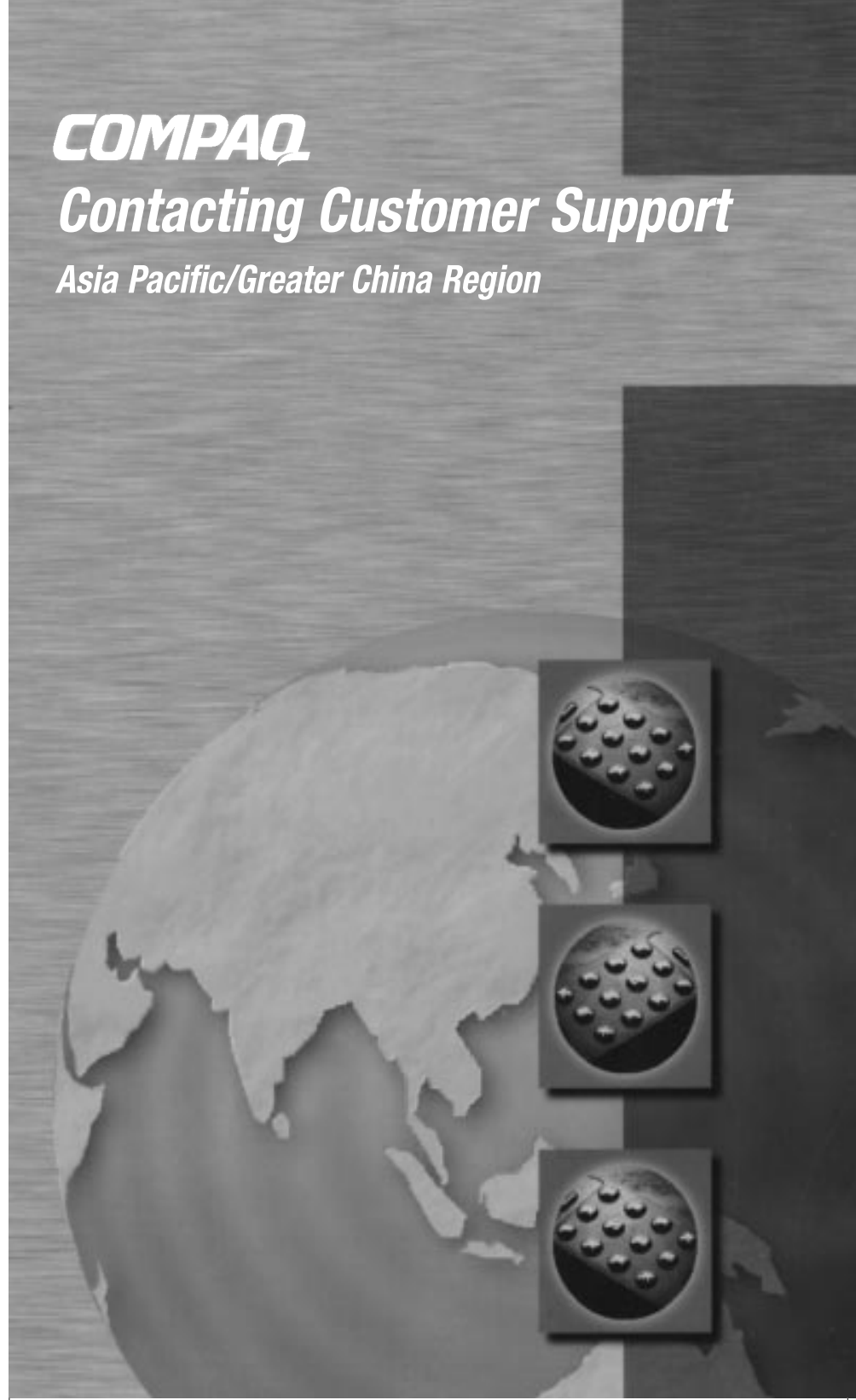
COMPAQ

Contacting Customer Support

Asia Pacific/Greater China Region



205872-005



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Contacting Customer Support Asia Pacific/Greater China Region

Fifth Edition (February 2001)
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Contacting Customer Support

For help and service, call Compaq office for your country as listed in this booklet. A team of specialists can help you diagnose your problem or question about the installation, setup, and operation of your Compaq product. For technical support service, be sure to have the following information available before you call Compaq:

- Product serial number(s)
- Product model name(s) and number(s)
- Error messages
- Add-on boards or hardware
- Third-party hardware or software
- Operating system type and revision level
- Detailed, specific questions

Asia Pacific Region

Compaq Offices Telephone Numbers

Locate your geographical area from the following table and use one of the telephone numbers for Compaq assistance.

General Information Numbers - Product information, technical assistance, information on service and support programmes, and the location of your nearest Compaq authorised dealer, reseller, or service provider.

Technical Support numbers - Hardware technical support in analyzing system configuration and diagnostic problems or troubleshooting.

- Telephone numbers marked with an asterisk(*) are toll free, domestic telephone numbers. Telephone numbers are subject to change without notice.

Australia

Compaq Computer Australia Pty Ltd
P.O. Box 1220, 18-20 Orion Road
Level 7, Lane Cove NSW 2066
Australia

General Information
Technical Support

Tel: 132393*
Tel: 1-300-368-369*
Paq Fax: (612) 99111982

India

Compaq Computer (India) Pvt. Ltd.
92, Industrial Suburb II Stage
Yeshwanthpur, Bangalore -560 022
INDIA

General Information

Tel: 91 (80)337 4785
Fax: 91(80)337-4601/4225

Technical Support

New Delhi	Tel: (11) 693 4631	Fax: (11) 693 4640
Mumbai	Tel: (22) 618 9101	Fax: (22) 857 2142
Calcutta	Tel: (33) 476 6478	Fax: (33) 474 9346
Bangalore	Tel: (80) 558 8690	Fax: (80) 559 6025

Indonesia

PT Compaq Computer Indonesia,
Wisma Standard Chartered Bank,
21st Floor, Jl. Jend. Sudirman Kav 33A,
Jakarta 10220
INDONESIA

General Information
Technical Support

Tel: 001-803-65-1111*/(6621) 573-1111
Tel: 001-803-65-1111*/(6621) 573-1111
Fax: (6221) 5732077
E-mail: ARCC@COMPAQ.COM

한글

컴팩 코리아 주식회사
서울시 강남구 삼성동 157-3
엘지트윈텔2차 1층
고객지원센터담당자앞
우편번호 : 135-880

Korea

Compaq Korea Ltd. Service Centre
1/F. LG Twintel 2nd.
157-3, Samsung-dong, Kangnam-ku,
Seoul, 135-880 Korea

General Information
Technical Support

Tel: (82) 080 9027777*
Tel: (82) 080 9027777*
Fax: 822-3471-0321

Malaysia

Compaq Computer Corporation (Malaysia) Sdn. Bhd
4 Jalan Bersatu 13/4
46200 Petaling Jaya
Selangor Darul Ehsan
Malaysia

General Information
Technical Support

Tel: 1800-80-1111*
Tel: 1800-80-1111*
Fax: (603) 7581906
E-mail: ARCC@COMPAQ.COM

New Zealand

Compaq Computer NZ Limited
PO Box 91-094,
162-164 Grafton Road
Auckland
NEW ZEALAND

General Information
Presario HelpLine Support

Tel: 64-9-373-9555
Tel: 64-9-379-4646 (in Auckland)
0508 477 372 (outside Auckland)

Singapore

Compaq Computer Asia Pte Ltd
Customer Service
50 Kallang Avenue
#05-01 Noel Corporate Building
Singapore 339505

General Information
Technical Support

Tel: 1800-395-1111*
Tel: 1800-395-1111*
Fax: (65) 3951010
E-mail: ARCC@COMPAQ.COM

Philippines

Compaq Computer Philippines, Inc
18th Floor CITIBANK Towers,
Valero cor. Villar Sts.
Salcedo Village
Makati City
1200 PHILIPPINES

General Information
Technical Support

Tel: (632) 8481881/1800-1-651-1111*
Tel: (632) 8481881/1800-1-651-1111*
Fax: (632) 8480502
E-mail: ARCC@COMPAQ.COM

ไทย

บริษัท คอมเพค คอมพิวเตอร์ (ประเทศไทย) จำกัด
 ฝ่ายบริการลูกค้า
 ชั้น 9 อาคารลิว-ฮาส เฟลนิชิต 598 ถนนเพลินจิต
 แขวงลุมพินี เขตปทุมวัน กรุงเทพมหานคร 10330
 ประเทศไทย

General Information
Technical Support

Thailand

Compaq Customer (Thailand) Limited
 Compaq Customer Services (CCS)
 Q-House Ploenchit Building, 9th Floor
 598 Ploenchit road, Lumpini Phatumwan,
 Bangkok 10330 THAILAND

Tel: (662) 654-0808/001-800-65-1111*
 Tel: (662) 654-0808/001-800-65-1111*
 Fax: (662) 257-0109/0110
 E-mail: ARCC@COMPAQ.COM

Vietnam

Compaq Computer Vietnam Limited
 14 Thuy Khue Street, Hanoi
 Vietnam

General Information
Technical Support

Tel: 84-4-8230322
 Tel: 84-4-8230322
 Fax: 84-4-8235956

Call these numbers for support in the following countries:

* Sri Lanka

General Information &
Technical Support

(01)-430-800 -> MTF 395-1133*
 E-mail: ARCC@COMPAQ.COM

* Bangladesh, Brunei, Cambodia, Laos, Myanmar, Nepal and Pakistan.

General Information &
Technical Support

(65) 395 1111
 E-mail: ARCC@COMPAQ.COM

COMPAQ SERVICE CENTRE AND COMPAQ AUTHORISED SERVICE CENTRE

Conveniently located and well-equipped with comprehensive diagnostic tools and an inventory of Compaq spare parts, a Compaq Service Centre or a Compaq Authorised Service Centre Provides you with an opportunity to enjoy timely service and support of your Compaq product.

You can now carry-in your Compaq product to the Centre and receive over-the-counter, no fuss warranty service.

Our well-trained and friendly Service Centre staff will attend to your Compaq product to your complete satisfaction.

AUSTRALIA

No.	Service Centre in	Address	Telephone	Fascimile
1	Adelaide	Compaq Customer Services - PC Servicentre 139 Frome Street, Adelaide, SA, 5000	08 8408 4149	08 8408 4150
2	Alice Springs	Compaq Customer Services - PC Servicentre 3/59 Elder Street, Alice Springs NT 0870	08 8953 2745	08 8953 2781
3	Brisbane	Compaq Customer Services - PC Servicentre Unit 2 Milton 43 Lang Parade, Milton, QLD, 4064	(07) 3874 2500	(07) 3874 2511
4	Darwin	Compaq Customer Services - PC Servicentre 62 Cavenagh Street, Darwin NT 0800	08 8946 3078	08 8981 7199
5	Melbourne	Compaq Customer Services - PC Servicentre Ground Floor, 170 Claredon Street, South Melbourne, VIC 3205	(03) 9690 0266	(03) 9690 8925
6	Newcastle	Compaq Customer Services - PC Servicentre Unit 7a, 57 Crescent Road, Waratah NSW 2298	02 4967 7933	02 4967 7935
7	Sydney-Gladesville	Compaq Customer Services - PC Servicentre 427 Victoria Road, Gladesville, NSW, 2111	(02) 9879 0721	(02) 9879 0716
8	Sydney-Regents Park	Compaq Customer Services - PC Servicentre Block D, 391 Park Rd, Regents Park NSW 2143	02 9561 6300	02 9561 6333

INDIA

No.	Service Centre in	Address	Telephone	Fascimile
1	Bangalore	Compaq Computer (India) Pvt Ltd 6th Floor, Du Parc Trinity 17, M.G. Road Bangalore – 560 001	(80) 558 8690	(80) 559 6025
2	Baroda	Compaq Computer (India) Pvt Ltd Amin Chambers, 1st Floor, 85-B, Sampat Rao Colony Alkapuri, Baroda – 390 005	(265) 330127	(265) 330498
3	Chennai	Compaq Computer(India) Pvt Ltd 85, Dr. Radhakrishnan Salai Mylapore Chennai – 600 004	(44) 8213707	(44) 8284982
4	Calcutta	Compaq Computer (India) Pvt Ltd Central Plaza, 4th&6th Floor 2/6 Saratbose Road Calcutta – 700 020	(33) 476 6478	(33) 474 9346
5	Hyderabad	Compaq Computer (India) Pvt Ltd Jaya Mansion, Sector 3, 2nd Floor 126 Sarojini Devi Road Secunderabad – 500 003	(40) 7845351	(40) 7813637
6	Mumbai	Compaq Computer (India) Pvt Ltd CTS, 124 Tunghwa Village Saki Vihar Road, Andheri (East) Mumbai – 400 072	(22) 618 9101	(22) 857 2142
7	New Delhi	Compaq Computer (India) Pvt Ltd No.1, Dr. Jha Marg, Max Pharma House, Okhla Phase III New Delhi - 110020	(11) 693 4631	(11) 693 4640
8	Pune	Compaq Computer(India) Pvt Ltd A, Nityanand Complex, 2nd Floor, 247/A Bund Garden Road, Pune – 411 001	(20) 6123274/ (20) 6126964	(20) 6126853

KOREA

No.	Service Centre in	Address	Telephone	Fascimile
1	Seoul	Compaq Korea Ltd. Service Centre 1/F. LG Twintel 2nd. 157-3, Samsung-dong, Kangnam-ku, Seoul, 135-880 Korea	82-2-3470-0708	82-2-3471-0321

MALAYSIA

No.	Service Centre in	Address	Telephone	Fascimile
1	Selangor	Compaq Computer Corporation (Malaysia) Sdn. Bhd 4 Jalan Bersatu 13/4, 46200 Petaling Jaya Selangor Darul Ehsan, Malaysia	1800-80-1111*	(603) 7581906

NEW ZEALAND

No.	Service Centre in	Address	Telephone	Fascimile
1	Auckland	CompaqCare Repair Services 160 Grafton Road, Grafton Auckland	09-356 1457	-
2	Wellington	CompaqCare Repair Services 84 Abel Smith Street Wellington	04 385 9012	-
3	Christchurch	CompaqCare Repair Services Cnr Lunns & Curletts Road, Upper Riccarton Christchurch	03 343 7140	-

SINGAPORE

No.	Service Centre in	Address	Telephone	Fascimile
1	Singapore	Compaq Service Centre 50 Kallang Avenue #01-02 Noel Corporate Building, Singapore 339505	395-1551	395-1757
2	Singapore	Compaq Authorised Service Centre 141 North Bridge Road, #02-02, Capitol Centre, Singapore 179099	337-6186	337-6136

THAILAND

No.	Service Centre in	Address	Telephone	Fascimile
1	Bangkok	Compaq Computer (Thailand) Limited Compaq Customer Services, Q-House Ploenchit Building, 9th Floor, 598 Ploenchit Road, Lumpini, Phatumwan, Bangkok 10330	(02)-257-0999	(02) 257-0109, 257-0110
2	Saraburi	1/13 Soi 10 Tessabarn sai 4 road, T.Pakprew A.Muang Saraburi 18000	(036) 223-439	(036) 317-788
3	Chonburi	Compaq Computer (Thailand) Limited Chonburi Regional Service Center 112/33 Mool Prayasajja Road, T.Samet A.Muang Cholburi 20000	(038) 278-111	(038) 271-828
4	Chantaburi	14 Soi 9 Chawanauthit Road, T.Watmai A.Muang, Chantaburi 22000	(039) 321-221	(039) 321-221
5	Ratchaburi	1/80 Somboonkul Road, A.Muang Ratchaburi 70000	(032) 310-990	(032) 310-717
6	Prajuabkirikan	115 Sukjai Road, A.Muang Prajuabkirikan 77000	(032) 601-628	(032) 601-428
7	Srakaew	483 Moo 7 T.Srakaew A.Srakaew Srakaew 27000	(037) 223-325	(037) 223-325
8	Pitsanuloke	Compaq Computer (Thailand) Limited Pitsanuloke Regional Service Center 99/31 Praongdam Road, T.Naimueng A.Mueng Pitsanuloke 65000	(055) 212-888	(055) 212-890

No.	Service Centre in	Address	Telephone	Fascimile
9	Chiangmai	11/1 Hasadisevee Road, A.Mueng Chiangmai 50000	(053) 404626	(053) 404586
10	Chiangrai	879/13 Phaholyothin Road, T.Wiang A.Mueng Chiangrai 57000	(053) 721-177	(053) 721-177
11	Nakornsawan	804/77 Phaholyothin Road, A.Mueng Nakornsawan 60000	(056) 222-127	(056) 222-127
12	Lampang	234 Charoenprathed Road, T.Wiangnue A.Mueng, Lampang 52000	(054) 221-783	(054) 221-783
13	Khon Kaen	Compaq Computer (Thailand) Limited Khon Kaen Regional Service Center 171/196 Prachasamosorn Road, A.Mueng Khon Kaen 40000	(043) 336-333	(043) 338-390
14	Nakornratchasima	865 Soi 9 Dejudom Road, T.Naimueng A.Mueng Nakornratchasima 30000	(044) 246-854	(044) 246-854
15	Ubolratchatani	3 Soi Chayangkul 8 Chayangkul Road, A.Mueng Ubolratchatani 34000	(045) 313 404	(045) 313-404
16	Udonrtani	34/2 Watana road T.Markkhang A.Mueng Udonrtani 41000	(042) 343-839	(042) 343-839
17	Sakolnakorn	640 Charoenmueng Road, A.Mueng Sakolnakorn 47000	(042) 711-784	(042) 711-784
18	Songkla	Compaq Computer (Thailand) Limited Songkla Regional Service Center 286 Thammanuanvithi Road A.Hat Yai, Songkla 90110	(074) 356-444	(074) 357-927
19	Phuket	152 Sakkidech Road, T.Vichit A.Mueng Phuket 83000	(076) 391-278	(076) 391-278
20	Surattani	247/190 Moo 1 Soi 13 Donnok Road, T.Makhantia A.Mueng Surattani 84000	(077) 272-945	(077) 272-945
21	Nakorn-srithammarat	25/12 Srithammasoke 6 Road, T.Paknakorn A.Mueng Nakornsrihammarat 80000	(075) 341-676	(075) 341-676
22	Yala	29 Pungmueng 5 Road, A.Mueng Yala 95000	(073) 212-784	(073) 212-784

Greater China Region Compaq offices Telephone Numbers

Locate your geographical area from the following table and use one of the telephone numbers for Compaq assistance.

General Information Numbers - Product information, technical assistance, information on service and support programmes, and the location of your nearest Compaq authorised dealer, reseller, or service provider.

Technical Support Numbers - Hardware technical support in analyzing system configuration and diagnostic problems or troubleshooting.

- Telephone numbers marked with an asterisk (*) are toll free, domestic telephone numbers. Telephone numbers are subject to change without notice.

Hong Kong	
Compaq Computer Limited 19/F, Cityplaza 4 12 Taikoo Wan Road Taikoo Shing Hong Kong	
General Information	Tel: 22923888
Technical Support	Tel: 9011-6633 Fax: (852) 2805-4514 Fax on demand: (852) 2292-3636

PRC	
康柏（中国）投资有限公司 北京市朝阳区门外大街 18 号丰联广场 6 层 邮政编码: 100020	
Compaq (China) Investment Co., Ltd. 6/F, Full Link Plaza, 18 Chao Yang Men Wai Avenue Chao Yang District Beijing 100020 People's Republic of China	
General Information	Tel: 800-810-6888*
Technical Support	Tel: 800-810-6888* Fax: 800-810-2800

Taiwan	
康柏電腦股份有限公司 台北市敦化南路二段 218 號 4F	
Compaq Computer Taiwan Limited 4F, No. 218 Sec. 2 Tun Hua South Road Taipei, Taiwan, R.O.C.	
General Information	Tel: 080-099-889*
Technical Support	Tel: 080-099-889* Fax: (886) 2-23761110

Compaq Service Centre And Compaq Authorised Service Centre

Conveniently located and well-equipped with comprehensive diagnostic tools and an inventory of Compaq spare parts, a Compaq Service Centre or a Compaq Authorised Service Centre provides you with an opportunity to enjoy timely service and support of your Compaq product.

You can now carry-in your Compaq product to the Centre and receive over-the-counter, no fuss warranty service.

Our well-trained and friendly Service Centre staff will attend to your Compaq product to your complete satisfaction.

Hong Kong

Admiralty

Shop 22, 1/F Tower One, Admiralty Centre,
Queensway, Hong Kong

Tel: (852) 28611577
Fax: (852) 28650632

Working Hours:

Monday to Friday: 10:00 a.m. to 7:00 p.m.
Saturday: 10:00 a.m. to 4:00 p.m.
(except Sunday and Public Holidays)

Mongkok

Shop 321, 3/F, Sim City, 47-51 Shan Tung street,
Mongkok, Kowloon

Tel: 27707278
Fax: 27708708

Working Hours:

Monday to Friday: 10:00 a.m. to 7:00 p.m.
Saturday: 10:00 a.m. to 4:00 p.m.
(except Sunday and Public Holidays)

Taikoo Shing

18/F, Cityplaza 4,
12 Taikoo Shing, Hong Kong

Tel: (852) 28053388
Fax: (852) 28053377

Working Hours:

Monday to Friday: 9:00 a.m. to 5:30 p.m.
(except Saturday, Sunday and Public Holidays)

PRC

Beijing 北京

15/F, Full Link Plaza Tower B,
18 Chao Yang Men Wai Avenue
Chao Yang District Beijing 100020
People's Republic of China
北京朝阳区朝阳门外大街 18 号
丰联广场 B 座 15 层

Tel: (8610) 65881199
Fax: (8610) 65882788

Shanghai 上海

18/F&GF Pidemco Tower No318 Fuzhou Road,
Shanghai 200001,
People's Republic of China
上海市福州路 318 号百腾大厦 18 层及底层

Tel: (8621) 63912266
Fax: (8621) 63912258

Chengdu 成都

Unit A. Room 701-707,
Lido Plaza. No.8 De Ke Jia Lane Chengdu 610016,
People's Republic of China
四川成都大科甲巷 8 号, 利都广场 A 座 701-707 室

Tel: (8628) 6710066
Fax: (8628) 6720073

Shenyang 沈阳

15/F, Hua Xin International Building
No. 219, Youth Street,
Heping District Shenyang 110015
People's Republic of China
沈阳市和平区青年大街 219 号国际大厦 15 层

Tel: (8624) 23961888
Fax: (8624) 23962828/4848

Guangzhou 广州

11/F & 19/F, Top Spring Building,
No.185, 187, 189 Xiaobei Road,
Guangzhou 510045, People's Republic of China
广州市小北路 185, 187, 189 号,
广州鹏源发展大厦 11 & 19 层

Tel: (8620) 83554033
Fax: (8620) 83554011

Taiwan**Taipei 台北**

1 Floor, #30, Sec 1, Pai-Dei Road
Taipei, Taiwan, R.O.C.
台北市八德路一段三十號一樓

Tel: (886) 2-23962288
Fax: (886) 2-23913881

Shinchu 新竹

3F, #3 Tung-Ta Road, Sec. 2,
Shinchu, Taiwan, R.O.C.
新竹市東大路二段 3 號 3 樓

Tel: (886) 3-5427800
Fax: (886) 3-5420877

Taichung 台中

Suite B2, 10 F, #239, Ming-Chuan Road
Taichung, Taiwan, R.O.C.
台中市民權路 239 號 10 樓 B2

Tel: (886) 4-3025310
Fax: (886) 4-3058634

Kaohsiung 高雄

Suite 3, 8th floor, #38, Hsin Kung Road,
Kaohsiung, Taiwan, R.O.C.
高雄市新光路 38 號 8F 之三

Tel: (886) 7-3339095
Fax: (886) 7-3339099
