

Microsoft®



Mellon

Investor Services Program

Program sponsored and administered by

Mellon Bank, N.A.

Not by Microsoft Corporation

Protecting Your Privacy

Our Pledge to You

WE ARE COMMITTED TO YOUR PRIVACY. The privacy policies described in this notice apply to individuals who participate in this Plan for personal, family, or household purposes, or have done so in the past. This notification replaces all previous statements of our information sharing practices, and may be amended at any time. We'll keep you informed of changes as required by law.

YOUR ACCOUNT IS PROVIDED IN A SECURE ENVIRONMENT. We maintain physical, electronic and procedural safeguards that comply with federal regulations to guard nonpublic personal information. Our agents and service providers have limited access to customer information based on their role in servicing your account.

WE COLLECT INFORMATION IN ORDER TO SERVICE AND ADMINISTER YOUR ACCOUNT. We collect a variety of nonpublic personal information, which may include information about you from the plan enrollment form and information about your transactions with us.

WE DO NOT SHARE NONPUBLIC PERSONAL INFORMATION WITH ANYONE, EXCEPT AS PERMITTED BY LAW.

Thank you for this opportunity to serve you.

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INVESTOR SERVICES PROGRAM OVERVIEW

The Mellon Investor Services Program (the “Program”) offers you a variety of convenient, low-cost services to make it easier for you to invest in the common stock of Microsoft Corporation (“Microsoft”). The Program has various features and you can choose the Program features that meet your investment needs. The principal terms and conditions of the Program are summarized in this brochure. A copy of the full terms and conditions of the Program is available from the Administrator upon request. Mellon Bank, N.A. (the “Administrator”) administers the Program, and certain administrative support will be provided to the Administrator by Mellon Investor Services, a registered transfer agent.

The Program is designed for long-term investors who wish to invest and build their share ownership over time. The Program offers a convenient and economical means to own shares. **Unlike an individual stock brokerage account, the timing of purchases and sales is subject to the provisions of the Program, as discussed on pages 3 through 10.**

You can participate in the Program if you are a registered holder of Microsoft common stock. If you do not own Microsoft common stock, you can become a participant by making your initial purchase directly through the Program. The Program provides you with the opportunity to reinvest dividends and an alternative to traditional methods of buying, holding and selling Microsoft common stock.

Read on for a more detailed description of the features of the Mellon Investor Services Program as offered for Microsoft. If you would like to participate in the Program, you can enroll online via Investor ServiceDirect®, or by completing the enclosed Enrollment Form and mailing it to the Administrator in the envelope provided. Please see question number 19 for information on how to access Investor ServiceDirect®.

KEY FEATURES OF PROGRAM

ANYONE CAN PARTICIPATE

You may participate in the Program if you currently own Microsoft common stock that is registered in your name or you can participate by making your initial investment in common stock through the Program with a minimum initial investment of \$1,000. Alternatively, you may authorize the automatic monthly investment feature and initiate your investment with only \$50 and a commitment for at least twenty sequential purchases.

OPTIONAL CASH PURCHASES

Once you are a registered shareholder, you can buy Microsoft common stock and pay fees and commissions lower than those typically charged by stockbrokers for small transactions. You can make additional purchases of Microsoft stock in amounts as little as \$50 per purchase, up to \$250,000 annually, and either pay by check or have your payment automatically deducted from your bank account.

CONVENIENT SHARE SALES

You can sell Microsoft common stock and pay fees lower than those typically charged by stockbrokers for small transactions.

FULL INVESTMENT

Full investment of your funds, less fees, is possible because you will be credited with both whole shares and fractional shares. Dividends will be paid not only on whole shares but also proportionately on fractional shares.

AUTOMATIC DIVIDEND REINVESTMENT

You can reinvest all or a portion of your dividends in additional shares of Microsoft common stock, or the Administrator will remit any dividends to you either by check or by automatic deposit to a bank account you designate.

SHARE SAFEKEEPING

You can deposit your Microsoft common stock certificates with the Administrator for safekeeping, at no cost to you. You can request withdrawal of any or all of your whole shares of Microsoft common stock. A certificate for those shares will be sent to you, free of charge.

GIFTS AND OTHER SHARE TRANSFERS

You can make gifts or other transfers of Microsoft common stock you hold in your Program account.

1. How can I participate in the Program?

If you already own Microsoft common stock and the shares are registered in your name, you may participate immediately.

If you are a shareholder of record holding fewer than 100 shares you will automatically be enrolled in the Program and will have your dividends reinvested in shares (unless you elect to receive cash dividends). As a shareholder participating in these services with fewer than 100 shares, the reinvestment service is offered at no transaction cost to you.

If you are a shareholder of record holding 100 shares or more, you will not automatically be enrolled, but you can easily enroll on-line or by completing the enclosed Enrollment Form. Please see question number 2 for details regarding enrollment.

Once enrolled, as a plan participant you may elect to reinvest all or part of your dividend, and may purchase additional shares at your election from time to time or authorize automatic monthly deductions from your bank account.

If your shares are held for you in a brokerage account, you may participate by instructing your broker to transfer your shares of Microsoft common stock into your own name.

If you do not currently own any Microsoft common stock, you can participate by making an initial investment through the Program. Please see question number 5 for details regarding an initial investment.

You will have access to your account on-line over the Internet to verify your account balance, change your dividend election, conduct purchase or sale transactions, or request a statement at any time.

2. How do I get started?

If you are a shareholder of record holding fewer than 100 shares you will automatically be enrolled in the Program and no action is required by you. You will have your dividends reinvested in shares (unless you elect to receive cash dividends).

If you are a shareholder of record holding 100 shares or more, or if you wish to enroll at the same time you make an initial investment, enrollment is available on-line through Investor ServiceDirect® (see question number 19 for information on how to access Investor ServiceDirect®). Alternatively, you may enroll by completing the enclosed Enrollment Form and mailing it to the Administrator in the envelope provided. Your participation will begin promptly

after your authorization is received. Once you have enrolled, your participation continues automatically, as long as you wish.

While there is no cost to enroll in the Program, please refer to the Investor Services Program Fee schedule for more information on reinvestment, purchase, and trading fees.

3. How do I reinvest dividends?

If you hold 100 shares or more, you may choose to reinvest all or a portion of the dividends paid on shares you own of Microsoft common stock in additional shares of Microsoft common stock. If you are a shareholder of record holding fewer than 100 shares you will automatically be enrolled in the Program and will initially have all of your dividends reinvested in shares (unless you elect to receive all of your dividend as cash dividends).

You may change your election at any time on-line through Investor ServiceDirect® or by notifying the Administrator by telephone or in writing. To be effective with respect to a particular dividend, any such change must be received by the Administrator on or before the record date for that dividend.

You may, of course, choose not to reinvest any of your dividends, in which case the Administrator will remit any dividends to you by check or automatic deposit to a bank account you designate.

4. When are dividends reinvested?

The Administrator will invest dividends in additional shares of Microsoft common stock purchased on the open market as promptly as practicable, on or after the payable date, normally within one week. In the unlikely event that, due to unusual market conditions, the Administrator is unable to invest the funds within 30 days, the Administrator will remit the funds to you by check. No interest will be paid on funds held by the Administrator pending investment.

5. How do I make an initial investment?

If you do not own Microsoft common stock in a Program account, you can make an initial cash investment for as little as \$1,000 but not more than \$250,000. Your initial investment can be made through Investor ServiceDirect® by authorizing an individual or monthly automatic deduction from your bank account. You may also make your initial investment by completing an Enrollment Form and submitting it with your check made payable to Mellon Bank, N.A. Please note in the Memo line: "Microsoft".

6. How do I make additional investments?

If you already own Microsoft common stock and are enrolled in the Program and want to make additional purchases, you can authorize an individual automatic deduction from your bank account through Investor ServiceDirect® or send a check to the Administrator for each purchase. If you choose to submit a check, please make sure to include the contribution form from your Program statement and mail it to the address specified on the statement. Or, if you wish to make regular monthly purchases, you may authorize automatic monthly deductions from your bank account. This feature enables you to make ongoing investments in an amount that is comfortable for you, without having to write a check. Additional cash purchases are subject to a minimum purchase requirement of \$50 per investment and a maximum of \$250,000 annually.

7. When will shares be purchased?

Upon receipt of the funds, the Administrator will invest initial and additional cash investments, less applicable fees, in whole and fractional shares purchased on the open market as promptly as practicable, at least once every five business days. In the unlikely event that, due to unusual market conditions, the Administrator is unable to invest the funds within 35 days, the Administrator will return the funds to you by check. No interest will be paid on funds held by the Administrator pending investment.

8. Will I receive certificates for shares purchased?

No, because the Program provides for share safekeeping. For your convenience, shares purchased under the Program will be maintained by the Administrator in your name in non-certificated (book entry) form. You may, however, request a stock certificate from the Administrator at any time.

9. What is safekeeping?

Shares of Microsoft common stock that you buy under the Program will be maintained in your Program account in non-certificated form for safekeeping. Safekeeping protects your shares against loss, theft or accidental destruction and also provides a convenient way for you to keep track of your shares. Only shares held in safekeeping may be sold through the Program.

If you own Microsoft common stock in certificate form, you may deposit your certificates for those shares with the Administrator, free of charge. The Administrator will provide mail loss insurance coverage for certificates with a value not exceeding \$100,000 in any one shipping package that is mailed to its address at 85 Challenger Road, Ridgefield Park, NJ 07660 by USPS registered mail or by any of the following overnight couriers: Airborne, DHL, Emery, ExpressMail, FedEx, Purolator, TNT and UPS.

Note: Mail loss insurance covers only the replacement of shares of stock and in no way protects against any loss resulting from fluctuations in the value of such shares.

10. Can I get certificates if I want them?

Yes. If you should ever want a stock certificate for all or a portion of the whole shares of Microsoft common stock in your Program account, the Administrator will send one to you, upon your request. The Administrator will mail a certificate to you within two business days of your request. Please allow an additional five to seven business days for the Postal Services to deliver your certificate.

11. How can I transfer or give gifts of shares?

You may transfer or give gifts of Microsoft common stock to anyone you choose by contacting the Administrator and requesting a Gift/Transfer Form. After the transfer or gift purchase is completed, upon your request, the Administrator will send you a non-negotiable gift announcement, which you can present to the recipient. A notice indicating the transfer of Microsoft common stock will also be forwarded to the recipient.

12. How do I sell shares?

You can sell your Program shares at any time by contacting the Administrator. Your sale request will be processed and your shares will, subject to market conditions and other factors, generally be sold within 24 hours of receipt of your request. Please note that the Administrator cannot and does not guarantee the actual sale date or price, nor can it stop or cancel any outstanding sales or issuance requests. All requests are final. The Administrator will mail a check to you (less applicable sales fees) on settlement date, which is three business days after your shares have been sold.

Alternatively, you may choose to sell your shares through a stockbroker of your choice, in which case you would have to request that the Administrator electronically transfer your shares to your stockbroker. You may also request a certificate for your shares from the Administrator for delivery to your stockbroker prior to settlement of such sale. See question number 10 for instructions on how to obtain a certificate.

13. What are the costs?

There is no fee for enrolling in the Program. Participation is voluntary and you may discontinue your participation at any time. However, there are fees associated with some of the Program's services. Please refer to the Investor

Services Program Fee Schedule for more information on transaction and trading fees.

14. What about taxes?

The Administrator will send a Form 1099-DIV to you and the Internal Revenue Service after each year end reporting all dividend income you received during the year on your Microsoft common stock. If you sell shares through the Program, the Administrator will send a Form 1099-B to you and the Internal Revenue Service after year-end, showing the total proceeds of the transactions. We recommend that you keep your transaction statements, which are helpful for record keeping and tax purposes. Individual tax situations differ; therefore you should consult your personal tax advisor to determine the tax status of your Program transactions. Neither the Administrator nor Microsoft is able to provide tax advice.

15. How can I vote my shares?

You will receive proxy material for all of your shares, and your shares will be voted in accordance with your direction. If you wish, you may vote your shares in person at shareholder meetings.

16. What provisions are made for non-U.S. residents?

Cash investments from non-U.S. residents must be in United States currency and will be invested in the same manner as investments from other participants. Each participant is responsible for reviewing the applicable laws of his or her country of residence prior to investing in Microsoft common stock. All dividends will be subject to withholding under the terms of any applicable tax treaty provisions.

17. How will I keep track of my investments?

The Administrator will send a transaction notice confirming the details of each transaction on your Program account. If you continue to participate in the Program, but have no transactions, the Administrator will send you an annual statement detailing the status of your holdings of Microsoft common stock in your Program account.

18. How would I terminate my participation?

You may discontinue the reinvestment of your dividends or automatic additional investments at any time by giving notice to the Administrator. Notice may be made by changing your dividend election under the account management service when you access your account over the Internet at www.melloninvestor.com, by telephone, or in writing. To be effective for a

given dividend payment, the Administrator must receive notice before the record date of that dividend. The Administrator will continue to hold your shares unless you request a certificate for any full shares and a check for any fractional share. You may also request the sale of all or part of any such shares or have the Administrator transfer your shares to your brokerage account. See question number 12 for information on selling shares. If you request the Administrator to sell or transfer ALL shares in your Program account, your account will automatically terminate. Discontinuance of automatic additional investments in the Program or termination of your account will automatically result in termination of any regular monthly purchase of additional shares and corresponding automatic monthly deduction from your bank account. If you have discontinued reinvestment of your dividends and wish to resume reinvestment, you must give notice to the Administrator as set forth above. If you have discontinued automatic additional investments and wish to resume, you must resubmit an enrollment form reauthorizing automatic monthly deductions from your bank account. If you have sold or transferred all your shares and your account has been terminated and you wish to resume, you must re-enroll in the Program.

19. What if I have questions about the Program?

Enrollment, purchase or sale of share requests and other transactions or services offered by the Program should be directed to the Administrator through the following:

Internet

You can enroll in the Program, obtain information, and perform certain transactions on your Microsoft account on-line via Investor ServiceDirect®. To gain access, you will require a password which you may establish when you visit the website. If you have forgotten your password, call 1-877-978-7778 to have it reset.

To access Investor ServiceDirect® please visit the Mellon Investor Services website at:

www.melloninvestor.com

Telephone

Telephone shareholder customer service, toll-free within the United States and Canada at:

1-800-285-7772

An automated voice response system is available 24 hours a day, 7 days a week. **Customer Service Representatives** are available from 9:00 a.m. to 7:00 p.m., Eastern Standard Time, Monday through Friday (except holidays).

SUMMARY OF TERMS AND CONDITIONS

In Writing

You may also write to the Administrator at the following address:

**Mellon Bank, N.A.
c/o Mellon Investor Services
P.O. Box 3338
South Hackensack, NJ 07606-1938**

Be sure to include your name, address, daytime phone number, social security or tax I.D. number and a reference to Microsoft on all correspondence.

Note: The Mellon Investor Services Program is designed for the long-term investor and does not afford the same flexibility as a stockbroker's account.

Microsoft Corporation has appointed Mellon Bank, N.A. as Administrator for the Program. The Program is not sponsored or administered by Microsoft. Securities held by the Administrator in your Program account are not subject to protection under the Securities Investor Protection Act of 1970. The Administrator may use, and commissions may be paid to, a broker-dealer which is affiliated with the Administrator. Investors must make independent investment decisions based upon their own judgment and research. Nothing in this brochure shall be deemed to constitute an offer to sell or a solicitation to buy Microsoft common stock.

Microsoft is listed on the NASDAQ Stock Exchange and trades under the ticker symbol "MSFT".

INVESTOR SERVICES PROGRAM FEES

<p>Reinvestment of annual dividend:</p> <ul style="list-style-type: none"> Shareholders of record holding fewer than 100 shares you will automatically be enrolled in full reinvestment (unless you elect to receive cash dividends). Shareholders owning 100 shares or more who elect to reinvest all or part of their cash dividends 	<p>No transaction fee</p> <p>5% of the dividend amount to a maximum of \$3.00</p>
Purchase of shares with initial investment	\$10.00
Purchase of shares with additional investments via check (per investment)	\$5.00
<p>Purchase of shares via automatic debit of bank account (per investment):</p> <ul style="list-style-type: none"> Individual Recurring monthly debit 	<p>\$3.50</p> <p>\$2.00</p>
Trading fee for purchases	\$.06 per share
Transfer shares as gift	No charge
Certificate safekeeping	No charge
Certificate issuance	No charge
Sale of shares (full and partial)	\$15.00
Trading fee for sales	\$.12 per share
Current year duplicate statement	No charge
Returned checks or rejected automatic debit of bank account	\$35.00 per occurrence

Microsoft Corporation
 Effective January 16, 2003
 Mellon Bank, N.A.
 Program Administrator

Microsoft®