



ENTER THE NEXT CHAPTER TO
WORLD OF WARCRAFT®!

Blizzard Entertainment Europe

TSA 60 001
78143 Vélizy-Villacoublay Cedex France
<http://www.blizzard.com> – Blizzard Website
<http://www.blizzard.com/support> – Customer Support

WARNING—SEIZURES

A small percentage of people may experience a seizure or blackout triggered by light patterns, flashing lights, or other images that appear in computer games. If you have an epileptic condition, consult your physician before installing or playing this game. Even people who have no history of epilepsy may experience a seizure while viewing a computer game. A seizure can be accompanied by any of the following symptoms: altered vision, convulsions, disorientation, eye or muscle twitching, involuntary movements, or loss of movement. If you experience any of these symptoms, immediately stop playing and consult a doctor. Parents or guardians of children playing this game should monitor their children closely. If your child suffers any of these symptoms stop playing the game immediately and consult a doctor.

Getting Started

PC System Requirements

OS: Minimum: Windows® XP/Windows Vista®/Windows® 7 (Latest Service Packs)
Recommended: 64-bit Windows Vista®/Windows® 7
Processor: Minimum: Intel Pentium® 4 1.3 GHZ or AMD Athlon™ XP 1500+
Recommended: Dual core processor
Memory: Minimum: 1 GB RAM
Recommended: 2 GB RAM
Video: Minimum: NVIDIA® GeForce® FX or ATI Radeon™ 9500 video card or better
Recommended: 256 MB NVIDIA® GeForce® 8600 or ATI Radeon™ HD 2600 or better

Installation Instructions

Place *Wrath of the Lich King* DVD into your DVD-ROM drive. If your computer has autoplay enabled, an installation window will automatically pop up on your Windows desktop. Click the Install *Wrath of the Lich King* button and follow the onscreen instructions to install *Wrath of the Lich King* to your hard drive. If the installation window does not appear, open the My Computer icon on your desktop and double-click the drive letter corresponding to your DVD-ROM drive to open it. Double-click the Install.exe icon in the DVD-ROM contents and follow the onscreen instructions to install *Wrath of the Lich King*.

Installing DirectX®

PC Users Only: You will need to install DirectX 9.0c in order to properly run *Wrath of the Lich King*. During installation you will be prompted to install DirectX if you do not already have the most up-to-date version installed on your computer

Mac System Requirements

OS: Minimum: Mac® OS X 10.5.8, 10.6.4 or newer
Recommended: Mac® OS X 10.6.4 or newer
Processor: Minimum: Intel® Processor
Recommended: Intel® Core™ 2 Duo processor
Memory: Minimum: 2 GB RAM
Recommended: 4 GB RAM
Video: Recommended: NVIDIA® GeForce® 9600M GT or ATI Radeon™ HD 4670 or better

Installation Instructions

Place the *Wrath of the Lich King* DVD in your DVD-ROM drive. Double-click the *Wrath of the Lich King* DVD icon. Then double-click the Installer application to copy the required game files to your hard drive.

All Platforms

Controls: A keyboard and mouse are required. Input devices other than a mouse and keyboard are not supported

Connectivity: You must have an active broadband Internet connection to play

Mouse: Multi-button mouse with scroll wheel recommended

DVD: 4X DVD-ROM drive

HD Space: 25 GB free HD space

Video: For a complete list of supported 3D cards, please visit:
<http://www.blizzard.com/support/article/WoWsupportedvideo>

Note: Due to potential programming changes, the Minimum System Requirements for this game may change over time.

Troubleshooting

If you experience any trouble running *Wrath of the Lich King*, be sure to read the most recent readme.txt and patch notes text files. These files detail the latest changes and any bug fixes made to the game. Your problem might already be listed there, along with possible solutions. Many times, errors in running the game can be attributed to a lack of updated drivers. Ensure that the drivers for all your hardware are up to date before contacting Blizzard Entertainment for technical support.

General Troubleshooting [PC]

General Lockups/Video Problems

If your computer hard locks without an error message, reboots during game play, will not start, or has distorted graphics of any sort, please make sure you have the latest video card drivers for your video card. Contact your hardware manufacturer to find the latest drivers available, or check our Video Card Information page on our support website for links to the most common hardware vendors at:

<http://www.blizzard.com/support/article/driverupdates>

Sound Issues

If you are experiencing sound distortions, periodic loss of sound, loud squelches, whistles, or pops, confirm that you have the latest version of DirectX installed on your system. Also, verify that your sound drivers are compatible with the newest version of DirectX. Contact your hardware manufacturer to find the latest drivers available, or check our Driver Update Information page on our support website for links to the most common hardware vendors at:

<http://www.blizzard.com/support/article/driverupdates>

General Troubleshooting [Mac]

Most lockups, video problems, or sound problems can be solved by installing the latest available software updates from Apple. All of the latest video and sound drivers are included in the OS available from Software Update from the Apple menu. You can find additional troubleshooting instructions at:

<http://www.blizzard.com/support>

Technical Support Contacts

Web Support

The Blizzard Entertainment Technical Support website has solutions to the most common game questions and problems. Our Technical Support website is located at: <http://www.blizzard.com/support>

Email Support

You can email the Technical Support department at any time at: <https://www.blizzard.com/support/webform.xml> You will receive an email sent typically between 24 to 72 hours later, containing a more detailed solution to your particular problem or question.

Live Phone Support

Phone support is provided in English, French, Spanish, German and Russian. We also provide support via our forums and by email. Information about how to reach Customer Support is available at:

<http://www.blizzard.com/support>

NO GAME-PLAYING HINTS WILL BE GIVEN THROUGH THIS NUMBER.

Please be sure to consult our Troubleshooting section before calling Technical Support, and be near your computer if possible when calling.

Note: For updated information about protecting your computer and World of Warcraft account, along with answers to commonly asked questions and additional troubleshooting material, go to:

<http://www.blizzard.com/support>

Game Hints

If you are seeking a game tip, hint, or additional game information for *World of Warcraft*, please visit: <http://www.battle.net/wow>

Game Performance

If you encounter slow or choppy game play, there are several game options that can be adjusted to improve performance. These options are accessible via the Video Options menu. Selecting a lower resolution, decreasing the Terrain Distance, Spell Detail, and Environment Detail will have the greatest effect.



Account Setup and Billing

Upgrading an Account

In order to play *World of Warcraft: Wrath of the Lich King* and have access to the new game content, you must upgrade your existing *World of Warcraft: The Burning Crusade* subscription on your Battle.net account. Once you begin installing *World of Warcraft: Wrath of the Lich King* and you have agreed to the End User License Agreement, you will be prompted to upgrade your account via the Account Upgrade window. You may choose to upgrade immediately by clicking the "Upgrade" button. If you would prefer to wait, you can click the "Skip" button and upgrade later in the installation process or (once your installation is complete) via the website. If you choose to upgrade immediately, you will be prompted to enter your current Battle.net account, password, and authentication key. Your account must be current and in good standing. Click the "Upgrade" button when you are done, and you will be given the opportunity to upgrade another account by clicking the "Upgrade Another" button. You may close the window by clicking the "OK" button.

Note: You can only upgrade ONE *World of Warcraft: The Burning Crusade* account with your authentication key for *World of Warcraft: Wrath of the Lich King*. Please make certain that you are upgrading the correct account, as your authentication key cannot be reused in the event of a mistake. The upgrade process does not add game time to a *World of Warcraft* account.

Starting the Game

After you have successfully installed *World of Warcraft: Wrath of the Lich King*, start a game by double-clicking the *World of Warcraft: Wrath of the Lich King* icon on your desktop. You can also start a game from the Start menu (PC). Once you start the game, you are taken to the Account Name field screen. After agreeing to the Terms of Use (see below), you will see a blank Battle.net Account Name field and a blank Password field in the middle of the screen. Enter your account name and password in the appropriate fields, and click the "Login" button. You are now ready to play *World of Warcraft: Wrath of the Lich King*.

Note: Employees of BLIZZARD ENTERTAINMENT will never ask for your password.

Internet Connection

Being a massively multiplayer online role-playing game, *World of Warcraft* is played entirely online and has no offline component. You must have an active Internet connection to play this game. Blizzard is not responsible for any fees you may incur from your Internet service provider that are in addition to your monthly *World of Warcraft* subscription fee.

Terms of Use Agreement

The first time you load *World of Warcraft: Wrath of the Lich King*, a Terms of Use Agreement will appear on your screen before you can progress to the Account Name field screen. To play the game, you must read the agreement in its entirety and click the "Accept" button. The "Accept" button is grayed out initially but becomes enabled when you scroll to the end of the agreement. After agreeing to the Terms of Use, you are allowed to play the game. If you refuse the Terms of Use, you cannot play the game. Any time the Terms of Use Agreement is updated, it will reappear when you next start the game. You must read it again and click the "Accept" button to progress to the Login screen.

Payment Methods

During account creation, you must specify your method of payment. You can pay your monthly fees by credit card, with prepaid time cards sold by Blizzard Entertainment online and in local game stores, or by other methods depending on your location. More information can be found at: <http://www.battle.net/wow>

Account and Billing Issues

If you have any questions or issues dealing with billing or your *World of Warcraft* account, please contact Billing and Account Services. Our representatives can help you with many issues, including:

- Questions regarding billing
- Registering or setting up an account
- Recovering your account or password
- Canceling your account
- Reactivating a canceled account
- Or any other account or billing issues

Contact our Billing and Account Services staff by emailing us at:

<http://www.blizzard.com/support/webform.xml>

NO GAMEPLAY HINTS WILL BE GIVEN THROUGH THIS EMAIL.



Winds of Change: From Dark Horizons to a Beacon of Hope in the World of Warcraft

It has been one year since heroes representing both the Alliance and the Horde stepped through the Dark Portal....

Outland was once Draenor, home to both the draenei and the orcs. Shortly after reaching Azeroth and joining the Alliance, the draenei were instrumental in convincing their new allies to venture back into the broken land beyond the portal.

Likewise, the blood elves urged their new allies within the Horde to journey into the realm where their beloved prince, Kael'thas Sunstrider, had come to reside. The prince had sent his people a message beckoning them onward, promising deliverance and future salvation.

Thus it was that adventurers from Azeroth flooded into the blasted landscape. The blood elves soon learned that the salvation promised by Prince Kael'thas was a lie, that the prince pursued his own terrifying agenda. The paradise they believed Outland would be was instead a perilous realm of unending conflict.

Rather than see the prince's plan reach fruition, Outland's heroes defeated him and then set out to dethrone Outland's malefic ruler: Illidan the Betrayer. They began by overcoming one of Illidan's top lieutenants, the naga witch, Lady Vashj. The emboldened fighters then stormed the gates of the Black Temple and confronted Illidan himself. They waged a fierce and desperate battle and ultimately killed the Betrayer, wresting Outland from his iron grip.

The adventures of Outland proved particularly rewarding for the orcs of Azeroth, who reconnected with their ancestral forebears, the Mag'har. Led by Garrosh Hellscream, son of the legendary Grom Hellscream, the Mag'har embody the lost heritage of the orcs and may yet herald a return to the Horde's former glory.

For the draenei, the return to Outland provided a chance to reclaim regions of their former home, face old enemies, and learn at last the fate of those left behind.

Back on Azeroth, adventurers of all races converged on the Caverns of Time to combat the infinite dragons' assault on the timeways—an assault that would have unraveled the very fabric of history.

In Quel'Thalas, the kingdom of the blood elves, antagonists from the past reemerged. The troll warlord Zul'jin, embittered by the orcs' abandonment during the Second War and the Horde's recent acceptance of blood elves into its ranks, turned against his former allies. Within the walled fortress of Zul'Aman, Zul'jin directed the Hex Lord Malacrass to infuse the spirits of ancient animal gods into living troll warriors.

Once again, intrepid heroes stepped in to conquer the fearsome troll army. Yet despite the bloodshed in the elven kingdom, it was in the heart of Quel'Thalas that hope shone brightest after a hard-fought battle at the site of the Sunwell.

Having survived his defeat in Outland, Kael'thas had returned to the ruins of the elves' ancient fount of power, the Sunwell. There he did the unthinkable, openly siding with the demonic Burning Legion, which sought to usher the demon lord Kil'jaeden into the world through the fountain's magical depths.

Horde and Alliance forces banded together in the face of impossible odds and vanquished Kil'jaeden, once again protecting Azeroth from the Legion's Burning Crusade. In the aftermath of victory, the draenei prophet Velen sanctified the legendary Sunwell using the power of the Holy Light.

With the Sunwell's rebirth, the Blood Knights—an order of blood elf paladins who once wielded the Light by force—have decided instead to embrace it and to forge for themselves a new identity as they lead their people into a more promising future. This future may soon be thrown into question, however, for an immensely powerful, dark, and brooding presence awakens in the snowy wastes of a distant land....



Northrend: The Roof of the World

Long before the Great Sundering of the world, a malign insectoid race known as the aqir fought bitterly against the savage trolls. In time the troll armies split the aqir empire in half. The aqiri armies that fled to the northern wastes founded the kingdom of Azjol-Nerub, and eventually their race came to be known as nerubians.

The nerubians discovered traces of another civilization in the north as well: the vrykul, who were descended from giants. Yet the vrykul's fortresses and villages lay silent and deserted while the barbaric race slumbered beneath the earth.

In the wake of the Sundering the frozen north split off into a separate continent called Northrend. Though isolated from the rest of the world, the nerubian empire thrived... until the coming of the Lich King and the War of the Spider.

Commanded by the demon lord Kil'jaeden to spread a plague of undeath among the mortal races, the Lich King was granted immense power, yet locked within an icy cask that came to be called the Frozen Throne.

Over the next several years the nerubians fell to the Lich King's wrath. The events of the Third War played out, and in their aftermath, Prince Arthas shattered the Frozen Throne and merged with the Lich King.

As the Lich King sat once more in quiet reflection, an eerie stillness settled over his macabre fortress of Icecrown. Even so, life stubbornly pressed on across the primordial continent.

Proto-dragons, the long-forgotten forbears of the dragon species, emerged from the mists of the north. Steadfast races such as the bovine taunka and the walrus-like tuskarr survived in the face of adversity. Even the Drakkari ice trolls continued to carve out an existence in the inhospitable realm.

Just as life on Northrend seemed to reach a tenuous equilibrium, the Lich King stirred from his Frozen Throne and sent his Scourge minions to swarm across the land, destroying everything and everyone in their path. The slumbering vrykul awakened soon after, pouring from the ancient fortress of Utgarde Keep, bent on conquest.

The blue Dragon Aspect, Malygos, also emerged from his long seclusion, launching a merciless war against mortal practitioners of arcane magic. This conflict has raised the red dragonflight's ire and sown widespread chaos.

The Horde and Alliance have both responded to the threat of the Scourge, establishing bases in the Borean Tundra and the Howling Fjord. Both factions amass their armies even now, all too aware that the final confrontation with the Lich King is about to begin.

And failure could mean the end of life for all of Azeroth.



Death Knights: Champions of the Lich King

Death knights are highly powerful, malevolent, runeblade-wielding warriors of the Scourge. The first and greatest of them was Prince Arthas.

Unlike the death knights created years earlier by the orc warlock Gul'dan, modern death knights consist of agents from all walks of life, many of whom lost their faith and pledged their souls to the Lich King in exchange for the promise of immortality. Death knights who fall in battle are soon raised again to continue in their master's service.

In the years since Arthas shattered the Frozen Throne and merged with the Lich King, the power and fury of the death knights have only grown. Now these unrelenting crusaders of the damned eagerly await the Lich King's command to unleash their fury on Azeroth once again.

Hero Class: Death Knight

Among the new features introduced in *World of Warcraft: Wrath of the Lich King*, one of the most exciting is the death knight, the game's first Hero class.

These unholy warriors, mistrusted by all, wield both jagged weapons and dark runic magic to cut down their foes before calling their corpses to rise up as ghouls and return to the fight once more. In addition to iconic spells put to deadly use in the Second and Third Wars, such as Death Coil and Death and Decay, death knights draw on an array of Presence abilities. The death knight can keep one Presence active at any given time, calling upon the one that augments his or her abilities most effectively in the current situation.

The powers of a death knight are fueled by three types of runes – Blood, Frost, and Unholy – which can be customized and draw upon as needed. Spells use the runes in various combinations and proportions, making for a play style that is distinct from that of every other class.

Before you can answer the call of the dark side, you'll need to have an existing character of level 55 or higher. This will allow you to create a single death knight, who starts out at level 55, on that character's realm.

To learn more about the death knight Hero class, please visit:
<http://www.worldofwarcraft.com>



Onward and Upward: Advancing to Level 80

For those fearless heroes who have faced all the dangers of Outland and lived to tell the tale, *World of Warcraft: Wrath of the Lich King* raises the stakes once again.

To contend with the dread minions of the Lich King, as well as the other perils that lie in wait throughout Northrend, adventurers will advance from level 70 to the new cap of 80.

Those who persevere in the face of these staggering odds will reach previously undreamt-of heights of power, wielding potent new skills, talents, and abilities far beyond the grasp of lesser adventurers. And they'll need every bit of that prowess to overcome the challenges in store for them and claim the greatest treasures yet seen in Azeroth.

A chill wind blows, beckoning you to cross the icy seas to Northrend. Will you answer it?

New Profession: Inscription

Inscription offers a brand-new way to fine-tune characters' capabilities: directly customizing their spells and abilities. Characters with this profession can craft inscriptions, items that can be applied to a single skill to augment it. Depending on the type of inscription used, this can have a variety of effects, such as increased damage or healing, improved critical chance, and reduced casting time.

Each skill can only have one inscription at any given time, and all ranks of the skill are affected. Use of inscriptions is another way for players to customize the characters they play to fit their individual play style or the different roles that their class can fulfill in a party or raid.

To find out more about the new inscription profession and what you can do with it, please visit: <http://www.worldofwarcraft.com>



Explosive PvP: Siege Weapons and Destructible Buildings

With skirmishes constantly underway between members of the Horde and Alliance, it was inevitable that the arms race would escalate to the next level.

When engaging in PvP (Player vs. Player) battles in *World of Warcraft: Wrath of the Lich King*, you'll be able to hop into a siege weapon such as a catapult, ballista, or meat wagon, drive it wherever it's needed, and use its incredible destructive power to reduce the enemy's buildings to rubble.

To keep the battle raging, Northrend includes a full exterior zone, Lake Wintergrasp, devoted to large-scale PvP combat, with multiple objectives for both factions to complete. Success on the battlefield in this zone results in significant benefits for your faction, ensuring that victory will be hard-fought between the sides.

For further details relating to the exciting additions made to the PvP system in *World of Warcraft*, please visit: <http://www.worldofwarcraft.com>

And More: Barbershops, Tokens, Calendars, and Achievements

Wrath of the Lich King ushers in a host of additional options and improvements to *World of Warcraft*.

If you're getting tired of your look, swing by the barbershop for a new hairstyle. Get your hair spiked, try out a mullet, or just go bald—the choice is yours.

All the tokens you've accumulated with different groups will no longer clutter up your inventory, as they'll now be tracked like currency on a new tab of your character sheet. You'll even be able to flag a particular type of token as primary to make tracking your progress easier.

Planning raids, guild meetings, and other gatherings will be simpler than ever with an in-game calendar tool that tracks player-created events as well as scheduled maintenance and in-game holidays.

Finally, the deeds you accomplish within *World of Warcraft* will now be recorded for all to see, with the introduction of an Achievement system. Some Achievements are linked to each individual character, while others apply to the account as a whole. Nearly anything noteworthy could be recognized as an Achievement, from reaching a high level or killing particular bosses to mastering each Battleground or maxing out your professions.

For additional details about the exciting new features found in *World of Warcraft: Wrath of the Lich King*, please visit: <http://www.worldofwarcraft.com>





Credits

GAME DESIGN

Blizzard Entertainment

Executive Producer

Frank Pearce

Art Director

Chris Robinson

Creative Director

Chris Metzzen

Game Director

Jeffrey Kaplan

Lead Designer

Tom Chilton

Technical Director

Mike Elliott

Production Director

J. Allen Brack

Lead Animator

Steve Aguilar

Lead City/Dungeon Artist

Wendy Vetter

Lead Environment Artist

Gary Platner

Lead Prop Artist

Jason Morris

Lead Technical Artist

Thomas Blue

Lead Level Designer

Cory Stockton

Lead Exterior

Level Designers

Aaron Keller, Jesse McCree

Lead Exterior Artist

Ely Cannon

Lead Quest Designer

Alex Afrasiabi

Lead Encounter Designer

Scott Mercer

Lead World Event Designer

Dave Maldonado

Lead Engine Programmer

Patrick Doane

Lead Gameplay Programmers

Sam Lantinga,

Patrick Magruder

Lead Server Programmer

Bryan Gibson-Winge

Lead Tools Programmer

Monte Krol

Lead UI Programmer

Tom Thompson

Senior Producers

Carlos Guerrero, John Lagrave,

Alex Mayberry

Producers

James Cho, Robert Foote,

Jason Hutchins, Jeremy Masker,

Lee Sparks, Alex Tsang

Animators

John Butkus, Carman Cheung,

Jeff Gregory, Mauricio

Hoffman, Mai Igarashi,

Chris Luckenbach, John

Scharmen, Jason Zirpolo

Character Artists

Chris Ha, Roman Kenney,

Hun Kevin Lee, Kevin

Maginnis, Jon McConnell, John

Polidora, Eddie Rainwater,

Danny

Saint-Hilaire, Robert Sevilla,

Thomas Yip

City/Dungeon Sub-Leads

Eric Browning, Jimmy Lo

City/Dungeon Artists

Steve Allen, Jeff Chang,

Steve Crow, Rutherford Gong,

Jeremy Graves, Kevin K.

Griffith, Andrew Matthews,

Michael McInerney, John

Staats, Rhett "Stash" Torgoley

Environment Artists

Justin Kunz, Dion Rogers,

Gustav Schmidt

Prop Artists

Jamie Chang, Terrie Denman,

Jon Jelinek, Dan Moore, Tiffany

Sirignano, Holly Wilson

Special Effects Artist

Slim Ghariani

Technical Artist

Brett Dixon

Game Designers

Craig Amai, Luis Barriga,

Justin Z. Bartlett, Alexander

Brazie, Steve Burke,

Paul Cazarez, Morgan Day,

Travis Day, Kristen DeMeza,

Eric Dodds, Geoff Goodman,

Kevin Jordan, Chris Kaleiki,

Owen Landgren, Jonathan

LeCraft, Eric Maloof, Pat Nagle,

Bianna Schneider, Joe Shely,

Greg Street, Kris Zierhut

Level Designers

David M. Adams, Sarah

Boulian, James Chadwick,

Victor Chong, Jonathan

Dumont, Ed Hanes, Julian

Morris

Programmers

Russell Bernau, Brian

Birmingham, Jesse Blomberg,

Joseph Cochran, Patrick

Dawson, Jason De Arté,

Alec Dun, Omar Gonzalez,

Scott Hartin, Kevin M. Kelly,

Marko Kylmamaa, Christopher

MacDonald, Pat MacKellar,

Collin Murray, Ron Nakada,

Irena Pereira, Aimee Pi,

Kyle Radue, Dan Reed,

Derek Sakamoto, Pete

Sandrene, Michael F.

Schweitzer, Craig Steele,

Jeremy Wood

Macintosh Programming

Rob Barris, John Mikros,

Daniel Pageau, John Stiles

Technical Writer

Theresa Wolf

Additional Art

Sam Didier, Allen Dilling,

Kevin Griffith, Trent Kaniuga,

Brian Morrisroe, Pior Oberson,

Chris Ryder, Justin Thavirat

Technical Director Emeritus

John Cash

Additional Programming

Jeremy Chernobieff, John

Lafleur, Michael Starich

Additional Production

Shane Dabiri, Stan Wang

Interns

Tim Jones, Jeffrey Macalino,

Ryan Meier, Kester Robison,

Trevor Rothman, Jacob Segal,

Brian Sueyoshi

Mad Scientist

Joe Rumsey

AUDIO

Director

Russell Brower

Lead Sound Designer

Brian David Farr

Audio Producer

Keith Landes

Producers

Dennis Crabtree, Jay Maguire,

Thomas Pieracci

Sound Design

Jonas Laster, Joseph Lawrence

Additional Sound Editing

Jon Graves

Music

Russell Brower, Derek Duke,

Glenn Stafford

Voice Casting

BB Casting & Production

Services

Casting Director

Brigitte Burdine

Casting Associate

John Adair

Voice Direction

Micky Neilson

Field & Foley SFX Recording

Joseph Lawrence

Live Sessions and

Orchestrations produced by

Edo Guidotti

Main Titles

Orchestration by

Jason Poss, Russell Brower

Main Titles Music Preparation

provided by

RPM Seattle Music Preparation

Danita Ng-Poss, Jason Poss

Guest Musicians

Flutes & Duduk

Pedro Eustache

Guitars

Laurence Juber

Nycheharpa

Cajsa Ekstav

Uilleann Pipes &

Scottish Flute

Eric Rigler

Cinematic Intro

Sound Designers

Paul Menichini, David Farmer

(EAD)

Cinematic Intro Music

Neal Acree

Cinematic Intro &

Main Title Music

Recorded by the Northwest

Sinfonia and Chorus,

Contracted by Simon James &

David Sabee

Cinematic Intro Audio Mixer

Tom Brewer (Sound Cove)

CINEMATICS

Director/Writer

Jeff Chamberlain

Senior Director of Cinematics

Matt Samia

Creative Director

Nick Carpenter

Lead Producer

Scott Abeyta

Producers

Phillip Hillenbrand,

Angela Blake

Editor

Matthew Mead

Supervisors

James McCoy, Jon Lanz, Arthur

Jeppe, Mike Kelleher, Fausto

De Martini, Jonathan Berube,

Jared Keller, Steeg Haskell

Leads

Aaron Chan, Sheng Jin

Artists

Sal Arditti, Jason Barlow,

Barry Berman, Anwar

Bey-Taylor, Ricardo Biriba,

Alvaro Buendia, Scott

Campbell, Aaron Chan,

Steven Chen, Shimon Cohen,

James Crowson, Sofia Vale

Cruz, Graham Cunningham,

Ben Dai, Zaza Essa, Hunter

Grant, Jeremy Gritton, Michael

Hardison, Jason Hill, Brian

Huang, Steve Hui, Tyler

Hunter, Sheng Jin, Jeramiah

Johnson, Chung Kan, Bernie

Kang, Jeffrey Kember, Ren

Kikuchi, Ronny Kim, Yonghyun

(Eddie) Kim, Jae Kim, Brian

LaFrance, Mark Lai, Oliver

Lam, Moonsung Lee, Yeon-

Ho Lee, Dyllan Lu, David

Luong, Matthew Mead, Marc

Messenger, Alex Murtaza, Sada

Namiki, Jeremy Nelligan, Tuan

Ngo, Jae Wook Park, Corey

Pelton, Zachary Podratz, Reo

Prendergast, Dennis Price,

Dominic Qwek, Glenn Ramos,

Jarett Riva, David Savvy, Billy

Shih, Kazuhito Shimada, Taylor

Smith, Peter Starostin, Geordie

Swainbank, Peter Swigut, Seth

Thompson, Chris Thunig,

Graven Tung, Mathias

Verhasselt, Xin Wang,

Kenston Yu

Technical Artists

Ben Barker, Michael Beal,

Leonard Chang, Chris Evans,

Joe Frayne, Jim Jiang, David

Keegan, Scott Lange, Hung

Le, Dyllan Lu, Wei Qiao, Chris

Rock, Peter Shinnars,

Nelson Wang

Studio Technical Engineers

Mike Kramer, Ramon

Rodriguez, Sean Lavery

Production Team

Bejan Fozdar (modeling), Janet

Garcia, Kim Horn (animation),

Bryan Langford (tech,

animation), Steve McLwain

(finishing), Noel Wolfman

(dev), Taka Yasuda

(additional producer)

Interns

Drew Dobernecker,

Chay Johansson,
Joseph Magdalena

CREATIVE DEVELOPMENT

Manager

Shawn Carnes

Art Director

Glenn Rane

Artists

Mark Gibbons, Peter C. Lee,

Wei Wang

Producers

Ben Brode, Stuart Massie,

Justin Parker, Gloria Soto,

Sean Wang

Historians

Sean Copeland, Evelyn

Fredericksen

Librarian

Steven Park

Curator

Tim Campbell

Additional Writing

Tim Daniels

DVD and VIDEO

PRODUCTION

Manager

Joeyray Hall

Associate Producer

Jennifer Owings

Editor Staff

Terran Gregory, Tristan Pope

Art Staff

<

Producer

Dennis Crow, Brian Wright

Programmers

Jay Baxter, Andrew Bellinger, Donald Grey, Huong Grey, Nate Gross, Michael Hershsberg, Aaron Hesse, Isaac Jeon, Youngsik Lee, Robert Lin, Terence Lindsey, JC Park, Stephen Whiting, R. Blaine Whittle, John Yaney, Casey Yelland

Artist

Ryan A. Pearson

QUALITY ASSURANCE

Regional QA Managers

Frederic Baudet (EU), Jong Hyuk Lee (KR), Mark Moser, Yvonne Yu Hong Shi (CN)

Regional Assistant QA Managers

Kelly Chun, Ivo Garcia (ES), Marc Ho (FR), Edward Kang, Jonathan Mankin, Nicholas Pisani, Shawn Su, Sean McCrea

Regional QA Leads

Alexander Ipfelkofer (DE), Alexander Lyubov (RU)

Lead QA Analyst

Paul Carver

Assistant Lead QA Analysts

Edgar Flores, Kurtis Paddock, Rian Trost

QA Content Specialists

Justin Boehm, Michael Corpora, Meghan Dawson, Benjamin Elgueta, Dan Kramer, Paul Kubit, Serban Opreescu, Art Peshkov, Bob Richardson, Candace Thomas

QA Analysts

Don Adams, Scott Army, Matthew Barrett, Shawn Benson, Nick Betteker, Zach Bogatz, Robert Boxeth, Brent Brewington, Markus Burks, Zach Callanan, Dimitri Del Castillo, Colton Carmine, Kevin Carter, Jack Chen, Joni Cheng, Joel Clift, Bret Cocking, Peter Cormack, Andrew Dank, Kyle Dates, Christopher Davila, Whitney Day, Chris De La Pena, Andrew De Sousa, Lynn DeVries, Justin Dye, Foster M. Elmendorf, Garrett Elmendorf, Felix Embree, Victor Esquivias, Francis Fandino, Daniel Favela, Tim Feldman, Duncan Field, Mei Dean Francis, Casey Fulton, Scott Gordon, Ed

Hanley, Zaven Haroutunian, Jeff Hicks, Jason W. Hill, Nicholas Hill, Timothy Ismay, Brandon Jacobson, Xing Jin, Mark Kamimoto, Scott Keenan, David Kerwin, Lawrence King, Aron Kirkpatrick, Justin Klinchuch, Charles Knief, Neal Kochhar, Nathan LaMugsa, Robert Laws, Ben LeBar, Brian Lee, Han Lee, Benjamin Lilley, Asher Litwin, Michael V. Liu, Nicholas Louie, Mitch Lowery, John Lynch, Jeff Manners, Roman Voce Marotte, Sean Masterson, Chris McLeroy, Christopher John Mountain, Jeremy Nelson, Danny H. Nguyen, Tina T. Nguyen, David Ortiz, Alfredo Padron, Matt M. Patterson, Max Peters, Amadeus Phanthanh, Brian Pierron, Robert Pionke, Daniel Polcari, Jennifer Powell, Michael Powell, Eric Prescott, Derek Rakos, Joseph Ransom, Dustin Rimmel, Anthony Reyes, Brad Rhodes, Jared Ritter, Rob Rivera, Cynthia Robbiola, Andrew Rowe, Jacob Rodriguez, Andreas Rounds, Andrew Russell, Joseph Ryan, Gilbert Samuelian, David Sanchez, Michael Sassone, Michael Schwan Jr., Nate Shapiro, Matthew S. Sherman, Matthew D. Sherman, Angela Shih, John Shin, Jeffrey Shyy, Shaun Smiley, Anthony Sierra, James Southall, Rick Spears, Nicholas Stallings, Brandy Stiles, Steven Swickard, Graig Taylor, Eric Thibeaue, Stephen Thomas, Max Thompson, Jonathan Throop, Enrico Tolentino, Dustin Trimble, Rodney Tsing, Tom Twedell, Charles Valek, Lewis Villamar, Don Vu, Kevin G. Wang, Clint Walls, Valerie Watrous, Kevin Weaver, Kyle Webb, Taylor Westfall, Jordan Womack, Ronny Yoon

TECHNICAL QUALITY ASSURANCE Manager

John Herndon

Team Leads

Rie Arai, Michael C. Chen, Matt Coburn, Clayton Dubin, Brandon Jacobson, Ian S. Nelson, Alec Nevers, Jason Weng

Assistant Team Leads

Jonathan Mason, Lorenzo Minaca

Analysts

Todd Attaway, Trent Cline, Alicia Kim, James Leaman, Daniel Luo, Shaina Ludwin, Jonathan Mason, Lorenzo Minaca, Albert Portillo, Tom Ryan, William E. Smith IV

COMPATIBILITY

Assistant Manager

Ted Louie

Team Leads

Jason Kwan, Hector Melendres

Analysts

Zachary Chow, Joslyn Field, Matthew Panepinto, William Roseman, Benj Sykes, Eric Szymaszek, Renato Yoon

Mastering Technician

Ray Laubach

LOCALIZATION

Global Manager

Richard Mark Honeywood

Producers

Joseph Hsu, Andrew Vestal

Regional Managers

Joonho Lee (KR), Jeffery Qixun Tang (CN)

Regional Assistant

Localization Managers

Tristan Lhomme (FR), Inés Rubio (ES)

Regional Localization Leads

Alexander Ipfelkofer (DE), Alexander Lyubov (RU), Julie Song (KR)

Regional Localization

Engineers

Christelle Bravin (FR), Irene Buesa (ES), Bruno Cailloux (FR), Wonyoung Choi (KR), Anne-Sophie Denglos (FR), Sebastian Ewald (DE), Shinyong Ha (KR), Maria Kokova (RU), Ievgen Makarevych (RU), Maxim Mizin (RU), Carmen Priego (ES), Katja Raaf (DE), Alexis Roy-Petit (FR), Leticia Sáenz (ES), Stefan Schmitt (DE), Maria Shurukhina (RU), Anne Studer (FR), Andrea Tüger (DE), Anne Villard (FR), Gayeong Yoo (KR)

Regional Localization

Test Leads

Christian Decomain, Ikhyun Kim (KR), Jin Kim (KR)

Regional Localization Analysts

Hyunyoung Ahn, Cosme Alcázar (ES), Carlos Godó Borrás (ES), Nikolay Bytskevich (RU), Ben Choi (KR), James Siqi Cui (CN), Victor I. Dobrotov, Ricardo Duran (ES), Gilles Durosay (FR), Arthur Flew (FR), Thomas Flöeter (DE), Shon-Ting Fu (CN), Laetitia Georges (FR), Sara Gissot (FR), Jimmie Jaimes (ES), Sanghak Jeon (KR), Jung Hwan Kim (KR), Mike Euseung Kim (KR), Anton Kochergin (RU), Eunae Kong (KR), Byungwoo Kwon (KR), Andrey Kuzmin (RU), Minjin Lee (KR), Pablo Lloreda (ES), Rubén López (ES), Jaewoo Mo (KR), Kai Moosmann (DE), Elena Ovchinnikova (RU), Heeyoung Park (KR), Kenneth Pinó (ES), Benjamin Schmidt (FR), Peter Schneider (DE), Pablo Martín Siota (DE), Daniil Sokolov (RU), Frédéric Vasseur (FR), Dean Yang (CN)

ONLINE TECHNOLOGIES

Vice President of Online Technologies

Robert Bridenbecker

Senior Producer

Jason Leu

Producers

Bryan Chang, Justin Goad, Matthew Hawley, Kim Phan

Battle.net Lead

Alexander Versluis

Battle.net Programmers

Micah Caldwell, Bryan Cleveland, Anne-Sophie Lefebvre, Jeff Mears, Stefan Mohler, Brian Morin, Ryan Mills, Nicholas Rivera, Andrew Spiering, Hanlong Wang

Battle.net Research Manager

Greg Ashe

Battle.net Research Analysts

Matthew Adams, David Carey, James Chao, Norman Harms, Clint Rice, Matt Wheeler, Micah L. Wilson

Web Team Leads

Mike Hein, Ali Vatani

Web Team

Cord Bartlett, Todd Blank, Qi Ming Chen, Jeremy Craig, Sarah Doebler, Randal Dumoret, David Eckel, Geoff Fraizer, Vincent Francoeur, Victor Gonzalez Jr., Dohyeong Kim, Edward Lee, Martin Leidenfrost, Jeff Liu, Steve McGarrity, Chris Myles, Joonho Park, Bryan Rathman, Keith Rhee, Jamie Scheffer, Alexander Sun, Andy Tran

Billing Software Engineers

Chulwoong Choi, Frederick Dayhee Lee

Support Tools Lead

Stephen Nees

Support Tools Programmers

Brian Choi, Neil Chopra, Ryan Karg, Kenneth Lim, Mark Muncy, Mark Nelson, David Nguyen, Teddy Pao, Sasha Sydoruk

Mobile Team

Steven Gabriel, Tony Shih, Zac Pfaff

EUROPE ONLINE SERVICES

Online Services Manager

Christina McCombie

Producer

Rainer Mayer

Software Team Lead

Mathieu Chauvin

Programmers

Anselmo Talotta, David Odiot, Fanny Hermant, Guillaume Chaput, Laurent Bourcier, Philippe Peeters

Web Design Team Lead

Bao Tran

Web Design Team

Christopher Deutsch, Fabrice Piel, Ian Roberts, Prune Moldawan, René Koiter, Sören Geier

Web Editorial Team Leads

Pierre Rosenthal, Yann Pallatier

Web Editorial Team

Avril Cater, Cristina Martínez Jiménez, Eddy Béchu, Edna Weissflog, Elina Bytskevich, Francisco Bolaños Santana, Irina Kneller, Kelly Lopez, Philip Saloga, Romain Dijoux

KOREA ONLINE SERVICES

Director

Jungho Kwon

Project Manager

Jiwoong Kim

Web Design Team Manager

Hyojin Bae

Web Design Team

Woonchang Beck, Hyunsuk Cheong, Seonghak Jung, Ayoung Kim, Joowan Kim, Sangwook Kim, Seyong (Simon) Lee, Ocklyoung Leem, Juyoung Oh, Minhyouk Pack, Minseok Seo

Web Lead

Seungki Choi

Web Programmers

Jisook Baek, Gisang Gil, Kwangbum Ha, Ajin Kim

Support Tools Lead

Sangyong Park

Support Tools Programmer

Jihoon Cho

INFORMATION TECHNOLOGY

Senior Global Director

Isaac Matarasso

Global Director

Robert Van Dusen

Director

Jean-Michel Courivaud

Changuk Park

Global IT Managers

Weonseok Choi, Chris Fajardo, Chris Glover, Dustin Koupal, Kangho Lee, Julien Mariani, Hung Nguyen, Yong Yoon

Information Technology

Armando Abanilla, Carol Alvarez, Chris Antenesse, David Ashman, Jason Avakian, Jorge Baranda, Andrew Barcinski, Karin Baxter, Charlie Berman, Jeffrey Berube, Jonathan Berube, Travis Biegum, Ahren Boulanger, Forrest Bowling, Gandalf Brahm, Carl Brumm, Edward Bui, Robert Bustamante, Mike Bybee, Matt Carcel, Michael Caron, Joshua Caskey, Curtis Castrapel, Michael Chizewski, Hyungsuk Choi, Joseph Cochran, Alexander Dauriskikh, Ryan Dean, Nicholas Downs, Maciej Drobny, Matthew Eagleson, Inés Eberhard, Amanda Evans, Stanley Fu, Arnold Fulmer,

Nicolas Goulard, Ryan Gunst, Edward Harborne, Brian Hartsell, Scott Harrison, Dwight Harvey, Lutz Haunstein, Thomas L. Hicks, Brian Hill, Joseph Holley, Gichang Hong, Jonathan Hosmer, Andrew Hunt, Thomas Jauneault, Matthew Jordan, Mourad Kaci, Yan Kahlé, Taehee Kang, Rick Kennedy, Richie Kharrat, JungHoon Kim, Minhong Kim, Yoongjun Kim, Jaemin Ko, Sean Lavery, Changkoo Lee, Jay Lee, Sebastien Leterrier, Dale Lewis, Corey Louie, Randy Lovin, Bryan Ludwig, Adrian Luff, Matthew McEligot, Zak Meekins, Robert Meyer Jr., Mike Moneymaker, Tamra Morgan, Michael Mullen, Brian Murillo, Olam Ng, Danny Nguyen, Dat Nguyen, Thi Nguyen, Nicholas Noble, François Noël, Ben Orchard, Mike Pearce, Robert Perugini, Christopher Peters, Brice Petibas, Fabien Poussin, Shay Pressler, Gary Reeb, John Robertson, Paulo Santos, Daniel Scauzillo, Michael Schaefer, Henrik Schöpel, Edward Silveira, Mathew Smiley, Duffy Squier, Thierry Sudan, Anthony Suh, Casey Suyeto, Alex Tan, Eric Thedaker, Stefan Thompson, Hugh Todd, Christopher Towne, Bill Tubbs, Tim Vo, Stefan Ward, David Wareham, Maximilian Weber, Anthony Williams, Ty Williams, Albert Wong, Jaime Wood, James Yen, Yunhwan Ahn, Ryan Zapanta, Vanness Zhou

Purchasing
Michele Arko, Anant Singh

OPERATIONS

Guillaume Bloch (EU), Jon Dvorak, Emy Hetherington (EU), Denise Hicks, Dagmara Lebieczinska (EU), Lara Machado (EU), Brianne Messina, Mark Nash (EU), Anita Rice, Jean-Pierre Poulain (EU), Inma Utrilla (EU), Ann Ta, Constance Wang

FACILITIES

Henry Szekely (Manager), Timothy Hardy, Samuel Schrimsher, Brandon Shephard, Steve Stafford

Management Team, Europe
Anne Bérard, Julia Gastaldi, Delphine Le Corre, Frédéric Menou, Jean-Michel Courivaud, Benoît Dufour, Cédric Maréchal, Michèle Bérot, Anne-Sophie Buiret

Managing Director, Korea
Jungwon Hahn

Managing Director, Greater China
Michael Fong

Managing Director, Taiwan
Wayne Lee

MARKETING
Senior Vice President of Global Marketing
Neal Hubbard

Global Marketing
John Heinecke, Tomas Melian

Regional Marketing
Anne Berard, Kevin Carter, Eric Chauveau, Mark Clements, Chris Davey, Qimin Ding, Seungkyu Han, Marc Hutcheson, Ben Hsieh, Donghyun Kim, Richard Kwon, Michael Lawrence, Patrick Lee, Cédric Maréchal, Kyungin Min, Eric Modolin, Jinho Oh, Byungho Park, Stephane Perroud, Amanda Wang, Maggie Xiao, Chris Zhu, Robin Zhu

Marketing Creative Services
Dave Amason, Mike Bannon, Zachary Hubert, Erik Jensen, Steve Parker, Anthony Rietta, Mark Sison, Brett Wooldridge, Caroline Wu

PUBLIC RELATIONS

Vice President of Global

Public Relations

Lisa Jensen

Director of Communication and Community

Julia Gastaldi (EU), Lara Youngmok Park (KR)

Managers

Guy Cunis (EU), Shon Damron, Christy "Mina" Um (KR), Carrie Zhang (CN)

Public Relations & Community Manager of Taiwan, Hong Kong and Macau

Public Relations

Bob Colayco, Kacy Dishon, Hyoung "Jessie" Kim (KR), Seongjung Kim (KR), Ben Schroder (EU), Christian Vestøl (EU), Vale Yu (CN)

Senior Editorial Manager

Gil Shif

Editorial Assistant

Gareth Hughes

COMMUNITY and eSPORTS

Senior Manager

Paul Della Bitta

eSports Manager

Joong Kim, Ken Lau (CN)

eSports

Joshua Owyang, Stephen Chang

Community Manager

Daniel Chin, Ramon Hermann (EU), Jerry Wang (CN), Jerome Wu (CN), Hyejin Yum (KR)

Community

Santiago Baranda, Jonathan Brown, Andre Buchmann (EU), Marie Cabot (EU), Christopher Carter (EU), Nicolas Guion (EU), Andrew Hsu, José Ignacio de Andrés (EU), Jongwon Lee (KR), Tobias Jahn (EU), Thomas Johnsen (EU), Chad Jones, Sunna Kim (KR), Liam Knapp, Jinkyu Ko (KR), Nicole Lorenz (EU), Antonio Moreno (EU), Marc S. Olbertz (EU), Yoosok Pan (KR), Byunghun Park (KR), Jean-Baptiste Pennes (EU), Jesse Perez, Arron Rasmussen, Alejandro Riveiro de la Peña (EU), Kester Robison, Jessica Schleder (EU), Bo Selmer-Hansen (EU), Danielle Vanderlip, Micah Whipple, Jino Yoo (KR), Seunggook Yang (KR), Kevin Yu, Kenny Zigler

EVENTS

Elisha Cabrera, Elodie Dupuis (EU), Laura Grant, Pauline Hammett (EU)

BUSINESS DEVELOPMENT & LICENSING

Global Director

Cory Jones

Licensing

Gina Pippin, Patrick Dillon, Jason Bischoff, Ben George, Elizabeth Cho

Business Development
Steven Price, Sarah Tucker, Marc Dion, Paul Dowling, Audrey Vicenzi (EU)

HUMAN RESOURCES

Vice President of Global

Human Resources

Denise Dunlap

Human Resources

Valérie Chrétien (EU), Julianna Danner, Juliette Durand (EU), Peter Guibert (EU), Christopher Kopetschek (EU), Marije Korver (EU), Jennifer Martin, Nicolette Martinez, Melissa Moloney (EU), Laetitia Planchon (EU), Lisa Pozarich, Gabriel Ropers (EU), Erika Sayre-Smith, Michelle Secrest, Daniela Shani, Anne Stengel (EU), Marianne Tierney (EU), Sunshine Toledo

Global Manager, Organizational Development and Training
Lisa Pearce

Organizational Development and Training

Julie Farbaniec, Rosie Haubner

Sr. Manager, Global Staffing and Recruitment
Leonard Grossi Jr.

Recruitment

Kenny Carvalho, Choua Her, Michael Nassar, Sunshine Saint Onge, Aaron Orcino, Sumer Ortiz, Jack Sterling, Kriste Stull, Asheesh Thukral

FINANCE

Vice President of Global

Finance

Mark Almeida

Finance

Andrew Amadi, Tobias Beclin (EU), Julia Bruder (EU), Shien Chang, Jiyoung Chung (KR), Jamie Crooks, Benoît Dufour (EU), David Gee, Jaechang Kim (KR), Kidae Kim (KR), Sunyoung Ham (KR), Mandy Lawton (EU),

Adam Plushner, Hong Sing Teh (CN), Sergio Vitaliti (EU), Ian Wynne

Administration

Heather Foreman, Carlos Lucero, Ryan Schenk, Melinda Williams

LEGAL

General Counsel

Eric Roeder

Legal

Kevin Crook (Global), Rod Rigole (Global), Jane Chen (CN), Antoine Guyard (EU), Satoru Hamadam (EU), Fritz Kryman, Eddy Meng (CN), James Shaw, Peter Ty

GLOBAL CUSTOMER SERVICE

Director

Thor Biafore

Senior Manager,

North America

Jason Stilwell

International Manager

Michael Pierce

International Support Leads

Pierre Braude, Peiji Guo, Michael Sun, Ian Ho

Project Management
Michael Su, Brian Wright, Gary Young

TECHNICAL SUPPORT

Manager

John Hsieh

Assistant Manager

Kyle Williams

Technical Support Leads

Adam Slack, Andreas Unger

Technical Support Seniors
Jamal Davis, Anton Hsin, Adam Koch, Michael Nguyen, Friedrich Stegmann, Mataio Wilson

Representatives

Josh Black, Jeff Boccuzzi, Nathan Brown, Jeff Carlo, Sam Carne, David Chan, Evan Crawford, Jon Day, Ken DePalo, Derek Duhon, Claudio Gentilini, Dat Ho, Katt Jean, Phillip Kim, James Kompare, Tom Lillehoff, Mike Lim, Dan Morningstar, Wissam Muhialldin, Tommy Newcomer, Peter Nott, Mike Reardon, Chuck Salzman, Matthew Simmons, Nick

Solano, Marty Tande, Daniel Watson

BILLING and ACCOUNT SERVICES

Manager

Charlie Areson

Assistant Manager

Alan Marti

Billing Leads

Erynn Caldwell, Matthew Vineyard, Rory Wood

Billing Seniors

Marcus Bishop, J.D. Calzada, Lance Kimberlin, Tim Magglio, Evan Peterson, Christian Reynolds, Ryan Reddick, Jason White

Representatives

Rameses Arias, Jessica Barnhart, Anne Marie Belland, Jon Bias, Austin Cornell, Jason Crewse, Damien Currano, Paulino Diaz, Dustin Distefano, Austin Feeney, Danny Flannagan, James Garner, Leah Garner, Denis Genest, Mark Hamm, William Harber, Adam Hector, Christina Helbig, Michael Horning, Jacob Hurst, Jami Hurst, Mathew Kishimoto, Matthew Kuhn, Laura Lam, Heidi Lindsey, Geri Kate Macalino, Xuan Mai, Gilbert McGuire, Aaron Orcino, Sheila Perez, Andrew Phaneuf, Vernon Poling, Lance Powell, Don Prentice, Megan Puertas, Regina Ramirez, Antonia Ryan, Mark Slater, John Steinert, Chris Swoner, Michael Triglia, Justin Tritt, Colleen Tulley, Fabio Ventura, Steven Walker, Ted Wang, Joshua Wittge, Amanda Wood, Steven Worcester, John Zappulla

IN-GAME SUPPORT

Senior Manager

Bill Galey

Assistant Managers

Richard Barham, James Drosche, Keith Duncan, Keith Kanneg

Support Leads

Amber Bittenbender, Michael Burghart, Andrew Cox, Raven DeLara, Pat Feinauer, Cory Larson, Justin Liedel, Patrick

Lorenz, Marcus Maczynski, Matthew Martin, Makenna Mills, Julio Miranda, Craig Pratt, Nicholas Ray, Kyle Rising, Dean Shelden, Jason Throop, Ryan Treadwell, Miles Trumble, Alyson Turner

Support Seniors

Spencer Aitken, Michael Alcorn, Fred Benson, Justin Chesser, Damien Chow, Andrew Clisson, Randy Coffman, Angelo Concepcion, Jason Copeland, Hunter Curren, Joe Currihan, Justin Davey, Eric Davis, Aaron Denton, Peter Drummond, Patrick Evans, Richard Evans, Thomas Farrell, Adam Ferguson, Patrick Fitzgerald, Theodore Gegoux, Andrew Glaser, Luis Gomez, Aaron Green, Jacob Hofeldt, Peter Hsu, Adam Hughes, Cal Leah Kaiser, Michael Kanneg, Robert Kezar, Dylan Kho, Scott Koller, Antonio Kontokanis, Alex Koreneff, Stephanie Krutsick, David LaVallee, Jim Leggat, Brian Libby, Jeff Luckman, Shannon McCartney, Sean O'Neil, Sam Park, Harold Pendery, Michael Pereira, Sergio Porres, Evan Powers, Bruce Prescott, Johnathan Raynor, Richard Romasanta, Joshua Ruch, William Shepard, Darryll Silva, Michael Srithapin, Erik Tabor, David Tamayo, Ken Tan, Duane Than, Aaron Uesugi, Nicholas Vineyard, Robert Webb, Keith Willingham, Matt Worcester, Aaron Yasukochi, James Young

Representatives

Tyler Agee, Spencer Aitken, Lee Ake, Stephen Alvarado, Juan Alvarez, Neil Anderson, Steven Apodaca, Michael Archuleta, Ramiro Ascencio, Michael Aversa, Sean Baade, George Backus, Gregory Bahl, Christopher Bailey, Andrew Balch, Jennifer Balch, David Barney, Eric Baskin, Danai Bastin, Ron Beaty, Jeremiah Bell, Robert Belleville, Michael Belrose, Kenneth Benedict, Klute Berger, Michael Bernal, Bradley Edmund Bernhard,

Josh Berryman, Nicholas Bialostosky, Beau Billingsley, Michael Billman, Dana Bishop, Howard Bishop, Aaron Bothne, Ben Bowers, Keaton Bracy, Keith Breach, Crystal Breaux, Daniel Brennecke, Jonathan Brockell, Deborah Brooks, Christa Buckentin, Stephen Buitron, Brian Bula, Dave Byer, David Byl, Amanda Canfield, Kyle Cannon, Trevor Cantrell-Paulson, Daniel Carpenter, Alan Carr, Daniel Carroll, Jim Chan, Michael Chauvet, Brandon Christenson, Jeremiah Clark, Stephen Clarkson, Jeff Clausen, Angela Cleere, Duncan Coe, Michelle Coltrin, Ernest Completo, Alexander Coons, Ethan Copeland, Ian Crawford, Tyler Crawford, Jerod Crespin, Nathan Crislip, Chris Crowson, Brandon Crumpler, Hunter Curren, Laura Currie, Chris Curtis, Chris Cynar, Kevin Daniels, Keven Dannenbring, Will Darce, Allen Dauphin, Gary Davis, Joshua Davis, Kevin Davis, Wesley Day, Neil de Soto, Brian Deering, Sebastian Delascrain, Ben Dickey, John Diers II, Richard Dievendorf, Brandon DiMaggio, Michael Dinger, Kendall Dodd, Gene Dodge, Raymond Donaldson, Forrest Dorsey, John Downing, Camille DuBose, Landry Dugan, Reagan Duggan, Oana Dumitrache, Daniel Dylla, Adam Ebmeier, German Echeverria, Andrew Eddy, Jonathan Estes, Page Evans, Michael Guy Ferguson, Joy Fields, Kristin Finnson, Jens Fischer, David Fisher, Matt Fitzgerald, Peter Fivelstad, Tom Flint, Casey Foreman, Ryan Foreman, Wesley Foults, Ryan Fowler, Nick Frame, Anthony Franey, Gerald Freeman, Christopher Frew, Matthew Frisch, Cynthia Frushon, Christopher Fulgham, Alfred Gabriele, Andrew Galipeau, Justin Gann, Jerardo Garcia, Chris Garrett, Joseph Garrett, Aaron Gayet, Andrew Getting, Nik Gianozakos, Jesse Gibbons,

Casey Glenn, Levi Godwin, Jeffrey Gondeck, Thomas Goodwin, Chris Gorman, Darleen Gotay, Desmond Gregory, Cody Griffith, Kimberly Grimes, Alexander Gustafson, Anthony Gutierrez, Daniel Hackel, Nick Hamm, Daniel Hammer, Gregory Hansen, Richard Hardy, Brian Hartsell, Allison Harvey, Brandon Harvey, Benny Haryadi, Kyle Hawkins, Shaun Hawkins, Christopher Heidick, Thomas Hendricks, Robert Henson, Sara Hernandez-Land, Jameson Hodge, Chad Hodgson, Robert Hoff, Sam Holder, Sara Holliday, Ernest Hoppe, John Hosemann, Travis Howsman, Sam Hunt, Nicholas Hunter, Craig Hyatt, Shaun Ingram, Elizabeth Jackson, Ruben Jasso, Patricia Jennings, Barbara Johnson, Nathan Johnson, Stephanie Johnson, Ian Jolly, Devin Julia, Scott Kane, Daniel Kanneg, David Keel, Matt Kenemore, Dylan Kho, Grace Kim, Lily Kim, Michelle Kolano, Ruth Kolbeck, Markus Kraus, Stephanie Krutsick, Erica Kuschel, Shaun Kuschel, Jason Kwon, Judson Ladd, Jeremy Lambertson, Kelly Lanahan, John Lanier, Paul Lara, David LaRocca, Amber Larson, Robert Laws, Ben Lebar, Guillermo Ledesma, Jeffrey Leonhardt, Davis Lidiak, David Lim, Jeffrey Lim, Erik Lindberg, Justin Liquorman, James Logan, Thomas Long, Luke Lovett, Matthew Lucero, Jeanna Lundgren, Robert Lundgren, Travis Mansbridge, Jeremy Marshall, Jorge Mata, David Maxwell, Patricia May, Walter Mazza, Robert McBride, Timothy McBride, Daniel McClellan, Robert McCollum, Luke McCorkle, Max McDuffee-Smith, Shannon Meadors, Ronda Melendez, Nicholas Mennen, George Merrill, Keith Meves, Doug Miller, James Mills, Tony Misgen, Adam

Moghaddassi, Mickey Molad, Lloyd Moore, Marcos Morin, Michael Mumford, Shawn Munro, Krystine Munshower, Mike Munson, Kirsten Murchison, Julian Murray, Steven Nabours, Daniel Nagel, Patrick Nagel, Ramon Navarro, Seth Nesenholtz, Michael Nichols, Russel Nilsson, Vicky Nott, Audra Oberloh, Edward Olivier, Daniel Ortega, Aaron Ortiz-Clay, Kyle Otsu, Zachariah Owens, Adem Ozkum, Irene Pacheco, Andrew Palan, John Patenaude, Ian Patterson, Ryan Peach, Aaron Pemberton, Rachel Perey, Steven Pereyda, Erik Perez, Jacob Perez, Jesse Perez, Kristen Pettey, Terry Phelps, Brian Pierron, Anthony Piperato, Kaleb Placek, Josh Portillo, Shaun Potts, Chris Pressnall, Timothy Preston, Joshua Proffitt, Sean Quinlan, Olivia Quintanilla, Joseph Ragsdale, Jesse Ramazani, Ignacio Ramirez, Henry Ramos, Brandon I Ramsey, Christiaan Rascon, Kristina Rathburn, Rafael Raudry, Tyler Raygoza, Andrew Rexroth, Brad Rhodes, John Richardson, Joshua Riggs, Preston Roberts, Stephen Robinson, Dustin Rockers, Jacob Rodriguez, John Rodriguez, Kenneth Rogers, Derek Ronzo, Jordan Rosales, Derek Rosenberg, Shoshanna Rubin, Patrick Rusche, Jodie Rutherford, Brendan Ryan, Michael Sacco, Mitchell Saenz, Sean Salazar, Jason Sampankarnpanich, William Sanders, Garrett Savard, Jared Schiller, Justin Shade, Brandon Shelton, Chase Sherman, Timothy Shroat, Wayne Skarboszewski, Woody Skiba, Anthony Snow, Brian Snyder, Shant Soghomonian, Robert Spann, Matthew Spence, Ian Stamatedes, John Stapleton, Chad Starkey, Ryan Steinhoff, Jared Stepp, Evan Stoudenmire, Matt Stratford, Dallas Stringham, Timothy Tash, Victoria Thacker, Deana

Thiem, Jason Thomas, Josh Thornton, Cliff Threadgold, Jonathan Throop, Chance Tijerina, Jason Torres, Jenny Towner, Antoine Traylor, Michael Trotzku, Jimmy Truong, Thomas Van Scyoc, Alex Van Winkle, Kevin Vanderlaan, Richard Varga, Christopher Veazey, Devin Vink, Tim Voris, Jeffrey Walent, Keri Waller, AC Ward, David Warner, Robert Warner, Nicole Watkins, Devin Webster, Lucas Welch, Chris Whitaker, Steven Whitaker, Tracy Whitehead, Daniel Wiley, Joseph Willett, Aaron Williams-Mayer, John Wisniewski, Neal Wojahn, James Wong, Adam Wright, Justin Yandell, Nicole Yandell, Eric Yasukochi, Mary Yellott, Kea Yonni, Amber Young, James Young, Kacey Yucikas, David Zemek, Adam Zweig

QUALITY CONTROL

Manager

Joshua Horst

Assistant Manager

Ryan Quinn

QC Lead

Aaron Bamblett

QC Training Lead

Richard Eggleston

QC Seniors

Kara Amendola, Dustin Bosteder, Scott Busbea, Jeremy Chasey, Tom Edwards, Lyndsi Revis

Representatives

Amitt Bader, Bonnye Bauerle, Ryan Belanger, Matt Burns, Adrian Butts, Jhazmin Carnes, Chris Cavallo, Blake Chafin, Brandy Corbin, Peter DeSalvo, Leann Evans, Tim Evans, Manuel Gonzales, Keith Hall, Jacqueline Harrison, Heather Holloway, Kelli Johnson, Kevin Johnson, Gavin Jurgen-Fyhrie, Neal Kochhar, Darlene Kolano, Seth Lindner, Jon Loeffler, Michael Lukenbill, Matthew McKee, Chung Ng, Shawn No, Ari Nur, Bryen Nystul, Chelsea Olson, Lauren Ortiz, Matthew Rader, Jessica Ramirez, Victoria Rayno, David Richards, Mary

Sides, Nicholas Smith, Pete Staley, Melissa Ullrich, Dustin Vail, Tanya Wall, Randall Ward, Thomas Watson, Nathan Wee, Benjamin Williams

EUROPE CUSTOMER SERVICE

Director

Frederic Menou

Technical and Billing

Support Manager

Marie-Hélène Atieniz

Ireland Site Manager

Robert Ashby

Coordinator

Marlene Cervantes

Back Office Manager

Ernst ten Bosch

Documentation Team

Serge Olivier, Michael Stum, Martin Tegner

TECHNICAL SUPPORT

Technical Support Lead

Cedryck Poitelon

Technical Support Seniors

Claus Schumacher, Aidan McLoughlin, Alexandre Vallee

Representatives

Christoph Grix, Mark Klang, Lars Kuhne, Holger Speckter, Ryan Campbell, Alisdair Comb, Barry Connell, Mario De Rienzo, Michael Graham, Kenneth Graulund, Michael Pinder, Andrew Robson, Richard Segers, Oyvind Sorensen, Jennifer Winters, Hernan Gonzalez, Alexander Mochi, Eric De Freslon, François Medaerts, Vincent Moitrot, Aymeric Pentecouteau, Alexis Terrasse, Julien Vale, Ian Polianskii

BILLING

Billing Lead

Johnny Ahlgren

Billing Seniors

Alexander Berghoff, Sanja Peric, Ana Manso, Matteo Spataro, Neil Whelan, Gregoire Bonnafoux

Representatives

Franck Alshut, Tim Denke, Carolin Dittman, Christian Eberhardt, Frances Fobke, Waldemar Fritz, Bandar Garski, Alexander Gut, Frank

Heling, Brenika Janiszewski, Markus Kaldenbach, Konrad Kirchgassner, Jens Kirchhoff, Christian Königstein, Sascha Leopold, André Linnemann, Maria Loy, Geir Mjosund, Francesco Reinboldt, Volker Stabler, Stephan Wolf, Judith Zachariae, Sandra Milena Alarcon Ruiz, Julia Bedell, Tina Crook, Noemi Cugudda, Julie Foster, Laura Godfrey, Nicolas Harding, Kathryn Hyder, Joanne Ingham, Matthijs Jansen, Laila Mnad, Christopher Purvis, Thomas Schoeneburg, Sanjay Shinh, Charles Smith, Kurt Smith, Vinh Tran, Maria Victoria Martin Briasco, Francisco Sanchez Campos, Pierre Marc Arnaud, Olivier Grassini, Timur Kocauru, Ludvine Le Rouge, Christophe Monteiro, David Remy Zephiri, Hadrien Rudlich, Arnaud Schwarz, Ismaël Villegier, Romain Mardot

ACCOUNT SERVICES

Account Services Lead

Thomas Lenglet

Account Services Seniors

Paul Oltmanns, Marios Aziz, Carine Fiorani, Guillaume Caride, Britta Riess

IN-GAME SUPPORT

Managers

Rinaldo Andreolli, Emmanuel Obert, Christian Scharling

Leads

Erin Johanson, Gaetan Martens, Frank Keienburg, Philip Thiede, Sophie Bellegarde, Cedric Gallins, Peter Rothlisberger, Linus Fink, Jason Adams, Hansjörg Brandt, Clemens Krainer, Mikhail Shiryayev

Seniors

Kasper Giehm, Kim Jensen, Neal Kingston, Jean-Christophe Bouchet, Ronnie Hansson, Gurpreet Wahla, Alexander Bradburn, Fredrik Svantes, Rob Kuczynski, Steven Dwyer, Ben Noskeau, Sylvan Lynn, Cristiano Pereira, Huw Gower, Paul Horrel, Thomas Hemingway, Iwan De Kleine, Sverre Rasmussen, Emma

Lorking, Tommy Jernesborg, Alexander Becker, Lucas Christophe, Silvio Clausen, Dennis Czybulka, Göran Gauruder, Florian Mentl, Alexander Otto, Elisabeth Astl, Henning Kaiser, Mirko Bayer, Florian Bläsche, Lars Weiler, Thomas Röthemeyer, Heidi Wanner, Mario Berndt, Falk Schwiefert, Sascha Giese, Markus Schill, Robin Höse, Navid Akbari, Andreas Liebau, Kim Chaing, Gaël Company, Vincent Kaufmann, Elodie Choliere, Sebastian Hoareau, Serge Pincon, Nicolas Passemard, Frédéric Rochet, Miguel Izquierdo, Sergi Berjano, Isidro Tellez

Representatives

GERMAN

Marco Alemanno, Stefan Bahr, Björn Bartholome, Gregor Beck, Sebastian Beer, Julius Beiner, Jens Bekemeier, Benjamin Berghäuser, Christian Berwind, Michael Blumenthal, Stefan Böhme, Patrick Bohrer, Dirk Bömelburg, Bianca Braun, Daniel Brockdorff, Daniel Bromand, Anton Brumme, Matthias Butter, Mads Carstens, Stefan Christ, Martin Dammers, Oliver Danckers, Patrick Dekoepper, Christian Döbel, Martin Doll, Dennis Drabinski, Stefan Duffner-Hansmann, Alexander Düsseldorf, JanKonrad Ebermann, Björn Ebner, Stephan Einecke, Thomas-Christian Endres, Jens Fehr, Jörg Franck, Kai Frankenberger, Martin Franz, Eva-Maria Fritsche, Jens Fünfkirchler, Mathias Gabel, Krystian Gawron, Silvio Geisenhainer, Sonja Göden, Marco Golüke, Christopher Göttfert, Lorenz Graf, Robin Graf, Markus Graffe, Frerk Güntzler, Steffen Gutzeit, Andrew Gordon Haefs, Tobias Hänseler, Patrick Happel, Marc Hartmann, Alexander Haselbacherm, Marcel Haug, Roman Häusler, Sandra Heide, Christian Heidrich, Eugen Heller, Johannes Hilgert,

Nicolas Hodapp, Michael Hoffmann, Julia Hopf, Dennis Horn, Martin Jagla, Jan Michael Jahnke, Markus Jorissen, Sven Jost, Marc Jung, Matthias Kiesel, Markus Kinttrup, Sören Klein, Harald Kneissl, Matthias Koch, Sonja Köck, Sebastian Kolodzik, Viktor König, Albert Konrad, Stefan Krannich, Max Kreisel, Christian Kröger, Nina Kroner, Sven Kruse, Thomas Küppers, Matthias Labitzke, Rene Langhans, Gordon Lathan, Tim Laufenberg, Johannes Läufer, Martin Leipold, Wilko Lennartz, Torsten Lill, Björn Löhner, Oliver Lötscher, Michael Lueth, Mike Lütjens, Marc Luttecke, Sebastian Magnus, Gaetan Mahon, Marco Manig, Bernhard Mann, Stephan Marek, Thomas Marquardt, Steve Martens, Thomas Marx, Nils Matern, Paul Mazu, Kathrin McCain, Christian Meinert, Florian Meister, Julia Mertens, Patrick Metzger, Caspar Michel, Stefan Mond, Frank Müller, Moritz Müller, David Navarro, Filip Nogowski, Cornelia Nolte, Sebastian Oldenettel, Sebastian Oliva, Mathias Ortner, Björn Passow, Raik Patze, Mathias Pelz, Stefan-Marcus Peter, Mike Piepenstock, Harald Prem, Patrick Pulfer, Michael Radnitz, Daniel Radschun, Fabian Rauch, Sandra Raum, Alexander Redeker, Steffen Reinke, Gerd Ridder, Christian Riegger, Henning Roese, Frank Roesel, Andreas Rohr, Frank Rolle, Nico Roos, Sebastian Roth, Wolfram Sack, Carsten Schedding, Esther Schreen, Christian Schilling, David Schlamp, Andre Schlegelmilch, Christopher Schmale, Dirk Schmid, Torsten Schmidt, Sascha Schneider, Marcus Schoeberl, Fabian Schrader, Frank Schulze, Christopher Simonis, Victoria Spanier, Andreas Stiebert, Patrick Stolpe, Arter Strak, David Strammerjohann, Jochen Stutzkeit, Sascha

Szopko, Janina Taab, Doris Tatzgern, Christian Traute, Marco Vogt, Marion Wacker, Benny Waldenmaier, Marion Weißenborn, Olaf Wendorff, Sandra Wernicke, Peter Wetzels, Dennis Wollmann, Hagen Zawany, Steffen Zietz, Thomas Zimmer, Christian Zirpner

ENGLISH

Krister Aavikko, Aleski Airaksinen, Per Antonsson, Roland Ayliffe, Sijr Bagmeijer, David Baines, Alex Bebbington, Kevin Blanche, Robert Bland, Nick Blokker, Thomas Boertien, Sigurd Bengtson Borge, Khristopher Boulton, Mei Frank Buckle, David Burlinson, Allan Campbell, David Chadwick, Martin Anthony Colling, Jason Courtney, Robert Dale, Patrick Deschamps, Barry Downs, Patrick Dunford, Barry Ellis, Keith Ennis, Christopher Fawcett, Paul Finn, Doug Fitchett, Jamie Alexander Foreman, Wayne Freer, Jay Greenham, Christian Guest, Paul Halliwell, Sanna Hanskala, Henrik Hedstrom, Kjell Arvid Helgeneseth, Robin High, Iqbal Hussain, Lars Peter Lohm Jensen, Craig Andrew Jobling, Robin Johansson, Aled Jones, Devon Robert Kelly, Claude Keogh, Michael Khoo, Alexander James Klontzas, Kristian Koivisto Kokko, Johan Kooijman, Maarten Alexand Kuipers, Martin Langsted, Pelle Lingsell, Bruno Loncke, Jonathan Lydall, Konstantinos Markogiannakis, Robert Mathews, Christopher Mathieson, Christopher McHale, Richard Mc Keon, Carl McNeill, Edward McDonald, Douglas Midgley, Stefan Modh, Oliver Moore, Olivier Mouvet, Graham Murphy, Matthew Neumann, Katharina Nord, Olli Oja, Simon Parment, Steven Paton, Michael Arleth Pedersen, George Penman, Graeme Rafferty, David Ribeiro, Jonathan Robinson, Henrique Rodrigues, Henning Roest,

Sanu Satheesababu, Wouter Schrijnemakers, Siri Ellefsen Selvnes, Craig Shrewsbury, Kenneth Standbridge, Stephen Stanley, Alexander Lione Stark, Patrik Svantes, Mads Taanquist, Stephen Tadmán, Jason Teixeira Babo, Joseph Toaff, Oskari Turkia, Craig Turner, Christopher Twite, Liam Andrew Tye, Anders Valum, Marijke Vanhees, Martin Gunderse Vea, Leo Wakelin, Gijs Johan Van Waverijn, Ben Werbner, Andrew John Whitmarsh, James Whittall, Klaus Wichmand, Christopher Woodcock, Monty Yeates, Emma Stott, Leonie McKewan, Jonathan Horrocks, Michael Lenton, Mark Furniss, Craig Bland, Jay Xeaious, Andrew Priestnall, Colin McShane, Michael Seppala, Daniel Mooney, Victor Sefastsson, Marc Behar, Dean Lillywhite, Nils Odlund, John Petersen, Kevin O'Regan, Martin Mason, Kenneth Mellamphy, Alanna Quigley, Gareth Barry, Jonathan Douglas, Daniel Ryan, Emil Jannesson, Jonathan Hall, Nicola Creedon, Cian Creed-Healy, Keith Barron, Robert Allan, Nils Berggren, Keith Boardman, Stephan Cosgrove, Des Gordon, Kieran Hayes, Michael Heffernan, Adam Lloyd, Richard Bennett, Henry Davis, Henrik Eriksson, David Hollingbery, Robert Holloway, David Horrocks, Matthew Jones, Adam Morris, Gareth Roberts, Diogo Silva, Richard Nicholls, Nicolaj Adriansen, Richard Bartram, Nicola Booyens, Jennifer Brett, Ian Coleman, Paul Cox, Philip Doogan, Soren Kirkager, Mark Stanners, Wayne Armstrong, Victoria Bennett-Keenan, Lukas Bialk, Andrea Birkhahn, Victor Borjesson, Sarah Brady, Jason Devine, Ilona Dolejsi, Gareth Donaghey, Ben Hellis, Guus Hoogendoorn, Daniel Johnson, Istvan Kakasi, Anton Karanov, Philip Kerins, Mariusz Leszczynski, Sean Lyons,

Martin Machovec, David Malach, David McGrath, Alan McNevin, Alastair Morris, Kevin O'Brien, Paul O'Neill, Conor O'Shea, Pierre Passet, Michael Pepper, Austin Purcell, Sebastian Ranta, Wesley Smith, Amy Taylor, Wendy Yang, Pawel Zukowski, Adam Lee, John Warwick, Jeffrey Bridges, Christian Arvidsson, Kim Frandsen, Andrew Meaney, Cian Yates, Stephen O'Donnell, Peter Hadaszi, Rachel James, Cheryl Higgins, Peter McDonald, David Rowell, Barry Hayles, Robin Blackborow, Ben Haywood, Cornelia Nolte, Stefan Mark, Oliver Lockyer, Sander Dobsa, Denis Walsh, Brendan Cavanagh

SPANISH

Alvaro Aguilar Tormo, Ricardo Aranguren Gassis, David Church Rodriguez, Juan José De La Torre, Miguel Garcia Gomez, Angel Martin Ayuso, Inigo Moleres Apilluelo, Pedro Moreno Garcia, Raul Romero Fuentes, Isaac Sanchez, Maria Dolores Sanchez Carnice, Yolanda Serrano Llamas, Anna Sort Gonzalez, Marc Tormo Carulla, Enrique Gonzales de Vallejo, Jose Javier Suarez Perdomo, Diego Valero Suarez

FRENCH

Karim Adala, Olivier Mouvet, Magalie Blaizot, Mickaël Bohin, Aurelien Bovis, Soufyane Brahimi, Juan Caria, Thomas Chabrier, Cédric Coret, Ugo Croci, Alexandre Duckman Lebrun, Gilles Durosay, Céline Guise, Guillaume Jegu, Pascaline Jibert, Frédéric Kubiakowski, Mathieu Laugle, Mathieu Laurent, Rémi Le Thery, Bastien Lebourg, Xavier Lepage, Julien Litrico, Christel Malbrancq, Olivier Martel, Jessica Millivelle, Bonna Mom, Pierre Nicolas Moreau, Sébastien Musquin, Mathieu Orjebien, Antoine Pezzo, Jean-Louis Phan Tran, Julien Pillay, Josfred Poinot, Philippe Prince, Nicolas Pruvost,

Sébastien Pusset, Berenger Queune, Sandra Ragot, Cédrik Razafimamantsoa, Richard Robinson, Aliocha Segard, Audrey Selnet, Genséric Sohier, Isabelle Soupault, Frédéric Tabard, François Trani, Cyndie Varin, Audrey Wozniak, Romain Guillaume, Vincent Zaccheo, Julien Benatar, Romain Joffre, Erwan Bargain, Lucien Bui, Maxime Berjot, Vincent Mesnard, Philippe Motheron, Maxime Ledonge, Louis Vincent, Grégory Garcia, Brice Russell, Stéphane Lam, Umberto Lópes, Robin Berquet, Guillaume Lachambre, Blandine Pronost, Marianne Pilote, Jaoued Karim, Jeremy Jacquemin, François Pinturault, Yoann Gonedec, Céline Choliere

QUALITY CONTROL

QC Lead

Stefan Mai

QC Seniors

Antonio Achucarro, Andrea Della Noce, Patrick Knoll

Representatives

Marco Baier, Heiko Dieregsweiler, Lena Drevermann, Stefan Frei, Christoph Gembe, Bernd Gottsmann, Oliver Kurth, Oliver Lorek, Philippe Miguet, Sebastian Mottschall, Michael Pauli, Michael Pietrucha, Christoph Thann, Ashok Viswanathan, Carl Bone, Miguel Budesca Dykes, Jonathan Hankey, Dean Jones, Jihène Khessouma, Benjamin Klinkhamer, Fredrik Kurki, Alexander McHugh, Bo Mejda, Alexander Ion Naya Sanchez, Andrea Opimitti, John Pombo, Hansa Sawami, Allan Stellakis, Stuart White, Cristian Martin Nieto, Rémi Aumeunier, Elodie Bastide, Jean Christophe Berger, Thibaud Bertin, Laurent Cuvier, Cédric David, Pietro Gobbato, Pascale Roncin, Bartosz Poslusznny, James O'Connor, Andrew Naudi, Wouter Van Der Veen

AA Agents

Anne Bargemann, Michael Broek, Raul Burgos Mayer, Robert Busch, Tobias Franke, Anselm Hempel, Georg Hirschauer, Mario Janus, Malte Maehlmann, Marcus Ryndycz, Andre Schickhoff, Michael Schneider, Christian Sperber, Lukas Wozniak, Neil Banks, Ben Corbey, Tom Ellis, Eirik Fjeldal, Stephen Grantham, Robert Groeneveld, Amanda Kate Harris, Lucy Hindson, Ruben Holen, Jon Kenny, Douglas Liljekvist, Niklas Lingsell, Hannah McArthur, Lee Middleton, Vincent Moulin, Barry Murphy, Minh Nhat Nguyen, Goran Parnen, David Potter, Tommy Sabri, Andy Salwey, Patrick André Seidler, Stian Skjondal, Sebastiaan Van Doornspeek, Ryan Vowler, Thomas Chartrain, Lucia Suarez Porta, Arnaud Ameen, William Bezou, Jean-Claude Cipriani, Denis Courtin, John Harry De Lara, Sylvain Enjalbert, Céline Etcheberry, Antoine Guyard, Graziella Marie, Grégory Sevin

KOREA CUSTOMER SERVICE

Director

Richard Choi

TECHNICAL SUPPORT

Manager

Jaeyang Kwak

Technical Support Seniors

Sungjoon Lee

Representatives

Seungho Kim, Yunbai Kim, Hyungjun Kim, Joohong Pan, Jaeyong Choi

BILLING AND ACCOUNT

SERVICES

Manager

Yoonhee Kim

Billing Leads

Kyungmee Kim, Jihyun Song, Jiyong Kim

Billing Seniors

Eunbom Park, Sehwa An, Jinsu Lee

Representatives

Jihye Yun, Kyunghwa Yu, Jungran Lee, Min Yang,

Dongho Chang, Jina Baek, Cholong Han, Hyoju Gou, Yunho Bae

IN-GAME SUPPORT

Manager

Beom Choi

Support Leads

Wonjong Lee, Young Namgoong, Jinman Park, Jungwoo Kim, Hyunsin "Durdy" Lim

Support Seniors

Joonbin Lee, Seonmean Kim, Changhoon Lee, Jaewon Lim, Hyojin Kim, Jungjun Lee, Jaiki Song, Jungmin Song, Byungkwan Chung, Aungoun Lee, Sungho Eom, Jaekwang Han, Kyunghyo Kim, Eunjung Lee, Jaehyun Ahn, Wonjae Jeong

Representatives

Yoojin Yang, Jiyoun Lee, Woonki Cho, Geobo Shim, Sookhee Bae, Jinsuk Park, Myoungjin Kim, Eunsun Hong, Bora Park, Suhyun Kim, Bogyu Kim, Seunghoon Baeg, Woosung Lee, Sinhee Kim, Seoyeon Kim, Byoungjin Lim, Seolhee Cho, Yeri Cho, Inkyoung Sim, Kyunghee Lee, Hyojin An, Seungsoo Kim, Jungcho Han, Junghun Kwag, Soo Lee, Sejin Choi, Sunmin Lim, Juhee Seo, Youngki Kim, Changhyun An, Sukil Jo, Kyueun Lee, Eunkyoung Jang, Jeongho Kook, Kyungmin Lee, Youngjin Park, Deokhoi Kim, Chulho Chang, Sooil Kim, Namsuk Kim, Sowon Lee, Sungpyo Hong, Junghyun Lee, Sujhon Jhong, Jihye Lee, Sungju Yu, Doyeon Kim, Jaehui Kim, Kyungtae Myung, Hyunbum Lim, Hyeoyoung Jung, Boram Lee, Dohyun Lee, Insik Lee, Hyeosung Kim, Doohyun Bae, Jaeeun Lee, Hosang Yu, Jisub Han, Jongwon Park, Moonyoung Baik, Soohye Lee, Kihoon Yang, Jaegoo Moon, Jungyi Roh, Sojung Lee, Seunghyuk Lee, Chungseok Han, Youngnan Park, Yongteak Im, Hyekyoung Lee, Kyoungjoon Kim, Minkyu Park, Minkyung Cho, Jimin Kwon,

Hwajun Song, Kwansoon Hwang, Yangrae Kim, Yoorah Oh

QUALITY CONTROL

Lead

Yongjo Choi

Training Lead

Jaehong "Big J" Jeong

Training Seniors

Keunjeong You, Hyeoyoung Park, Jinsun Park

Representatives

Sumi Jeong, Chuljo Yun, Inchaul Bae, Wonjang Cho, Mihyun Kim, Yunsil Choi, Hana Lee, Myeonghun Choi

President & CEO of Blizzard

Entertainment

Mike Morhaime

Chief Operating Officer

Paul Sams

Executive Vice President,

Game Design

Rob Pardo

Vice President & Executive

Managing Director,

International Operations

Michael Ryder

Director of Special Projects

Hamilton Chu

Thanks To:

Sun Bee Kneé
KPNs
Kevin Baik Choooooooooooooona
Eric Fredericksen
Gretchen Short
Tiffany Neilson
Tatiana Neilson
Ultra Bad Dudes
Sprocket lovers everywhere
Our great AddOn community
Madison and my family
To Mehley, Abraham & my wife Grace and my entire
Bielski & Baxter clan
My incredible wife, Kim
My parents, I miss you dad
Angelista
Colin, Emi, Kitz & Bunnie
The Kaplan family
Stefanie Rainwater
Sydney Rainwater
Ryan Rainwater
Jessica and Lily-Rainbow
Ryan Strickland
Marc Vitagliano
Brack Dad - I can't thank

you enough for your council and guidance.
Brack Bro - You are always there for me in ways you will never know.
Thanks for putting up with all the crunch time, Mumper!
Thanks Pooka!
Be Patient John Coppersmith
Mark Levin
Chad Verrall
To my parents, Jay & Shu
My sisters, Peg & Melissa
Doobie, the best dog ever
Rita Wang
Randy & Marlene Sakamoto
Heidi & our families, God
Irvine 4th Ward, BYU, LCAD
McClellan's, Critchfield's
Mindi Foote
The Foote Clan
The Rally Monkey
Ensemble Studios
Fully Rested
James "Ulmaas" Street
Larry and Sue Blount
Sandra Webb
Lou and Lisa Adesso
Anna Hartwell
Lydia Barriga
Agapito Barriga
John and Jennifer Vestal
Charles Vestal
Asobi Seku
Minu, the cuddle bug~
Fiji Bottled Water
The Graves family
The DeMeza family
Vic and his pigs
Mountain Dew
Wild Goose
Pandora Radio
The Lemur of Shame
Mom, Dad and Lil' Sis
Ann and Kaylie
Audra Rice
Jordan Thomas
Marke Pedersen
Dawn Radue
Jennifer McCree
Jane and Kate
Curry House
Noto
Cory and Yvonne
Neil, Mildred, Mia & Doc
Will & Laura: Thx for Soup
Brynda, Seamus & Tungsten
De Arte for their support

HanSolo for shooting first
Nicole Bartlett
Kisu Kang
Mish Mish (pre-Maginnis)
Oso "The Crunch Dog"
Inventor of the audiobook
Mugen, Logan, and Mochi
Savor <3 Sai
Mommy and Daddy Denman
Buhpee, I love you <3
Erica Burke
Don Shelley
My wife Paula
and my daughters
Jasmine & Stacey
Samantha LeCraft
The Sellers Family
Bova the Spartan Warlord
Katrina Spoor, in aeternum
Elysabathe Greyrose, Hi Mom
Ikriti, Sorata, and TAF
Giulia Lawrence
Lisa P Diddy
Enzo
Rosella, Taryn and Claire
Rally Vincent-Miyake
Mike Chapman
Dalwhinnie Distillery
Chris and Chuck Chambers
Bob and Linda Dixon
Karlee & Paige Chadwick
You've blessed me more
Then you could ever know!
Aimee, Eli, and Ringo
Thanks to my family
Abra, Grant, Madison,
Wednesday
My Wife Claudia
My Daughter Alanna
My Son Carlos
Ferre Akbarpour
Afrasiabi Family
Akbarpour Family
Mindy and Georgie =)
Danny Mandel <3
Layla Tilly Darian & Jack
RRBRBRBRBRBRBRBRBRBR!!
My amazing wife, Brooke
My family
...and my dog, JJ
My incredible wife,
Teresa L. S. Bernau
Pins Fall Down
Best gf ever, my Doris
A.W.W
Holly: I love you!
Matt, DaveM, John, Mark
Brad, DaveJ, Jim, Steve
Gale and Ilene Gregory

Bruce Ferriz (Animator)
Lan-fang Chang (Evilchoco)
Gary, Trudy, Dan, Dom,
Pops & Irene Sparks
Jean and George Matthews
Kacy <3
Goat Hill
Adam & Michelle Hossack
Matt "Pooky" Chaput
Monika "Momo" Burman
To my Fiancée Michelle,
And my mother and father
Thanks for being there
Frances Lin and family
Clark, Lois, and Buttercup
Manchester United F.C.
I want to thank my family
and my boyfriend Genesis
for always supporting me
Melissa Maloof
Lisa Ortega for listening
De/Vision
My family, my sis Molly,
my loving Steph, and all
the support from Support
To the "Supreme Overlady"
Rhonda and the Chaos Twins
Ruth & Max. Hey Sierra.K
Linda Chen and JEND
Mom and Dad, for letting
me play games as a kid!
Beverly and Shangreaux
Izabel & Charles Rainwater
Dena Fitzgerald
Luke and Leia,
For snuggling on the couch
Celeste Aviva, bunches
Constance Wang
Matt Hodges
Thanks to Johanne, Juliette
& Raphael for being there
I love you
Jon and Faye McConnell
Lester and Angela Whitacre
Amanda Ellison
Joo Hye Lee
Hun's Family
Ragnaros INSONMIA
Katherine, Penelope,
Charlotte and Lola Jordan
Karen & Julia Barris
My favorite family:
Susie, Joel, and Gina
(with Smokey & Sadie :)
John "Wraithbane" Trokair
Tom Cadwell
David Hsia
Luke Morgan
Monica, Maximus, Maisie,

Margaret, Dale and Dale
Adams. No isha fishy!
Cairenn, Iriel & UI folks
Lauren, Mirah and Stella
Jen & Athena
Sugar Free Bawls
BPF Adam
Wednesday
No Options
Becky Dawson
MM OLOL
My Moon Pie
Doug Oster
Matt Kelly
Corey, Carman & Danny
Daisy, Domingo & Domeisy
Tito, Nego, Pili, Nana, Mary
Kdogz, Vincent M, Saba, O
To my amazing wife, Kelly
and daughter, Dylan
I love you both
Sulan Dun
Randy Bullis
Kyung-Hyun Noh
Mussels from Brussels
FM Radio
SuperMom and JAZ
Pepe, The Blood Elf
The Bride of Pinbot
Dr Nhu Quynh "Queenie" Ly
The Ly clan's "Epic Nails"
Lana Lee
The Sirignano's
The Sheets
Mary Wakabayashi
Google
Monkey Robots
Jess Gurr, Lubbins
Beautiful Nici for your
love Our Sweet Billie Girl
we miss & love you forever
Much love to Mom and Dad!
I love you Kristin! =)
Kern Rivah and C- 4life!
David Smith
Kelly Stevenson
William A. Schneider III
Ma, Ba, and Jie
Ohohoh
Tina, Karen & Mom
Edo & Shelly Guidotti
Beag & Tiggeria
The Crabtree Family
Jen Rosenfeld
Aaron Stafford
Ethan & Quinn Stafford
Susan Stafford & Aggie
Tracy & Garrett Farr
Greg Landes

Andrea Landes
Yulia and Jasper Duke
Duke and Shyskin family
Bob and Kay Gates
Joshua Menichini
Connor Menichini
My insane parrot, Nibby
Bradford C. Bridenbecker
R.I.P. 6.18.2007
Catherine the Diva of Data
Steven and Elizabeth
The Loons
Susan, Noah, and Lily Krol
Admiral William Adama
Number Six
Ethan Starich
Jake Fuentes
Michael and Wyatt Stanley
<3 Stephanie & Olivia
Mick Maguire & Family
Jesse Mitcham
John & Ling Cho
Cho's Kitchen
Cao Cao
Jenny Qian Liu
Karna Nelson
Deana Matarasso
Dacy Matarasso
Harminder Brar
Vivian, Raelyn, Raiya and Evan
Ty and Munky
Steve "Zartson" Jones
Susan Jones
Susan, Matthew, and
Michael Sams
Megan Wooley
Mary Massie

VERY SPECIAL THANKS

Bruce Hack
Bob and Jan Davidson

**WE WANT TO EXTEND
A VERY SPECIAL THANKS
TO ALL OUR FAMILIES.
YOUR NEVER-ENDING
PATIENCE AND
UNDERSTANDING
MAKE IT ALL POSSIBLE.
WE LOVE YOU!**

Manual Design
Anomaly Creative

WORLD OF WARCRAFT® END USER LICENSE AGREEMENT

IMPORTANT! PLEASE READ CAREFULLY. PLEASE READ THE FOLLOWING WORLD OF WARCRAFT END USER LICENSE AGREEMENT BEFORE DOWNLOADING OR INSTALLING THIS SOFTWARE PROGRAM. THIS SOFTWARE IS LICENSED, NOT SOLD. IF YOU DO NOT AGREE WITH THE TERMS OF THIS AGREEMENT, PLEASE DELETE THE SOFTWARE PROGRAM IMMEDIATELY AND ARRANGE TO RETURN THE GAME TO YOUR RETAILER.

This software program, and any files that are delivered to you (via on-line transmission or otherwise) to "patch," update, or otherwise modify and/or enhance the software program, as well as any printed materials and any on-line or electronic documentation (the "Manual"), and any and all copies and derivative works of such software program and materials (collectively, together with the "Game Client" defined below, the "Game") are copyrighted works of Blizzard Entertainment, Inc. ("Blizzard Entertainment"), who has licensed its rights to exploit the Game in the European Union to its affiliate Blizzard Entertainment, SAS ("Blizzard"). All use of the Game is governed by the terms of this End User License Agreement ("License Agreement" or "Agreement"). To play the Game, you must have registered an account on Blizzard's Battle.net® game service (the "Battle.net® Account"), which is subject to a separate Terms of Use agreement available at <http://www.battle.net/legal/termsfuse.shtml> (the "BNET Terms of Use Agreement"). Blizzard's Battle.net® game service (the "Battle.net® Service") is provided to you by Blizzard. In addition, the Game may only be played by obtaining access to Blizzard Entertainment's World of Warcraft massively multi-player on-line role-playing game service (the "Service"), which is subject to a separate Terms of Use agreement (the "WoW Terms of Use") and which is provided to you by Blizzard. The Service includes the use of a voice over Internet protocol technology, which enables you to communicate orally with other users and which includes certain features to determine who to speak with (the "Voice Client"). Blizzard is your contractual partner for the performance of the Service. If your purchase of the Game included a limited period of "free access" to the Service, the WoW Terms of Use also govern your access to the Service during the period of "free access." The Game is distributed solely for use by authorized end users according to the terms of this License Agreement. Any use, reproduction or redistribution of the Game not expressly authorized by the terms of the License Agreement is expressly prohibited.

1. Grant of a Limited Use License. The Game installs computer software (hereafter referred to as the "Game Client") onto your hardware to allow you to use your Battle.net® Account to play the Game through access to the Service. To play the Game you must therefore: (i) register for and login using an authorized Battle.net® Account, (ii) obtain access to the Service and (iii) agree to the terms of this License Agreement, the WoW Terms of Use and the BNET Terms of Use Agreement. Subject to your agreement to and continuing compliance with this License Agreement, Blizzard hereby grants, and by installing the Game Client you thereby accept, a limited, revocable, nontransferable, non-sublicensable and non-exclusive license and right to install the Game Client for your personal and non-commercial use on one (1) or more computers which you own or which are under your personal control. All use of the Game is subject to this License Agreement, the BNET Terms of Use Agreement, and the WoW Terms of Use, each of which you must accept before you can use your Battle.net® Account to play the Game through access to the Service. Blizzard Entertainment and/or Blizzard reserve the right to update, modify or change the Game for the reasons stated in Section 9 below. Changes to the License Agreement will be notified and enter into force according to Section 15 below.

2. Pre-Loaded Software. The media on which the Game Client is distributed may contain additional software and/or content for which you may not have a valid license and which is specially protected against unauthorized access (the "Locked Software"). You agree that Blizzard Entertainment and/or Blizzard may install the Locked Software onto your hard drive during the Game Client installation process. You also agree that you will not access, use, distribute, copy or display any Locked Software, or create any derivative works based on the Locked Software. PLEASE NOTE THAT THE CIRCUMVENTION OF ACCESS OR COPY PROTECTION MEASURES MAY CONSTITUTE A CRIMINAL ACT UNDER THE COPY PROTECTION LAWS OF YOUR COUNTRY OF RESIDENCE. You can get access to and use the Locked Software, or parts thereof, if you (a) purchase or otherwise legally obtain a valid license and (b) accept the End User License Agreement(s) for this Locked Software, in such case you will receive an alphanumeric key from Blizzard to unlock the software. Please note that you will only be allowed to unlock those portions of the Locked Software for which you accepted the respective End User License Agreement ("the Unlocked Software EULA") and were granted a valid license (the "Unlocked Software"). The terms of this Agreement, the WoW Terms of Use and the BNET Terms of Use Agreement shall apply to Unlocked Software in addition to the Unlocked Software EULA. However, to the extent any provision of this Agreement conflicts with any provision in the Unlocked Software EULA, the provisions of the Unlocked Software EULA shall prevail, but only with regard to the Unlocked Software.

3. Service and Terms of Use. As previously stated, you must have registered a Battle.net® Account to access the Service and play the Game. The Battle.net® Service is subject to the BNET Terms of Use Agreement, which you may view <http://www.battle.net/legal/termsfuse.shtml> and which you must accept to register a Battle.net® Account. You must also accept the WoW Terms of Use in order to access the Service to play the Game. The WoW Terms of Use govern all aspects of game play. You may view the Terms of Use by visiting the following website: <http://www.battle.net/legal/termsfuse.shtml>. If you have purchased a hardcopy of the Game and do not agree with the BNET Terms of Use Agreement, or the WoW Terms of Use, you should (i) not register for a Battle.net® Account to play the Game, (ii) not access the Service to play the Game, and (iii) return the Game to the place where you purchased the Game within thirty (30) days of the original purchase date.

4. Ownership.

A. All intellectual property rights in and to the Game, including without limitation the Locked and Unlocked Software, and all copies thereof (including, but not limited to, any user accounts, titles, computer code, themes, objects, characters, character names, stories, dialog, catch phrases, locations, concepts, artwork, character inventories, structural or landscape designs, animations, sounds, musical compositions, audio-visual effects, storylines, character likenesses, methods of operation, moral rights, any related documentation, and "applets" incorporated into the Game) are owned or expressly licensed by Blizzard Entertainment or Blizzard. The Game is protected by the copyright laws of the United States, international copyright treaties and conventions, and other laws. All rights are reserved. The Game may contain certain licensed materials, and licensors of those materials may enforce their rights in the event of any violation of this License Agreement.

B. In order to access the Service and to play World of Warcraft®, you are required to establish a Battle.net® Account as described in the BNET Terms of Use Agreement that is unique to you and non-transferable. To access the Service, you will be asked to provide Blizzard with an Authentication Key of the Game that will be exclusively linked to the Battle.net® Account you have established. Therefore, Blizzard does not allow you to transfer ownership of the Game Client to third parties.

5. Responsibilities of End User.

A. Subject to the Grant of License herein, you may not, in whole or in part, copy, photocopy, reproduce, translate, reverse engineer, derive source code, modify, disassemble, decompile, or create derivative works based on the Game, or remove any proprietary notices or labels on the Game. Failure to comply with the restrictions and limitations contained in this Section 5 shall result in immediate, automatic termination of the license granted hereunder and may subject you to civil and/or criminal liability. Notwithstanding the foregoing, you may make one (1) backup copy of the Game Client, the Unlocked Software and the Manuals.

B. You agree that you shall not, under any circumstances,

(i) sell, grant a security interest in or transfer reproductions of the Game to other parties in any way not expressly authorized herein, nor shall you rent, lease or license the Game to others;

(ii) exploit the Game or any of its parts, including, but not limited to, the Game Client, for any commercial purpose, including, but not limited to, use at a cyber café, computer gaming center or any other location-based site without the prior express written consent of Blizzard;

(iii) host, provide or develop matchmaking services for the Game or explicitly, emulate or redirect the communication protocols used by Blizzard in any way, including, without limitation, through protocol emulation, tunneling, packet sniffing, modifying or adding components to the Game, use of a utility program or any other techniques now known or hereafter developed, for any purpose, including, but not limited to, unauthorized network play over the Internet, network play utilizing commercial or non-commercial gaming networks or as part of content aggregation networks; or

(iv) create or maintain, under any circumstance, any unauthorized connections to the Game or the Service. All connections to the Game and/or the Service, whether created by the Game Client or by other tools and utilities, may only be made through methods and means expressly approved by Blizzard. Under no circumstances may you connect, or create tools that allow you or others to connect, to the Game's proprietary interface or interfaces other than those expressly provided by Blizzard for public use. (v) use the Voice Client for any unlawful purposes. In particular you shall not (i) eavesdrop, intercept or monitor any communication which is not intended for you, (ii) use any type of spider, virus, worm, trojan-horse or any other codes or tools that are designed to distort or otherwise interfere with the communication, (iii) use the Voice Client for any commercial communication, or (iv) expose any other user to communication which is offensive, harmful to minors, indecent or otherwise objectionable.

6. Parental Control. Parents can restrict the use their child makes of the Service by way of a parental control system. Further information can be found here: <http://www.battle.net/parents>

7. Termination. This License Agreement is effective until terminated. Upon termination for any reason, all licenses granted herein as well as licenses for Unlocked Software shall immediately terminate and you may terminate the License Agreement at any time by cumulatively (i) destroying the Game; and (ii) removing the Game

Client from your hard drive, and (iii) notifying Blizzard by mail of your intention to terminate this License Agreement to the following address: Blizzard Entertainment S.A.S., TSA 60 001, 78143 Vélizy-Villacoublay Cedex, France. Blizzard reserves the right to terminate this License Agreement without notice, if you fail to comply with any terms and conditions contained herein, the WoW Terms of Use and/or the BNET Terms of Use Agreement. In case of minor violations of these rules Blizzard will provide you with a prior warning of your non-compliance prior to terminating the License Agreement. If, however, your behavior is utterly unacceptable, in particular if it endangers the gaming experience of other players, Blizzard is not required to provide you with such prior warning. A behavior is utterly unacceptable in case of a serious violation of important provisions of this License Agreement, the WoW Terms of Use and/or the BNET Terms of Use Agreement. Important provisions include a violation of Sections 1, 2 and 5 above. In such event, you must immediately destroy the Game and remove the Game Client from your hard drive.

8. Export Controls. The Game may not be re-exported, downloaded or otherwise exported into (or to a national or resident of) any country to which the U.S. has embargoed goods, or to anyone on the U.S. Treasury Department's list of Specially Designated Nationals or the U.S. Commerce Department's Table of Denial Orders. By installing the Game, you are agreeing to the foregoing, and you are representing and warranting that you are not located in, under the control of, or a national or resident of any such country or on any such list.

9. Patches and Updates. Blizzard Entertainment and/or Blizzard shall have the right to deploy or provide patches, updates and modifications to the Game, as needed or as useful to: (i) enhance the gaming experience by adding new content to the Game, (ii) incorporating new features to the Game, (iii) enhancing content or features already in the Game; (iv) fix "bugs" that may be altering the Game; and (v) determining how you and other players utilize the Game so that the Game can be enhanced for the enjoyment of the Game's users; and (vi) protect you and other players against cheating; and (iii) make the gaming environment safer for you. These patches, updates and modifications to the Game must be installed for the user to continue to play the Game. For these purposes, Blizzard Entertainment and/or Blizzard may update the Game remotely, including, without limitation, the Game Client residing on the user's machine, without knowledge or consent of the user, and you hereby grant to Blizzard Entertainment and/or Blizzard your consent to deploy and apply such patches, updates and modifications to the Game.

10. Duration of the "On-line" Component of the Game and of the Voice Client. This Game is an "on-line" game that must be played over the Internet through the Service, as provided by Blizzard. It is your entire responsibility to secure an Internet connection and all fees related thereto shall be at your own charge. Blizzard will use reasonable efforts to provide the Service all day, every day. However, Blizzard reserves the right to temporarily suspend the Service for maintenance, testing, replacement and repair of the telecommunications equipment related to World of Warcraft, as well as for transmission interruption or any other operational needs of the system. Blizzard can neither guarantee that you will always be able to communicate with other users, nor that you can communicate without disruptions, delays or communication-related if it is not liable for any such disruptions, delays or other omissions in any communication during your use of the Voice Client. Blizzard agrees to provide the servers and software necessary to access the Service until such time as World of Warcraft is "Out of Publication." World of Warcraft shall be considered "Out of Publication" following the date that World of Warcraft is no longer manufactured and/or distributed by Blizzard Entertainment, or its affiliates. Thereafter, Blizzard may, in its sole and absolute discretion, continue to provide the Service or license to third parties the right to provide the Service. However, nothing contained herein shall be construed so as to place an obligation upon Blizzard to provide the Service beyond the time that World of Warcraft is Out of Publication. In the event that Blizzard determines that it is in its best interest to cease providing the Service, or license to a third party the right to provide the Service, Blizzard shall provide you with no less than three (3) months prior notice. Neither the Service nor Blizzard's agreement to provide access to the Service shall be considered a rental or lease of time or on capacity of Blizzard's servers or other technology.

11. No Responsibility for Individual Communication. You acknowledge that the content of the communication with other users through the Voice Client is entirely the responsibility of the user from whom such content originates. You may therefore be exposed to content that is offensive, harmful to minors, indecent or otherwise objectionable. Blizzard is not liable for any such sort of communication of other users through the Voice Client.

12. Additional Manufacturer's Guarantee for the Game Client. In the event that tangible media (e.g. CD-ROMs or DVDs) containing the Game Client were purchased in the European Union and they prove to be defective and provided you inform Blizzard of such defect within (i) two (2) months from the day you detected such defect and (ii) within two (2) years from the date of the purchase of the Game, Blizzard will, upon presentation to Blizzard of proof of purchase of the defective media and the media itself, at its sole discretion (i) correct any defect, 2) replace the Game, or 3) refund your money. This guarantee does not affect or restrict the statutory warranty claims that you may have against the retailer of the Game Client.

13. Limitation of Liability. As regards the online service provided by Blizzard, for damages or compensation of unavailing expenditures, whatever the legal basis including tort may be, the following rules apply: Blizzard may only be liable in cases of where it is adjudged that Blizzard: (i) engaged in intentionally damaging conduct; (ii) was grossly negligent; and/or (iii) is in breach of the requirements of the Product Liability Act according to statutory law. If you acquired the media containing the Game Client in Germany or Austria or if you access the Service from the territory of Germany or Austria or in such other countries where local laws would apply, Blizzard may also be liable in case of death or personal or physical injury according to statutory law where Blizzard is adjudged to be responsible for such death or personal or physical injury. Blizzard shall not be liable for slight negligence. However, if you acquired the media containing the Game Client in Germany or Austria or if you access the Service from the territory of Germany or Austria, Blizzard may also be liable for slight negligence if Blizzard is adjudged to be in breach of such contractual obligation hereunder, the fulfillment of which is required for the due performance under this Agreement, the breach of which would endanger the purpose of this Agreement and the compliance with which you may constantly trust in. In such cases, Blizzard's liability is limited to typical and foreseeable damages; in other cases Blizzard shall not be liable for slight negligence.

14. Rights on Breach. The Game, Game Client as well as the Locked Software, trademarks and copyrighted content contained therein and associated with the Game are the copyrighted property of Blizzard Entertainment, and, through the efforts of Blizzard Entertainment, has established substantial goodwill and recognition. In the event of a significant breach of the terms of this Agreement, Blizzard Entertainment reserves its right to take all legal actions which may be available to a licensor of intellectual property under the law to protect its rights in its property. In the event that Blizzard Entertainment is the prevailing party in any such action, Blizzard Entertainment shall see and all rights that may be available to Blizzard Entertainment under the law to recover damages, costs of suit and its attorneys fees.

15. Changes to the Agreement. Blizzard may, from time to time, change, modify, add to, or supplement this License Agreement. Those changes will become effective upon prior notice as follows: Blizzard will post notification of any such changes to this License Agreement on the World of Warcraft website located at <http://www.battle.net> and will post the revised version of this License Agreement in this location, and may provide other notice which may include by email, postal mail or pop-up screen. After expiry of one month following the notification the continued use of the Game and Services by you will mean you accept any and all such changes. By means of the notification Blizzard will inform you about the fact that the License Agreement has been amended and shall point out that after expiration of one month following the notification your installation or use of the Game shall be deemed as consent to the modification or amendment. If any future changes to this License Agreement are unacceptable to you or cause you to no longer be in compliance with this License Agreement, you may terminate this License Agreement in accordance with Section 7 herein. The modified version of the License Agreement shall enter into force at the beginning of the second month following the notification unless Blizzard has received a notification of termination from you by that time.

16. Miscellaneous. In the event that any provision of this License Agreement shall be held by a court or other tribunal of competent jurisdiction to be unenforceable, the remaining portions of this License Agreement shall remain in full force and effect. This License Agreement constitutes the entire agreement between you and Blizzard, and the parties with respect to the subject matter hereof and supersedes any prior oral or written agreements, provided however, that this agreement shall coexist with, and shall not supersede, the WoW Terms of Use and the BNET Terms of Use Agreement. To the extent that the provisions of this Agreement conflict with the provisions of the WoW Terms of Use, the conflicting provisions in the WoW Terms of Use shall govern. In the event of a conflict between the terms of this Agreement and the BNET Terms of Use Agreement, this Agreement shall govern and supersede the BNET Terms of Use Agreement. Sections 4A, 11, 12, 13, 14, 15 and 16 hereof shall survive the termination of this Agreement. I represent that I am a "natural person" over the age of eighteen (18) years or over the age of majority in my country of residence. I hereby acknowledge that I have read and understand the foregoing License Agreement. I further agree that the action of installing the Game Client is an acknowledgment of my agreement to be bound by the terms and conditions of the License Agreement contained herein on behalf of myself and, as far as applicable, for one minor child for whom I am a parent or legal guardian and whom I have authorized to use the Service and to play the Game.

© 2008 Blizzard Entertainment, Inc. All rights reserved. Blizzard, Blizzard Entertainment, Battle.net, Warcraft, World of Warcraft, The Burning Crusade and Wrath of the Lich King are trademarks or registered trademarks of Blizzard Entertainment, Inc. in the U.S. and/or other countries. Windows, DirectX and Windows Vista are trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries. Macintosh is a registered trademark of Apple, Inc. Pentium is a registered trademark of Intel Corporation. Dolby and the double-D symbol are trademarks of Dolby Laboratories. All other trademarks referenced herein are the properties of their respective owners.

The PEGI age rating system: Le système de classification par âge PEGI : El sistema de clasificación por edades PEGI: Il sistema di classificazione Pegi Das PEGI Alterseinstufungssystem

Age Rating categories:

Les catégories de classe d'âge :

Categorías de edad:

Categorie relative all'età:

Altersklassen:



Note: There are some local variations!

Note : Il peut y avoir quelques variations en fonction du pays !

Nota: ¡Variará en función del país!

Nota: Può variare a seconda del paese!

Achtung: Länderspezifische Unterschiede können vorkommen!

Content Descriptors:

Description du contenu :

Descripciones del contenido:

Descrizioni del contenuto:

Inhaltsbeschreibung:



For further information about the Pan European Game Information (PEGI) rating system please visit:

Pour de plus amples informations concernant le système de classification PEGI (Pan European Game Information, système européen d'information sur les jeux), vous pouvez consulter :

Para obtener más información acerca del sistema de clasificación por edades de Información Paneuropea sobre Juegos (PEGI), visite:

Per ulteriori informazioni sul sistema europeo di valutazione delle Informazioni del gioco (PEGI) vi preghiamo di visitare:

Für weitere Informationen über das europäische Spiel-Informationen-Bewertungssystem (PEGI) besuchen Sie bitte:

<http://www.pegi.info>