

Welcome Back to the World of Warcraft!

Blizzard Entertainment

Blizzard Entertainment Europe TSA 60 001 78143 VélizyVillacoublay Cedex France http://www.blizzard-europe.com http://www.wow-europe.com

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 the 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

Important note: The Burning Crusade is an expansion set to World of Warcraft. You must already have a properly installed copy of World of Warcraft in order to install and play this expansion.

Installing the Game (PC)

System Requirements: OS: Windows 2000 (Service Pack 4); Windows XP (Service Pack 2). Processor: Intel Pentium3 800MHz, or AMD Duron 800MHz. Memory: 512 MB RAM, 1 GB RAM is recommended. Video: Minimum: 32 MB 3D graphics processor with Hardware Transform and Lighting, such as an NVIDIA GeForce 2 class card or above. Recommended: 64MB 3D graphics processor with Vertex and Pixel Shader capability, such as an NVIDIA GeForce FX 5700 class card or above. For a complete list of supported 3D cards, please visit:

http://www.wow-europe.com/en/support/

Sound: DirectX compatible sound card. Install Size: 10 Gigabytes of free Hard Disk space.

Installation Instructions

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

Installing DirectX

You will need to install DirectX 9.0c in order to properly run *The Burning Crusade*. 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.

Installing the Game (Mac)

System Requirements: OS: Mac OS X 10.3.9 or newer required. Processor: 933MHz G4/G5 processor, 1.8GHz G5/Intel or better recommended. RAM: 512MB RAM, IGB DDR RAM is recommended. Video: ATI or NVIDIA graphics processor with 32MB VRAM, 64MB VRAM recommended. Controls: A keyboard and multi-button mouse are required. Input devices other than a mouse and keyboard are not supported. Install Size: 10 Gigabytes of free Hard Disk space.

Installation Instructions

Place *The Burning Crusade* CD/DVD into your CD-ROM or DVD-ROM drive. Double-click on *The Burning Crusade* CD icon. Then double-click on the Installer application to copy the required game files to your hard drive.

All Platforms

Connectivity

You must have an active broadband internet connection to play World of Warcraft. Mouse

Multi-button mouse with scroll wheel recommended.

Inserting Multiple CDs

World of Warcraft: The Burning Crusade comes on multiple CDs. During installation, you will be prompted to insert additional CDs to continue installation. Open your CD-ROM or DVD-ROM drive, insert the requested CD, and follow the onscreen instructions to resume installation.

Note: The Minimum System Requirements for this game may change over time.

Troubleshooting

If you experience any trouble running The Burning Crusade, 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 Driver Update Information page on our support website for links to the most common hardware vendors at: http://faq.wow-europe.com/en/article.php?id=024

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://faq.wow-europe.com/en/article.php?id=721

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://faq.wow-europe.com/en/category.php?id=5



Technical Support Contacts

Web Support

The Blizzard Entertainment Technical Support website has solutions to the most common game questions and problems. You can find our Technical Support website located at: http://www.wow-europe.com/en/support/

Email Support

You can email the Technical Support department at any time at

http://www.wow-europe.com/support/webform/techformDefault.html

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

We offer live phone support Monday through Thursday from 10:30 AM to 8PM, and from 10:30 AM to 7 PM on Friday. You'll find the phone numbers of the Technical support and Billing services at the following address: http://www.wow-europe.com/en/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

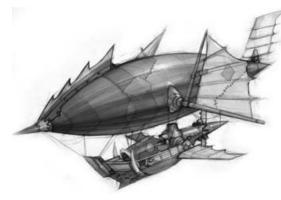
For updated information about protecting your computer and World of Warcraft account, along with answers to commonly asked questions and additional troubleshooting material, go to: http://www.wow-europe.com/en/support/

Game Hints

If you are seeking a game tip, hint, or additional game information for World of Warcraft, please visit: http://www.wow-europe.com/en/info/basics/

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 FarClip, World Detail, and Animation settings will have the greatest effect.



Account Setup and Billing

Upgrading an Account

In order to play *The Burning Crusade* and have access to the new game content, you must upgrade your existing *World of Warcraft* account.

You must also have *World of Warcraft* installed before you install The Burning Crusade. If you do not have *World of Warcraft* installed, you will be prompted to install it. A link will be provided for you to purchase the game online if you don't already own a copy.

Once you begin installing The Burning Crusade 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 on the "Upgrade" button. If you 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 account, password, and authentication key. Your account must be current and in good standing. Press the "Upgrade" button when you are done, and you will be given the opportunity to upgrade another account by clicking on the "Upgrade Another" button. You may close the window by clicking the "Ok" button.

Note: You can only upgrade ONE World of Warcraft account with your authentication key for The Burning Crusade. Please make certain that you are upgrading the correct account, as your authentication key cannot be reused in the event of a mistake.

Starting the Game

After you have successfully installed *World of Warcraft*, start a game by double-clicking on the *World of Warcraft*: *The Burning Crusade* 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 Account Name field and a blank Account Password field in the middle of the screen.

Enter your Account Name and Account Password in the appropriate fields, and press the Login button. You are now ready to play *World of Warcraft*.

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: The Burning Crusade*, 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 Agree button. The Agree 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 cannot 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 Agree 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.wow-europe.com/

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

We offer live phone support Monday through Thursday from 10:30 AM to 8PM, and from 10:30 AM to 7 PM on Friday. You'll find the phone numbers of the Technical support and Billing services at the following address: *http://www.wow-europe.com/en/support/*

NO GAME PLAY HITS WILL BE GIVEN THROUGH THIS NUMBER. You can contact us by e-mail at

http://www.wow-europe.com/support/webform/billingDefault.html

Then and Now: Conflict and Triumph in the World of Warcraft

Two years have passed since the founding of Durotar...

Although the armistice between the mighty Horde and the noble Alliance has held, tensions between the two factions continue to mount as worldwide conflicts draw the two sides closer to all-out war. Fighting has erupted in the strategic battlegrounds of Alterac Valley, Warsong Gulch, and Arathi Basin, and more recently in Eastern Plaguelands and Silithus.

Even as these old enemies have renewed their quarrels, many ancient threats have resurfaced to menace the beleaguered races of Azeroth. As if spurred by unseen forces, dark agents have labored to push the world closer to the brink of oblivion.

Within Blackrock Spire, the legacy of the black dragon Deathwing continued to unfold as Nefarian followed in his father's contemptible footsteps. With the aid of his sister Onyxia and the orchestrations of their human personas, Nefarian worked toward replenishing the black dragonflight. To that end, he created chromatic dragons: unspeakable hybrids of both red and black dragons.

Meanwhile, the priests of Hakkar enacted primitive rituals on behalf of their fiendish blood god. First, priests at the Temple of Atal'Hakkar succeeded in calling forth the god's avatar. Then, within the crumbling ruins of Zul'Gurub, priests summoned the blootthirsty, diabolical Soullayer physically into Azeroth.

Nor was the spread of evil limited to the physical realm alone. Several green dragons, once Ysera's trusted lieutenants, have been corrupted by the Emerald Nightmare, emerging from dream portals across the world to threaten the very lives they once protected.

Throughout Silithus, insect swarms surged as if guided by some malignant, ancient intelligence. Behind the gates of the Scarab Wall the merciless giraji stirred once again. Empowered by the Old God CThun, the qiraji prepared their legions for a worldwide assault to avenge their bitter defeat at the hands of the night elves a thousand years ago.

Worst of all, the Lich King's icy grip descended upon Azeroth once again as the Scourge renewed its assault against living and undead alike. Foreboding necropoli recently appeared over several major cities. Alliance and Horde forces mobilized and drove the Scourge back. Nevertheless, questions remain. Was this defeat truly a setback for the Lich King? Or did this first attack further a different goal for the Scourge? Whatever the case, Kel'Thuzad is clearly setting the stage for a full-scale, apocalyptic invasion from his seat of power in Naxxramas.

The heroes of the world have bravely faced these challenges and more, struggling to ensure the continued survival of their races. The greatest perils, however, remain unseen. Many of these new threats have the inhabitants of the world wondering if peace will ever find a home in Azeroth...

Shadows Return

Deep within Deadwind Pass, restless ghosts roam the darkened halls of Karazhan, where the demon-possessed wizard Medivh spent his final days. Tempted by rumors of the time-lost secrets kept within, adventurers have begun infiltrating the haunted tower. Within the secret passages of the arcane stronghold, horrific nightmares have awakened.

Elsewhere, the brooding dragon Nozdormu stirs. The Timeless One has sensed a threat to his beloved timeways. Shadowy agents have infiltrated the Caverns of Time, attempting to sabotage three key historical events: Thral's escape from Durnholde, the monumental Battle of Mount Hyjal, and Medivh's creation of the Dark Portal. In the face of this overwhelming threat, Nozdormu is enlisting heroes to help him prevent the fabric of time from unraveling forever.

With the future in peril, a relic of the past has also surfaced, radiating renewed energy. This relic has enabled Lord Kazzak to activate the current Dark Portal, thereby reopening the gateway to...

THE SHATTERED REALM OF OUTLAND

Here, before Draenor was torn apart by Ner'zhul's portals, the orcs and draenei once lived in pace. Now this wasteland is ruled by the one-time defender of the night elves: the power-mad Betrayer, Illidan Stormrage.

Joined by Prince Kael'thas Sunstrider's blood elves and the insidious, serpentine naga, Illidan maintains a tight hold on Outland and its multiple portals. The Burning Legion has set its sights on Outland as well, hoping to utilize the portals to gain access to numerous unspoiled worlds. Should the demons prove successful, no refuge would remain against their nihilistic crusade.

Furthrmore, the demon lord Kil'jaeden has not forgotten Illidan's failure to destroy the Lich King. Although Illidan still controls the mighty Black Temple, he anticipates the Burning Legion's return and is preparing accordingly. He and his allies fight to ensure that Outland's multiple portals remain tighty sealed while he strengthens his power base.

Even so, Illidan's forces are not the only presence on Outland. Several other factions roam the scattered wastes as well.

Bands of draenei remain, although many of them have devolved into Broken, warped shells of their former selves. Cut off from the Light, these Broken fight for their sanity and their lives.

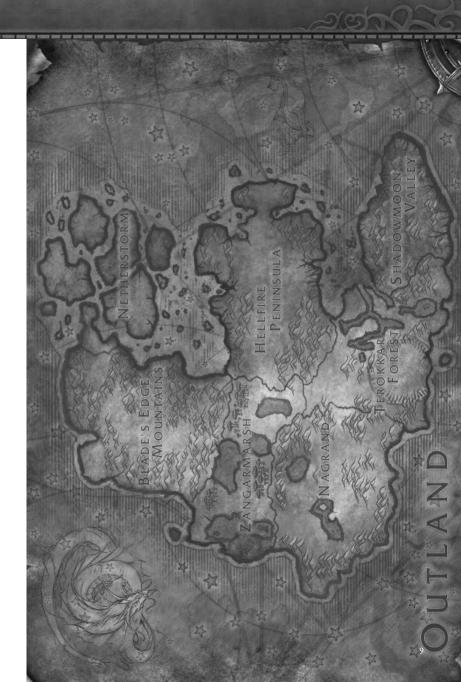
In addition, much to Warchief Thrall's horror, refugee orcs in the desolate region have discovered and embraced a new source of demonic corruption. Recently a new breed of fel orcs began streaming out of Hellfire Citadel, the Horde base of operations during the First and Second Wars. Though these savage orcs have made no secret of their presence on Outland, the source of their newfound corruption remains a mystery. Using their dimensional fortress, Tempest Keep, the naaru have recently arrived on Outland as well. These energy beings recognize the strategic importance of the broken wastes and have vowed to defeat their sworn enemies-the Legion-at all costs. When most of the naaru set out to explore the ravaged territories of Outland, however, Kael'thas seized the opportunity to strike.

The blood elves assaulted the fortress, overcoming its automated defenses and taking command of the keep's satellite structures. Kael'thas has now begun manipulating the fortress' otherworldly technologies, using them to harness the chaotic energies of the Netherstorm itself.

Despite Illidan's efforts to keep Outland's portals closed, the Horde and Alliance have anticipated Outland's role in renewed hostilities and ever more perilous threats. The denizens of Azeroth are thus preparing not only to battle each other, but also to face the inevitable onslaught of the Burning Legion. To that end, both Horde and Alliance have recruited new allies.

Two bold new races have stepped forward to answer the call. Devastated by the recent Scourge invasion of Quel Thalas, the resourceful, magic-addicted blood elves have rallied to rebuild much of their kingdom and take up the cause of the Horde. Meanwhile, the draenei, who once peacefully coexisted with the shamanistic orcs, have joined the Alliance to fight the Burning Legion and avenge past atrocities committed by the orcs...





The Flight of the Draenei

Long ago, on the world of Argus, the brilliant and magically gifted eredar race drew the attention of Sargeras, the Destroyer of Worlds. Sargeras offered untold power to the three leaders of the eredar–Kil'jaeden, Archimonde and Velen–in exchange for their unquestioning loyalty. A troubling vision soon came to Velen, who saw the eredar transformed into unspeakable demons–the first sentient members of the Legion, which would grow to immense size and decimate all life.

Despite Velen's warnings, Kil'jaeden and Archimonde decided to accept Sargeras' offer. Velen despaired at his former friends' decision and prayed for help. To his surprise and relief, he was answered by one of the benevolent naaru. These energy beings had, like Velen, foreseen the formation of the Burning Legion.

The naaru offered to shepherd Velen and other believers to refuge. Velen quietly gathered those of his fellow eredar who seemed trustworthy and dubbed them the draenei, or "exiled ones". As Sargeras returned to Argus and transformed many willing eredar into demons, the draenei narrowly escaped their homeworld. Furious, Kil'jaeden vowed to track Velen to the ends of creation.

Even as the Burning Legion chased the draenei across the cosmos, the naaru instructed the exiles in the way of the Light. Deeply affected, the draenei vowed to honor the Light and uphold the naaru's ideals.

In time the draenei settled on a remote world and met the shamanistic orcs who inhabited it. The draenei came to call their new home Draenor or "Exiles' Refuge." Kil'jaeden continued to hunt the exiles, however, and he eventually learned of the idyllic world and its unsuspecting inhabitants.

Working through the shaman Ner'zhul, the demon lord gradually began corrupting the orcs. When Ner'zhul refused to serve the Legion's agenda past a certain point, Kil'jaeden turned to Ner'zhul's apprentice. Gul'dan worked the orcs into a frenzy of bloodlust, and the newly formed Horde began slaughtering the peaceful draenel.

The orcish campaign against the draenei was brutally effective. Over eighty percent of the draenei race was destroyed, though a small group of survivors remained, including the noble Velen.



The orcs went on to invade Azeroth through Medivh's Dark Portal. Years later, after the Second War, Ner'zhu's additional portals would tear Draenor to pieces.

Recently Velen and the remaining draenei survivors gained control of one of Tempest Keep's satellite structures and used it to escape to Azeroth. Now they search for allies in their never-ending battle against *The Burning Crusade*.



Legacy of the Blood Elves

Long ago the exiled high elves landed on the shores of Lordaeron. They struck out to find a new home, and after many battles with the trolls, established the kingdom of QuelThalas.

Using a vial of sacred water stolen from the first Well of Eternity, the high elves created a fount of mystical power at a convergence of ley energies in QuelThalas. They named this fountain the Sunwell. Its potent arcane magic fed and strengthened the high elves, and soon the wondrous city of Silvermoon was established.

Protected by a magical barrier, the high elves enjoyed peace for roughly four thousand years, but that peace was not meant to last. The Amani trolls gathered an immense army and assaulted the elven kingdom. Vastly outnumbered, the high elves hastily struck an alliance with the human nation of Arathor. The elves taught a small number of humans how to wield magic. In exchange the humans aided the elves in destroying the trolls' power base forever.

Over the following years the high elves returned to their reclusive ways, but during the Third War, the diabolical Prince Arthas Menethil brought battle once again to their doorstep. Arthas craved the power of the Sunwell and would stop at nothing to harness it. He invaded Quel Thalas and wiped out most of its population. In the end, even King Anasterian Sunstrider lay dead.

Additionally it became clear that the high elves had become addicted to the Sunwell's arcane energies. Now that the source of their magic was gone, the few remaining high elves quickly grew ill and apathetic.

Prince Kael'thas, last of the royal line, returned from his studies in Dalaran to find QuelThalas in ruins. Thirsting for vengeance, he gathered the survivors, renamed them blood elves, and took a group of the strongest fighters to join Lordaeron's campaign against the Scourge.

Due to human prejudice, Kael'thas was forced to accept the assistance of Lady Vashj and her reptilian naga. When the humans discovered that the blood elves had been working with the naga, Kael'thas and the others were imprisoned and condemned to death. Lady Vashj soon arrived to set them free, leading them through a portal and into the broken wastes of Outland.

> There, the elves met the one being capable of putting an end to their hunger: the renegade demon, Illidan Stormrage. Certain that the blood elves would die without Illidan's assistance, Kael'thas agreed to serve the Betrayer. A lone representative, Rommath, was sent back to Azeroth with a message of hope for the blood elves remaining in Quel'Thalas: that one day Kael'thas would return to lead his people to paradise.

Rommath has made great progress in teaching the blood elves advanced techniques to manipulate arcane energies. With renewed purpose, the blood elves have now rebuilt the city of Silvermoon, though it is powered by volatile magics. Emboldened by the promise of Kael'thas' return, the weary citizens of Quel'Thalas now focus on regaining their strength, even as they forge a new path into an uncertain future.



New Profession: Jewelcrafting

One of the exciting new features of *World of Warcraft: The Burning Crusade* is the profession of jewelcrafting.

Jewelcrafters learn the art of creating beautiful jewelry and trinkets from metals and rare gems. By processing raw ore mined from various deposits and mineral veins, jewelcrafters extract gems to use for their craft.

Jewelcrafters work with gems in many different ways. A jewelcrafter may create rings, amulets, and trinkets that function just like those that can already be found in the game, with a few notable exceptions. For example, jewelcrafters can learn to create gemmed figurines that these jewelcrafters can then carry in their trinket slots. Such figurines provide passive benefits, but they can also be used to provide the jewelcrafter with a temporary combat-related bonus, such as a damage boost or extra healing powers.

> Jewelcrafters can also cut gems for use in socketed items. Gems come in many different colors and shapes. Different types of gems have different basic properties, and a gem's cut also determines the effect that gem has.

Placing cut gems into an item's sockets will add the bonuses of these gems to the item, allowing players to customize their equipment to better suit their individual play style or the different roles their class can fulfill.

Socketed Items

O 12-≣· 1:4.0

At higher levels, socketed items and specially cut gems become highly important. Various socketed items, including armor and weapons, can be found in dungeons, but the expansion also introduces many new recipes for all the professions. These recipes allow leatherworkers, blacksmiths, and tailors to create socketed items.

Socketed items can be of uncommon, rare, or even epic quality. Each of an item's sockets can also have a specific color. You can put a gem into a socket and match that gem's color to the socket's color. If you use such color-matched gems in all of an item's sockets, the item acquires a special stat bonus beyond the individual gems' effects. However, you can also put gems of a different color in these sockets if you prefer a specific gem effect instead of the color-matching bonus.

Any character can insert gems into an item's sockets: you do not need to be a jewelcrafter to do so. However, you will need to ask a jewelcrafter, or become one yourself, to obtain most of the gems you can socket. Several of the expansion's high-level bosses may also be a source of cut gems. There are rumors that these bosses hold stones with fantastic, untold powers.

To learn more about jewelcrafting and socketed items, please visit:

http://www.wow-europe.com/en/info/professions/jewelcrafting.html http://www.wow-europe.com/en/info/basics/socketeditems.html

The Journey Ahead: Level Cap Raised

Millions of intrepid adventurers have overcome staggering odds to reach the pinnacle of achievement in *World of Warcraft*: level 60.

These bold heroes, as well as others who are approaching this important milestone, will be glad to learn that the level cap for *World of Warcraft: The Burning Crusade* has been raised to 70.

A whole new world of danger and discovery awaits players at the highest level. Benefits for those adventuring beyond level 60 include fantastic new skills, talents, and abilities.

So dust off your armor, ready your mounts, and oil your blades.

The adventure has just begun.

PLAYER VS PLAYER



PvP (or Player vs. Player) play in the World of Warcraft has been taken to a whole new level in World of Warcraft: The Burning Crusade. The expansion introduces an entirely new system of PvP, as well as alterations to the existing honor system.

Gladiatorial arenas are available for the first time in *The Burning Crusade*. In this thrilling addition to PvP combat, players can form teams for the first time, organizing groups of 2 vs. 2, 3 vs. 3, or 5 vs. 5 for deathmatch-style competition.

Two separate modes of arena play are introduced. In "practice" mode, players compete for fun and for the sake of improving their (or their team's) skill. No rewards are offered, and players are matched up based on character level and the quality of their gear.

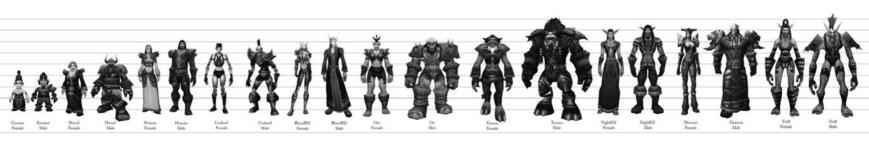
In the second mode, level-70 players can compete in the Steamwheedle Cartel's gladiatorial games as a "registered team." This mode is based on a ladder system with play "seasons"; each season lasts three months. At the end of each week, player performance is rated, and arena points are awarded. These points may be spent on items such as armor, jewelry, trinkets, and even weapons.

In *World of Warcraft: The Burning Crusade*, significant changes have also been made to the current **honor system**. In the honor system, players receive honor points each day for vanquishing opponents or winning battleground and outdoor PvP objectives. Players can now spend honor points directly on armor, weapons, and other rewards offered by Alliance and Horde quartermasters. In addition, honor points will no longer degrade over time.

Players will have ample opportunity to experiment with all the changes made to PvP style play in *World of Warcraft: The Burning Crusade*. Most zones in Outland, for instance, have PvP objectives associated with them, providing a wide array of varied and unique play experiences.

For further details relating to the exciting changes made to the honor system, and for more information regarding the all-new gladiatorial arena system, please log on to:

http://www.wow-europe.com/en/info/basics/arena/index.html



Beyond the Untamed Horizon: Flying Mounts

Fewer than twenty years ago, Draenor was ripped apart by the violent energies of several dimensional portals. To this day, certain parts of Outland are unreachable by foot or boat. Yet the denizens of Outland adapted and learned to harness a few of the indigenous species as flying mounts, allowing adventurers to reach even the most remote and dangerous regions of this untamed world.

One of the exciting new features of *World of Warcraft: The Burning Crusade* is the introduction of a new kind of mount that provides players with unprecedented freedom to explore the world of Outland from an entirely new perspective. Upon reaching level 70, players can obtain a flying mount. Both Horde and Alliance will have their own special flying mount type, to which every player of that faction has access. There are also a number of legendary flying mounts that will be extremely rare even among the most dedicated raiders.

Players have full control over their mounts and thus are free to roam the skies and explore all regions of Outland.

To learn more about flying mounts, visit:

http://www.wow-europe.comenr/info/basics/mounts/flyingmounts.html



CREDITS

Game Design Blizzard Entertainment

Executive Producer Frank Pearce

Art Director Justin Thavirat

Creative Director Chris Metzen

Lead Game Programmer John Cash

Lead Server Programmer Joe Rumsey

Lead Designers Tom Chilton, Jeffrey Kaplan, Rob Pardo

Lead Producer Shane Dabiri

Lead Character Artist Chris Robinson

Lead Exterior Artist Gary Platner

Lead Interior Artist Brian Morrisroe

Lead Level Designer Cory Stockton

Lead Quest Designer Alex Afrasiabi

Producers

J. Allen Brack, Robert Foote, Carlos Guerrero, Jason Hutchins, John Lagrave, Alex Mayberry, John Schwartz, Lee Sparks, Alex Tsang

Programming

Brian Birmingham, Wesley Bigelow, Jesse Blomberg, Patrick Dawson, Jason De Arte, Tony Garcia, Bryan Gilson-Winge, Omar Gonzalez, Scott Hartin, Sam Lantinga, Patrick Magruder, Collin Murray, Ron Nakada, Irena Pereira, David Ray, Derek Sakamoto, Jeremy Wood

Additional Programming

Russell Bernau, Jeremy Chernobieff, Mike Elliot, Bob Fitch, Monte Krol, John Lafleur, Chris MacDonald, Pat MacKellar, Nate Miller, Kyle Radue, Dan Reed. Tom Thomoson

Macintosh Programming Rob Barris, John Mikros, Daniel Pageau, John Stiles

Animators

Steve Aguilar, Carman Cheung, Bryan Gillingham, Mauricio Hoffman, Chris Luckenbach, Corey Pelton, Jason Zirpolo

Dungeon/City Artists

Jose Aello, Jr., Jamie Chang, Jeff Chang, Wendy Davis, Rutherford Gong, Jeremy Graves, Kevin Griffith, Kevin K. Griffith, Jimmy Lo, Andrew Matthews, Tiffany Sirignano, Rhett "Stash" Torgolev. Holly Wilson

Exterior Environment Artists

Dave Berggren, Terrie Denman, Justin Kunz, Dan Moore, Jason Morris, Dion Rodgers, Jamin Shoulet

Character Artists

Roman Kenney, Hun Kevin Lee, Kevin Maginnis, Eddie Rainwater, Danny Saint-Hilaire, Robert Sevilla

Additional Art

Stephen Crow, Samwise Didier, Allen Dilling, Brett Dixon, Roger Eberhart, Sam Fung, Phill Gonzales, Jay Hathaway, Brian Hsu, Trevor Jacobs, Dana Jan, Aaron Keller, Michael McInerney, Matt Milizia, Ted Park, Bill Petras, Robb Shoberg, Brian Silva

Concept Artist Trent Kaniuga

Technical Artists Thomas Blue, Jon Jelinek, Rob McNaughton

Level Designers

Sarah Boulian, James Chadwick, Victor Chong, Matt Gotcher, Ed Hanes, Jesse McCree, Julian Morris, Matt Morris, John Staats

Game Designers

Luis Barriga, Alexander Brazie, Shawn Carnes, Paul Cazarez, Travis Day, Kristen DelMeza, Eric Dodds, Geoff Goodman, Kevin Jordan, Jonathan LeCraft, Eric Maloof, Scott Mercer, Pat Nagle, Steven Pierce, Brianna Schneider, De Shelv, Kris Zierhut

Additional Design

Dave Adams, Justin Bartlett, Dustin Browder, Ely Cannon, Michael Chu, Dave Hale, Michael Heiberg, Dave Maldonado, Matt Sanders, Dean Shipley, Wyatt Cheng

Localization Producer Andrew Vestal

Install/Patch/Distribution Lead Programmer Brian Fitzgerald

Install/Patch/Distribution Programming

Jay Baxter, Travis Chen, Huong Grey, Nate Gross, Randall Hyde, Robert Lin, JC Park, Tony Tribelli, Casey Yelland

Install/Patch/Distribution Producer Melissa Meyer Director of Global Online

Technologies Robert Bridenbecker

Online Technologies Producers Jason Leu, Kim Phan

Online Technologies Software Engineers

Neil Chopra, Chulwoong Choi, David Nguyen, Teddy Pao

Web Team Leads Mike Hein, Ali Vatani

Web Team

Qi Ming Chen, Randal Dumoret, Geoff Fraizer, Victor Gonzalez, Jr., Martin Leidenfrost, Jeff Liu, Steve McGarrity, Alex Sun, Blaine Whittle

Battle.net Lead Matthew Versluvs

Battle.net Programming Bryan Cleveland, Jeff Mears, Brian Morin, Hanlong Wang

Battle.net Research Micah Caldwell, Norman Harms

Cinematic Intro Director Jeff Chamberlain

Cinematics Executive Producer Matt Samia

Cinematics Creative Director Nick Carpenter

Cinematics Producers Scott Abeyta, Taka Yasuda, Angela Young

Cinematic Writers Jeff Chamberlain, Chris Metzen, Matt Samia

Cinematic Editor Matthew Mead

Lead Cinematic Animator James McCoy

Lead Cinematic Finisher Jeff Chamberlain

Lead Cinematic Modeler Fausto De Martini

Lead Cinematic Technical Artist lared Keller

Cinematic Artists

Jonathan Berube, Aaron Chan, Ben Dai, Joe Fravne, Hunter Grant, Jason Hill, Brian Huang, Tyler Hunter, Sheng Jin, Jeramiah Johnson, Chung Kan, Bernie Kang, Ronny Kim, Yonghyun Kim, Mark Lai, Jon Lanz, Ting Lo, Matthew Mead. Tuan Ngo, Reo Andrew Prendergast, Dennis Price, Jarett Riva, Chris Rock, Seth Thompson, Chris Thunig, Graven Tung Xin Wang Kenson Yu

Cinematic Technical Artists Scott Goffman, Steeg Haskell, Sean Laverty, Hung Le, Wei Qiao, Eric A.

Soulvie, Nelson Wang **Cinematic Studio Technical** Engineers

Mike Kramer, Sean Laverty

Additional Matte Painting Alp Altiner, Dylan Cole

Additional Cinematic Artists John Burnett Harley Huggins Peter Lee, Joe Peterson

Audio Director Russell Brower

Lead Sound Designer Brian Farr

Audio Producer Keith Landes

Sound Design Jonas Laster, Joseph Lawrence

Music Russell Brower, Derek Duke, Matt Helmen

Additional Music Brian Farr, David Arkenstone

Voice Casting Bill Black

Voice Direction Micky Neilson

20

Field SFX Recording Bill Black, Joseph Lawrence, John Fasal

Creative Development Production Ben Brode, Joanna Cleland, Gloria Soto

Creative Development Historian Evelyn Fredericksen

Creative Development Illustrators Peter C. Lee, Glenn Rane, Wang Wei Video Production Manager Joevrav Hall

Video Production Team Terran Gregory, Tristan Pope, Brandan

Vanderpool

Quality Assurance Manager Michael Gilmartin

Quality Assurance Assistant Managers

Kelly Chun, John Herndon, Edward Kang, Jonathan Mankin, Mark Moser, Nicholas Pisani

DA Lead Tester (Exnansion) Shawn Su

QA Lead Tester (Live) Michele Arko

QA Assistant Leads (Expansion) Timothy Ismay Michael Schwan Ir Clint Walls

QA Assistant Leads (Live) Paul Carver Clayton Dubin Sean Wang

QA Automation Lead Shane S. Cargilo

QA Automated Test Engineers

Evan Calder, Patrick Elia. Marius Jivan, Justin Klinchuch, Michael Murphy, Craig Steele

QA Compatibility Testers Jason Kwan, Ray Laubach, Hector

Melendres, Brice Petibas, William Roseman, Elaine Fu Yang

QA Content Specialists Daniel Bendt, Robert Boxeth, Jack

Chen James Cho Jan Combs Tim Daniels, Morgan Day, Foster M. Elmendorf, Edgar Flores, Mei Dean Francis, Daniel Dake Luo, Stuart Massie, RA Pearson, Daniel Percy Polcari, David Sanchez, Michael M. Sun, Don Vu, Tengving Yu

QA Localization Lead Jin Kim

QA Localization Testers Steven Chow, Mike Euiseung Kim, Dean Yang

QA Technologies Test Team Michael C. Chen, Steve McClory, Ian S. Nelson, Anthony Suh, Anant Singh

Game Testers

Rie Arai, Scott Army, Michael Bedernik, Justin Boehm, Sean Copeland, Michael Corpora, Joel Gregory Clift, Matt Dabrowski, Christopher Davila, Meghan Dawson, Drew Dobernecker, Matt Dupree,

Beni Elgueta, Victor Esquivias, Casev Fulton Ion Graves Josh Hilborn Xing Jin, Kevin M, Kelly, Steve Ketterer, Alicia Kim, Daniel Kramer, Paul Kubit, Jared Lazaro, James R. Leaman, Brian Lee, Asher Yonah Litwin, Michael V. Liu, Nicholas A. Louie, Anthony Lowery John Lynch Joe Magdalena, Robert T. Martin Jr., Jonathon K. Mason, Lewis Mendez, lason Messinger Christopher L Mountain, Mark Nelson, Arec Nevers, Anthony Notti, Serban Mihai Oprescu, Kurtis Paddock, Justin K. Parker, Brvan Pendleton, Art Peshkov, Albert Portillo, Mike Powell, Dustin Remmel, Anthony Reves, Sean Reves, Bob Richardson, Andreas Komma Rounds, Andrew Rowe, Joseph Ryan, Paul Sardis Michael Sassone William Edward Smith IV. Simon Thai, Enrico Tolentino, Rian Trost, Jimmy Truong, Rodney Tsing, Chuck Valek, Ryan Vance, Don Vu, James Walton, Taylor Westfall, Jason Weng, Dean Yang, Ronny Yoon

Community Management

Paul Della Bitta, Daniel Chin, Nathan Erickson, Andrew Hsu, Chad Jones, William Kielar, Emily Scherping, Danielle Vanderlip, Micah Whipple, Jerome Wu, Kenny Zigler

Director of Global Customer Service Thor Biafore

Technical Support Manager John Hsieh

Technical Support Assistant Manager Kyle Williams

Technical Support Lead Adam Slack

Technical Support Representatives

Zach Bogatz, Nathan Brown, Joshua Burnett, David Chan, Evan Crawford, Jon Day, Jamal Davis, Kenneth DePalo, Travis Hall, Dat Ho, Anton Hsin, Justin Kato, Adam Koch, James Kompare, Michael Lim, Tommy Newcomer, Michael Nguyen, Peter Nott. Matt Panepinto, Chris Roberts, Chuck Salzman, John Shin. Ed Silveira, Matthew Simmons, Nick Solano, Fritz Stegmann, Eric Szymaszek, Marty Tande, Darian Vorlick, Mataio Wilson

Billing & Account Services Manager Jason Stilwell

Manager Charlie Areson

Lead Billing Representatives

Mike R. Pierce, Alan Marti

Billing Representatives

Anne Marie Belland Marcus Bishon Ervnn Caldwell, Jennifer Calzada, Nicole Campbell, Jason Crewse, Quv Diep, Stephen Gagnon, James Garner, Leah Garner, Jain Gill, Keith Hall, William Harber Adam Hector Michael Horning, Jason Justice, April Kelly, Liam Knapp, Christy Kondo, Owen Kuhn, Sang Kwon, Laura Lam, Luis C. Lucero, Geri Kate Macalino, Tim Maggio, Josh Olivo, Evan Peterson, Melissa Pinkard, Megan Puertas, Regina Ramirez, Ryan Reddick, Christian Reynolds, Jesse Romo, Mark Slater, Ann Vanderhelm, Matthew Vinevard, Ted Wang, Jason White, Rory Wood, Jan Wynne

In-Game Support Manager Bill Galev

In-Game Support Assistant Managers

Richard Barham, Justin Guthrie In-Game Support Leads Greg Ashe, Michael Burghart, Josh Downs, James Drosche, Keith Duncan, Pat Feinauer, Matt Martin, Robert Perugini, Kyle Riseling, Brian Smith Alvson Turner

International Support Leads Pierre Braude, Peiji Guo, Joong Kim, Michael Pierce

In-Game Support

Mike Aversa Al Baello Amber Bittenbender, David Carey, Sam Carne, Stephen Chang, Angelo Conception, Peter Drummond, Richard Evans, Bejan Fozdar, Tim Garfin, Luis Gomez, Sean Greenroyd, Josh Hertz, Jacob Hofeldt, Adam Hughes, Peter Hsu, Jessica Johnson, Antonio Kontokanis, David LaVallee, Terence Lindsey, Jeff Luckman, Jeremy Masker, Ryan Mills, Julio Miranda, Mike Moneymaker, Josh Owyang, Alfredo Padron, Thomas Pieracci, Nick Ray, Trevor Rothman, Dean Sheldon, Nicole Susanto, Duane Than, Jason Throop, Miles Trumble, Peter Ty, Brian Udarbe, Aaron Uesugi, Matt Wheeler Matt Worcester, Brian Wright

Assistant Billing & Account Services President of Blizzard Entertainment Mike Morhaime

> **Chief Onerating Officer** Paul Sams

> Managing Director, Korea lungwon Hahn

Management Team, Korea

Richard Choi, Yungioo Ko. Jungho Kwon, Jinho Oh, Changuk Park, Youngmok Park, Yun Ho Rhee

Managing Director. Greater China Michael Fong

Project Coordinator. Greater China Stan Wang

Business Development & Licensing

Ion Dvorak Brian Hsieh Denise Lopez, Brianne Messina, Steven Price, BrisAnne Scheller, Sarah Tucker

Director of Global Information Technology Isaac Matarasso

Global Information Technologies Manager Robert Van Dusen

Global Network Operations Manager Chris Glover

Network Operations Managers Changkoo Lee, Hung Nguyen, Duffy Squier, Garv Yeh

Network Operations Engineering Armando Abanilla, Andy Barcinski, Jeff Berube, Joseph Cochran. Alexander Daurskikh, Matt Eagleson, Dwight Harvey, Adrian Luff, Dat Nguven, Stefan Ward, Albert Wong, Jaime Wood, Rvan Zapanta

Network Operations Administration Nick Downs, Maciej Drobny, Ryan Gunst, Tom Hicks, Joseph Holley, Gichang Hong, Minhong Kim, Jay Lee, Matt McEligot, Kai Noetzel, Garv Reeb. Mike Schaefer, Andrew Spiering, Casey Suyeto, Stephen T.

Wong, Hugh Todd, Ty Williams Network Onerations

Charlie Berman Carl Brumm Michael Chizewski, Corey Louie, Mycah Mason, Olam Ng, Dan Scauzillo, Matt Smiley, James T. Yen, Dave Wareham

Information Technologies Managers Weonseok Choi, Chris Faiardo, Yong Yoon

Information Technologies

Forrest Bowling Edward Bui Robert Bustamante, Hyungsuk Choi, John Dos Santos, Stanley Fu, Justin Goad, Don Grev. Scott Harrison, Brian Hill, Matthew Jordan, Rick Kennedy, JungHoon Kim, Jaemin Ko, Mike Kramer Randy Lovin Bryan Ludwig Zak Meekins, Danny Nguyen, Mike Pearce, John Robertson, Taylor Russ. Bill Tubbs

Information Technologies Purchasing Greg Faltersack

Director of Global Human Resources Denise Dunlap

Human Resources Frika Neuhauser Michelle Secrest, Daniela Shani, Lisa Pearce

Global Finance David Gee

Financial Research Analysts Andrew Amadi, Shien Chang

Office Administration Jamie Crooks, Heather Foreman, Janet Garcia, KC Ross, Calvin Williams

Facilities Management Samuel Schrimsher, Brandon Shephard, Henry Szekely

Director of Global Public Relations Lisa lensen

Global Public Relations and Events Team

Elisha Factor Cabrera, Bob Colavco, Shon Damron, Kacy Dishon, Gil Shif, Christy Um

Legal Counsel

Kevin Crook, Terri Durham, Satoru Hamada, Eddy Meng, Rod Rigole, Eric Roeder, James Shaw

VP of Global Marketing Neal Hubbard

Global Marketing John Heinecke, Tomas Melian

Regional Marketing

Tran. Caroline Wu

Qimin Ding, Ellen Hsu, Marc Hutcheson, Matt Kassan, Donghyun Kim, Richard Kwon, Patrick Lee, Amanda Wang, Maggie Xiao

Kathy Carter, Michael Freeth, Zachary

Hubert, Henry Pan, Steve Parker, Pete

21

Marketing Creative Services

Recruiting

Choua Her, Adam Mutchler, Sunshine Saint Onge, Jack Sterling, Asheesh Thukral

SVP Global Operations, VG Robert Wharton

Manufacturing

Simon Berriochoa, Donna Damrow, Gary Rogers, Rodger Shaw, Ralph Speicher, Soui Ho, Steve Voorma, Bob Wilson

Live Sessions and Orchestrations nroduced by-Edo Guidotti

Duduk, Bansuri, Tunisian Midiwiz, Shakuhachi and Flutes performed bv:

Pedro Eustache

Hand Drums performed by: John Bergamo

Cinematic Intro Sound Designers David Farmer (EAD), Paul Menichini (FAD)

Cinematic Intro Music Neal Acree

Cinematic Intro Music Recorded by the Northwest Sinfonia and Chorus. Contracted by Simon James & David Sabee

Cinematic Intro Audio Mixer Tom Brewer (Source sound)

Manual Project Management Jason Hutchins, Gloria Soto

Manual Writing Micky Neilson

Manual Design and Layout Anomaly Creative Raul Ramirez, Bill Watt

Co-Lead Dunsel Managers Keith Lee, Chris Sigaty

General Management Blizzard Europe Itzik Ben Bassat

Business Development Manager Europe Delphine Le Corre

Finance Manager Europe Benoit Dufour

Platform Management Director Europe Jean-Michel Courivaud

Web & Online Director Europe Anne Bérard

Director of Communication & Community Furone Julia Gastaldi

Support Service Director Europe Frédéric Menou

Executive Director of Marketing Furone Cédric Maréchal

Customer Support Managers

Emmanuel Obert Christian Scharling, Rainer Mayer, Robert Ashby, Ernst ten Bosch

Assistant Customer Support Managers

Sophie Bellegarde, Cédric Galins. Erin Johanson, Linus Flink, Nikolai Wendt, Rinaldo Andreolli, Alexis Guariguata, Jan Gräber, Hansjörg Brandt, Thomas Lenglet, Cédryck Poitelon, Marie-Hélène Atienz, Luca Zucconelli

Senior Game Masters

Elodie Cholière: Jean-Pierre Poulain: Romain Dijoux: Serge Pincon: Vincent Kaufmann: Gael Company, Peter Rothlisberger: Alexander Bradburn-Bastiaan van Diik: Daniel Kennedy: Eetu Heiska; Eric Enhus; Fredrik Svantes: Gaetan Martens: Gurpreet Singhwahla: Huw Gower: Iwan de Kleine; Jean-Christophe Bouchet; Kasper Giehm: Kim Jensen: Martin Tegner: Ronnie Hansson: Shane Fitzhenry: Sverre Rasmussen: Sylvan Lynn Andre Schickhoff: Anthony Beels: Christian Brueckner: Christian Gutiahr: Falk Schwiefert: Florian Mentl: Frank Mecke: Markus Schill: Mirko Bayer; Patrick Seidler; Philipp Thiede: Robin Hoese: Sascha Giese: Silvio Clausen

Game Masters

Alexander Otto, Alexander Bentchev, Andreas Jablonowski, Anne Staudt, Are Granhaug, Arnaud Ameele, Artur Strak, Asbiorn Jensen, Barry Murphy, Bartholomeus van Spaendonck. Bruno Loncke, Carl McNeill, Cédric David, Christian Guest, Christian Kotzan, Christian Schilling, Christine Clausen, Craig Bland, David Dölker, David Potter, Dirk Bömelburg, Dominik Bartell, Douglas Liliekvist, Douglas Midgley, Eirik Bakke, Emma Stott, Gareth Patterson, Gary Davidson, Georg Hirschauer, Göran Gauruder, Grégory Sévin, Hannah McArthur, Heiko Dieregsweiler, Isabelle Soupault, James O'Connor, Janet Wörner, Jason Courtney, Jay

Xealous, Jean-Claude Cipriani, Jon Kenny Jonathan Horrocks Kai Moosmann, Kim Chang, Leo McKewan, Lucas Christophe, Magalie Blaizot, Marc Johnson, Marco Manig, Mario Janus, Mark Bentley, Mark Furniss, Markus Graffe, Martin Dammers Mathias Bayer Maurice Mostard, Michael Broek, Michael Hoffmann, Minh (Chris) Nguyen, Mirko Kleimann Patrick Metzger Paul Mazur, Philippe Miguet, Rémi Aumeunier, Rob Kuczynski Robbert Groeneveld, Roman Häusler, Rvan Campbell, Scott Mackenzie, Sebastian Magnus, Sebastian Schedlbauer, Sébastien Hoareau, Sébastien Musquin, Stephen Grantham, Stian Skiøndal, Sylvain Enialbert Thomas Chabrier Thomas Flöter, Thomas Hemmingway, Torsten Duer, Ugo Croci, Zhong Yi Sun

Senior Technical and **Billing** sunnort

Alexandre Vallee: Ana Manso: Andreas Unger: Claus Schumacher: Eric Modolin: Gerd Berghoff: Gregoire Bonnafoux; Matteo Spataro

Technical and Billing support

Aidan McLoughlin, Alexis Terrasse, Alisdair Comb. Andre Linnenmann. Christoph Grix, David Odiot, David Remy Zenhir Denis Courtin Flodie Bastide, Francois Medaerts, Frederic Krone, Gregoire Bonnafoux, Jessica Schleder lihene Khessouma Johan Alkarp, Johnny Ahlgren, Matteo Spataro, Neil Whelan, Oliver Jackenkroll, Olivier Grassini, Raul Burgos, Stefanie Beier, Stefanie Traichel Thomas launeault

Senior Quality Control and Account Administration

Antonio Achucarro: Clemens Krainer: Craig Pratt- Guillaume Richard-Stefan Mai: Laurence Aerden

Quality Control and Account Administration

Amanda Kate Harris Andrea Della Noce, Andreas Andreou, Antoine Guyard, Avril Cater, Bernd Gottsmann, Bo Meidahl, Britta Riess, Carine Fiorani, Carsten Baatz, Céline Etcheberry, Christoph Thann, Dean Jones, Dwavne Cort, Hansa Sawami, John Harry De Lara, John Pombo, Laurent Cuvier, Lukas Wozniak Manuel Keusch Manuel Zuercher Marco Baier, Marios Aziz, Pascale Roncin, Patrik Knoll, Paul Oltmanns,

Sara Gissot, Sebastiaan Van Doornspeek Sebastian Mottschall Simon Taljaard, Stefan Frei, Timothy Legge, Tommy Sabri, William Geng, Wouter Van Der Veen

Web Development team

Daniel Dieling

Mathieu Chauvin, Laurent Bourcier,

Fanny Hermant Philippe Peeters

Network Operation Administration

Julien Mariani, Dustin Koupal, Thierry Sudan, Anthony Williams, Erik Karlsson, Gandalf Brahm, Mourad Kaci

IT

Yan Kahle, Francois Noel, Chris Eckert, Rvan Dean Human Resource and office

administration

Anne-Sophie Buiret, Marije Korver, Elodie Dupuis, Peter Guibert, Inma Garcia, Lara Machado, Christopher Kopetschek, Juliette Durand

Financial control Sergio Vitaliti

Communication and community management

Christian Vestoel, Thomas Johnsen, Per Bonomi, Jean Baptiste Pennes. Nicolas Guion Marc Olbertz Sebastian Schulz, Tobias Jahn, Antonio Moreno, Bo Selmer Hansen, Benedikt Oehmen, Alexander Rickardsson, José Ignacio de Andrés Arias-Salgado, Emma Jones

Web Editorial Team

Yann Pallatier, Mark Clements, Kelly Lopez, Ramon Hermann, Stefanie Gwinner Pierre Rosenthal Stephane Perroud, Francisco Bolanos

Web Design team Bao Tran Prune Moldawan Soren

Geier Sebastien Garnault Brand Manager Europe

Eric Chauveau

European Localization & QA Manager Frédéric Baudet

French Localization & QA Lead Tristan Lhomme

Translation French Bruno Cailloux, Alexis Roy-Petit,

Anne Studer, Anne Vétillard Senior QA Tester French

Laetitia Georges, Marc Ho. Frédéric Vasseur

German Localization & QA Lead Alexander Infelkofer

Translation German Biörn Bodrück, Christian Decomain. Joanne Stephan, Edna Weissflog

Senior QA Tester German Ben Choi, Jörg Frey, Peter Schneider

Spanish Localization & QA Lead Ivo Garcia

Translation Spanish

Rodrigo Mencía, Carmen Priego, Inés Rubio, Ignacio Urrutia, Elena Otero

Senior QA Tester Spanish José Luis Bóveda Suárez, Alba Pérez

Special Thanks

Bruce Hack Bob & Jan Davidson

ADDITIONAL THANKS

Kaeo Milker Theo Sanders Gina MacGregor Alan Dahiri Celeste Aviva, bunches Trudy, Gary, Daniel & Dominic Sparks Len "Pops" and Irene Sparks Jean and George Matthews Kacv <3 Mrs. Karen Barris Iulia Barris Helkat Mr. Bojangles Sandra Webb Paul (Mr.) Young Ferre Akbarpour To M.A. Afrasiabi, vou'll always be missed Wendy and Cooper Aello Angelista Colin and Emi The Kaplan Family Grace and Mehlev Hoivan "Tracy" To Daifei Jen, Ben, and Mykenna Foundation Pooka, for all her advice and support Claudia and Alanna Guerrero Stephanie Rainwater Izabel Rainwater Yasmin Wood Robin Wood Rainev The Great Rob Chacko My Amazing Wife, Shelley Beverly and Shangreaux Lagrave Thanks to my girlfriend Diana and brother Morgan. I love you both Anna Hartwell Agapito Barriga

Brynda De Arte Seamus De Arte Ji Yeon Han "my gopher" The Korean National Soccer Team Chad Verrall Rob Beatie Stephanie Keefer Amber Ray The Vestal Family Nigel, Linne, Sarah & Lucv John and Hiroko Nhu Quynh "Queenie" Ly The M of O team Abra Chouinard Margie, Taylor and Cody Vigilance guild Margaret and Tina Brower i and o Don Simpson and Matt Householder Greg Landes Andrea Landes Yulia and Jasper Duke Tracy and Garrett Farr Dr. Edgar Charles Lawrence Kazue Blackwell Karen and Tiggeria Mark Dav Phillin Bossant Meeshe Chan Kevin Ken Lee Frances Lin and family Grandma and Grandpa Mencer Linda Chen IFND Randy Jones Brian Jones Min Chu David Chu Tina and Melissa Maloof Ron and Judi Maloof Eric Bigelow Mike Davis Katherine. Penelope and our twin girls Andrea Morrisroe The Morrisroe Family Mary, Johnny, and Joey Cash Every Gnome I've ever killed Mindi Johnson The Foote Clan Silvia Van Dusen Kai Van Dusen Kiana Van Dusen Astrid Macias Mandi Stiles VJ Armv Lauren Squier Karlee Chadwick Paige Chadwick To Catherine, Steven and Elizabeth, for everything. Simply everything To the Loons...without you, Azeroth

would feel empty Thanks to my husband Mike and my family for all their love and support Anissa – Thank you for letting me realize my dream JDB – Thanks for the faith and support! Aimee Della Bitta California DMV Caffeine Deana & Dacy Matarasso Cairenn and Iriel Insufficient Light (Who did not take their name from the manual. sir.)

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! YOU SHOULD CAREFULLY READ THE FOLLOWING END USER LICENSE AGREEMENT BEFORE INSTALLING THIS SOFTWARE PROGRAM. BY INSTALLING, COPYING, OR OTHERWISE USING THE SOFTWARE PROGRAM, YOU AGREE TO BE BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, PROMPTLY RETURN THE UNUSED SOFTWARE PROGRAM TO THE PLACE OF PURCHASE.

END USER LICENSE AGREEMENT

This software program on CD-ROM, and any files that are delivered to you by Blizzard Entertainment Inc., a Delaware Corporation (via on-line transmission or otherwise) to "patch," update, or otherwise modify 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, with the "Game Client" defined below, the "Game") are the copyrighted work of Blizzard Entertainment Inc., or its 'affiliates,' specifically including Blizzard Entertainment Europe, SAS, and/or its suppliers or licensors (collectively, "Blizzard"). All use of the Game is governed by the terms of this End User License Agreement ("License Agreement" or "Agreement").

The Game may only be played by obtaining from Blizzard access to the *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 "Terms of Use"). If your purchase of the Game included a period of "free access" to the Service, the Terms of Use agreement also governs 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 the 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 play the Game through your account with the Service (your "Account"). Blizzard hereby grants, and by installing the Game Client you thereby accept, a limited, non-exclusive license and right to install the Game Client for your personal use on one (1) or more computers which you own or which are under your personal control. All use of the Game Client is subject to this License Agreement and to the Terms of Use agreement, which you must accept before you can use your Account to play the Game through access to the Service. Blizzard reserves the right to update, modify or change the Terms of Use at any time.

2. Service and Terms of Use.

As mentioned above, you must accept the Terms of Use in order to access the Service to play the Game. The Terms of Use agreement governs all aspects of game play. You may view the Terms of Use by visiting the following website: http://www.wow-europe.com/legal/. If you do not agree with the Terms of Use, then (i) you should not register for an Account to play the Game, and (ii) you should arrange to return the Game to the purchase store within thirty (30) days of the original purchase.

3. Ownership.

A. All title, ownership rights and intellectual property rights in and to the Game and all copies thereof (including, but not limited to, any 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. 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 the licensors of those materials may enforce their rights in the event of any violation of this License Agreement.

B. To play World of Warcraft you have to, as described in the Terms of Use, create a user account (the "Account") which is bound to one user and is not transferable. When you create the account you will be asked to enter the "Authentication Key" from the World of Warcraft Software you purchased. The Authentication key will then be bound to the Account and cannot be used on another. Blizzard does not recognize the transfer of Accounts between persons which is why you may not offer any Account for sale or trade and thus it is also not permitted to sell or trade the World of Warcraft Software.

4. Responsibilities of End User.

A. Subject to the Grant of License hereinabove, 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 4 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) copy of the Game Client and the Manuals for archival purposes only.

B. 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 express written consent of Blizzard;

(iii) host, provide or develop matchmaking services for the Game or intercept, 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 of 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.

5. Termination.

This License Agreement is effective until terminated. 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 with of your intention to terminate this License Agreement to the following address: Blizzard Entertainment Europe. - Support Clients - TSA 60 001, 78143 Vélizy-Villacoublay Cedex, France. Blizzard may, at its discretion, terminate this License Agreement in the event that you fail to comply with the terms and conditions contained herein, or the terms and conditions contained in the Terms of Use. In such event, you must immediately destroy the Game and remove the Game Client from your hard drive. Upon termination of this Agreement for any reason, all licenses granted herein shall immediately terminate.

6. 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.

7. Patches and Updates.

Blizzard Entertainment 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) fixing '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, Licensor 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 Licensor your consent to deploy and apply such patches, updates and modifications to the Game.

8. Duration of the "On-line" Component of the Game.

This Game is an 'on-line' game that must be played over the Internet through the Service, as provided by Blizzard Entertainment. It is your entire responsibility to secure an Internet connection and all fees related thereto shall be at your own charge. Blizzard Entertainment will use reasonable efforts to provide the Service all day, every day. However, Blizzard Entertainment 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.

9. Limited Warranty.

Blizzard expressly disclaims any warranty for the Game, including the Game Client and Manual(s). THE GAME, GAME CLIENT AND MANUAL(S) ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF CONDITION, DEFECTS, USE, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, OR NONINFRINGEMENT. The entire risk arising out of use or performance of the Game, Game Client and Manual(s) remains with the user. Notwithstanding the foregoing, and in compliance with European Directive 99/44/EC, Blizzard warrants up to and including 60 days from the discovery of the defect and 2 years from the date of your purchase of the Game that the media containing the Game Client shall be free from defects in material and workmanship. In the event that such media proves to be defective during that time period, and upon presentation to Blizzard of proof of purchase of the defective media, Blizzard will at its option 1) correct any defect, 2) provide you with a product of equal or lesser value, or 3) refund your money. THE FOREGOING IS YOUR SOLE AND EXCLUSIVE REMEDY FOR THE EXPRESS WARRANTY SET FORTH IN THIS SECTION. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR LIABILITY FOR INCIDENTAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

10. Limitation of Liability.

NEITHER LICENSOR NOR İTS PARENT, SUBSIDIARIES OR AFFILIATES SHALL BE LIABLE IN ANY WAY FOR LOSS OR DAMAGE OF ANY KIND RESULTING FROM THE USE OF THE GAME, INCLUDING, BUT NOT LIMITED TO, LOSS OF DATA, LOSS OF GOODWILL, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, OR ANY AND ALL OTHER DAMAGES OR LOSSES. ANY WARRANTY AGAINST INFRINGEMENT THAT MAY BE PROVIDED IN SECTION 2-312(3) OF THE UNIFORM COMMERCIAL CODE AND/OR IN ANY OTHER COMPARABLE STATE STATUTE IS EXPRESSLY DISCLAIMED. FURTHER, BIIZZARD SHALL NOT BE LIABLE IN ANY WAY FOR THE LOSS OR DAMAGE TO PLAYER CHARACTERS, ACCOUNTS, STATISTICS OR USER PROFILE INFORMATION STORED BY THE GAME AND/OR THE SERVICE. LICENSOR SHAIL NOT BE RESPONSIBLE FOR ANY INTERUPTIONS OF SERVICE, INCLUDING, BUT NOT LIMITED TO, ISP DISRUPTIONS, SOFTWARE OR HARDWARE FAILURES OR ANY OTHER EVENT WHICH MAY RESULT IN A LOSS OF DATA OR DISRUPTION OF SERVICE. IN NO EVENT WILL LICENSOR BE LIABLE TO YOU FOR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

11. Equitable Remedies.

You hereby agree that Blizzard would be irreparably damaged if the terms of this License Agreement were not specifically enforced, and therefore you agree that Blizzard shall be entitled, without bond, other security, or proof of damages, to appropriate equitable remedies with respect to breaches of this License Agreement, in addition to such other remedies as Blizzard may otherwise have available to it under applicable laws. In the event any litigation is brought by either party in connection with this License Agreement, the prevailing party in such litigation shall be entitled to recover from the other party all the costs, attorneys' fees and other expenses incurred by such prevailing party in the litigation.

12. Changes to the Agreement.

Blizzard Entertainment may, from time to time, post notification of changes to this License Agreement on the World of Warcraft website 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. By means of the notification Blizzard Entertainment 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 5 herein. The modified version of the License Agreement shall enter into force at the beginning of the second month following the notification unless Blizzard Entertainment has received a notification of termination from you by that time.

13. Miscellaneous.

This License Agreement shall be deemed to have been made and executed in your country of residence without regard to conflicts of law provisions, and any dispute arising hereunder shall be resolved in accordance with the law of this country. 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 and contains the entire agreement between 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 Terms of Use. To the extent that the provisions of this Agreement conflict with the provisions of the Terms of Use, the conflicting provisions in the Terms of Use shall govern. I hereby acknowledge that I have read and understand the foregoing License Agreement and 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

© 2004 Blizzard Entertainment. All rights reserved. World of Warcraft is a trademark. and Warcraft and Blizzard Entertainment are trademarks or registered trademarks, of Blizzard Entertainment in the U.S. and/or other countries. All rights are reserved.

This license agreement can be read and printed at this web address:

http://www.wow-europe.com/en/legal/eula.html

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

Age Rating categories: Les catégories de tranche d'âge : Categorías de edad: Categorie relative all'età: Altersklassen:



Note: There are some local variations! Note: Il peut v avoir quelques variations en fonction du pavs ! 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:

BAD LANGUAGE

ENGUAJE INAPROPIADO

CATTIVO LINGUAGGIO

VULGÄRE SPRACHE

DISCRIMINATION la familiarité de langage LA DISCRIMINATION DISCRIMINACIÓN DISCRIMINATIONE DISKRIMINIERUNG





SEXUAL CONTENT LE CONTENU SEXUEL CONTENIDO SEXUAL SESSO



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

SEXUELLER INHALT

Pour de plus amples informations concernant l'évaluation du système d'information de jeu Pan Européen (PEGI), vous pouvez consulter :

Para obtener más información sobre el sistema de calificación de iuegos (PEGI), por favor 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 Bewertungs-System (PEGI) besuchen Sie bitte:

http://www.pegi.info