



WORLD WARCRAFT

WRATH of the LICH KING

ENTER THE NEXT CHAPTER TO
WORLD OF WARCRAFT®!

Blizzard Entertainment

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World Wide Web: <http://www.blizzard.com>

Customer Support: www.blizzard.com/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 the *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 the *Wrath of the Lich King* button and follow the onscreen instructions to install the *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 the *Wrath of the Lich King*.

Installing DirectX

You will need to install DirectX 9.0c in order to properly run the *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 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 techsupport@us.battle.net. Under normal circumstances you will receive an automated reply within 15 minutes, detailing solutions to the most common problems. Typically a second email containing a more detailed solution to your particular problem/question will be sent to you 24 to 72 hours later.

Live Phone Support

We offer live phone support seven days a week 7 A.M. to 8 P.M., Pacific Standard Time (except on U.S. holidays). Contact our Technical Support staff by calling us at (949) 955-1382. This form of support carries no charge other than any normal long-distance charges from your phone company for calls outside your local area.

NO GAMEPLAY 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 View Distance, Particle Density, Shadow Quality 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

We offer live phone support 7 days a week, from 7 a.m. to 8 p.m. Pacific Standard Time (adjusted hours for U.S. holidays may apply).

Contact our Billing and Account Services staff by calling us toll-free at 1-800-59-BLIZZARD (1-800-592-5499), or email us at accountsupport@us.battle.net

NO GAMEPLAY HINTS WILL BE GIVEN THROUGH THIS NUMBER.



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>



WORLD OF WARCRAFT

WRATH OF THE LICH KING



NORTHREND



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

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Alex Mayberry

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Lee Sparks, Alex Tsang

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Hoffman, Mai Igarashi,

Chris Luckenbach, John

Scharmen, Jason Zirpolo

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Jon McConnell, John Polidora,

Eddie Rainwater, Danny

Saint-Hilaire, Robert Sevilla,

Thomas Yip

City Dungeon Sub-Leads

Eric Browning, Jimmy Lo

City Dungeon Artists

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Steve Crow, Rutherford Gong,

Jeremy Graves, Kevin K. Griffith,

Andrew Matthews, Michael

McInerney, John Staats, Rhett

“Stash” Torgoley

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Gustav Schmidt

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Jon Jelinek, Dan Moore, Tiffany

Sirignano, Holly Wilson

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Slim Ghariani

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Owen Landgren, Jonathan

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Greg Street, Kris Zierhut

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Jonathan Dumont, Ed Hanes,

Julian Morris

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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,

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Kyle Radue, Dan Reed,

Derek Sakamoto, Pete

Sandrene, Michael F.

Schweitzer, Craig Steele,

Jeremy Wood

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Chris Ryder, Justin Thavirat

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Laflaur, Michael Starich

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Shane Dabiri, Stan Wang

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Trevor Rothman, Jacob Segal,

Brian Sueyoshi

Mad Scientist

Joe Rumsey

AUDIO

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Lead Sound Designer

Brian David Farr

Audio Producer

Keith Landes

Producers

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Thomas Pieracci

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Jonas Laster, Joseph Lawrence

Additional Sound Editing

Jon Graves

Music

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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

Lilleann 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 Sabeo

Cinematic Intro Audio Mixer

Tom Brewer (Sound Cove)

CINEMATICS

Director/Writer

Jeff Chamberlain

Senior Director of Cinematics

Matt Samia

Creative Director

Nick Carpenter

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Scott Abeyta

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Barry Berman,

Anwar Bey-Taylor, Ricardo
Biriba, Alvaro Buendia, Scott
Campbell, Hosuk Chang, Steven

Chen, Shimon Cohen, James

Crowson, Sofia Vale Cruz,

Graham Cunningham, Ben Dai,

Zaza Essa, Hunter Grant, Jeremy

Gritton, Micheal Hardison, Jason

Hill, Brian Huang, Steve Hui,

Tyler Hunter, 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, David Luong,

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, Davy Sabbe, Kazuhito

Shimada, Taylor Smith, Peter

Starostin, Geordie Swainbank,

Peter Swigut, Seth Thompson,

Chris Thunig, Graven Tung,

Mathias Verhasselt, Xin Wang,

Kenyon Yu

Technical Artists

Ben Barker, Michael Beal,

Leonard Chang, Drew

Dobernecker, Emey

Druckmann, Chris Evans, Joe

Frayne, Huong Thuy Nguyen,

Jim Jiang, David Keegan, Scott

Lange, Hung Le, Dyllan Lu,

Wei Qiao, Chris Rock, Billy Shih,

Peter Shinnors, Nelson Wang

Studio Technical Engineers

Sean Lavery(Lead),

Mike Kramer, Ramon Rodriguez

Production Team

Bejan Fozdar (dev, modeling),

Janet Garcia, Kim Kotfis Horn

(animation), Bryan Langford

(tech, animation),

Steve McIlwain (finishing,

matte painting),

Noel Wolfman (dev),

Taka Yasuda

(additional producer)

Interns

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

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1. Grant of a Limited Use License. If you agree to this License Agreement, you may install the computer software (hereafter referred to as the "Game Client") onto your computer for purposes of playing the Game by registering for and accessing an account with the Service (the "Account"). Subject to your agreement to and continuing compliance with this License Agreement, Blizzard hereby grants, and you hereby accept, a limited, non-exclusive license to (a) install the Game Client on one or more computers owned by you or under your legitimate control, and (b) use the Game Client in conjunction with the Service for your non-commercial entertainment purposes only. Any and all uses of the Game Client are subject to this License Agreement which you must accept before you can play the Game.

2. Additional License Limitations. The license granted to you in Section 1 is subject to the limitations set forth in Sections 1 and 2 (collectively, the "License Limitations"). Any use of the Game in violation of the License Limitations will be regarded as an infringement of Blizzard's copyrights in and to the Game. You agree that you will not, under any circumstances:

- A. in whole or in part, copy, photocopy, reproduce, translate, reverse engineer, derive source code from, modify, disassemble, decompile, or create derivative works based on the Game; provided, however, that you may make one (1) copy of the Game Client and the manuals that accompany it for archival purposes only;
- B. use cheats, automation software (bots), hacks, mods or any other unauthorized third-party software designed to modify the World of Warcraft experience;
- C. exploit the Game or any of its parts, including without limitation the Game Client, for any commercial purpose, including without limitation (a) use at a cyber cafe, computer gaming center or any other location-based site without the express written consent of Blizzard; (b) for gathering in-game currency, items or resources for sale outside the Game; or (c) performing in-game services in exchange for payment outside the Game, e.g., power-leveling;
- D. use any unauthorized third-party software that intercepts, "mines", or otherwise collects information from or through the Game or the Service, including without limitation any software that reads areas of RAM used by the Game to store information about a character or the game environment; provided, however, that Blizzard may, at its sole and absolute discretion, allow the use of certain third party user interfaces;
- E. modify or cause to be modified any files that are a part of the Game Client in any way not expressly authorized by Blizzard;
- F. host, provide or develop matchmaking services for the Game or intercept, emulate or redirect the communication protocols used by Blizzard in any way, for any purpose, including without limitation unauthorized play over the internet, network play, or as part of content aggregation networks;
- G. facilitate, create or maintain any unauthorized connection to the Game or the Service, including without limitation (a) any connection to any unauthorized server that emulates, or attempts to emulate, the Service; and (b) any connection using programs or tools not expressly approved by Blizzard; or
- H. sell, grant a security interest in or transfer reproductions of the Game to other parties in any way not expressly authorized herein, or rent, lease or license the Game to others.

3. Ownership. All title, ownership rights and intellectual property rights in and to the Game and all copies thereof (including without limitation 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 and recordings, audio-visual effects, storylines, character likenesses, methods of operation, moral rights, and any related documentation) are owned or licensed by Blizzard. The Game is protected by the copyright laws of the United States, international treaties and conventions, and other laws. The Game may contain materials licensed by third parties, and the licensors of those materials may enforce their rights in the event of any violation of this License Agreement. You may permanently transfer all of your rights and obligations under the License Agreement to another only by physically transferring the original media (e.g., the CD-ROM or DVD you purchased), all original packaging, and all manuals or other documentation distributed with the Game; provided, however, that you permanently delete all copies and installations of the Game in your possession or control, and that the recipient agrees to the terms of this License Agreement. The transferor (i.e., you), and not Blizzard, agrees to be solely responsible for any taxes, fees, charges, duties, withholdings, assessments, and the like, together with any interest, penalties, and additions imposed in connection with such transfer. You acknowledge and agree that you have no interest, monetary or otherwise, in any feature or content contained in the Game.



4. Pre-Loaded Software. The media on which the Game Client is distributed may contain additional software and/or content for which you do not have a license (the "Locked Software"), and you agree that 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, reverse engineer, derive source code from, modify, disassemble, decompile any Locked Software, or create any derivative works based on the Locked Software, until and unless you receive from Blizzard (a) a license to use that software; and (b) a valid alphanumeric key with which to unlock it. If you receive a license and a key from Blizzard, you may only unlock those portions of a single copy of the Locked Software for which you received a license. The terms of the End User License Agreement displayed after the Locked Software is unlocked will replace and supersede this Agreement, but only with regard to the Locked Software for which you receive a license. Notwithstanding anything to the contrary herein, you may make one (1) copy of the Locked Software for archival purposes only.

5. Consent to Monitor. WHEN RUNNING, THE GAME MAY MONITOR YOUR COMPUTER'S RANDOM ACCESS MEMORY (RAM) FOR UNAUTHORIZED THIRD PARTY PROGRAMS RUNNING CONCURRENTLY WITH THE GAME. AN "UNAUTHORIZED THIRD PARTY PROGRAM" AS USED HEREIN SHALL BE DEFINED AS ANY THIRD PARTY SOFTWARE PROHIBITED BY SECTION 2. IN THE EVENT THAT THE GAME DETECTS AN UNAUTHORIZED THIRD PARTY PROGRAM, THE GAME MAY (a) COMMUNICATE INFORMATION BACK TO BLIZZARD, INCLUDING WITHOUT LIMITATION YOUR ACCOUNT NAME, DETAILS ABOUT THE UNAUTHORIZED THIRD PARTY PROGRAM DETECTED, AND THE TIME AND DATE; AND/OR (b) EXERCISE ANY OR ALL OF ITS RIGHTS UNDER THIS AGREEMENT, WITH OR WITHOUT PRIOR NOTICE TO THE USER.

6. Termination. This License Agreement is effective until terminated. You may terminate the License Agreement at any time by (i) permanently destroying all copies of the Game in your possession or control; (ii) removing the Game Client from your hard drive; and (iii) notifying Blizzard of your intention to terminate this License Agreement. Blizzard may terminate this Agreement at any time for any reason or no reason. Upon termination for any reason, all licenses granted herein shall immediately terminate and you must immediately and permanently destroy all copies of the Game in your possession and control and remove the Game Client from your hard drive.

7. 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. You represent and warrant that you are not located in, under the control of, or a national or resident of any such country or on any such list.

8. Patches and Updates. Blizzard may deploy or provide patches, updates and modifications to the Game that must be installed for the user to continue to play the Game. Blizzard may update the Game remotely including without limitation the Game Client residing on the user's machine, without the knowledge of the user, and you hereby grant to Blizzard your consent to deploy and apply such patches, updates and modifications.

9. 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. You understand and agree that the Service is provided by Blizzard at its discretion and may be terminated or otherwise discontinued by Blizzard pursuant to the WoW Terms of Use.

10. Limited Warranty. THE GAME (INCLUDING WITHOUT LIMITATION THE GAME CLIENT AND MANUAL(S)) IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF CONDITION, UNINTERRUPTED USE, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NONINFRINGEMENT. The entire risk arising out of use or performance of the Game (including without limitation the Game Client and manual(s)) remains with the user. Notwithstanding the foregoing, Blizzard warrants up to and including 90 days 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 (a) correct any defect, (b) provide you with a similar product of similar value, or (c) 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, so the above limitations may not apply to you.

11. Limitation of Liability, Indemnity. NEITHER BLIZZARD NOR ITS PARENT, SUBSIDIARIES OR AFFILIATES SHALL BE LIABLE IN ANY WAY FOR ANY LOSS OR DAMAGE OF ANY KIND ARISING OUT OF THE GAME OR ANY USE OF THE GAME, INCLUDING WITHOUT LIMITATION LOSS OF DATA, LOSS OF GOODWILL, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, OR ANY AND ALL OTHER DAMAGES OR LOSSES. FURTHER, NEITHER BLIZZARD NOR ITS PARENT, SUBSIDIARIES OR AFFILIATES SHALL BE LIABLE IN ANY WAY FOR ANY LOSS OR DAMAGE TO PLAYER CHARACTERS, VIRTUAL GOODS (E.G., ARMOR, POTIONS, WEAPONS, ETC.) OR CURRENCY, ACCOUNTS, STATISTICS, OR USER STANDINGS, RANKS, OR PROFILE INFORMATION STORED BY THE GAME AND/OR THE SERVICE. BLIZZARD SHALL NOT BE RESPONSIBLE FOR ANY INTERRUPTIONS OF SERVICE, INCLUDING WITHOUT LIMITATION 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 BLIZZARD BE LIABLE TO YOU FOR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES. In no event shall Blizzard's liability, whether arising in contract, tort, strict liability or otherwise, exceed (in the aggregate) the total fees paid by you to Blizzard during the six (6) months immediately prior to the time such claim arose. You hereby agree to defend, indemnify and hold Blizzard harmless from and against any claim, liability, loss, injury, damage, cost or expense (including reasonable attorneys' fees) incurred by Blizzard arising out of or from your use of the Game. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.

12. 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.

13. Changes to the Agreement. Blizzard may replace this Agreement with new versions (each a "New EULA") over time as the Game and the law evolve. This Agreement will terminate immediately upon the introduction of a New EULA, and you will be given an opportunity to review and accept the New EULA. If you accept the New EULA, and if the Account registered to you remains in good standing, you will be able to continue playing the Game subject to the terms of the New EULA. If you decline to accept the New EULA, or if you cannot comply with the terms of the New EULA for any reason, you will no longer be permitted to play the Game. New EUAs will not be applied retroactively. Blizzard may change, modify, suspend, or discontinue any aspect of the Game at any time. Blizzard may also impose limits on certain features or restrict your access to parts or all of the Game without notice or liability.

14. Dispute Resolution and Governing Law.

A. Informal Negotiations. To expedite resolution and control the cost of any dispute, controversy or claim related to this License Agreement ("Dispute"), you and Blizzard agree to first attempt to negotiate any Dispute (except those Disputes expressly provided below) informally for at least 30 days before initiating any arbitration or court proceeding. Such informal negotiations commence upon written notice from one



person to the other. Blizzard will send its notice to your billing address and email you a copy to the email address you have provided to us. You will send your notice to Blizzard Entertainment, Inc., P.O. Box 18979, Irvine CA 92623, attn: Legal Department.

B. Binding Arbitration. If you and Blizzard are unable to resolve a Dispute through informal negotiations, either you or Blizzard may elect to have the Dispute (except those Disputes expressly excluded below) finally and exclusively resolved by binding arbitration. Any election to arbitrate by one party shall be final and binding on the other. **YOU UNDERSTAND THAT ABSENT THIS PROVISION, YOU WOULD HAVE THE RIGHT TO SUE IN COURT AND HAVE A JURY TRIAL.** The arbitration shall be commenced and conducted under the Commercial Arbitration Rules of the American Arbitration Association ("AAA") and, where appropriate, the AAAs Supplementary Procedures for Consumer Related Disputes ("AAA Consumer Rules"), both of which are available at the AAA website www.adr.org. The determination of whether a Dispute is subject to arbitration shall be governed by the Federal Arbitration Act and determined by a court rather than an arbitrator. Your arbitration fees and your share of arbitrator compensation shall be governed by the AAA Rules and, where appropriate, limited by the AAA Consumer Rules. If such costs are determined by the arbitrator to be excessive, Blizzard will pay all arbitration fees and expenses. The arbitration may be conducted in person, through the submission of documents, by phone or online. The arbitrator will make a decision in writing, but need not provide a statement of reasons unless requested by a party. The arbitrator must follow applicable law, and any award may be challenged if the arbitrator fails to do so. Except as otherwise provided in this License Agreement, you and Blizzard may litigate in court to compel arbitration, stay proceeding pending arbitration, or to confirm, modify, vacate or enter judgment on the award entered by the arbitrator.

C. Restrictions. You and Blizzard agree that any arbitration shall be limited to the Dispute between Blizzard and you individually. To the full extent permitted by law, (1) no arbitration shall be joined with any other; (2) there is no right or authority for any Dispute to be arbitrated on a class-action basis or to utilize class action procedures; and (3) there is no right or authority for any Dispute to be brought in a purported representative capacity on behalf of the general public or any other persons.

D. Exceptions to Informal Negotiations and Arbitration. You and Blizzard agree that the following Disputes are not subject to the above provisions concerning informal negotiations and binding arbitration: (1) any Disputes seeking to enforce or protect, or concerning the validity of, any of your or Blizzard's intellectual property rights; (2) any Dispute related to, or arising from, allegations of theft, piracy, invasion of privacy or unauthorized use; and (3) any claim for injunctive relief.

E. Location. If you are a resident of the United States, any arbitration will take place at any reasonable location convenient for you. For residents outside the United States, any arbitration shall be initiated in the County of Los Angeles, State of California, United States of America. Any Dispute not subject to arbitration (other than claims proceeding in any small claims court), or where no election to arbitrate has been made, shall be decided by a court of competent jurisdiction within the County of Los Angeles, State of California, United States of America, and you and Blizzard agree to submit to the personal jurisdiction of that court.

F. Governing Law. Except as otherwise set forth herein, this License Agreement shall be governed by, and will be construed under, the Laws of the United States of America and the law of the State of Delaware, without regard to choice of law principles. The application of the United Nations Convention on Contracts for the International Sale of Goods is expressly excluded. For our customers who purchased a license to the Game in, and are a resident of, Canada, Australia, Singapore, or New Zealand, other laws may apply if you choose not to agree to arbitrate as set forth above; provided, however, that such laws shall affect this Agreement only to the extent required by such jurisdiction. In such a case, this Agreement shall be interpreted to give maximum effect to the terms and conditions hereof. If you purchased your license to the Game in New Zealand, and are a resident of New Zealand, The New Zealand Consumer Guarantees Act of 1993 ("Act") may apply to the Game and/or the Service as supplied by Blizzard to you. If the Act applies, then notwithstanding any other provision in this License Agreement, you may have rights or remedies as set out in the Act which may apply in addition to, or, to the extent that they are inconsistent, instead of, the rights or remedies set out in this License Agreement. Those who choose to access the Service from locations outside of the United States, Canada, Australia, Singapore, or New Zealand do so on their own initiative and are responsible for compliance with local laws if and to the extent local laws are applicable.

G. Severability. You and Blizzard agree that if any portion Section 14 is found illegal or unenforceable (except any portion of 14(D) that portion shall be severed and the remainder of the Section shall be given full force and effect. If Section 14(D) is found to be illegal or unenforceable then neither you nor Blizzard will elect to arbitrate any Dispute falling within that portion of Section 14(D) found to be illegal or unenforceable and such Dispute shall be decided by a court of competent jurisdiction within the County of Los Angeles, State of California, United States of America, and you and Blizzard agree to submit to the personal jurisdiction of that court.

15. Miscellaneous. 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 WoW Terms of Use. 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. The provisions of Sections 3, 4, 10-12, 14 and 15 shall survive the termination of this Agreement for any reason. If any provision of this Agreement is found to be unenforceable, that provision shall be severed and the remainder of the Agreement shall be given full force and effect.