

EXPANSION SET

# WORLD OF WARCRAFT

THE BURNING CRUSADE



GAME MANUAL

**BILZARD**  
ENTERTAINMENT



WELCOME BACK TO THE WORLD OF WARCRAFT!

## Blizzard Entertainment

P.O. Box 18979, Irvine, CA 92623  
(800) 953-SNOW Direct Sales  
(949) 955-0283 International Direct Sales  
(949) 955-1382 Technical Support  
(800) 59-BLIZZARD Billing and Account Services  
<http://www.blizzard.com> World Wide Web  
[wowtech@blizzard.com](mailto:wowtech@blizzard.com) Technical Support  
[billing@blizzard.com](mailto:billing@blizzard.com) Billing and Account Services

### 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

**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 Pentium 3 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 VRAM 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.blizzard.com/support/wow/?id=aww0830p>

**Sound:** DirectX-compatible sound card. **Install Size:** 10 gigabytes of 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 onscreen 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 onscreen 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, 1GB DDR RAM is recommended.

**Video:** ATI or NVIDIA graphics processor with 32MB VRAM, 64MB VRAM recommended.

**Controls:** A keyboard and mouse are required. Input devices other than a mouse and keyboard are not supported. **Install Size:** 10 gigabytes of 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:** System requirements are subject to change after purchase.

## 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 Video Card Information page on our support website for links to the most common hardware vendors at:

<http://www.blizzard.com/support/wow?id=aww0830p>

### 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/wow?id=agi0371p>

## 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/wow/>



## 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.worldofwarcraft.com/support>

### Email Support

You can email the Technical Support department at any time at [wowtech@blizzard.com](mailto:wowtech@blizzard.com). Under normal circumstances you will receive an automated reply within 15 minutes, detailing solutions to the most common problems. Typically a second email will be sent to you 24 to 72 hours later. This email will contain a more detailed solution to your particular problem or question.

### Automated Phone Support

Our automated phone support is offered 24 hours a day, 7 days a week and has an 80% success rate at addressing the most common questions and concerns. To use this automated phone support, please call (949) 955-1382. Automated support carries no charge beyond any normal long-distance charges from your phone company for calls outside of your local area.

### Live Phone Support

We offer live phone support Monday through Friday 9 A.M. to 6 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 of your local area.

### NO GAME-PLAY 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.worldofwarcraft.com/support>

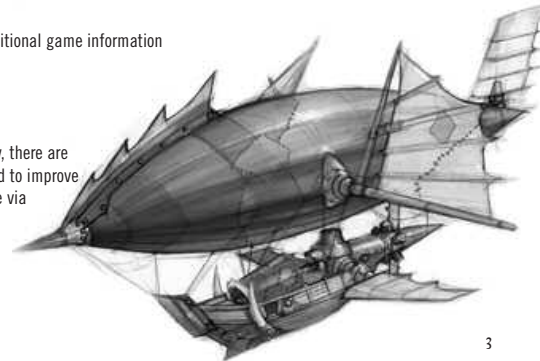
### Game Hints

If you are seeking a game tip, hint, or additional game information for *World of Warcraft*, please visit:

<http://www.worldofwarcraft.com>

### 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 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 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.worldofwarcraft.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 Friday 9 A.M. to 6 P.M. PST (Hours may be extended due to peak workloads). This form of support carries no charge other than any normal long distance charges from your phone company for calls outside of your local area.

**NO GAME-PLAY HINTS WILL BE GIVEN THROUGH THIS NUMBER.**

You can contact us by email at [billing@blizzard.com](mailto:billing@blizzard.com) or by phone at:

**1-800-59-BLIZZARD (1-800-592-5499)**



## 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 bloodthirsty, diabolical Soulflayer 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 qiraji stirred once again. Empowered by the Old God C'Thun, 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: Thrall'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 peace. 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.

Furthermore, 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 tightly 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 draenei.

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'zhul'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 Quel'Thalas.

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 Quel'Thalas. 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 Quel'Thalas 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 styles or the different roles their classes can fulfill.

## SOCKETED ITEMS

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.worldofwarcraft.com/info/professions/jewelcrafting.html>

<http://www.worldofwarcraft.com/info/items/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.

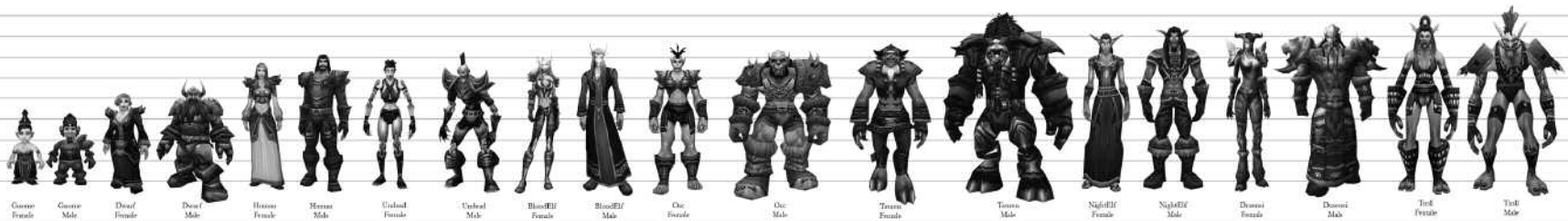
In the second mode, level-70 players can compete in the Steamwheelle Cartel's gladiatorial games as a "registered team." This mode is based on a ladder system with play "seasons"; each season lasts three months. At the end of each week, player performance is rated, and arena points are awarded. These 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.worldofwarcraft.com/pvp/arena/>



## 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 various 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 special flying mounts that will be extremely rare even among the most powerful characters.

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.worldofwarcraft.com/info/basics/flyingmounts/>





# CREDITS

## Game Design

Blizzard Entertainment

## Executive Producer

Frank Pearce

## Art Director

Justin Thavirat

## Creative Director

Chris Metzén

## 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 Gibson-Wingé  
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 Chernobief  
Alec Dunn  
Mike Elliot  
Bob Fitch  
Monte Krol  
John Lafleur  
Chris MacDonald  
Pat MacKellar  
Nate Miller  
Aimee Pai  
Kyle Radue  
Dan Reed  
Pete Sandrene  
Michael Starich  
Tom Thompson

## 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.  
Eric Browning  
Jamie Chang  
Jeff Chang  
Wendy Davis  
Rutherford Gong  
Jeremy Graves  
Kevin Griffith  
Kevin K. Griffith  
Jimmy Lo  
Andrew Matthews  
Chris Ryder  
Tiffany Sirignano  
Rhett "Stash" Torgoley  
Holly Wilson

## Exterior Environment Artists

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

## Character Artists

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

## Additional Art

Stephen Crow  
Samwise Didier  
Allen Dilling  
Brett Dixon  
Roger Eberhart  
Sam Fung  
Phill Gonzalez  
Jay Hathaway  
Brian Hsu  
Trevor Jacobs  
Dana Jan  
Aaron Keller  
Michael McInerney  
Matt Milizia  
Matt MocarSKI  
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 DeMeza  
Eric Dodds  
Geoff Goodman  
Kevin Jordan  
Jonathan LeCraft  
Eric Maloof  
Scott Mercer  
Pat Nagle  
Steven Pierce  
Brianna Schneider  
Joe Shely  
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, Michael  
Schweitzer, Alex Sun, Blaine Whittle

## Battle.net Lead

Matthew Versluis

## 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 Abeysa, Taka Yasuda,  
Angela Young

## Cinematic Writers

Jeff Chamberlain, Chris Metzén,  
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

Jared Keller

## Cinematic Artists

Jonathan Berube, Aaron Chan,  
Ben Dai, Joe Frayne, Hunter Grant,  
Jason Hill, Brian Huang, Tyler  
Hunter, Sheng Jin, Jeremiah  
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 Uelmen

## Additional Music

Brian Farr, David Arkenstone

## Voice Casting

Bill Black

## Voice Direction

Micky Neilson

## 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**

Joeyray Hall

**Video Production Team**

Terran Gregory, Tristan Pope,  
Brandon Vanderpool

**Quality Assurance Manager**

Michael Gilmartin

**Quality Assurance Assistant Managers**

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

**QA Lead Tester (Expansion)**

Shawn Su

**QA Lead Tester (Live)**

Michele Arko

**QA Assistant Leads (Expansion)**

Timothy Ismay, Michael Schwan Jr.,  
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, Ian 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, Tengying Yu

**QA Localization Lead**

Jin Kim

**QA Localization Testers**

Steven Chow, Mike Euisseung 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, Casey Fulton,  
Jon 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., Jonathan K. Mason,  
Lewis Mendez, Jason Messenger,  
Christopher J. Mountain, Mark  
Nelson, Arec Nevers, Anthony Notti,  
Serban Mihai Oprescu, Kurtis  
Paddock, Justin K. Parker, Bryan  
Pendleton, Art Peshkov, Albert  
Portillo, Mike Powell, Dustin  
Rommel, Anthony Reyes,  
Sean Reyes, 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

**Assistant Billing & Account****Services Manager**

Charlie Areson

**Lead Billing Representatives**

Mike R. Pierce, Alan Marti

**Billing Representatives**

Anne Marie Belland, Marcus  
Bishop, Eryn Caldwell, Jennifer  
Caldzada, Nicole Campbell, Jason  
Crawze, Quy Diep, Stephen Gagnon,  
James Garner, Leah Garner, Iain  
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 Vineyard, Ted Wang, Jason  
White, Rory Wood, Ian Wynne

**In-Game Support Manager**

Bill Galely

**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,  
Alyson 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 Garvin, 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

**President of Blizzard****Entertainment**

Mike Morhaime

**Chief Operating Officer**

Paul Sams

**VP of Global Business Development and International Operations**

Itzik Ben Bassat

**Management Team, Europe**

Anne Berard, Julia Gastaldi,  
Delphine Le Corre, Frédéric Menou,  
Jean-Michel Courivaud, Benoît  
Dufour, Cédric Maréchal

**Managing Director, Korea**

Jungwon Hahn

**Management Team, Korea**

Richard Choi, Yungoo 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**

Jon 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, Julien Mariani,  
Hung Nguyen, Duffy Squier,  
Gary Yeh

**Network Operations Engineering**

Armando Abanilla, Andy Barcinski,  
Jeff Berube, Joseph Cochran,  
Alexander Dauriskikh, Matt  
Eagleson, Dwight Harvey, Adrian  
Luff, Dat Nguyen, Stefan Ward,  
Albert Wong, Jaime Wood,  
Ryan Zapanta

**Network Operations Administration**

Gandalf Brahm, Nick Downs,  
Maciej Drobnij, Ryan Gunst,  
Tom Hicks, Joseph Holley, Gichang  
Hong, Mourad Kaci, Erik Karlsson,  
Minhng Kim, Dustin Koupal, Jay  
Lee, Matt McEligot, Kai Noetzel,  
Gary Reeb, Mike Schaefer, Andrew  
Spiering, Thierry Sudan, Casey  
Suyeto, Stephen T. Wong, Hugh  
Todd, Anthony Williams, Ty Williams

**Network Operations**

Charlie Beraman, 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 Fajardo,  
Yong Yoon

**Information Technologies**

Forrest Bowling, Edward Bui,  
Robert Bustamante, Hyungsook Choi,  
Ryan Dean, John Dos Santos,  
Chris Eckert, Stanley Fu, Justin  
Goad, Don Grey, Scott Harrison,  
Brian Hill, Matthew Jordan, Yan  
Kahlé, Rick Kennedy, JungHoon Kim,  
Jaemin Ko, Mike Kramer,  
Randy Lovin, Bryan Ludwig,  
Zak Meekins, Danny Nguyen,  
François Noel, Mike Pearce,  
John Robertson, Taylor Russ,  
Bill Tubbs

**Information Technologies**

**Purchasing**  
Greg Faltersack

**Director of Global Human Resources**

Denise Dunlap

**Human Resources**

Erika 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  
Shepherd, Henry Szekely

**Director of Global**

**Public Relations**  
Lisa Jensen

**Global Public Relations and Events Team**

Elisha Factor Cabrera,  
Bob Colayco, 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**

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

**Marketing Creative Services**

Kathy Carter, Michael Freeth,  
Zachary Hubert, Henry Pan,  
Steve Parker, Pete Tran,  
Caroline Wu

**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 produced by:**

Edo Guidotti

**Orchestration Services on****“The Burning Legion” provided by:**

Danita Ng-Poss  
Jason Poss

**Duduk, Bansuri, Tunisian Midjwiz, Shakuhachi and Flutes**

**performed by:**  
Pedro Eustache

**Hand Drums performed by:**

John Bergamo

**Cinematic Intro Sound Designers**

David Farmer (EAD),  
Paul Menichini (EAD)

**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

**Special Thanks**

Bruce Hack  
Bob & Jan Davidson

**ADDITIONAL THANKS**

Kaeo Milker  
Theo Sanders  
Gina MacGregor  
Alan Dabiri  
Celeste Aviva, bunches  
Trudy, Gary, Daniel &  
Dominic Sparks  
Len “Pops” and Irene Sparks  
Jean and George Matthews  
Kacy <3  
Mrs. Karen Barris  
Julia Barris  
Helkat  
Mr. Bojangles  
Sandra Webb  
Paul (Mr.) Young  
Ferre Akbarpour  
To M.A. Afrasiabi, you'll always be  
missed  
Wendy and Cooper Aello  
Angelista, Colin, and Emi  
The Kaplan Family  
Grace and Mehley  
Hoiyan “Tracy” To  
Daifei  
Jen, Ben, and Mykenna  
The Korean BBQ crew  
Pooka, for all her advice and  
support  
Claudia and Alanna Guerrero  
Stephanie Rainwater  
Izabel Rainwater  
Yasmin Wood  
Robin Wood  
Rainei  
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 & Lucy  
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 Day  
Phillip Bossant  
Meeshe Chan  
Kevin Ken Lee  
Frances Lin and family  
Grandma and Grandpa Mencer  
Linda Chen  
JEND  
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 Army  
Lauren Squier  
Karee 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.)  
Corinna “soon to be” Thavirat

**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!**



**WORLD OF WARCRAFT® END USER LICENSE AGREEMENT**  
**IMPORTANT! PLEASE READ CAREFULLY.**

BY INSTALLING, COPYING, OR OTHERWISE USING THE GAME (DEFINED BELOW), YOU AGREE TO BE BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, YOU ARE NOT PERMITTED TO INSTALL, COPY, OR USE THE GAME. IF YOU REJECT THE TERMS OF THIS AGREEMENT WITHIN THIRTY (30) DAYS AFTER PURCHASING THE GAME, YOU MAY CALL (800)757-7707 TO REQUEST A FULL REFUND OF THE PURCHASE PRICE.

This software program, and any files that are delivered to you by Blizzard Entertainment, Inc. (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 Manual (collectively, with the "Game Client" defined below, the "Game") is the copyrighted work of Blizzard Entertainment, Inc. or its licensors (collectively referred to herein as "Blizzard"). Any and all uses of the Game are 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, modification or distribution of the Game not expressly authorized by the terms of the License Agreement is expressly prohibited.

**1. Grant of a Limited Use License.** If you agree to this License Agreement, computer software (hereafter referred to as the "Game Client") will be installed onto your hardware. If your hardware meets the minimum requirements, the installation of the Game Client will enable you to play the Game by accessing your account with the Service (your "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. All use of the Game Client is subject to this License Agreement and to the Terms of Use agreement, both of which you must accept before you can use your Account to play the Game.

**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.worldofwarcraft.com/legal/termsofuse.shtml>. If you do not agree with the Terms of Use, then (a) you may not register for an Account to play the Game, and (b) you may call (800)757-7707 within thirty (30) days after the original purchase to arrange to return the Game and to request a full refund of the purchase price. Once you accept the License Agreement and the Terms of Use, you will no longer be eligible for a refund.

**3. Ownership.**

A. 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.

B. You may permanently transfer all of your rights and obligations under the License Agreement to another 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.

**4. Responsibilities of End User.**

A. Subject to the license granted hereunder, you may not, 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, 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 the 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. You agree that you shall not, under any circumstances,**

- (i) sell, grant a security interest in or transfer reproductions of the Game to other parties in any way not expressly authorized herein, nor shall you rent, lease or license the Game to others;
- (ii) exploit the Game or any of its parts, including without limitation the Game Client, for any commercial purpose,

including without limitation use at a cyber cafe, 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 without limitation unauthorized network play over the Internet, network play utilizing commercial or non-commercial gaming networks, or as part of content aggregation networks; or

(iv) facilitate, create or maintain any unauthorized connection to the Game or the Service, including without limitation any connection to any unauthorized server that emulates, or attempts to emulate, 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 other than those expressly provided by Blizzard for public use.

**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, INCLUDING WITHOUT LIMITATION ANY "ADDON," "MOD," "HACK," "TRAINER," OR "CHEAT," THAT IN BLIZZARD'S SOLE DETERMINATION: (i) ENABLES OR FACILITATES CHEATING OF ANY TYPE; (ii) ALLOWS USERS TO MODIFY OR HACK THE GAME INTERFACE, ENVIRONMENT, AND/OR EXPERIENCE IN ANY WAY NOT EXPRESSLY AUTHORIZED BY BLIZZARD; OR (iii) INTERCEPTS, "MINES," OR OTHERWISE COLLECTS INFORMATION FROM OR THROUGH THE GAME. 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 THE UNAUTHORIZED THIRD PARTY PROGRAM WAS DETECTED; 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. In such event, 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. Upon termination of this Agreement for any reason, all licenses granted herein shall immediately terminate.

**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 or consent 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 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 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 reserves the right, at its sole discretion, to change, modify, add to, supplement or delete any of the terms and conditions of this License Agreement when Blizzard upgrades the Game Client, effective upon prior notice as follows: Blizzard will post notification of any such 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 such other notice as Blizzard may elect in its sole discretion. 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. Your installation and use of any updates or modifications to the Game or your continued use of the Game following notice of changes to this Agreement will demonstrate your acceptance of any and all such changes. 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. You have no interest, monetary or otherwise, in any feature or content contained in the Game.

#### **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 AAA's Supplementary Procedures for Consumer Related Disputes ("AAA Consumer Rules"), both of which are available at the AAA website [www.adr.org](http://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 expressly provided otherwise, 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 choose not to agree to arbitrate as set forth above, and in such an event, 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 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 by clicking "Accept" or installing the Game Client I am acknowledging my agreement to be bound by the terms and conditions of this License Agreement.

© 2003-2006 Blizzard Entertainment, Inc. All rights reserved. The Burning Crusade is a trademark, and Warcraft, World of Warcraft, and Blizzard Entertainment are registered trademarks of Blizzard Entertainment, Inc.

