

WORLD OF WARCRAFT

# 魔兽世界

巫妖王之怒

进入《魔兽世界》的  
全新篇章！

## 开始游戏

### 系统配置要求

运行系统：Windows XP (Service Pack 3), Windows Vista (Service Pack 1)

处理器：最低配置：Intel Pentium 4 1.3 GHz 或 AMD Athlon XP 1500+

推荐配置：双核处理器，如 Intel Pentium D 或 AMD Athlon 64 X2

内存：最低配置：512MB 内存 (VISTA 用户需 1GB 内存)

推荐配置：1GB 内存 (VISTA 用户需 2GB 内存)

显卡：最低配置：拥有硬件 T & 功能的 32MB 显存 3D 显卡

如 ATI Radeon 7200 或 NVIDIA GeForce 2 或更高性能显卡

推荐配置：拥有顶点及像素着色功能的 128MB 显存 3D 显卡

如 ATI Radeon X1600 或 NVIDIA GeForce 7600 或更高性能显卡

声卡：(PC) 可兼容 DirectX 的声卡

### 安装指南

请将《巫妖王之怒》的 DVD 光盘放入您的 DVD-ROM。如果您的电脑开启了自动播放功能，您的 WINDOWS 桌面上将自动跳出安装窗口。点击“安装《巫妖王之怒》”按钮，并按照屏幕上的引导操作，即可将《巫妖王之怒》安装到您的硬盘上。如果安装窗口没有出现，请打开“我的电脑”，并双击您的 DVD-ROM 卷标将其打开。然后双击 DVD-ROM 中的 INSTALL.EXE 图标，并按照屏幕上的引导安装《巫妖王之怒》。

### 安装 DirectX

您需要安装 DirectX 9.0c 后才能运行《巫妖王之怒》。在安装游戏时，如果您没有安装最新版本的 DirectX 9.0c，程序将提示您安装 DirectX。

### 全平台

操作：您需要配备键盘和鼠标。游戏不支持键盘和鼠标以外的输入设备。

连网功能：您需要配备键盘和鼠标。游戏不支持键盘和鼠标以外的输入设备。

鼠标：推荐使用带滚轮的多键鼠标

硬盘空间：至少拥有 12GB 硬盘空间

显卡：请访问以下链接查看游戏支持的所有 3D 显卡列表：

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

\* 注意：由于未来可能出现的程序变动，本游戏的最低系统配置要求可能会随之变化。

### 警告 - 癫痫症

电子游戏中出现的光带、闪光或其他影像可能会引发少数人群的癫痫或昏迷症状。如果您有癫痫病史，请在安装及游戏前咨询您的医生。即使没有癫痫病史的人群也可能在观看电子游戏时产生癫痫症状。癫痫可能会引发以下症状：视觉混乱、惊厥、定向混乱、眼球或肌肉抽搐、无意识行动或失去行动能力。如果您出现以上症状，请立即停止游戏，并向医生咨询。本游戏的儿童玩家在游戏过程中，需由父母或监护人近距离监护。如果您的孩子出现以上症状，请立即制止其游戏并向医生咨询。

## 故障处理

如果您在运行《巫妖王之怒》时遇到任何问题，请先阅读最新的文件和补丁说明文档。以上文件将详细列出游戏的最新修改和最近修正的错误。您的问题及解决办法可能已经列入其中。在许多情况下，运行中出现的错误都是由于缺少最新的驱动程序。在向暴雪娱乐请求技术支持前，请确定所有硬件已经更新到了最新的驱动程序。

## 常见故障处理

### 常见的死机 / 图像问题

如果您的电脑出现在没有报错的情况下死机，在游戏运行时自动重启，无法运行，或出现任何的图像显示问题，请先确认您的显卡是否更新到了最新的驱动程序。请与您的硬件供应商联系以获取最新的驱动程序，或者访问暴雪娱乐的支持网站，在显卡页面上查找常见硬件商的链接，地址如下：

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

### 声音问题

如果您的游戏出现音效混乱，周期性的音乐丢失，严重的噪音、啸叫或爆裂声，请确认您的系统是否已安装了最新版本 Direct X。同时，请确认您的声音播放设备是否支持最新版本的 Direct X。请与您的硬件供应商联系以获取最新的驱动程序，或者访问暴雪娱乐的支持网站，在驱动更新信息页面上查找常见硬件商的链接，地址如下：

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

## 技术支持联系

### 电话支持

我们为用户提供 7 \* 24 小时的人工电话支持，且年终无休。您可致电 0 21 - 5 1 1 8 9 9 9 9 与我们的客户服务人员联系。除您在当地拨出电话所需支付通话时间费用，本服务不收取任何额外的话费。

本服务不包含任何游戏内容方面的提示。

请在致电技术支持人员前先阅读我们的故障处理章节，并在通话过程中尽量留在您的电脑前。

### 游戏提示

如果您需要《魔兽世界》的游戏指南、提示或其他游戏信息，请访问以下网址下网址：<http://www.wowchina.com>

### 游戏表现

如果您的游戏运行缓慢或很卡，可通过调整部分游戏选项来提升游戏的运行效率。您可在视频选项菜单中找到相关选项。选择较低的分辨率、降低可视距离、法术细节和环境细节都可以明显改善游戏的运行效率。





## 开始游戏

成功安装《魔兽世界：巫妖王之怒》后，您可以双击桌面上的《魔兽世界：巫妖王之怒》图标进入游戏。您也可以通过“开始”菜单（PC）进入游戏。开始游戏后，您将进入账号输入界面。选择同意《使用条款》（见下）后，您将在屏幕中间看到一个空白的账号名和密码输入界面。在相应区域输入您的账号和密码以后，请点击“登陆”按钮。现在您可以开始体验《魔兽世界：巫妖王之怒》了。

\* 注意：暴雪娱乐的员工绝对不会向您索要账号密码。

## 网络连接

作为一款大型多人在线角色扮演类游戏，《魔兽世界》在网络环境下运行，没有线下内容。您必须拥有可用的网络连接才能玩到这款游戏。在您每月的《魔兽世界》使用费之外，暴雪不对您的网络服务供应商可能向您收取的费用负责。

## 使用条款协议

在您第一次载入《魔兽世界：巫妖王之怒》时，在进入账号输入界面前将首先看到《使用条款协议》。您必须完整阅读该协议并点击“同意”按钮后，才能进入游戏。“同意”按钮一开始显示为灰色，不能点击，您必须将协议内容卷动到底端才可以点击“同意”。如果您拒绝接受《使用条款》，您将不能进入游戏。一旦《使用条款协议》有任何更新，您下次进入游戏时它都会再次出现。您必须重新阅读协议并再次同意才能进入登陆界面。

## 支付方式

您可以通过购买点卡来支付游戏费用。更多信息请参考：

<http://www.wowchina.com>

## 帐号和支付问题

如果您在为您的《魔兽世界》账号进行支付的时候遭遇了以下问题，请联络账号及支付服务部门。我们的客户服务人员将会帮助您解决以下问题：

- 支付相关的问题
- 注册或设置账号的问题
- 取回账号或密码的问题
- 删除账号的问题
- 重新恢复已删除账号的问题

我们具备每周7天，每天24小时的电话呼叫中心。

使用此类服务，除了您必须支付给电信服务商的

电话及长话费用外，您不需要额外付费。

此服务不提供任何游戏攻略方面的信息。

您可以通过电子邮件地址

或电话号码 (021)51189999 联系客户服务。

## 变革之风： 从黑暗的地平线驶向希望的灯塔

自从联盟和部落的英雄跨过黑暗之门，已经过去了一整年。

曾被称作德兰诺的外域本是德莱尼人和兽人的故乡。在抵达艾泽拉斯世界并加入联盟后不久，德莱尼人就开始游说新的盟友前往黑暗之门另一侧的破碎世界。

与此同时，血精灵也敦促部落盟友前往他们爱戴的王子——凯尔萨斯·逐日者所在的位面。凯尔萨斯王子也做出回应，召唤他的子民前往外域，并承诺他们将得到解放和救赎。

于是艾泽拉斯世界的冒险者纷纷涌向这片破碎的土地。但血精灵很快发现，凯尔萨斯王子承诺的救赎只是一个谎言，他一心只想实现自己的可怕目标。而他们所憧憬的天堂其实是一个战火纷飞的危险国度。

外域的英雄决定挫败王子的阴谋，他们成功地击败了他，并计划推翻外域的邪恶统治者：背叛者伊利丹。他们首先打败了伊利丹的主要帮凶纳迦女王瓦丝琪。接着，倍受鼓舞的勇士攻破了黑暗神殿的大门，与伊利丹展开激战。经过一场艰苦卓绝的战斗，他们杀死了背叛者，将外域从他的残酷统治下解放了出来。

在征战外域的过程中，艾泽拉斯世界的兽人重新与玛格汉氏族建立了联系。玛格汉氏族由著名的格罗姆·地狱咆哮之子——加尔鲁什·地狱咆哮统领，一直保留着兽人失落的传统，或许它将引导部落找回逝去的荣耀。

对德莱尼人而言，重返外域则意味着他们有机会夺回家园，向昔日的仇敌复仇，并且探访那些留在外域的族人的命运。

在艾泽拉斯世界，来自各个种族的冒险者齐聚时光之穴，想要阻止永恒之龙入侵时间流，改写脆弱的历史。

在血精灵王国奎尔萨拉斯，昔日的仇敌卷土重来。巨魔首领祖尔金对兽人在第二次战争中将他流放的事怀恨在心，加上部落与血精灵结盟，促使他将矛头对准了往日的盟友。在祖阿曼的城墙后，祖尔金指使妖术领主玛拉卡斯将上古野兽之神的灵魂注入巨魔战士体内。

无畏的英雄再次前往奎尔萨拉斯，与恐怖的巨魔军队作战。在一场残酷的战斗后，奎尔萨拉斯的中心，太阳之井的旧址上闪烁出最明亮的希望之光。

经历外域的失败后，侥幸逃得一命的凯尔萨斯返回精灵的力量之源——太阳之井的废墟上。他出人意料地与燃烧军团的恶魔公开合作，试图依靠太阳之井的魔法将恶魔领主基尔加丹召唤到这个世界来。

联盟和部队的军队再次联合起来，击败了几几乎不可战胜的基尔加丹，再次从军团的燃烧远征中解救了艾泽拉斯世界。取得胜利后，德莱尼先知维伦利用圣光的力量净化了传说中的太阳之井。

随着太阳之井的重生，血骑士——曾以圣光为武器的血精灵圣骑士决定占有它并为自己铸造一个新的身份，从而带领他们的子民走向美好的未来。

这所谓的美好未来能否实现，恐怕要打上个问号了。因为在遥远的冰雪荒原上，一股异常强大的黑暗力量正在苏醒……



## 诺森德：世界的屋脊

很久以前，在大灾变还没有发生的时候，一支名为安其拉的邪恶虫族与野蛮的巨魔展开了一场激烈的战斗。巨魔将安其拉帝国一分为二。逃往北方荒地的安其拉部队建立了艾卓·尼鲁布王国，并最终演化成蛛怪一族。

蛛怪在北方发现了另一个文明：从巨人演化而来的维库人。但是当这个野蛮的种族进入地底沉睡后，维库人的城堡和村庄沦为荒芜的废弃之地。

在大灾变中，冰封的北方大陆断裂形成一块名为诺森德的新大陆。虽然蛛怪帝国就此与世隔绝，但他们依然不断繁衍壮大……直到巫妖王到来并发动了蜘蛛之战。

恶魔领主基尔加丹赋予了巫妖王强大的力量，命令他散播亡灵瘟疫，同时却将他的灵魂封印在寒冰中，这块寒冰也就是著名的冰封王座。

蜘蛛之战持续了数年，蛛怪最终败在巫妖王手中。第三次战争随即爆发，之后阿尔萨斯打破了冰封王座，与巫妖王融合为一体。

巫妖王再次陷入沉思后，诡异的安静笼罩了那座恐怖的城堡——寒冰皇冠。即便如此，生命依然顽强地在这片原始大陆上繁衍。

长久以来一直被人们遗忘的远古龙族——始祖龙出现了北方的浓雾中。一些顽强的种族，如牦牛人和海象人，也在灾难中得以存活。甚至连达卡莱冰霜巨魔也在这片严酷的土地上占据了一席之地。

就在诺森德各种族似乎达成了某种微妙的平衡时，巫妖王从冰封王座苏醒了。他派出天灾军团横扫整块大陆，摧毁所遇到的一切障碍。很快，沉睡中的维库人也苏醒了，从古老的乌特加德城堡涌出，准备征服世界。

蛰伏已久的蓝色

守护巨龙玛里苟斯再次显身，对所有使用魔法的凡人展开了攻击。此次冲突激怒了红龙军团，引发了大范围的混乱。

部落和联盟都对天灾军团的威胁作出了回应，分别在北风苔原和嚎风峡湾建立了基地。直到现在，双方阵营仍然在招募将士。所有人都意识到，与巫妖王的决战即将打响。

一旦战败，艾泽拉斯世界的所有生命恐怕都会被毁灭。





## 死亡骑士：巫妖王的追随者

死亡骑士是强大的天灾战士，他们以符文剑为武器。第一个，也是最强大的死亡骑士就是阿尔萨斯王子。

与古尔丹早年创造的死亡骑士不同，新一代的死亡骑士来自各个阶层，主要由背弃信仰的人组成，他们将自己的灵魂出卖给巫妖王以换取永生。在战斗中倒下的死亡骑士很快就会复活，继续为他们的主人效劳。

自从阿尔萨斯打碎冰封王座，与巫妖王融合以来，死亡骑士的力量和怒火与日俱增。现在，这些不知疲倦的骑士正急切地盼望着巫妖王的命令，准备再次向艾泽拉斯世界倾泻他们的怒火。

## 英雄职业：死亡骑士

在《魔兽世界：巫妖王之怒》即将引入的诸多新内容中，首个英雄职业——死亡骑士无疑是最激动人心的内容之一。

任何人都不能信任这些堕落的战士。他们能同时使用锋利的武器和黑暗符文法术，并将敌人的尸体变成食尸鬼，控制他们为自己战斗。除了在第二和第三次战争中出现过的致命法术，如死亡缠绕和死亡凋零，死亡骑士还拥有一系列的灵气技能。死亡骑士可以根据当前形势，随时激活一种与其能力最匹配的灵气。

死亡骑士的力量来自于三种符文——鲜血、冰霜和邪恶。符文可以根据需要定制和使用。法术按照不同组合和比例消耗符文，这使得死亡骑士的玩法和其他职业大不相同。

在您响应黑暗的召唤之前，您必须先拥有一个55级或更高等级的角色。然后您才能够在该角色所在的服务器上创建一个55级的死亡骑士。

请访问以下网址，了解死亡骑士这一英雄职业的详细信息：

<http://www.wowchina.com>





## 等级上限提高：迈进80级

对那些经历过外域的大风大浪，已是万众景仰的英雄们，《魔兽世界：巫妖王之怒》再次为他们带来了新的冒险机会。

为了打败巫妖王的爪牙，应对诺森德的种种危险，冒险者们需要将自身等级从70级提高到80级。

那些顽强面对重重危机的勇士将获得之前难以想象的强大力量，掌握远胜于低级冒险者的新技能、天赋和能力。同时，他们也需要这种力量迎接又一个挑战，获取艾泽拉斯世界最珍贵的宝藏。

刺骨的寒风拂面而来，召唤您渡过冰冷的大海前往诺森德。您准备好了吗？

## 全新专业技能：铭文

铭文将提供给玩家一种全新的、提高角色能力的途径：直接强化他们的法术和能力。

学习这种专业技能的角色可以制造铭文，这种物品可以对技能使用，使其强化。使用不同种类的铭文会产生不同的效果，如增加伤害或治疗量，提高暴击率和减少施法时间。

每个技能只能用铭文强化一次，并将影响到该技能的所有等级。

依靠铭文，玩家将拥有更多的对角色进行个性化调整的机会，使他们的角色更加符合自己的游戏方式，或在队伍或团队中担当不同的角色。

请访问以下网址，了解铭文这一新专业技能的详细信息：

<http://www.wowchina.com>

## 火爆的 PVP：

### 攻城武器和可破坏的建筑

由于部落和联盟之间的摩擦不断，双方阵营间的军备竞赛不可避免地升级到了新的阶段。

在参加《魔兽世界：巫妖王之怒》的 P v P（玩家对玩家）时，您可以操作攻城武器，如投石车或弩车。您可以把这些器械开到最需要的地方，利用它们强大的杀伤力将敌人的建筑夷为平地。

为了保证战斗的激烈程度，我们将在诺森德开辟一个专门的户外地图——冬拥湖，用于大规模的 P v P 战斗。在这里，双方阵营都必须达成某些目标。在这一地区获胜将为您所属的阵营带来巨大的收益，这将保证双方都努力战斗。

请访问以下网址，了解《魔兽世界》P v P 系统的更多精彩新内容：

<http://www.wowchina.com>

### 更多精彩内容：

#### 理发店，徽章，日程表和成就系统

相比《魔兽世界》，《巫妖王之怒》的玩家可以享受到大量的改良功能。

如果您对自己的外表感到厌倦了，可以到理发店里做个新发型。您可以理出刺猬头、“胭脂鱼”头或者干脆剃个光头——随您喜欢。

各种不同的徽章将不再占用您的背包空间。您的角色界面将出现一个新标签，所有的徽章都将以货币的计算形式显示在该标签下。您甚至可以将某种徽章标记为主要目标，便于查看其进度。

游戏内的日程表工具将大大简化团队安排、公会会议和其它集会的过程，它可以追踪玩家定制的活动、例行维护和游戏内节日。

最后，随着成就系统的引入，您在《魔兽世界》内完成的各种壮举都将记录在案，供大家欣赏。有些成就仅与角色关联，有些则与账号关联。几乎所有值得一提的行为都将作为成就记录下来，比如达到高等级，或杀死特定首领实现所有战场获胜，或将专业技能练到顶级。

请访问以下网址，了解《魔兽世界：巫妖王之怒》的更多精彩内容细节：

<http://www.wowchina.com>





WORLD OF WARCRAFT  
魔兽世界

巫妖王之怒



## Credits

### GAME DESIGN

Blizzard Entertainment

#### Executive Producer

Frank Pearce

#### Art Director

Chris Robinson

#### Creative Director

Chris Metzner

#### Game Director

Jeffrey Kaplan

#### Lead Designer

Tom Chilton

#### Technical Director

Mike Elliott

#### Production Director

J. Allen Brack

#### Lead Animator

Steve Aguilair

#### Lead City Dungeon Artist

Wendy Vetter

#### Lead Environment Artist

Gary Platner

#### Lead Prop Artist

Jason Morris

#### Lead Technical Artist

Thomas Blue

#### Lead Level Designer

Cory Stockton

#### Lead Exterior

#### Level Designers

Aaron Keller, Jesse McCree

#### Lead Exterior Artist

Ely Cannon

#### Lead Quest Designer

Alex Afrasiabi

#### Lead Encounter Designer

Scott Mercer

#### Lead World Event Designer

Dave Maldonado

#### Lead Engine Programmer

Patrick Doane

#### Lead Gameplay Programmers

Sam Lantinga,

Patrick Magruder

#### Lead Server Programmer

Bryan Gibson-Winge

#### Lead Tools Programmer

Monte Krol

#### Lead UI Programmer

Tom Thompson

#### Senior Producers

Carlos Guerrero, John Lagrave,

Alex Mayberry

#### Producers

James Cho, Robert Foote,

Jason Hutchins, Jeremy Masker,

Lee Sparks, Alex Tsang

### Animators

John Butkus, Carman Cheung,

Jeff Gregory, Mauricio

Hoffman, Mai Igarashi,

Chris Luckenbach, John

Scharmen, Jason Zirpolo

#### Character Artists

Chris Ha, Roman Kenney,

Hun Kevin Lee, Kevin Maginnis,

Jon McConnell, John Polidora,

Eddie Rainwater, Danny

Saint-Hilaire, Robert Sevilla,

Thomas Yip

#### City Dungeon Sub-Leads

Eric Browning, Jimmy Lo

#### City Dungeon Artists

Steve Allen, Jeff Chang,

Steve Crow, Rutherford Gong,

Jeremy Graves, Kevin K. Griffith,

Andrew Matthews, Michael

McInerney, John Staats, Rhett

"Stash" Torgoley

#### Environment Artists

Justin Kunz, Dion Rogers,

Gustav Schmidt

#### Prop Artists

Jamie Chang, Terrie Denman,

Jon Jelinek, Dan Moore, Tiffany

Sirignano, Holly Wilson

#### Special Effects Artist

Slim Ghariani

#### Technical Artist

Brett Dixon

#### Game Designers

Craig Amai, Luis Barriga,

Justin Z. Bartlett, Alexander

Brazie, Steve Burke,

Paul Cazarez, Morgan Day,

Travis Day, Kristen DeMeza,

Eric Dodds, Geoff Goodman,

Kevin Jordan, Chris Kaleiki,

Owen Landgren, Jonathan

LeCraft, Eric Maloof, Pat Nagle,

Bianna Schneider, Joe Shely,

Greg Street, Kris Zierhut

#### Level Designers

David M. Adams, Sarah Boulian,

James Chadwick, Victor Chong,

Jonathan Dumont, Ed Hanes,

Julian Morris

#### Programmers

Russell Bernau, Brian

Birmingham, Jesse Blomberg,

Joseph Cochran, Patrick

Dawson, Jason De Arté,

Alec Dun, Omar Gonzalez,

Scott Hartin, Kevin M. Kelly,

Marko Kylmamaa, Christopher

MacDonald, Pat MacKellar,

Colin Murray, Ron Nakada,

Irena Pereira, Aimee Pi,

Kyle Radue, Dan Reed,

Derek Sakamoto, Pete

Sandrene, Michael F.

Schweitzer, Craig Steele,

Jeremy Wood

#### Macintosh Programming

Rob Barris, John Mikros,

Daniel Pageau, John Stiles

#### Technical Writer

Theresa Wolf

#### Additional Art

Sam Didier, Allen Dilling,

Kevin Griffith, Trent Kaniuga,

Brian Morrisroe, Pior Oberson,

Chris Ryder, Justin Thavirat

#### Technical Director Emeritus

John Cash

#### Additional Programming

Jeremy Chernobieff, John

Laflaur, Michael Starich

#### Additional Production

Shane Dabiri, Stan Wang

#### Interns

Tim Jones, Jeffrey Macalino,

Ryan Meier, Kester Robison,

Trevor Rothman, Jacob Segal,

Brian Sueyoshi

#### Mad Scientist

Joe Rumsey

### AUDIO

#### Director

Russell Brower

#### Lead Sound Designer

Brian David Farr

#### Audio Producer

Keith Landes

#### Producers

Dennis Crabtree, Jay Maguire,

Thomas Pieracci

#### Sound Design

Jonas Laster, Joseph Lawrence

#### Additional Sound Editing

Jon Graves

#### Music

Russell Brower, Derek Duke,

Glenn Stafford

#### Voice Casting

BB Casting & Production

Services

Casting Director

Brigitte Burdine

Casting Associate

John Adair

#### Voice Direction

Micky Neilson

#### Field & Foley SFX Recording

Joseph Lawrence

### Live Sessions and

#### Orchestrations produced by

Edo Guidotti

#### Main Titles

#### Orchestration by

Jason Poss, Russell Brower

#### Main Titles Music Preparation

provided by

RPM Seattle Music Preparation

Danita Ng-Poss, Jason Poss

#### Guest Musicians

Flutes & Duduk

Pedro Eustache

Guitars

Laurence Juber

Nyckelharpa

Cajsa Ekstav

Uilleann Pipes &

Scottish Flute

Eric Rigler

#### Cinematic Intro

#### Sound Designers

Paul Menichini, David Farmer

(EAD)

#### Cinematic Intro Music

Neal Acree

#### Cinematic Intro &

#### Main Title Music

Recorded by the Northwest

Sinfonia and Chorus, Contracted

by Simon James & David Sabe

#### Cinematic Intro Audio Mixer

Tom Brewer (Sound Cove)

### CINEMATICS

#### Director/Writer

Jeff Chamberlain

#### Senior Director of Cinematics

Matt Samia

#### Creative Director

Nick Carpenter

#### Lead Producer

Scott Abeyta

#### Producers

Phillip Hillenbrand,

Angela Blake

#### Editor

Matthew Mead

#### Supervisors

James McCoy, Jon Lanz, Arthur

Jeppe, Mike Kelleher, Fausto

De Martini, Jonathan Berube,

Jared Keller, Steeg Haskell

#### Leads

Aaron Chan, Sheng Jin

#### Artists

Sal Arditti, Jason Barlow,

Barry Berman, Anwar

Bey-Taylor, Ricardo Biriba,

Alvaro Buendia, Scott

Campbell, Aaron Chan,

Steven Chen, Shimon Cohen,

James Crowson, Sofia Vale

Cruz, Graham Cunningham,

Ben Dai, Zaza Essa, Hunter

Grant, Jeremy Gritton, Michael

Hardison, Jason Hill, Brian

Huang, Steve Hui, Tyler Hunter,

Sheng Jin, Jeremiah Johnson,

Chung Kan, Bernie Kang, Jeffrey

Kember, Ren Kikuchi, Ronny

Kim, Yonghyun (Eddie) Kim,

Jae Kim, Brian LaFrance, Mark

Lai, Oliver Lam, Moon Sung

Lee, Yeon-Ho Lee, Dyllan Lu,

David Luong, Matthew Mead,

Marc Messenger, Alex Murtaza,

Sada Namiki, Jeremy Nelligan,

Tuan Ngo, Jae Wook Park,

Corey Pelton, Zachary Podratz,

Reo Prendergast, Dennis Price,

Dominic Qwek, Glenn Ramos,

Jarett Riva, David Savvy, Billy

Shih, Kazuhito Shimada, Taylor

Smith, Peter Starostin, Geordie

Swainbank, Peter Swigut, Seth

Thompson, Chris Thunig,

Graven Tung, Mathias

Verhasselt, Xin Wang,

Kenson Yu

#### Technical Artists

Ben Barker, Michael Beal,

Leonard Chang, Chris Evans,

Joe Frayne, Jim Jiang, David

Keegan, Scott Lange, Hung

Le, Dyllan Lu, Wei Qiao, Chris

Rock, Peter Shinnars,

Nelson Wang

#### Studio Technical Engineers

Mike Kramer, Ramon

Rodriguez, Sean Laverty

#### Production Team

Bejan Fozdar (modeling), Janet

Garcia, Kim Horn (animation),

Bryan Langford (tech,

animation), Steve McIlwain

(finishing), Noel Wolfman (dev),

Taka Yasuda

(additional producer)

#### Interns

Drew Dobernecker,

Chay Johansson,

Joseph Magdalena

### CREATIVE DEVELOPMENT

#### Manager

Shawn Carnes

### Art Director

Glenn Rane

#### Artists

Mark Gibbons, Peter C. Lee,

Wei Wang

#### Producers

Ben Brode, Stuart Massie,

Justin Parker, Gloria Soto,

Sean Wang

#### Historians

Sean Copeland, Evelyn

Fredericksen

#### Librarian

Steven Park

#### Curator

Tim Campbell

#### Additional Writing

Tim Daniels

### DVD and VIDEO PRODUCTION

#### Manager

Joeyray Hall

#### Associate Producer

Jennifer Owings

#### Editor Staff

Terran Gregory, Tristan Pope

#### Art Staff

David Durand, Joanna

Cleland-Jolly

#### Production Assistants

Brandon Vanderpool,

Larissa Bussell

Terence Lindsey, JC Park, Stephen Whiting, R. Blaine Whittle, John Yaney, Casey Yelland

#### Artist

Ryan A. Pearson

#### QUALITY ASSURANCE

##### Regional QA Managers

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

##### Regional Assistant QA Managers

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

##### Lead QA Analyst

Paul Carver

##### Assistant Lead QA Analysts

Edgar Flores, Kurtis Paddock, Rian Trost

##### QA Content Specialists

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

##### QA Analysts

Don Adams, Scott Army, Matthew Barrett, Shawn Benson, Nick Betteker, Zach Bogatz, Robert Boxeth, Brent Brewington, Markus Burks, Zach Callanan, Dimitri Del Castillo, Colton Carmine, Kevin Carter, Jack Chen, Joni Cheng, Joel Clift, Bret Cocking, Peter Cormack, Andrew Dank, Kyle Dates, Christopher Davila, Whitney Day, Chris De La Pena, Andrew De Sousa, Lynn DeVries, Justin Dye, Foster M. Elmendorf, Garrett Elmendorf, Felix Embree, Victor Esquivias, Francis Fandino, Daniel Favela, Tim Feldman, Duncan Field, Mei Dean Francis, Casey Fulton, Scott Gordon, Ed Hanley, Zaven Haroutunian, Jeff Hicks, Jason W. Hill, Nicholas Hill, Timothy Ismay, Brandon Jacobson, Xing Jin, Mark Kamimoto, Scott Keenan, David Kerwin, Lawrence King, Aron Kirkpatrick, Justin Klinchuk, Charles Knief, Neal Kochhar, Nathan LaMusga, Robert Laws, Ben LeBar, Brian Lee, Han Lee,

Benjamin Lilley, Asher Litwin, Michael V. Liu, Nicholas Louie, Mitch Lowery, John Lynch, Jeff Manners, Roman Voce Marotte, Sean Masterson, Chris McLeroy, Christopher John Mountain, Jeremy Nelson, Danny H. Nguyen, Tina T. Nguyen, David Ortiz, Alfredo Padron, Matt M. Patterson, Max Peters, Amadeus Phanthan, Brian Pierron, Robert Pionke, Daniel Polcarl, Jennifer Powell, Michael Powell, Eric Prescott, Derek Rakos, Joseph Ransom, Dustin Remmel, Anthony Reyes, Brad Rhodes, Jared Ritter, Rob Rivera, Cynthia Robbiola, Andrew Rowe, Jacob Rodriguez, Andreas Rounds, Andrew Russell, Joseph Ryan, Gilbert Samuelian, David Sanchez, Michael Sassone, Michael Schwan Jr., Nate Shapiro, Matthew S. Sherman, Matthew D. Sherman, Angela Shih, John Shin, Jeffrey Shyy, Shaun Smiley, Anthony Sierra, James Southall, Rick Spears, Nicholas Stallings, Brandy Stiles, Steven Swickard, Graig Taylor, Eric Thibeau, Stephen Thomas, Max Thompson, Jonathan Throop, Enrico Tolentino, Dustin Trimble, Rodney Tsing, Tom Twedell, Charles Valek, Lewis Villamar, Don Vu, Kevin G. Wang, Clint Walls, Valerie Watrous, Kevin Weaver, Kyle Webb, Taylor Westfall, Jordan Womack, Ronny Yoon

#### TECHNICAL QUALITY

##### ASSURANCE

##### Manager

John Herndon

##### Team Leads

Rie Arai, Michael C. Chen, Matt Coburn, Clayton Dubin, Jason Messinger, Ian S. Nelson, Alec Neviers, Jason Weng

##### Assistant Team Leads

Jonathan Mason, Lorenzo Minaca

##### Analysts

Todd Attaway, Trent Cline, Alicia Kim, James Leaman, Daniel Luo, Shaina Ludwin, Jonathan Mason, Lorenzo

Minaca, Albert Portillo, Tom Ryan, William E. Smith IV

#### COMPATIBILITY

##### Assistant Manager

Ted Louie

##### Team Leads

Jason Kwan, Hector Melendres

##### Analysts

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

##### Mastering Technician

Ray Laubach

#### LOCALIZATION

##### Global Manager

Richard Mark Honeywood

##### Producers

Joseph Hsu, Andrew Vestal

##### Regional Managers

Joonho Lee (KR), Jeffery

Qixun Tang (CN)

##### Regional Assistant

##### Localization Managers

Tristan Lhommé (FR),

Inés Rubio (ES)

##### Regional Localization Leads

Alexander Ipfelkofer (DE),

Alexander Lyubov (RU),

Julie Song (KR)

##### Regional Localization

##### Engineers

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

##### Regional Localization

##### Test Leads

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

##### Regional Localization Analysts

Hyunyoung Ahn, Cosme Alcázar (ES), Carlos Godó Borrás (ES), Nikolay Bytskevich (RU), Ben Choi (KR), James Sijik Chi (CN), Victor I. Dobrotov, Ricardo Duran (ES), Gilles Durosay (FR), Arthur Flew (FR), Thomas Flöeter (DE), Shon-Ting Fu (CN), Lættia

Georges (FR), Sara Gissot (FR), Jimmie Jaimes (ES), Sanghak Jeon (KR), Jung Hwan Kim (KR), Mike Eui-seung Kim (KR), Anton Kochergin (RU), Eunae Kong (KR), Byungwoo Kwon (KR), Andrey Kuzmin (RU), Minjin Lee (KR), Pablo Lloreda (ES), Rubén López (ES), Jaewoo Mo (KR), Kai Moosmann (DE), Elena Ovchinnikova (RU), Heeyoung Park (KR), Kenneth Pinó (ES), Benjamin Schmidt (FR), Peter Schneider (DE), Pablo Martín Siotá (DE), Daniil Sokolov (RU), Frédéric Vasseur (FR), Dean Yang (CN)

#### ONLINE TECHNOLOGIES

##### Vice President of Online

##### Technologies

Robert Bridenbecker

##### Senior Producer

Jason Leu

##### Producers

Bryan Chang, Justin Goad,

Matthew Hawley, Kim Phan

##### Battle.net Lead

Matthew Versluys

##### Battle.net Programmers

Micah Caldwell, Bryan

Cleveland, Anne-Sophie

Lefebvre, Jeff Mears,

Stefan Mohler, Brian Morin,

Ryan Mills, Nicholas Rivera,

Andrew Spiering,

Hanlong Wang

##### Battle.net Research Manager

Greg Ashe

##### Battle.net Research Analysts

Matthew Adams, David Carey,

James Chao, Norman Harms,

Clint Rice, Matt Wheeler,

Micah L. Wilson

##### Web Team Leads

Mike Hein, Ali Vatan

##### Web Team

Cord Bartlett, Todd Blank, Qi

Ming Chen, Jeremy Craig, Sarah

Doebler, Randal Dumoret, David

Eckel, Geoff Fraizer, Vincent

Francœur, Victor Gonzalez Jr.,

Dohyeon Kim, Edward Lee,

Martin Leidenfrost, Jeff Liu,

Steve McGarrity, Chris Myles,

Joonho Park, Bryan Rathman,

Keith Rees, Jamie Scheffer,

Alexander Sun, Andy Tran

##### Billing Software Engineers

Chulwoong Choi,

Frederick Dayhee Lee

##### Support Tools Lead

Stephen Nees

##### Support Tools Programmers

Brian Choi, Neil Chopra, Ryan

Karg, Kenneth Lim, Mark

Muncy, Mark Nelson,

David Nguyen, Teddy Pao,

Sasha Sydoruk

##### Mobile Team

Steven Gabriel, Tony Shih,

Zac Pfaff

#### EUROPE ONLINE SERVICES

##### Online Services Manager

Christina McCombie

##### Producer

Rainer Mayer

##### Software Team Lead

Mathieu Chauvin

##### Programmers

Anselmo Talotta, David Odiot,

Fanny Hermant, Guillaume

Chaput, Laurent Bourcier,

Philippe Peeters

##### Web Design Team Lead

Bao Tran

##### Web Design Team

Christopher Deutsch,

Fabrice Piel, Ian Roberts,

Prune Moldawan, René

Koiter, Sören Geier

##### Web Editorial Team Leads

Pierre Rosenthal,

Yann Pallatier

##### Web Editorial Team

Avril Cater, Cristina Martínez

Jiménez, Eddy Béchu, Edna

Weissflog, Elina Bytskevich,

Francisco Bolaños Santana,

Irina Kneller, Kelly Lopez,

Philip Saloga, Romain Dijoux

#### KOREA ONLINE SERVICES

##### Director

Jungho Kwon

##### Project Manager

Jiwoong Kim

##### Web Design Team Manager

Hyoin Bae

##### Web Design Team

Woonchang Beck, Hyunsook

Cheong, Seonghak Jung,

Ayoung Kim, Joowan Kim,

Sangwook Kim, Seyong (Simon)

Lee, Ockkyoung Leem,

Juyoung Oh, Minhyouk

Pack, Minseok Seo

##### Web Lead

Seungki Choi

#### Web Programmers

Jisook Baek, Gsang Gil,

Kwangbum Ha, Ajin Kim

##### Support Tools Lead

Sangyong Park

##### Support Tools Programmer

Jihoon Cho

#### INFORMATION TECHNOLOGY

##### Senior Global Director

Isaac Matarasso

##### Global Director

Robert Van Dusen

##### Director

Jean-Michel Courivaud

Changuk Park

##### Global IT Managers

Weonseok Choi, Chris Fajardo,

Chris Glover, Dustin Koupal,

Kangho Lee, Julien Mariani,

Hung Nguyen, Yong Yoon

##### Information Technology

Armando Abanilla, Carol

Alvarez, Chris Antenesse,

David Ashman, Janes Avakian,

Jorge Baranda, Andrew

Barcinski, Karin Baxter, Charlie

Berman, Jeffrey Berube,

Jonathan Berube, Travis Biegun,

Ahren Boulanger, Forrest

Bowling, Gandalf Brahm, Carl

Brumm, Edward Bui, Robert

Bustamante, Mike Bybee, Matt

Carcel, Michael Caron, Joshua

Caskey, Curtis Castrapel,

Michael Chizewski, Hyungsuk

Choi, Joseph Cochran,

Alexander Dauriskikh, Ryan

Dean, Nicholas Downs, Maciej

Drobny, Matthew Eagleson,

Ittēs Eberhard, Amanda Evans,

Stanley Fu, Arnold Fulmer,

Nicolas Goulard, Ryan Gunst,

Edward Harborne, Brian

Hartsell, Scott Harrison, Dwight

Harvey, Lutz Haunstein,

Thomas L. Hicks, Brian Hill,

Joseph Holley, Gichang Hong,

Jonathan Hosmer, Andrew

Hunt, Thomas Jauneault,

Matthew Jordan, Mourad

Kaci, Yan Kahlé, Taehee Kang,

Rick Kennedy, Richie Kharrat,

JungHoon Kim, Minhong Kim,

Yoonjiun Kim, Jaemin Ko, Sean

Laverty, Changkook Lee, Jay

Lee, Sebastian Letierrier, Dale

Lewis, Corey Louie, Randy

Lovin, Bryan Ludwig, Adrian

Luff, Matthew McLigot,



Zak Meekins, Robert Meyer Jr., Mike Moneymaker, Tamra Morgan, Michael Mullen, Brian Murillo, Olam Ng, Danny Nguyen, Dat Nguyen, Thi Nguyen, Nicholas Noble, François Noël, Ben Orchard, Mike Pearce, Robert Perugini, Christopher Peters, Bruce Petibas, Fabien Poussin, Shay Pressler, Gary Reeb, John Robertson, Paulo Santos, Daniel Scauzillo, Michael Schaefer, Henrik Schöpel, Edward Silveira, Mathew Smiley, Duffy Squier, Thierry Sudan, Anthony Suh, Casey Suyeto, Alex Tan, Eric Thedaker, Stefan Thompson, Hugh Todd, Christopher Towne, Bill Tubbs, Tim Vo, Stefan Ward, David Wareham, Maximilian Weber, Anthony Williams, Ty Williams, Albert Wong, Jaime Wood, James Yen, Yunhwan Ahan, Ryan Zapanta, Vanness Zhou

**Purchasing**  
Michele Arko, Anant Singh

## OPERATIONS

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

## Facilities

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

## Management Team, Europe

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

## Managing Director, Korea

Jungwon Hahn

## Managing Director, Greater China

Michael Fong

## Managing Director, Taiwan

Wayne Lee

## MARKETING

### Senior Vice President of

### Global Marketing

Neal Hubbard

### Global Marketing

John Heinecke, Tomas Melian

### Regional Marketing

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

### Marketing Creative Services

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

## PUBLIC RELATIONS

### Vice President of Global

### Public Relations

Lisa Jensen

### Director of Communication

### and Community

Julia Gastaldi (EU),

Youngmok Park (KR)

## Managers

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

## Public Relations & Community

### Manager of Taiwan, Hong

### Kong and Macau

Chi Liu

## Public Relations

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

## Senior Editorial Manager

Gil Shif

## Editorial Assistant

Gareth Hughes

## COMMUNITY and eSPORTS

### Senior Manager

Paul Della Bitta

### eSports Manager

Joong Kim, Ken Lau (CN)

## eSports

Joshua Owyang,

Stephen Chang

### Community Manager

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

## Community

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

## EVENTS

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

## BUSINESS DEVELOPMENT &

## LICENSING

### Global Director

Cory Jones

## Licensing

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

## Business Development

Steven Price, Sarah Tucker,

Marc Dion, Paul Dowling,

Audrey Vicenzi (EU)

## HUMAN RESOURCES

### Vice President of Global

### Human Resources

Denise Dunlap

### Human Resources

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

### Global Manager,

### Organizational Development

### and Training

Lisa Pearce

### Organizational Development

### and Training

Julie Farbaniec, Rosie Haubner

### Sr. Manager, Global Staffing

### and Recruitment

Leonard Grossi Jr.

## Recruitment

Kenny Carvalho, Choua Her,

Michael Nassar, Sunshine Saint

Ongé, Aaron Orcino, Sumer

Ortiz, Jack Sterling, Kriste Stull,

Asheesh Thukral

## FINANCE

### Vice President of Global

### Finance

Mark Almeida

## Finance

Andrew Amadi, Tobias Beclin

(EU), Julia Bruder (EU), Shien

Chang, Jiyoung Chung (KR),

Jamie Crooks, Benoit Dufour

(EU), David Gee, Jaechang

Kim (KR), Kidae Kim (KR),

Sunyoung Ham (KR), Mandy

Lawton (EU), Adam Plushner,

Hong Sing Teh (CN), Sergio

Vitaliti (EU), Ian Wynne

## Administration

Heather Foreman, Carlos

Lucero, Ryan Schenk,

Melinda Williams

## LEGAL

### General Counsel

Eric Roeder

## Legal

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

## GLOBAL CUSTOMER SERVICE

### Director

Thor Biafore

### Senior Manager,

### North America

Jason Stilwell

### International Manager

Michael Pierce

### International Support Leads

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Michael Sun, Ian Ho

### Project Management

Michael Su, Brian Wright,

Gary Young

## TECHNICAL SUPPORT

### Manager

John Hsieh

### Assistant Manager

Kyle Williams

### Technical Support Leads

Adam Slack, Andreas Unger

### Technical Support Seniors

Jamal Davis, Anton Hsin,

Adam Koch, Michael Nguyen,

Friedrich Stegmann,

Mataio Wilson

## Representatives

Josh Black, Jeff Boccuzzi,

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Evan Crawford, Jon Day,

Ken DePalo, Derek Duhan,

Claudio Gentilini, Dat Ho,

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Kompere, Tom Lillehoff,

Mike Lim, Dan Morningstar,

Wissam Muhialddin, Tommy

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Reardon, Chuck Salzman,

Matthew Simmons, Nick

Solano, Marty Tande,

Daniel Watson

## BILLING and ACCOUNT

## SERVICES

### Manager

Charlie Areson

### Assistant Manager

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## Billing Leads

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Vineyard, Rory Wood

## Billing Seniors

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Jason Crewse, Damien

Currano, Paulino Diaz, Dustin

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Danny Flannagan, James

Garner, Leah Garner, Denis

Genest, Mark Hamm, William

Harber, Adam Hector, Christina

Helbig, Michael Horning, Jacob

Hurst, Jami Hurst, Mathew

Kishimoto, Matthew Kuhn,

Laura Lam, Heidi Lindsey,

Gerl Kate Macalino, Xuan Mai,

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Dan Prentice, Megan Puertas,

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Chris Swoner, Michael Triglia,

Justin Tritt, Colleen Tulley, Fabio

Ventura, Steven Walker, Ted

Wang, Joshua Wittge, Amanda

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John Zappulla

## IN-GAME SUPPORT

### Senior Manager

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Keith Kanneg

## Support Leads

Amber Bittenbender, Michael

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DeLara, Pat Feinauer, Cory

Larson, Justin Liedel, Patrick

Lorenz, Marcus Maczynski,

Matthew Martin, Makenna

Mills, Julio Miranda, Craig Pratt,

Nicholas Ray, Kyle Riseling,

Dean Shelden, Jason Throop,

Ryan Treadwell, Miles Trumble,

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#### **QUALITY CONTROL**

##### **Manager**

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#### **Assistant Manager**

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##### **QC Lead**

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##### **QC Training Lead**

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#### **EUROPE CUSTOMER SERVICE**

##### **Director**

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##### **Technical and Billing Support Manager**

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##### **Ireland Site Manager**

Robert Ashby

##### **Coordinator**

Marlene Cervantes

##### **Back Office Manager**

Ernst ten Bosch

##### **Documentation Team**

Serge Olivier, Michael Stum,

Martin Tegner

#### **TECHNICAL SUPPORT**

##### **Technical Support Lead**

Cedryck Poitelon

##### **Technical Support Seniors**

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Lars Kuhne, Holger Speckter,

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#### **BILLING**

##### **Billing Lead**

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##### **Billing Seniors**

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#### **ACCOUNT SERVICES**

##### **Account Services Lead**

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##### **Account Services Seniors**

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## IN-GAME SUPPORT

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### Leads

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## Representatives

### GERMAN

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## QUALITY CONTROL

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#### KOREA CUSTOMER SERVICE

##### Director

Richard Choi

#### TECHNICAL SUPPORT

##### Manager

Jaeyang Kwak

##### Technical Support Seniors

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##### Representatives

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#### BILLING and ACCOUNT SERVICES

##### Manager

Yoonhee Kim

##### Billing Leads

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##### Billing Seniors

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##### Representatives

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#### IN-GAME SUPPORT

##### Manager

Beom Choi

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Jungwoo Kim, Hyunsin

"DurtY" Lim

##### Support Seniors

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Hyojin Kim, Jungjun Lee,

Jaiki Song, Jungmin Song,

Byungkwan Chung, Aungoun

Lee, Sungho Eom, Jaekwang

Han, Kyunghyo Kim, Eunjung

Lee, Jaehyun Ahn,

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Kim, Eunsun Hong, Bora Park,

Suhyun Kim, Bogyu Kim,

Seunghoon Baeg, Woosung

Lee, Sinhee Kim, Seoyeon

Kim, Byoungjin Lim, Seolhee

Cho, Yeri Cho, Inkyoung Sim,

Kyunghee Lee, Hyojin An,

Seungsoo Kim, Jungho Han,

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