# SUPPORT AND CREDITS

## *Need Help?*

There may be times during play where you find yourself in need of some help, whether it comes in the form of information, assistance, or the occasional divine intervention. During these times, your best bet is to turn to *EverQuest's* battalion of Game Masters.

GMs are not there to help you if you become lost, to resurrect your character if you die, or to provide any sort of special favors. The purpose of the Game Masters is to make sure that everyone playing has an enjoyable experience without the hindrance of unforeseen problems. Some GMs will have greater or lesser powers, depending upon their status within the game and may have to refer your problem to someone higher up.

## *Contacting a Game Master*

To seek help, type /petition, followed by a brief message.

Since thousands of players may be online at the same time, GMs may be swamped responding to other players' calls. Your petition is received and noted as soon as you send it, and a GM will help you as soon as he or she can. This may take a few moments, so please be patient. Do not send repeated petitions, as you may anger the gods.

When you are contacted, explain your situation. The GM will ask for more information if necessary. You can help the GM by conducting yourself in a calm, rational manner and by editing your problem down to the relevant details. Be patient and your problems will be solved if they fall within the rules of the game.

## *Special Game Master Commands (" / ")*

| | |
|---|---|
| /petition | Speak to a Game Master. |
| /who gm all | View list of all Game Masters who are currently in the game. |

## *Obtaining Technical Support*

Due to variations in today's hardware and software, please check the following before you attempt to contact Customer Service:

✦ Your computer meets or exceeds the *EverQuest* **System Requirements** (or www.everquest.com).

✦ You've installed the proper version of *DirectX* and all hardware drivers (such as sound/video cards).

✦ You're using supported sound and video cards (see **System Requirements** or www.everquest.com).

✦ You're properly connected to the Internet through your Internet Service Provider.

| | |
|---|---|
| **E-MAIL** | You may contact Verant Interactive regarding technical support by e-mailing Verant Technical Support at **EQMAIL@station.sony.com**. For billing or account problems, e-mail the Station Customer Service Department at **account@station.sony.com**. A technical support representative will respond to your question as quickly as possible, however, response times may vary depending on the volume of e-mails received by the Customer Service department. |
| **TELEPHONE** | For technical problems, contact EverQuest Technical Support at **(858) 537-0898**, Monday - Friday from 8:30am to 5:30pm PT (11:30am to 8:30pm ET), except holidays. |
| **STANDARD MAIL** | **SOE/**Verant Interactive Attn: EverQuest Technical Support 8928 Terman Court San Diego, CA 92121 |

## *Game Help*

The following web sites have a broad collection of official game information:

**http://www.eqhq.com**

**http://www.station.sony.com/everquest/**

Support and Credits

# *Game Credits*

**EverQuest: The Scars of Velious**

**EverQuest designed by Brad McQuaid, Steve Clover, Bill Trost, and the EverQuest Team**

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**EverQuest: The Ruins of Kunark**

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Vision Scape Imaging

**Intro FMV Music**
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