



NHLTM 20

TORONTO
MAPLE
LEAFS

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GETTING ONTO THE ICE

Get ready to experience the energy of real-world NHL hockey in *NHL™ 20!* The first time you launch the game, you'll have four gameplay styles to choose from:

I am new to sports gaming.

Learn the ropes on Rookie difficulty with simplified Hybrid controls, Control Hints, and On-Ice visualizations tailored for new users.

I have not played recently.

This setting defaults to Skill Stick controls while also raising the game difficulty to Semi-Pro.

I am experienced.

Show off your Skill Stick expertise on Pro difficulty.

I am an expert.

Expect All-Star difficulty to give you a serious challenge. This option is great for seasoned players who want a realistic hockey experience.

NOTE: You can adjust gameplay settings at any time from the main menu—just go to **SETTINGS**. There, each control, difficulty, game style, and hint option can be tweaked to suit your needs.

Once you've made your choice, the game presents five options: Training Camp, What's New, Stanley Cup Game, Free Skate, and Main Menu. Upon choosing Main Menu, you'll be asked to pick your favorite team.

COMPLETE CONTROLS

HYBRID

This is one of the simplest control schemes, using simple button presses to command the action on the ice. In Hybrid, the right stick has the same functionality Skill Stick control scheme. It's great for beginners.

OFFENSE

Skating/Shot & Pass Aim	left stick
Pass	ⓧ button
Slap shot	⓪ button
Wrist shot	Ⓜ button
Cancel shot	L1 button (hold)
Backhand toe drag	R3 button + right stick ↓
Backhand toe drag flip	R3 button + right stick ↓ + R1 button
Between the legs shot	L1 button + R3 button + right stick ↑
Between the legs pass	L1 button + R3 button + ⓧ button
One-handed tuck	L1 button + R1 button
Saucer pass	R1 button (hold for more strength)
Between the legs saucer pass	L1 button + R3 button + R1 button
One-touch dekes	L1 button
LH one-handed deke-backhand	L1 button + right stick ↗, ↑, ↖
RH one-handed deke-backhand	L1 button + right stick ↘, ↑, ↙
Vision control	L2 button
Quick plays	directional buttons
Line change	R2 button (hold) + ⓪/Ⓜ buttons

DEFENSE

Switch player	ⓧ button / R2 button
Manually switch player	R2 button (hold) + right stick (flick)
Cancel switch player	R2 button (hold) + L1 button
Switch player last man back	R2 button (hold) + R3 button
Poke check	R1 button
Body check	⓪ button
Dive/Block	L1 button + R1 button
Stick lift	⓪ button
Initiate/Accept fight	⬆ button (double tap)
Boardplay (when near boards)	⬆ button (hold)
Block pass	L1 button (hold)
Quick plays	directional buttons
Line change	R2 button (hold) + ⓪ / ⓪ buttons

FIGHTING

Grab	L2 button (hold)
Fake grab	L2 button
Overhand punch	right stick ↑
Uppercut	right stick ↓
Push	left stick ↑
Pull	left stick ↓
Block/Lean back	R2 button (hold)
Dodge	R2 button

NET BATTLES [BACK PLAYER]

Engage in Net Battle	△ button (hold)
Switch sides	△ button (hold) + left stick
Stick lift while in Net Battle	Ⓜ button
Tie up player's stick	Ⓜ button (hold)
Shove	○ button
Push opponent	left stick (hold)

NET BATTLES [FRONT PLAYER]

Engage in Net Battle	L2 button + left stick (into player)
Shrug off	○ button
Push opponent	left stick
Spin	L2 button

GOALIE

Pull/Replace goalie	L2 button + touch pad button
Manual goalie toggle	L1 button + X button
Move goalie	left stick
Precision modifier	L2 button
Free skate	X button
Pass puck	R2 button/ X button
Poke check	right stick ↑
Change camera view	touch pad button
Cover puck	△ button (hold)
Butterfly	R2 button (hold)
Hug post	L1 button + left stick ←/→
Hug post (VH)	L1 button + left stick ←/→ + R2 button
Dump puck	right stick ↑
Leave puck for teammate	L2 button
Diving poke check	□ button + left stick ↑
Stack pad	○ button + left stick ←/→
Spread V	□ button + left stick ↓
Butterfly slides	right stick ←/→
Diving save	□ button + left stick ←/→
Paddle down	right stick ↓ (hold)

GOALIE ALTERNATE CONTROLS

Pull/Replace goalie	L2 button + touch pad button
Manual goalie toggle	L1 button +  button
Move goalie	left stick
Precision modifier	L1 button
Free skate	 button
Pass puck	R2 button /  button
Poke check	right stick 
Change camera view	touch pad button
Cover puck	 button (hold)
Butterfly	L2 button (hold)
Hug post	R2 button + left stick  / 
Hug post (VH)	R2 button + left stick  /  + L2 button
Dump puck	right stick 
Leave puck for teammate	L2 button
Diving poke check	 button + left stick 
Stack pad	 button + left stick  / 
Spread V	 button + left stick 
Butterfly slides	right stick  / 
Diving save	 button + left stick  / 
Paddle down	right stick  (hold)

SKILL STICK

This control scheme allows precision control for aiming, passing, shooting, saves, and more advanced moves. Players who know hockey and want a more true-to-life NHL challenge will excel with this setup.

OFFENSE

Skating/Shot & Pass Aim	left stick
Hustle	L3 button
Glide	left stick (release)
Pass	R2 button (hold for more strength)
Between the legs shot	L1 button + R3 button + right stick ↑
Between the legs pass	L1 button + R3 button + R2 button
Between the legs saucer pass	L1 button + R3 button + R1 button
Cancel pass while holding	L1 button
Saucer pass	R1 button (hold for more strength)
Spin	L2 button
Fake shot	right stick ↓ (release)
Deke	right stick ←/→
One-handed tuck	right stick ←/→ (hold) + L1 button + R1 button
One-touch dekes	left stick + L1 button
LH one-handed deke-backhand	L1 button + right stick ↗, ↑, ↖
RH one-handed deke-backhand	L1 button + right stick ↘, ↑, ↗
Leg kick	R3 button
Backhand toe drag	R3 button + right stick ↓
Backhand toe drag flip	R3 button + right stick ↓ + R1 button
Boardplay	△ button (hold)

OFFENSE (CONT.)

Dump puck	R1 button + right stick ↑
Protect puck	⊗ button
Chop puck	R3 button + right stick
Quick plays	directional buttons
Line change	○/□ buttons
Strategies	○/□ buttons + directional buttons
Vision control	L2 button (hold)
Win faceoff	right stick

PASSING

The Skill Stick control scheme gives you the ability to control the power of your passes. Press the **R2** button for an easy pass, or hold the **R2** button to potentially send the puck farther across the ice. The longer you hold it, the more power behind the pass.

DEFENSE

Skate	left stick
Dive/Block	L1 button + R1 button
Stick lift	⊗ button
Body check	right stick
Poke check	R1 button
Hip check	R3 button + L1 button
Sweep stick	R1 button (hold) + right stick
Chop puck	R3 button + right stick
Quick plays	directional buttons
Line change	R2 button (hold) + ○/□ buttons
Block pass	L1 button

DEFENSE (CONT.)

Tie up player's stick	⊗ button (hold)
Pass block + sweep stick	L1 button + right stick ←/→
Initiate/Accept fight (post whistle or during gameplay)	△ button (double tap)
Boardplay	△ button (hold)
Manual switch player	R2 button (hold) + right stick (flick)
Cancel switch player	R2 button (hold) + L1 button
Switch player last man back	R2 button (hold) + R3 button
Line change	R2 button (hold) + ○/□ buttons
Strategies	←/→ buttons or ↑/↓ buttons
Vision control	L2 button (hold)

FIGHTING CONTROLS

Fighting controls for the Skill Stick control scheme are identical to those of the Hybrid controls. See the previous section for the full list of how to engage other players in fights.

NET BATTLES (BACK PLAYER)

Engage in Net Battle	△ button (hold)
Switch sides	△ button (hold) + left stick
Stick lift while in Net Battle	⊗ button
Tie up player's stick	⊗ button (hold)
Shove	right stick (flick)
Push opponent	left stick (hold)

NET BATTLES (FRONT PLAYER)

Engage in Net Battle	L2 button + left stick (into player)
Shrug off	right stick (flick)
Push opponent	left stick
Spin	L2 button

GOALIE

Move goalie	left stick
Precision modifier	L2 button
Free skate	X button
Pass puck	R2 button
Poke check	right stick ↑
Change camera view	touch pad button
Cover puck	△ button (hold)
Butterfly	R2 button (hold)
Hug post	L1 button + left stick ←/→
Hug post (VH)	L1 button + left stick ←/→ + R2 button
Dump puck	right stick ↑
Leave puck for teammate	L2 button
Diving poke check	□ button + left stick ↑
Stack pad	○ button + left stick ←/→
Spread V	□ button + left stick ↓
Butterfly slides	right stick ←/→
Diving save	□ button + left stick ←/→
Paddle down	right stick ↓ (hold)
Pull/Replace goalie	L1 button + touch pad button
Manual goalie toggle	L1 button + X button

GOALIE ALTERNATE CONTROLS

Pull/Replace goalie	L1 button + touch pad button
Manual goalie toggle	L1 button + X button
Move goalie	left stick
Precision modifier	L1 button
Free skate	X button
Pass puck	R2 button
Poke check	right stick ↑
Change camera view	touch pad button
Cover puck	△ button (hold)
Butterfly	L2 button (hold)
Hug post	R2 button + left stick ←/→
Hug post (VH)	R2 button + left stick ←/→ + L2 button
Dump puck	right stick ↑
Leave puck for teammate	L2 button
Diving poke check	□ button + left stick ↑
Stack pad	○ button + left stick ←/→
Spread V	□ button + left stick ↓
Butterfly slides	right stick ←/→
Diving save	□ button + left stick ←/→
Paddle down	right stick ↓ (hold)

NHL™ 94 CONTROLS

This control scheme is a throwback to the controls in the original *NHL 94*. It's a straightforward setup that uses buttons for most basic controls.

OFFENSE

Shoot	○ button
Pass	⊗ button
Move player	left stick
Hustle	⬢ button
Initiate/Accept fight	△ button (double tap)
Spin	L2 button
Backhand toe drag	L1 button + ⬢ button
Backhand toe drag flip	L1 button + ⬢ button + R1 button
Between the legs shot	L1 button + ○ button
Between the legs pass	L1 button + ⊗ button
Between the legs deke	L1 button + △ button
One-handed tuck	L1 button + R1 button

DEFENSE

Checking	○ button
Change player	⊗ button
Move player	left stick
Hustle	⬢ button
Initiate/Accept fight	△ button (double tap)

NOTE: Fighting controls are the same as those for other control schemes. See the Hybrid controls list in this manual to review them.

GOALIE

Move goalie	left stick
Precision modifier	L2 button
Free skate	⊗ button
Pass puck	R2 button/⊗ button
Poke check	right stick ↑
Change camera view	touch pad button
Cover puck	△ button (hold)
Butterfly	R2 button (hold)
Hug post	L1 button + left stick ←/→
Hug post (VH)	L1 button + left stick ←/→ + R2 button
Dump puck	right stick ↑
Leave puck for teammate	L2 button
Diving poke check	Ⓚ button + left stick ↑
Stack pad	Ⓚ button + left stick ←/→
Spread V	Ⓚ button + left stick ↓
Butterfly slides	right stick ←/→
Diving save	Ⓚ button + left stick ←/→
Paddle down	right stick ↓ (hold)

GOALIE ALTERNATE CONTROLS

Pull/Replace goalie	L2 button + touch pad button
Manual goalie toggle	L1 button +  button
Move goalie	left stick
Precision modifier	L1 button
Free skate	 button
Pass puck	R2 button /  button
Poke check	right stick 
Change camera view	touch pad button
Cover puck	 button (hold)
Butterfly	L2 button (hold)
Hug post	R2 button + left stick  / 
Hug post (VH)	R2 button + left stick  /  + L2 button
Dump puck	right stick 
Leave puck for teammate	L2 button
Diving poke check	 button + left stick 
Stack pad	 button + left stick  / 
Spread V	 button + left stick 
Butterfly slides	right stick  / 
Diving save	 button + left stick  / 
Paddle down	right stick  (hold)

NEW TO NHL 20

NEW TO WORLD OF CHEL (WOC)

Welcome back to the World of Chel. This year, WOC has added new modes and customization options, including four new outdoor rinks: The Peak, The Canal, The Farm, and The Park.

We've also created hundreds of new gear items, such as caps, face masks, international apparel, and iconic jerseys from some of your favorite players.

ONES ELIMINATOR

How far can you go? Try out the next evolution of the fan-favorite Ones Eliminator, a high-speed, 1v1 single elimination tournament of 81 users where only One emerges as champion. Earn Hockey Bag rewards, and see if you can climb the daily and overall leaderboards—and if you lose, you can easily jump back into a new match to try again!

THREES ELIMINATOR

In Threes Eliminator, enter a fast-paced, 3v3 tournament made up of 8 teams. You can either compete as an individual or alongside your club members—and, for the first time, Club teams can compete against drop-in teams! There are daily and overall leaderboards here as well, with Hockey Bags and Club rewards earned through play.

CHEL CHALLENGES

Chel Challenges assign you objectives to complete across multiple World of Chel modes. You'll earn rewards for each one you complete, as well as an ultimate prize for completing them all!

Through Chel Challenges, you can quickly navigate into the Dressing Room to try out different modes.

NEW TO FRANCHISE

STAFFING AND COACHES

This year we're adding coaches to NHL and AHL Franchises. A good coach can increase team and player morale, so it's your job to find the perfect candidate for your team. As the year goes on, you'll need to improve your coach's own morale, as well as their coaching skills with the XP you earn. Coaches will also help with hiring negotiations, assistant coaching decisions, and lineup and roster decisions.

CONVERSATIONS AND INTERVIEWS

Looking for more information about your potential hires and draft picks? Check out their Interviews to learn more about them and their likely fit with your team—as the season goes on, you can also use Interviews to learn more about your current players and coaches. Conversations is another a chance to boost morale for your players and coaches, but be careful what you promise: fulfilled promises will come with rewards, but you'll be punished for broken promises.

TRADE FINDER

The Trade Finder helps you quickly and efficiently find new offers (or multiple offers at once) to trade unneeded players and bring in new ones.

OTHER NEW FEATURES IN *NHL 20*

ONES NOW

Play Ones using your favorite NHL stars offline with up to two of your friends at home. Don't have any friends? We got you covered, play against unique AI to keep you on your toes. You can even unlock Alumni or new rinks as you play.

GAMEPLAY UPDATES

Shooting feels smoother than ever, with even more authentic animations and a new ability to shoot in stride. Goalies have greater control over rebounds and puck covering, and their positioning is more realistic. One-Timers have also been tweaked to feel more fluid.

HOCKEY ULTIMATE TEAM (HUT) UPDATES

HUT now features Squad Battles, a single-player mode where you compete against other players' teams, or time-limited featured teams. Earn more Battle Points by playing on higher difficulty levels and earn better rewards at the end of each week.

HUT items have been given a visual refresh, complete with new card designs and sets, as well as live events throughout the year.

CLUB TEAMS AND MASCOTS

Clubs can compete against Drop-In teams in Threes Eliminators. Additionally, Clubs can now have their Club Mascot compete as a CPU player on their teams!

AUDIO AND PRESENTATION UPDATES

We've given *NHL 20* a completely updated look, and we've hired new announcers! There are also more accessibility options, such as menu narration and Speech to Text/Text to Speech.

PLAYING A GAME

GAME SCREEN



1. Score

2. Period

3. Time left in period

PAUSE MENU

Press the **OPTIONS** button during a game to freeze the action and open the Pause menu. You can see the current game stats on the right side of the screen, such as goals, shots, passing percentage, and power plays.

- Resume Game** Get back onto the ice and continue your current game.
- Instant Replay** View a replay of your game. Fast-forward or rewind the match, zoom in or out, and move the camera around to get the best angle of the action.
- Settings** Customize settings for gameplay, audio, visuals, controls, and more. You can also choose to play as the other team, or toggle Goalie Mode ON/OFF depending on whether or not you want to play as the goalie.
- Quit** Leave the current game or select REMATCH to restart the game from the beginning. Either way, the current game will not save.
- Game Stats** View the Box Score section to see detailed scoring and penalty information for the current game, as well as stats for both teams' players. With the Action tracker, watch replays of the on-ice action by selecting the event you want to witness. Choose the type of action—such as goals—and the period to get started. You can also press the **L3** button to filter the choices by team and/or player.
- Manage Teams** Manage your team by editing lines and setting strategies as the game progresses.
- Coach Feedback** Check on your Offense, Defense, Team Play, and Overall Performance ratings to see where your game needs improvement. In addition, your virtual Coach will also give specific suggestions concerning your behavior on the ice.

THE WORLD OF CHEL

The World of Chel is a collection of all the online progression-based modes in *NHL 20*, housing Ones and Threes Eliminators, Pro-Am, and EA SPORTS™ Hockey League. The XP and gear you attain can be used in various World of Chel modes.

EA SPORTS™ HOCKEY LEAGUE

Join a drop-in game for a quick EA SPORTS Hockey League experience. Select your favorite position, and our matchmaking system will find you the best available game. Develop chemistry with your teammates to eventually join or create a club as a group—this way, you can easily play with these friends on a regular basis. You can also unlock club-specific items via Hockey bags for your entire club to use.

Create a character to get started. Customization options will be limited at first, but you'll soon earn more as you progress. You can use your custom character across a variety of World of Chel modes.

Hone your skills, play against other clubs, and work your way up the division ladder in Online Seasons. Unlock and equip Traits to further enhance your player's Shooting, Senses, Puck Skills, and more. Two Traits can be assigned at a time, as well as one Specialty, which give your player situation-specific advantages on the ice.

Not in a Club, or are your Club members not online? Play in 3v3 or 6v6 Drop-Ins for an authentic EASHL experience!

NOTE: Friends can participate in club games without joining the club.

PRO-AM

Each Pro-Am campaign features multiple 3v3 matches against CPU teams, in which your World of Chel custom player competes against theme-based teams made up of past and present NHL stars. Pro-Am is the place to practice and improve your skills competing in an online game.

THREES ELIMINATOR

Compete in fast and fun, arcade-inspired, elimination-style tournaments of single players or clubs in 3v3 matches. Eight teams enter, but only one will be champion!

ONES ELIMINATOR

Take your Ones skills to the test. Ones Eliminators pit you against 81 users, whittling each of you down until only three remain to compete for tournament champion.

GAME MODES

Whether you want to play a quick game, challenge your Friends, or start a hockey career, you can find all of *NHL 20*'s game modes in the main menu.

SAVING YOUR GAME

Game information for *NHL 20* is automatically saved to your PlayStation®4 system. In *Be a Pro* and *Franchise* modes you may save new careers based on the one you're currently playing. Your progress in these career modes will be saved automatically at different checkpoints and upon exiting the mode.

PLAY NOW

Hit the ice for an offline match, playing solo or locally with Friends. Choose the home and away teams, select your jerseys, and get ready to dominate on the ice as the team of your choice!

Before you begin, take the time to adjust your lines, strategies, and game settings. Swap players and choose your starting lineup for both offense and defense. You have control over everything, from your defensive coverage to your forward line actions, so get your gameplans ready!

PLAYER SKILLS AND STRATEGY

Keep in mind that some strategies are built for certain types of hockey players. For instance, Crash the Net for your forward line is best if your players possess a lot of physical strength. Check your lineups to see who's taking the ice, and choose strategies that put their unique skill sets to good use!

ONLINE VERSUS

Challenge other *NHL 20* players to games online. You can play Competitive or Casual matches, compete alongside and against Friends online or on the couch, or play cooperatively against the CPU. This is the place to put your skills to the test!

ONLINE AND OFFLINE SHOOTOUT MODES

A goalie and a shooter trade off defending and taking penalty shots. In a series of five rounds, users can practice this critical moment from both sides.

PLAYOFF MODE

Start a playoff and see which real-world team can make it to the top. First, choose your playoff settings, including the number of participating teams, the length of the series (such as Best of 7), and the difficulty. Next, choose teams to fill out the tournament bracket.

When the tournament begins, you can choose to play directly, let the CPU take over, or simulate games.

HOCKEY ULTIMATE TEAM (HUT)

In HUT, you will create and manage your dream team to take onto the virtual ice of HUT Competitive Seasons, Online Seasons, and HUT Champions. If you prefer solo play, try Squad Battles, HUT Challenges, or compete against the current Team of the Week—great ways to brush up on your skills and make sure you're ready to compete online or against your Friends. See if you have what it takes to win!

As you progress through HUT, you'll earn Coins to acquire new players and packs. And as you get new players for your roster, be sure to choose according to their respective strengths: *NHL 20* utilizes HUT Synergy, which grants stat boosts to players who complement each other. Make sure your players are not only stars on the ice, but also have the right Synergy to successfully work together.

You can also challenge your Friends to online matches through Play with Friends. Battle it out on the ice to see who has created the best Ultimate Team!

SQUAD BATTLES

In this new mode, players compete against other players' teams, or time-limited featured teams. The higher you are on the leaderboards and the harder the difficulty, the better rewards you'll earn!

ONLINE SEASONS

Compete in time-limited seasons in games matched to your rank and earn HUT rewards. Play well and win entry into the higher levels of competitive seasons, where you can earn even better prizes.

NHL THREES

In NHL Threes, make your way across North America and compete in the Western and Eastern Conference circuits to unlock new players, arenas, logos, and jerseys. The Threes Circuit can be played online and via local multiplayer; compete against Friends, or team up and take the Threes Circuits by storm.

ONES NOW

NHL Ones is a fast, back-to-basics mode that pits three players against each other in small, outdoor locations. Ones is hockey at its purest: in this free-for-all, no-rules gauntlet, each opponent must demonstrate their full range of offensive and defensive skills. Skate hard, aim well, and protect your goal!

FRANCHISE MODE

Lead your team to Stanley Cup® glory through good management and business sense behind the scenes.

Allow room in your budget for scouting prospects and rival teams, adding a whole new dimension to the GM experience. For a realistic challenge, enable Fog of War to restrict your view of the competition until you scout them directly.

Being a GM in *NHL 20* is not only about managing your team, but also making crucial decisions regarding player personnel, scouting, ticket prices, operations budgets, arena upgrades, and relocation.

As a GM, you will need to manage many aspects of your team's franchise. Hire a coaching staff that improves your team's chemistry and player morale. Use the scouting system to find perfect players for your team—and make sure you've got the right scouts to find them. You can also use Interviews and Conversations to learn more about your players and staff, or improve your team's morale (if you can keep your promises!). You'll even need to balance your stadium's budget, food, and cleanliness. All the tools to better your team and create a successful franchise are in your hands.

DRAFT CHAMPIONS

Draft Champions has you drafting a team comprised of today's NHL stars and yesterday's Icons. First, you will select one of four players offered in each round. From there, take your team to the ice to compete in Solo or Head-to-Head games. The more you win, the greater the rewards.

BE A PRO CAREER

Truly experience *NHL 20* as your own custom player. Earn Traits Points and Specialty Points during your Be A Pro Career to upgrade your Pro's skills. Navigate the Traits skill tree to enhance your XP within specific ratings, while the Specialties tree offers situational boosts during games.

Prove your worth in games, improve based on Coach Feedback, and get drafted to start your career. Your performance will shape your legacy.

SEASON MODE

Play in one of 11 different leagues for a full season. Dominate the season standings and lead your favorite team to championship glory.

PRACTICE MODE

Whatever part of your game needs improvement, *NHL 20* has you covered: Practice as a full team, free skate against a goalie, or play as a goalie yourself to fine tune your defenses. For a full review of the basics, try out each tutorial in the Training Camp.

NEED HELP?

The EA Worldwide Customer Experience team is here to ensure you get the most out of your game—anytime, anywhere. Whether online, in community forums, through chat, on the phone, or in your social network, our game experts are available and ready to help.

CONTACT US

If you need to talk to us, visit <https://help.ea.com> and click Contact Us. Based on the information you give us about your issue or question, we'll recommend the support channel that will get you the best help as quickly as possible - phone, chat, email, community forums, or social networks. Not all channels are available for every issue and location.

ONLINE SUPPORT

For instant access to all of our FAQs and help articles, please visit help.ea.com. We update daily, so check here for the latest issues and resolutions.

TWITTER & FACEBOOK SUPPORT

Need a quick tip? Reach out on Twitter to <https://twitter.com/EAhelp> or post on <https://www.facebook.com/EAHelpHub/> where our online game experts are available and ready to help. Internet connection and Facebook and Twitter accounts required to access this feature. You must be 13+ to register a Facebook account.

Chat, email and phone support via EA Help may no longer be offered in your local language. English support is available at help.ea.com, where you can still search for some content in your language. For help from other players, visit answers.ea.com.

AUSTRALIA

Online Customer Support:

<https://help.ea.com/>

EA's Online Customer support provides free live chat, email support, and community resources on Answer HQ.

Electronic Arts Australia Support Hotline:

**Toll Free within Australia -
1800894823**

Operating hours from 9am - 6pm AEST
Monday to Friday. Closed on National
Australian Public Holidays. Calls charges
from mobile and public phones are higher.

NEW ZEALAND

Online Customer Support:

<https://help.ea.com/>

EA's Online Customer support provides free live chat, email support, and community resources on Answer HQ.

Electronic Arts New Zealand, Games Hotline:

**Toll Free within New Zealand -
0800373473**

Operating hours from 9am - 9pm 7 days a
week. Calls charges from mobile and public
phones are higher.

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