

Broken Age

An RYG Analysis

Platform: PC (Windows 7 only)
DRM: DRM Free
Digital Distributor: Humble Store

Developer: Double Fine
Publisher: Double Fine

RYG's ASSESSMENT

74% **SHOWS PROMISE & POTENTIAL**
Between 65% and 84%

1a. Product Info

Note: Broken Age, Act 2, will be released as a **free update** later in 2014.

Looking at how much information is provided on Broken Age (Act 1) on the Humble Store site prior and on release.

- ✓ Broken Age (Act 1) released globally on 14.02.2014
- ✓ Available on Windows, MacOS and Linux
- ✓ Broken Age sold through multiple vendors
- ✓ Minimum and recommended specs provided
- ✓ Advised DRM Free on 14.02.2014
- ✓ Readme found within the game
- ✓ EULA, **Privacy Policy** and **TOS** fully accessible on [humblebundle.com](#)
- ✓ All game-related information can be found on [humblebundle.com](#)

- ✗ No public demo

1b. Digital Dwnld

Note: Requesting refunds, however, are at the sole discretion of Humble or under specific circumstances (e.g. purchases made by mistake due to inaccurate product descriptions, such as Steam, DRM-Free, or Cross-Platform).

Note: Players can have their accounts removed **via Email only**.

Looking at Humble Store as a digital distributing service for PC games.

- ✓ Broken Age (Act 1) sold at one, global price
- ✓ Available worldwide through [humblebundle.com](#)
- ✓ Download / Client Manager is not required for gameplay
- ✓ Minimum and recommended specs provided
- ✓ Advised DRM Free on 14.02.2014
- ✓ User account creation is optional; minimal details required
- ✓ Alternative payment options provided
- ✓ Correct currency confirmation provided prior, during and after purchase
- ✓ Confirmation of purchase and receipt provided
- ✓ Free and unlimited access and downloads after purchase
- ✓ Can play Broken Age without a download / client manager
- ✓ Can backup purchased games "offline" (e.g. external or optical drives)
- ✓ Refunds offered for pre-orders
- ✓ Refunds and/or exchanges offered for purchased games
- ✓ Can access personal data
- ✓ Can terminate account or request to terminate account

- ✗ Minimum and recommended download specs not provided

Note: Downloading Broken Age will take ~1.4Gb.

2. Privacy Policy

Note: This applies to the Humble Store's Privacy Policy only.

Note: Broken Age **will not connect** to any third party server during and after gameplay and does not require a Privacy Policy.

Note: There's 1,963 words within Humble Store's Privacy Policy.

Note: Refer to "Is the Information Shared or Disclosed?" in respect to the sale / merger of Humble.

3. EULA (Humble)

Note: There's 4,985 words in the Humble Store Terms of Service.

- ✗ Warranties waived (excluding physical merchantability warranties)
- ✗ Cover waived against any unforeseeable damages, disruptions of service
- ✗ Account termination voids past purchases and licenses to play them
- ✗ Consumers prevented from validating Humble Store TOS breaches
- ✗ Can't review and question changes made to Humble Store TOS
- ✗ Past purchases voided after refusing to accept Humble Store TOS

Looking at Humble Store Privacy Policy through the Humble Store

- ✓ Privacy Policy found on [humblebundle.com](https://www.humblebundle.com)
- ✓ Policy applies to the Humble Store
- ✓ Privacy Policy formatted for easy reading on the web
- ✓ "Personally-identifiable" and "non-personally identifiable" info are defined
- ✓ Policy explicitly specifies which info are collected during purchase & download
- ✓ Policy explicitly specifies which information are used
- ✓ Humble Store does not share or sell its info to third parties
- ✓ Visible opt-in / opt-out process
- ✓ Players can access their personally-identifiable information
- ✓ Players can modify their personally-identifiable information
- ✓ Players have full control over their personally-identifiable information
- ✓ Players can validate the info they've provided

- ✗ Privacy Policy was not written for easy comprehension
- ✗ Players not visibly notified of any changes made to the Policy
- ✗ Players not consulted on future revisions to the EULA / TOS
- ✗ Not advised where the info is specifically stored
- ✗ Assurances of safety and security of information not provided
- ✗ Players cannot export their information
- ✗ User data is retained by Humble Store for an extended period of time
- ✗ Can't review and query changes made to the Privacy Policy
- ✗ Humble Store may transfer all players information in the event of a sale
- ✗ Players must accept changes made to the Policy before using the Humble Store

Looking at Humble Store's Terms of Service

- ✓ EULA / TOS is found on [humblebundle.com](https://www.humblebundle.com)
- ✓ EULA / TOS covers the Humble Store
- ✓ Refunds and/or exchanges offered for purchased games
- ✓ Can back-up copies of Broken Age
- ✓ Won't blacklist specific background services or software
- ✓ Users can initiate legal action if the arbitration process fails
- ✓ Users can criticise or provide criticism about the game without reprisals

- ✗ EULA / TOS was not formatted for easy reading on the web
- ✗ EULA / TOS was not written for easy comprehension
- ✗ Drafted to only abide by the laws of the US
- ✗ Players not consulted on future revisions to the EULA / TOS
- ✗ Can't review and query changes made to the EULA / TOS

4. Setup / Install

Note: Broken Age was distributed via The Humble Store as a ZIP file. The game will not install any registry keys.

5. Updates / Patching

Note: The version of Broken Age evaluated was up to date and required no updates.

Note: Players will need to log into their Humble Store account from time to time to check if there is a recent patch / update.

6. DRM & Activation

7. Gameplay Experience

- ✗ Can't review and query changes made to the EULA / TOS
- ✗ Warranties waived (excluding physical merchantability warranties)
- ✗ Cover waived against any unforeseeable damages, disruptions of service
- ✗ Termination process dictated by the Humble Store
- ✗ Arbitration process isn't freely-provided and is overseen by the Humble Store

Looking at how Broken Age is installed on Windows PCs only.

- ✓ Players can extract all game files to the directory of their choosing
- ✓ Installation logs of game files not required
- ✓ All game files are installed within folders designated by Players
- ✓ No DRM files installed within folders designated by Players
- ✓ Currently-executing background services won't interfere with installation
- ✓ Error-free installation
- ✓ Installation completed within 5 minutes

Looking at how Broken Age is patched prior and after gameplay.

- ✓ Can opt-in / opt-out of automatic updates
- ✓ Can play the game unpatched
- ✓ No other DRM files or registry keys are installed
- ✓ Can install patches manually without the client manager
- ✗ Details of patches not provided / provided prior to installation
- ✗ Notifications not provided for availability of game patches

Looking at Humble Store in relation to Broken Age and its effects on Windows PCs only.

- ✓ Firewall and AV settings aren't modified or required to be modified
- ✓ User account not required
- ✓ Can play single-player game offline
- ✓ Unlimited hardware activations
- ✓ Unlimited installations
- ✓ Activation is simple and hassle-free

Looking at the gameplay aspects of Broken Age and how it interacts with PC Windows.

- ✓ Can play on minimum specs
- ✓ Can play a backup copy of the game
- ✓ Can play in borderless full screen mode
- ✓ Can play in (flexible) windowed mode

Note: Savegames are found under the /Saves/ folder within the Broken Age game directory.

- ✓ Separate volume controls provided
- ✓ Can play offline
- ✓ Won't "phone home"
- ✓ Can play without connectivity issues on an ADSL connection
- ✓ Can play error-free for more than 5hrs
- ✓ Subtitles and Closed Captions provided in Eng, Fra, Spa, Ita and Ger
- ✓ Won't interfere with services and background software
- ✓ Will resume at the last checkpoint
- ✓ Can perform a manual save during gameplay
- ✓ Can play on more than one PC simultaneously
- ✓ No DRM or monitoring services running in the background

- ✗ Limited video settings (screen resolution only)
- ✗ Only playable on mouse and keyboard
- ✗ No known option for user-generated audio localisations
- ✗ Can't modify savegame and/or ini file

8. **PC Checkup**

Looking at whether Broken Age will modify certain PC settings without Players permission / consent.

- ✓ PC clean after scanning for viruses
- ✓ PC clean after scanning for malware and spyware
- ✓ PC clean after scanning for rootkits
- ✓ HOSTS wasn't modified
- ✓ Played Broken Age without major errors
- ✓ Start-up settings remain unaltered
- ✓ No DRM and monitoring services running in the background
- ✓ System configuration files remain unaltered

9. **Removal Uninstall**

Looking at how clean, efficient and effective the removal process is for Broken Age (How much legacy material is there after the removal of Broken Age?)

- ✓ Direct uninstallation shortcut provide
- ✓ Backup savegames prompt provided / Savegames retained
- ✓ Clean uninstallation

10. **Customer Support**

Looking at the customer support side of Broken Age through the Humble Store

- ✓ Customer service / support found in one place at humblestore.com
- ✓ Website is easy to use and navigate
- ✓ Searching on the Humble Store is direct and quick
- ✓ Info is easy to read and understand
- ✓ Customer service via. Email is quick to respond within 24 hours
- ✓ Customer service will resolve issues within 24 hours
- ✓ Tone and language used is warm, inviting and personable
- ✓ Focused on understanding problems and providing an effective solution

RYG's VERDICT

74%

BARGAIN-BASE- MENT MATERIAL

64% and below

SHOWS PROMISE & POTENTIAL

Between 65% and 84%

WORTH SUPPORTING

85% and above

Players shouldn't have too many issues in using the Humble Store. They are quite accomodating with their payment process, flexible in allowing players to download and link their games to Steam as well as forthright in their DRM-Free service and status. The way they packaged Broken Age made evaluation a relatively simple process. It can be played as a "portable" game if one was inclined on playing it across multiple PCs, making Broken Age quite simple to install, remove and back up. The only few issues we found in evaluating Broken Age and Humble Store was, as usual, in its (legal) documentation and compliance. Much of it can be improved, although much of it will require some legal assistance in making the wording(s) as accesible and legally watertight as possible.



Colophon

This analysis of Broken Age was compiled by Lisa and Martin Pham. Typeface used is ITC Stone Sans. RYG thanks Anna Henriksson, **Josh Bush**, **Ethan Lee**, **Adam Ames** and **David Hatch** for their insights and suggestions in the design of this analysis. Broken Age was bought with RYG funds through Humble Store.

Disclaimer

These analyses are only a guide and represent RYG's perspective into Broken Age as a product. We believe everyone should perform their own research and reach their own conclusions. This is one view of many. Again, we thank you for taking the time to read our analysis of Broken Age and hope you continue to support our work.