

# Dead Space 3

An RYG Analysis

**Platform:** PC (Windows 7 only)  
**DRM:** EA Origin  
**Digital Distributor:** PHYSICAL COPY ONLY!

**Developer:** Visceral Games  
**Publisher:** Electronic Arts

## RYG's VERDICT

**49%** **BARGAIN BIN MATERIAL**  
64% and Below

### 1. Product Info

*Note:* More info can also be found on [PCGamingWiki](#).

*Looking at how much information is provided on Dead Space 3 on its website prior and on release.*

- ✓ Minimum and recommended specs provided
- ✓ Advised EA Origin DRM was to be used for Dead Space 3
- ✓ Advised how EA Origin DRM would activate the game through Dead Space 3
- ✓ Manual and Readme provided with Dead Space 3
- ✓ EULA, Privacy Policy and TOS fully accessible on [www.ea.com/1/product-eulas](http://www.ea.com/1/product-eulas)
- ✓ All game-related information can be found on [www.ea.com/dead-space-3](http://www.ea.com/dead-space-3)
  
- ✗ Dead Space 3 released after the sale of its console version
- ✗ Dead Space 3 on PC released with different global dates
- ✗ Available only on Windows
- ✗ Base game sold as multiple "editions" with varying selections of day-one DLCs
- ✗ No PC demo

### 2. Privacy Policy

*Note:* 2,997 words found within Electronic Art's Privacy Policy.

*Looking at Dead Space 3's Privacy Policy found only through Electronic Art's official website.*

- ✓ Privacy Policy found on [www.ea.com](http://www.ea.com) and on the game
- ✓ Policy applies to Dead Space 3 and EA Origin
- ✓ Policy specifies what info's collected before and during gameplay
- ✓ Info is used solely for customer support, internal research and advertising
- ✓ Visible opt-in / opt-out process
- ✓ Users can access their EA Origin account
- ✓ Users can modify their personal details on their EA Origin Account
  
- ✗ Difficult to read, understand and is inconsistently worded
- ✗ Users not visibly notified of any changes made to the Policy
- ✗ "Personally-identifiable" and "non-personally identifiable" info are intertwined
- ✗ Not advised where the info is specifically stored
- ✗ Assurances of safety and security of information not provided

*See Also:* Section 1, *Introduction* and Section 7, *Where The Information Is Held?* where a level of care is described by EA, but later waived in respect to the level of security they have with the user info they possess.

**Note:** Privacy Policy was retrieved February 2013; Effective Date of EA's Privacy Policy prior to this evaluation was September 2012.

## 3. EULA / TOS

**Note:** 4,001 words found in Dead Space 3's EULA.

**Note:** Limited warranties, waivers of liability and indemnity are commonly found within many software EULAs and TOSs

**Note:** Binding Arbitration is designed to support and defend EA's policies and processes.

## 4. Setup / Install

**Note:** There was a Sony DADC marker written on the 2nd Disc of Dead Space 3. However, there was no evidence of SecuROM anywhere within Dead Space 3.

**Note:** It's best to install and update EA Origin Client first before installing Dead Space 3.

- ✗ Third parties not identified
- ✗ Users have limited control over their gameplay info
- ✗ Users can't validate what they've provided
- ✗ User data is retained by Electronic Arts for an extended period of time
- ✗ Can't review and query changes made to the Privacy Policy
- ✗ Users must accept all changes made to the Policy before playing Dead Space 3

*Looking at Dead Space 3's End User License Agreement.*

- ✓ EULA / TOS is found on [www.ea.com/1/product-eulas](http://www.ea.com/1/product-eulas)
- ✓ EULA / TOS covers Dead Space 3 and EA Origin
- ✓ Terms and conditions for EA Origin DRM only are clearly defined
- ✓ Won't blacklist specific background services or software
- ✓ Users can criticise or provide criticism about the game without reprisals
  
- ✗ Difficult to read, understand and is inconsistently worded
- ✗ Drafted to only abide by the laws of USA in the state of California
- ✗ Users not visibly notified of any changes made to the EULA / TOS
- ✗ Can't review and query changes made to the EULA / TOS
- ✗ License to play the game only provided
- ✗ No refunds or exchanges for purchased games
- ✗ Replacement copies not provided OR replacement copies provided for a fee
- ✗ Circumvention of EA Origin DRM prohibited
- ✗ Back-ups aren't permitted
- ✗ Dead Space 3's source code isn't to be modified or reverse-engineered
- ✗ Not permitted to create "mods"
- ✗ Monitoring services / software are required to play Dead Space 3
- ✗ Warranties waived (excluding physical merchantability warranties)
- ✗ Cover waived against any unforeseeable damages, disruptions of service
- ✗ Termination process dictated by Electronic Arts
- ✗ Arbitration process isn't freely-provided and is overseen by Electronic Arts
- ✗ Legal action is waived *in respect to class-action lawsuits*

*Looking at how Dead Space 3 is installed on Windows PCs only.*

- ✓ Custom installation options are provided
- ✓ Currently-executing background services won't interfere with installation
- ✓ Error-free installation
- ✓ Installation completed within 30 minutes
  
- ✗ No installation logs of files and registry keys
- ✗ Extra Dead Space 3 files found outside of Game folder and /My Documents/
- ✗ Extra EA Origin DRM files found in /AppData/ and /Program Data/ folders

## 5. Updates / Patching

*Looking at how Dead Space 3 is patched prior and after gameplay.*

- ✓ Can play the game unpatched
- ✓ Day one patch not required
  
- ✗ No plans to sunset EA Origin DRM

## 6. DRM & Activation

*Looking at EA Origin DRM in relation to Dead Space 3 and its effects on Windows PCs only.*

- ✓ Won't interfere with currently-executing background services or software
- ✓ Firewall and AV settings aren't modified or required to be modified
- ✓ Users are aware and advised on how Dead Space 3 will be activated
- ✓ Username, password and email are only required
- ✓ Unlimited online activations to any one PC
- ✓ Can play single-player game offline
- ✓ Only EA Origin DRM is implemented
- ✓ Unlimited hardware activations
- ✓ Unlimited installations
- ✓ Activation is simple and hassle-free
  
- ✗ No instructions provided on the activation process
- ✗ Can't verify the safety and reliability of the activation process
- ✗ A non-transferrable user account is required
- ✗ Game is locked to specific account after activation
- ✗ No support or troubleshooting process

**Note:** Dead Space 3 will connect to the following servers prior and during gameplay: Electronic Arts, EA Origin, X Plus One Solutions, Joe's Datacentre, Amazon Web Services, Akamai Technologies and Limelight Networks

## 7. Gameplay Experience

*Looking at the gameplay aspects of Dead Space 3 and how it interacts with PC Windows.*

- ✓ Can play on minimum specs
- ✓ Disc not required for gameplay
- ✓ Suitable options to modify video settings
- ✓ Can play with console controller
- ✓ Can play in windowed mode
- ✓ Can play offline
- ✓ Can play error-free for more than 5hrs
- ✓ Won't interfere with services and background software
- ✓ Will resume at the last checkpoint
- ✓ Can modify savegame and/or ini file
  
- ✗ Requires original copy to play the game
- ✗ Difficulties in setting XBox360 Controller settings
- ✗ Only playable on mouse and keyboard
- ✗ Will "phone home" before and after gameplay
- ✗ Can only play on one PC at a time per game / account
- ✗ DRM and monitoring services will operate during gameplay

**Note:** Savegames are found in /Documents/EA Games/Dead Space 3/

**Note:** Game "ini" settings can be found in /AppData/Local/EA Games/Dead Space 3/

## 8. PC Checkup

*Looking at whether Dead Space 3 will modify certain PC settings without users 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 Dead Space 3 without major errors
- ✓ Start-up settings remain unaltered
- ✓ No DRM / monitoring services running in the background after gameplay
- ✓ System configuration files remain unaltered

## 9. Removal Uninstall

*Looking at how clean, efficient and effective the removal process is for Dead Space 3 (How much legacy material is there after the removal of Dead Space 3?)*

- ✓ Savegames retained
- ✗ Will need to uninstall the game via. Control Panel
- ✗ EA Origin DRM files and registry keys remain
- ✗ Incomplete manual instructions to remove game + DRM files provided

**Note:** Extra EA Origin files found in /AppData/Local/ , /AppData/Roaming/ and /Program Data/

## 10. Customer Support

*Looking at the customer support side of Dead Space 3 through EA's Support*

**Note:** Information on manually removing EA Origin can be found [here](#).

- ✓ Customer service / support found in one place through EA Origin client
- ✓ Help through EA Support is easy to use and navigate
- ✓ Info is easy to read and understand
- ✓ Customer services is quick to respond within 24 hours
- ✓ Arbitration / resolution service is available
- ✓ Arbitration / resolution process is easy to follow / understand
- ✗ Customer service will take more than 72 hours to resolve issues
- ✗ Tone and language used is distant, robotic and impersonal
- ✗ Focused on generic suggestions and solutions within their FAQ
- ✗ Arbitration / resolution process favours Electronic Arts
- ✗ Legal action waived once arbitration process is initiated
- ✗ No option provided for giving feedback on the quality of customer support

## RYG's VERDICT

# 49%

## BARGAIN BIN MATERIAL

64% and below

## SHOWS PROMISE & POTENTIAL

Between 65% and 84%

## WORTH SUPPORTING

85% and above

*While there have been some improvements in the way EA has designed EA Origin it still leaves many issues unresolved in the way they makes their games. From its legal side, aspects of user experience and even with customer support providing outsourced real-time chat sessions and incomplete FAQs - these are touchpoints in which gamers also experience apart from "just" gameplay. Apart from this, Dead Space 3 is playable, even in offline mode and, from this evaluation, it can be played without a patch.*



### Colophon

This analysis of Dead Space 3 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. Dead Space 3 was bought with RYG funds through EB Games.

### Disclaimer

These analyses are only a guide and represent RYG's perspective into Dead Space 3 as a product. We believe everyone should perform their own research and reach their own conclusions. This is one view of many, we hope. Again, we thank you for taking the time to read our analysis of Dead Space 3 and hope you continue to support our work.