

# Payday 2

An RYG Analysis

**Platform:** PC (Windows 7 only)  
**DRM:** Steamworks (Steam)  
**Digital Distributor:** Steam

**Developer:** Overkill Software  
**Publisher:** 505 Games

## RYG's VERDICT

**60%** **BARGAIN BIN MATERIAL**  
**64% and below**

### 1a. Product Info

*Looking at how much information is provided on Payday 2 on the Steam site prior and on release.*

- ✓ Payday 2 released simultaneously with its console versions
- ✓ Payday 2 released globally on 13.08.2013
- ✓ Minimum and recommended specs provided
- ✓ Advised Steamworks (Steam) DRM was to be used for Payday 2
- ✓ Advised how Steam DRM would activate the game through Payday 2
- ✓ Manual and Readme provided via [crimenet.info](http://crimenet.info)
- ✓ EULA, Privacy Policy and TOS fully accessible on [steampowered.com](http://steampowered.com)
- ✓ All game-related information can be found on [steampowered.com](http://steampowered.com)
  
- ✗ Available only on Windows
- ✗ No PC demo

### 1b. Digital Dwnld

*Looking at Steam as a digital distributing service for PC games.*

**Note:** Backing up Steam games "offline" can be found via [PC-GamingWiki](http://PC-GamingWiki).

**Note:** Refer to Section 3, *Billing, Payment & Other Subscriptions* in respect to pre-order refunds for users living in the EU

**Note:** Difference in prices for Payday 2 can be found via [Steam Apps Database](http://Steam Apps Database).

- ✓ Available worldwide through [steampowered.com](http://steampowered.com)
- ✓ Minimum and recommended specs provided
- ✓ Advised Steam DRM was to be used for Payday 2
- ✓ Advised how Steam DRM would activate the game through Payday 2
- ✓ Free and unlimited access and downloads after purchase
- ✓ Can backup purchased games "offline" (e.g. external or optical drives)
- ✓ Refunds offered for pre-orders
- ✓ Can access personal data
- ✓ Can terminate account or request to terminate account
  
- ✗ Payday 2 is priced inconsistently across global regions
- ✗ Download / Client Manager is required, including for gameplay
- ✗ User account creation is required
- ✗ No refunds or exchanges for purchased games
- ✗ Warranties waived (excluding physical merchantability warranties)

## 2. Privacy Policy

**Note:** 1,507 words found within [Steam's Privacy Policy](#).

**See Also:** Relevant Sections: *Collection of Information, Personally Identifiable Information and Use of Personally Identifiable Information.*

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

## 3a. EULA (GAME)

**Note:** 2,531 words found in [Payday 2's EULA](#).

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

*Looking at Steam's Privacy Policy through Valve*

- ✓ Privacy Policy found on [steampowered.com](#)
- ✓ Policy applies to Steam Client, Steamworks DRM and Payday 2
- ✓ Easy to read, understand and is worded with clear consistency
- ✓ Users visibly notified of any changes made to the Policy
- ✓ "Personally-identifiable" and "non-personally identifiable" info are defined
- ✓ Policy specifies what's are collected before and during gameplay
- ✓ Info is stored in the US
- ✓ Data centres are 100% safe and secure
- ✓ Info is used solely for improving Steam's services only!
- ✓ Visible opt-in / opt-out process
- ✓ Users can access and modify their user account
- ✓ Users can modify their user account
- ✓ Users can validate the info they've provided
- ✓ Can request to have their data removed
- ✓ Can review and query changes made to the Privacy Policy
  
- ✗ Third parties not identified
- ✗ Users have limited control over their Steam account
- ✗ Users must accept ALL changes to the Policy before playing Payday 2

*Looking at Payday 2's EULA from 505 Games*

- ✓ EULA / TOS is found on [steampowered.com](#)
- ✓ EULA / TOS covers Payday 2 and Steam DRM
- ✓ Terms and conditions for Steam DRM are clearly defined
- ✓ Can back-up copies of Payday 2
- ✓ 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
  
- ✗ Difficult to read, understand and is inconsistently worded
- ✗ Drafted to only abide by the laws of Italy
- ✗ 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
- ✗ Circumvention of Steam DRM prohibited
- ✗ Payday 2's source code isn't to be modified or reverse-engineered
- ✗ Not permitted to create "mods"
- ✗ Monitoring services / software are required to play Payday 2

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

## 3b. EULA (Steam)

**Note:** 6,946 Words found in [Steam's EULA](#).

EULA has been updated to July 2013.

*See Also:* Section 12, *Dispute Resolution / Binding Arbitration / Class Action Waiver*

## 4. Setup / Install

**Note:** Users will need to download ~6Gb and will take up 22Gb of HDD space once the installation of Payday 2 is completed.

## 5. Updates / Patching

- ✗ Warranties waived (excluding physical merchantability warranties)
- ✗ Cover waived against any unforeseeable damages, disruptions of service
- ✗ Termination process dictated by 505 Games
- ✗ Arbitration process isn't freely-provided and is overseen by 505 Games

*Looking at Steam Subscriber's Agreement through Steam.*

- ✓ EULA / TOS is found on [steampowered.com](#)
- ✓ EULA / TOS covers Steam DRM
- ✓ Terms and conditions for Steam DRM are clearly defined
- ✓ Can back-up copies of Steam Client
- ✓ Permitted to create free "mods" of Valve's Source Code Engine
- ✓ Won't blacklist specific background services or software
- ✓ Termination process is clear and transparent
  
- ✗ Difficult to read and understand
- ✗ Drafted to only abide by the laws of US 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
- ✗ Circumvention of Steam DRM prohibited
- ✗ Monitoring services / software are required to use Steam
- ✗ Cover waived against any unforeseeable damages, disruptions of service
- ✗ Arbitration process isn't freely-provided and requested by Valve
- ✗ Legal action is waived

*Looking at how Payday 2 is installed on Windows PCs only.*

- ✓ Custom installation options are provided
- ✓ All files are installed within folders designated by users
- ✓ Steam DRM files installed within folders designated by users
- ✓ Currently-executing background services won't interfere with installation
- ✓ Error-free installation
  
- ✗ No installation logs of files and registry keys
- ✗ Installation completed beyond 60 minutes (using an ADSL2+ connection)

*Looking at how Payday 2 is patched prior and after gameplay.*

- ✓ No other DRM files or registry keys are installed
- ✓ Details of patches provided via [steampowered.com](#)
- ✓ Users can be advised of game patch's availability
  
- ✗ Automatic updates are mandatory
- ✗ Day-one patch required

## 6. DRM & Activation

**Note:** It is recommended that (new) users should install and update Steam first before installing Payday 2.

**Note:** Payday 2 will be connected to the following servers: Valve (Highwinds Networks, Telia.Net, Kaia Networks, QWest Communications, Limelight Networks, Level 3 Communications, Comcast & WA Internet Exchange)

**See Also:** How to play Payday 2 in [offline mode](#).

## 7. Gameplay Experience

**Note:** Savegame and Config files are found in the /AppData/Local/Payday2/ folder.

- ✗ Requires ALL patches to play Payday 2
- ✗ Patches only installed via. automatic updates
- ✗ Changes to the Privacy Policy and/or EULA not provided until updates begin
- ✗ No installation logs of files and registry keys
- ✗ Rollback option not provided
- ✗ No plans to sunset Steam DRM

*Looking at Steam DRM in relation to Payday 2 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 Payday 2 will be activated
- ✓ Username, password and email are only required
- ✓ Unlimited online activations to any one PC
- ✓ Can play single-player game offline
- ✓ Only Steam DRM is implemented
- ✓ Unlimited hardware activations
- ✓ Unlimited installations
- ✓ Support and troubleshooting process provided
- ✓ 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

*Looking at the gameplay aspects of Payday 2 and how it interacts with PC Windows.*

- ✓ Can play on minimum specs
- ✓ Can play a backup copy of the game
- ✓ Disc not required for gameplay
- ✓ Suitable options to modify video settings
- ✓ Can customise controls
- ✓ Can play with console controller
- ✓ Can play in windowed mode
- ✓ Can play offline
- ✓ Won't "phone home"
- ✓ Can play without connectivity issues on an ADSL connection
- ✓ 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
  
- ✗ Can only play on one PC at a time per game / account
- ✗ DRM and monitoring services will operate during and after gameplay

## 8. PC Checkup

*Looking at whether Payday 2 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 Payday 2 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 Payday 2 (How much legacy material is there after the removal of Payday 2?)*

- ✓ Knowledgebase provided at Steam to remove all Steam files and registry keys
- ✓ Knowledgebase in removing game + DRM files is easy to understand
- ✗ Will need to uninstall the game via. Control Panel
- ✗ Some game files and registry keys related to Steam and the game remain

*Note:* Steam does offer an option to **manually remove all Steam-related files**. It does work and will remove any remaining files and keys after uninstallation of Payday 2

## 10. Customer Support

*Looking at the customer support side of Payday 2 through Steam's Community Forums*

- ✓ Customer service / support found in one place at steampowered.com
- ✓ Steam's forum is easy to use and navigate
- ✓ Searching on Steam's forum is direct and quick
- ✓ Info is easy to read and understand

## RYG's VERDICT

# 60%

## BARGAIN BIN MATERIAL

64% and below

## SHOWS PROMISE & POTENTIAL

Between 65% and 84%

## WORTH SUPPORTING

85% and above

*While Payday 2 behaved and performed like many Steam-released games we've looked at in the past, we found that their "lowered" score was attributed to the way the publisher handled their company EULA as well as the way Payday 2 was updated through Steam.*



### Colophon

This analysis of Payday 2 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. Payday 2 was donated by RYG members.

### Disclaimer

These analyses are only a guide and represent RYG's perspective into Payday 2 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 Payday 2 and hope you continue to support our work.

RYG is a user research and design studio for video game developers and publishers. Our focus is planning and designing games with a gamers'-first mentality through user and product research. RYG is led by a husband-and-wife team of Lisa and Martin Pham. RYG is operated in the heart of Sydney.

RYG Analysis: Payday 2  
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www.reclaimyourgame.com @projectryg  
PRYG3-00079-01  
25 September 2013