

TBW FAQ Sheet

PRICING MODEL

WHAT IS YOUR PRICING MODEL? IS IT SUBSCRIPTION BASED?

No, our game is not subscription based. There is nothing you subscribe to, you buy the game content we create for a season and then you own it. Our pricing model more accurately reflects those of episodic games such as Telltales' The Walking Dead, where packages of content are released regularly that build on the main story. Whether you continue to buy additional episodes or seasons when they are released is up to you.

HOW DO "SEASONS" WORK?

The game is broken up into sets of "missions", which are discrete units of puzzles & narrative content. There is a specific number of missions per season and you advance through the game by completing these missions. Mission sets are released every two weeks during a season and allow for player actions to affect the storyline.

WHAT DO YOU GET WHEN YOU BUY A SEASON OF THE GAME?

All of the content developed for that season, you pay the price of the game season content once. No monthly subscription fee, only regular releases of paid content. To give an example of the amount of content you can expect for each season, the contents of Season 1 included:

- 25 Missions
- 25 Hidden Puzzle Pieces (secret answers to puzzles)
- 5 Hidden Missions
- 5 Live Events

IF I DON'T BUY THE NEXT SEASON, WILL I STILL BE ABLE TO PLAY THE GAME?

Yes, you will still be able to play the game. Players who buy Season 1 are not required to buy Season 2. You will still be able to access your client and you will still be able to play the missions for the season(s) you've already bought. We don't make you pay for a new season every time one gets released.

MISSIONS

HOW MUCH TIME DOES IT TAKE TO PLAY EACH MISSION?

On average, players took 41 hours to complete Season 1. Each mission varies in difficulty and can range from thirty minutes to several hours. We try to assess the difficulty of each mission

and indicate it in the client. Missions approaching the end of a particular storyline tend to require more research or cooperation with other players in the game.

CAN I TRY OUT THESE MISSIONS AND SEE WHAT THEY ARE LIKE BEFORE I BUY THE GAME?

Yes you can, we encourage any potential player to understand the type of game they are buying before they buy. You can play a demo of the game [here](#).

HOW DO YOU ACHIEVE DIFFICULTY IN MISSIONS?

We aim for our mission sets to have varying levels of difficulty that emphasize different types of problem solving (code breaking, research, logic, etc). This enables the player to experience a wide variety of challenges that test multiple abilities. We create levels of difficulty in our missions by requiring the player to frame the mission objectives in a certain way, asking for the player to carefully consider the given evidence within the narrative being presented or introducing multiple steps in a mission investigation (currently ranging from 1 to 9).

HOW DO YOU CATEGORIZE MISSIONS ACCORDING TO DIFFICULTY?

We use a three dimensional scale to assess difficulty when designing our missions.

1. Subjective-Objective: Whether or not the instructions, clues or research requires careful consideration (e.g. the risk of overthinking the problem).
2. Depth: How far the mission will lead you down a path before you come across the necessary information (e.g. the risk of pursuing red-herrings).
3. Scale: How many steps a mission requires to complete (e.g. the quantity of clues provided and answers needed).

WHAT ARE “LIVE MISSIONS”?

Live missions are timed events that try to engage with players outside of the game client and tell a story through real world interactions (phone calls, external websites, location based puzzles, interactions with actors, etc). They happen intermittently throughout the current season. Players are notified that live events are occurring through email and in-client messages. The amount of enjoyment you get out of a live event is dependent on how much you put in. We design live events with activities that don't require a large time investment to participate in, however we also create deeply immersive experiences that will be tailored for people who want to really lose themselves.

LIVE MISSIONS HAPPEN IN REAL TIME, WHAT HAPPENS IF I COME IN LATE?

We never want a player to feel left out just because they have a schedule that doesn't fit our game. The real time nature of live missions does mean that you will inevitably miss certain developments in the story, but our community does an amazing job of making sure people are kept up to speed on what is happening. We have a dedicated thread on the forums per live mission and player-generated guides/rundowns have appeared in many past live events to aid newcomers.

WHAT IS A TYPICAL LIVE MISSION LIKE?

Live missions consist of a series of objectives given to the entire community, spanning across several days. The narrative structure of a live event changes based on the completion of objectives and choices made by the community as a whole. The players then collaborate to solve the objective(s) and when a solution is found, it is encouraged to be shared immediately with the entire community. The collaborative effort can then move on and the objective can be completed. We encourage anyone curious about the live mission experience to ask members of our community directly on [our forums](#) or [IRC](#).

DOES WHERE I LIVE AFFECT MY ABILITY TO TAKE PART IN A LIVE MISSION?

Live event objectives can be done online while others require real world actions. These real world actions can be localized to a specific city (go to the Empire State Building and take a photo) or be generalized to anywhere (go and take a photo of a metal statue). We try to plan for a good balance of localized activities and global activities to provide the most inclusive experience possible.

ARG EXPERIENCE

I HEARD I CAN GET CALLS AND PACKAGES, WHAT'S THE DEAL WITH THAT?

During an active season, players have the option to apply for various levels of game-to-player interactions, in the form of receiving phone-calls and packages (with no additional charge to players). These are called "Clearance Levels" and refer to the level of immersion you wish to have with our game:

- Red Level (Default): You'll get emails from the game.
- Orange Level: You may get emails and phone calls from the game.
- Yellow Level: You may get emails, phone calls and packages.
- Green Level: Once a season, a player is selected by the community to take part in a day long, fully immersive experience. If you are selected, you must submit a full medical exam and sign a personal injury waiver.

Please note that during the off-season, calls or packages are not be guaranteed.

DO I NEED TO GIVE OUT MY PERSONAL INFORMATION JUST TO PLAY YOUR GAME?

No, players are not required to give this information to play the game and can lower or raise their Clearance Level whenever they choose. They can also decide to opt out of any Clearance Level and their information will be deleted from our database.

HOW IMPORTANT ARE THESE GAME-TO-PLAYER INTERACTIONS?

Phone calls or packages do not affect your ability to play the game and should be thought of as optional side content that we try to provide as a way to deliver a true ARG experience. This content is not guaranteed for all players.

WHEN CAN I EXPECT MY CALL OR PACKAGE?

If you have registered for an Orange or Yellow level clearance, you may receive phone calls or packages from the game during an active season. While the game is in the off-season, calls/packages are not guaranteed.

HOW MUCH OF THIS GAME-TO-PLAYER CONTENT CAN I EXPECT?

We rotate the group of players scheduled for a package, so new players can have a chance to get one during the active season. The possibility of receiving a call/package can also increase depending on interaction with live missions or community activity. We also look for active players in the community and sometimes send them special phone calls/packages.

I DON'T HAVE TIME TO HANG AROUND THE CHAT ROOM ALL DAY, WILL I STILL BE ABLE TO GET CONTACTED?

While high activity in the community (such as IRC discussion with players and responding to game NPCs) is a factor, there is no preferential treatment for any group of players and we avoid providing too many real world interactions to a single player. A new player is as likely to receive an interaction as a veteran.

WHAT IS YOUR ARG COMMUNITY LIKE?

We cannot say enough good things about our community, they are some of the most helpful and friendly people we have ever met. Our game encourages frequent collaboration and the community has grown around these values of helping others. If you are ever stuck on a mission, need to bounce ideas off a fellow agent or just want to have a chat then you are always welcome in the [IRC](#) or [forums](#).

I HAVE A QUESTION THAT ISN'T ADDRESSED HERE! HOW CAN I ASK YOU DIRECTLY?

If you are unclear about anything we've said about our game or feel like we did not address a point in enough detail, please let us know! We'd love to talk with you publically on the forums or in private and help you be as informed as possible before you click that "Buy now!" button.

- You can chat with us on our [IRC channel](#)
- There's also our [forums](#)
- To get in touch with the devs, just speak with [Anashel](#), [crux](#) or [Jarobi](#).