

To Habby & whomsoever it may concern,

We are writing to you as representatives of the Survivor.io community. Our goal is to express the concerns with certain aspects of the game and provide suggestions in an attempt to proactively work with you to address these issues to improve player experience and morale. We see you responding to surveys and improving the game slowly and we thank you for that. Please view this letter as a call to arms from the community and take it very seriously.

We are requesting that a representative from Habby acknowledges this letter and provides meaningful responses in a timely manner. If that does not happen, the [Survivor.io](#) community has come together and agreed that we will no longer participate in funding your game and a spending strike will be initiated. However, should you choose to ignore and dismiss our concerns, the strike will begin during your planned Chinese New Year Events and continue until you choose to reply and show the community you are willing to make meaningful changes for the betterment of the game, the community and Habby as a company.

Over the past six months, [Survivor.io](#) and Habby have introduced too many costly upgrades, such as: S Survivor, new Synergy Levels, Xenos Pets, Collectibles Editions/Collections/Sets, SS Chaos Path Gear, and Twin Born Tech parts. The speed at which these upgrades and the high cost to acquire these upgrades, have significantly hurt Survivor.IO and its community.

Many players are burnt-out from the excessive expenses without a break in sight and have begun quitting the game. The community has already lost countless veteran players and community contributors. Due to the rapid pace at which players have quit the game, clans have resorted to continuously merging with each other just to keep up with competitiveness. Morale across the game has never been lower. Additionally, despite the staggering amount of power creep introduced to the game, none of the game modes reflect any of these updates. Main Chapters, Main Challenges, Regular Challenge, Zone Ops, Mega Challenge, Operation Retreat, Clan Exploration, Spec Ops and most of the game content have remained repetitive and boring.

To help address some of these issues, we are highlighting our most important concerns and proposing possible strategies that would lead to significant improvement in the overall game, as well as player morale. Players from all around the world have contributed to this. Please read through our most important concerns and seriously consider working with the players to address the following issues.

### **1. Improve Player & Developer Communication:**

Players are disappointed and tired of the overall lack of communication. Most players' only option is the in-game "contact support" button that only results in automated responses or frequently just ignored. If they do get a response it does not even address the question or problem the player contacted them regarding. There has been no other point of communication with the game developers to share concerns or ask questions. Changes are secretly made in-game while players are clueless as no information is ever passed to the players.

- Provide a long-term road map on the future of the game and how you plan to roll out new content that challenges players.
- How do you plan to inform and communicate with the players before any changes or updates are made to the game?
- Improvements to the customer service process to listen to feedback and actually address player questions & concerns.
- Bugs within the game have become a constant problem with every single update. Are there any plans to use a more robust testing method to identify and address bugs prior to going live in the game?
- Events and game modes are confusing with little descriptions and poor translations. This needs to be improved as the game has gotten more and more complex. New players are immediately lost and often quit due to a lack of clear instructions.

### **2. In Game Items: All Cores + Collectibles + Resonance Chips + S Shards + Omni Shards:**

The gap between free-to-play and spenders has become unsustainable. Premium items such as Legendary Collectibles, Awakening Cores, Relic Cores, Xenos Cores, Resonance Chips, S Shards and Omni Shards are scarcely rewarded; despite all being needed in extremely high numbers for even the most minimal upgrades. It takes months to build up enough of one item for one single upgrade. Many times, Habby then adds a new power creep, much like what is planned with Xeno-transmute forging of SS Equipment. A vast majority of players are left unable to even access the new content due to the extremely high cost. Without a way to swap premium items between each other, many players have chosen to simply quit playing the game instead. This must be addressed, or the game has no future.

- How do you plan on reducing the cost of playing the game to sustain its players?
- How do you plan on increasing the amount of items available to free-to-play players so they can participate in all aspects of the game?
- Relic Cores, Awakening Cores, Xeno Cores, Resonance Chips, Legendary Collectibles, Omnishards and S Shards must be more widely available without spending hundreds or thousands of dollars on every event. A major scaling of costs is needed for all important items.
- More Relic Cores, Awakening Cores and Legendary Collectibles need to be added in the Universal Exchange for affordable/appropriate currency and make provisions to buy Xeno Cores, Resonance Chips and Omni Shards as well.
- Allow players to freely exchange or swap premium items so they can test various builds and set ups. If already acquired, there should not be a cost on the player to do this. Xeno-transmute forging and the accompanying new core that will be introduced is a prime example. A majority of people who do spend money on the game are furious at the proposed "tax" you are going to place on changing Relic Cores for this item. The greed displayed over the past year has irreparably hurt this game already.
- **Xeno Transmute Cores** - These should be made available in the Core Choice chest, as well as unlimited 1:1 exchange in the Universal Exchange, immediately upon release. Many players are already upset with the anticipated plans for release; and rightfully so. They have already spent either money or time to acquire the resources they have and should be able to freely exchange them for other resources. The excessive cost and lack of availability puts them far out of reach for most players, even those who spend quite a lot of money, but most notably free-to-play and low spenders. Habby thankfully listened to feedback after the release of the Xeno pet cores, and included them in the Core Choice chests. Instead of going the same route of upsetting players and then changing direction later, consider doing first what would make players happy to begin with and include them from the start.

### **3. Improve Quality of Life Features + User Interface:**

The user interface has become incredibly cumbersome. It often requires hours a day just changing builds to play the various game modes. The addition of the custom forge button for gear was a very welcomed improvement, however unless you have all eternal tech, changing between Twin Born set-ups is a horrible experience. It saves where Resonance Chips are allocated but does not save the tech being used in the 3 resonance slots. So much time is wasted changing between various set-ups and not actually playing the game.

- Improve in-game Chat Box + Text Friends option + Increase cap of 20 Friends in-game.
- Many event shops require you to purchase an item 50x. Every item needs a slider to open multiple items at once.
- The Collectible salvaging process used to be better. The current system has been a constant complaint from players since it was implemented. Please include a "Select All" option to salvage excess Collectible Shards.
- Similar custom options (as seen on SS gear) for Tech and their Resonance allocation.
- Discard endless tries in Survivor Training and Xeno Reforge Skills with one click and lump sum Gold.
- Tab to view the total number of Relic Cores, Awakening Cores, Xeno Cores, and Tech Resonance Chips.
- Skill Select option for LME and other modes in order to decrease the time wasted simply trying to get the desired skills.

#### **4. Reset Vial for Legendary Collectibles:**

The sheer number of Legendary Collectibles you have introduced has been overwhelming. Many are stuck with collectibles that have long lost their value after Habby completely changed the power scaling of items and are not able to use collectibles for newer sets with significantly more importance. Players need to be able to occasionally reallocate their legendary collectibles. We understand that this is likely not possible on a large scale, but even being able to move one or two a month would be incredibly helpful for all players. Much in the same way that Reset Vials for survivors and Pet Elixir for Xeno Pets were introduced. A Collectible Reset Vial would be limited in use but extremely helpful.

- A Reset Vial would allow resetting of an entire Legendary Collectible to its based value at 0 stars. This would be irrespective if the Collectible was at Yellow-1 star or Red-5 stars.
- The Reset Vial would need to have a 100% return rate. For example: 30 Collectible Hearts removed = 30 Collectible Hearts generated to be used.
- The salvage value of a collectible should be equal to the cost of exchanging for a collectible of the same level.

#### **5. Rewards + Offers + Shops + Cost Revisions:**

The cost for items in the game needs to be updated to reflect the current landscape, not remain what it was 2+ years ago. We now need multiple core types, Chips, Collectibles, etc. The massive inflation of resources required to play without any meaningful increase in supply is a major cause of dissatisfaction in the community and an increasing rate of players quitting.

- Revise costs of Regular Challenge Store, Clan Shop, Event Sales Packs, and Daily Discount Stores.
- Upgrade Daily Rewards, Dailies, Weeklies, Achievements, Daily Discount, Weekly Limited, Monthly Limited, Quick Patrols, Regular Challenge Shop, Clan Shop and introduce new Growth Funds.
- Increase caps for redeeming items in Universal Exchange.
- Include more options to exchange items for Gold + Design Parts + Survivor Shards + Crystals + Essence Oil + Revival Coins in Universal Exchange.

#### **6. Other Miscellaneous Game Suggestions:**

Other suggestions that players have requested without responses from Habby are listed below. Many would not be difficult and would improve player morale.

- Upgrade Clan levels + Player levels + Clan Shop levels.
- Reduce Cookies loss on Dismissal of pets from 10% to 5%.
- Increase the cap of Cookies available in Universal Exchange and add the same amount in the Operation Retreat Exchange Shop.
- Increase total Regular Challenge Medals per 3 days to 500.
- Allow unlimited Operating System Transfers for people switching devices.
- Convert ATK buffs from Outfits and SS Gear from Attack number to Attack %, so it scales with the game.
- Operation Retreat takes a lot of time to complete and players are choosing to not play it at all, in spite of the lucrative rewards. Reduce unnecessary grind in Operation Retreat.

The recommendations listed above highlight what our community believes are the most important concerns to help with the immediate and long term health of the Survivor.io game and community. Player retention is one of the best ways to drive revenue generation. Without these changes, the Survivor.io community will continue to suffer and what is clearly most important to Habby, revenue will continue to plummet. While reading through the list above, seriously consider if it is better to listen and address these issues, or if Habby can afford to continue exploiting the players.

At the end of the day, so many of us have really enjoyed this game and want to continue playing with friends in a thriving community. Habby wants a game that is profitable with new players and keeps veteran players engaged and willing to continue spending money. These are not mutually exclusive and both of these realities can exist at the same time. But if things continue as they are now, both will fail. We hope these recommendations can be a middle ground that both improves the Survivor.io experience while also allowing you to make profits.

Sincerely,  
The Survivor.io Community