



## Support agreement research simulator

A distinction must be made between free support and paid development.

### Free support

The user is entitled to support from Carnetsoft via email, TeamViewer and skype. The following types of support are free of charge:

- Help with the **installation of the software** on the computer. Carnetsoft will assist the user, if needed, by providing manuals, instructions via email, skype or phone, and via login into the computer with TeamViewer (remote login). This help is without costs if:

- The user has installed the software on a computer with the required specifications. These specifications can be found on the website of Carnetsoft:

- <https://www.rijkschool-simulator.nl/rijkschool-simulator.nl/specifications-driving-simulator/>

- The computer is connected to the internet and the user allows Carnetsoft remote login via TeamViewer

- An **introduction course** on how to use the simulator, how to setup an experiment, and measure data. The maximum duration of the course is 3 hours. The course is via Teamviewer and skype. This course is without costs if:

- The computer is connected to the internet and the user allows Carnetsoft remote login via TeamViewer

- Carnetsoft will answer questions, via email, concerning the use of existing functionality. This may refer to how to create or modify a graphical databases, use script functions to define an experiment, traffic, interactions between the simulator and the user or external programs, data storage and analysis etc. The user receives detailed documentation on the use of the simulator, the script language, database generation, data analysis and configuration of the simulator. Also a number of example scripts and experiments are provided by Carnetsoft.

- When a new update (with improvements in the software), or an upgrade (new version of the rendering system, substantial extensions of functionality) is available, the user can download the installation of the software from the website of Carnetsoft, after receiving a download link via email. These updates and upgrades are free of charge.

- There are no annual licence fees or support fees required by the user.

### Paid development

If the user needs functionality that is not provided by the existing software, for example:

- specific secondary tasks, according the users needs, that communicate with the existing interfaces on the simulator
- new script functionality
- new functionality in the database generation software
- new graphical objects or animations

or if the user wants Carnetsoft to use the existing tools to create specific content for use in a specific experiment, for example:

- create a new database, or modify an existing database, according to the requirements of the user
- create experiment scripts

Carnetsoft can be hired on a project basis for a rate of €75,- per hour (excl. VAT, if applicable). When the requirements are specified by the user, Carnetsoft will make a quote with the number of hours and total cost specified. If during the course of the project, the user changes or extends the requirements, a new quote will be made by Carnetsoft.