

Version 1.8 valid from Januari 2023. This version overrides previous versions.



## Support agreement driving simulator software

A distinction must be made between free support, paid support and paid development. The user is entitled to support from Carnetsoft via email and TeamViewer. There are no annual licence fees or support fees required by the user.

### 1. Free support

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 and instructions via email and via remote login into the computer with TeamViewer. Installation via TeamViewer can only be done by Carnetsoft 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://cs-driving-simulator.com/downloads/specs.pdf>

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

- The Operating System if the user is set to English since other languages would inhibit Carnetsoft to give suitable support via TeamViewer.

- There are no restrictions set on the computer that make the installation via teamViewer impossible, such as inability to create desktop icons, click on desktop icons created during the installation or change the desktop icons created during the installation, or write prohibitions in c:\Program Files (x86) where software must be installed during the installation.

- The user is provided with documentation on how to use the simulator software. Users of the research simulator software licence are provided with extensive documentation on how to setup experiments plus a number of example experiments with full script source code + 15 Virtual Environments. Before requesting support, users are expected to have read the documentation related to the questions at hand, and to have checked the script source code files if these apply to the questions. Also, users of the research simulator software are expected to have a working knowledge of the script language and to be able to understand the example script code that is supplied with the research simulator software. Users of the research simulator software are also expected to have read the basic courses that are supplied with the research modules. If the user is unable to study or understand the documentation or work with the script language, then paid support (see paragraph 2) is the regular alternative.

## **2. Paid support**

### **2.1 Support voucher**

A **support voucher** gives access to 5 hours of paid support. A support voucher costs €625,-. The user can purchase a support voucher any time and the 5 hours of support can be freely used when the user wants. After the 5 hours of support are used, the user will be notified via email. The support voucher expires 2 years after the date of purchase. The following types of support are included:

- Carnetsoft will answer questions, via email, concerning the use of existing functionality within 2 working days (except for holiday periods). This may refer to how to create or modify graphical databases (Virtual Environments), use script functions to define an experiment, traffic, interactions between the simulator and the user or external programs, data storage and analysis etc.
- Carnetsoft will provide scripts for experiments or debug scripts, provided by the user, if these contain errors.
- Carnetsoft will modify existing databases (Virtual Environments) or make new databases according to the specifications of the user.

### **2.2 Experiment creation**

If you want to have your experiment developed by an experienced researcher/developer, Carnetsoft can do that for you. Because of the in-house development and experience this can often be done faster and cheaper than when you create the experiments yourself. So if you are in a hurry or if you need the skills of an experienced developer this may be a cost-effective alternative. This concerns:

- creation/modification of graphical databases (virtual environments)
- creation of scenario generation scripts
- creation of subject and data specification files, so that you have all experiment files for all subjects and conditions ready to use
- modification of runtime simulation and graphics software

If you send the specifications of the experiment you'll receive an estimation of the required development time and a quote. An experiment normally can be prepared here in 20 to 40 man hours which amounts to a price of €2500 to €5000 (excl. VAT if applicable).

After the delivery of the experiment it must be tested by the customer within 2 weeks after the delivery

- to evaluate if it conforms to the specifications
- and for repair of bug fixes.

Requests for modifications more than 2 weeks after the delivery date will be charged for a rate of €125,- per hour (excl. VAT, if applicable).

### **2.3 New updates and upgrades**

New updates or upgrades for users of an existing licence cost €750,- (excl. VAT if applicable). These are country-specific: all databases and simulations use road signs and rules of the road for the country where the customer resides. 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. The installation via TeamViewer is free of charge.

### 3. 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

Carnetsoft can be hired on a project basis for a rate of €125,- 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 customer changes or extends the requirements, a new quote will be made by Carnetsoft.

### 4. Obligations of the user

For users of the simulator software, the following things are expected of the user:

1. Users of the research simulator software are expected to have a working knowledge of the script language and to be able to understand the example script code that is supplied with the research simulator software. Users of the research simulator software are also expected to have read the basic courses that are supplied with the research modules before asking support.
2. Users of the research simulator software are expected to have sufficient competence to understand and apply the documentation supplied with the software and to do their best to use the software in the way it is intended and specified in the documentation.
3. Users of the research simulator software are expected to have a general knowledge of the computer operating system, devices and the way computers and utility software such as editors work.
4. In general, Carnetsoft can not be held responsible for actions of users that are detrimental to the functioning of the simulator software. Users should not remove software licences that are required for proper functioning of the simulator software, move folders within the software's working environment, delete or move files that are important for the proper functioning of the simulator software or do anything that frustrates the proper functioning of the simulator software.
5. In general, the EULA (End User Licence Agreement) applies and users are expected to have read and agreed to the text of the EULA. The EULA can be read here:

<https://cs-driving-simulator.com/downloads/EULA-carnetsoft.pdf>

URL: <https://cs-driving-simulator.com>

Mail: [info@carnetsoft.com](mailto:info@carnetsoft.com)