



Support agreement driving simulator

A distinction must be made between free support, paid support and paid development. The user is entitled to support from Carnetsoft via email, TeamViewer and skype. 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, skype and via remote login into the computer with TeamViewer. 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:
<http://cs-driving-simulator.com/downloads/specs.pdf>
 - The computer is connected to the internet and the user allows Carnetsoft remote login via TeamViewer
- The user is provided with documentation on how to use the simulator software. Users of the research simulator 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.

2. Paid support

FOR RESEARCH SIMULATORS ONLY

2.1 Support voucher

A **support voucher** gives access to 5 hours of paid support. A support voucher costs €350,-. 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.
- 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 concerns:

- creation/modification of visual databases (virtual environments)
- creation of scenario generation scripts
- creation of subject and data specification files, so 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 €1500 to €3000 (excl. VAT if applicable).

2.3 New updates and upgrades

New updates or upgrades for users of an existing licence cost €500,- (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 €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.

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

Mail: info@carnetsoft.com