Technical, Operational and Continuity Policies for the Simulator

Installation, operation, maintenance and service continuity for the simulator, and how responsibilities are split between the customer and Yoy.

DATE
November 6, 2026

CLASSIFICATION
Public

VERSION
2.1

Addressed to the person in charge of the simulator and to the Organization's IT team. If you are looking for what each party is responsible for, go straight to section 05; if you need to enable the network or prepare the room, the details of domains, ports and power are in the Network and Infrastructure Technical Requirements.

01. Hardware management and replacements

Procedure in the event of theft, loss or damage to components

The vast majority of components can be found on the open market, which makes immediate replacement straightforward, but some are manufactured by Yoy itself. In those cases you will need to contact Yoy and request a quote for replacement or repair. **Response time in this case will depend on stock levels.**

Reinstalling or reconfiguring software

A fresh configuration requires contacting Yoy.

- **Fault in the simulator itself**

  If the system fails due to a fault in the simulator itself, reconfiguration is covered by the warranty or the maintenance contract.

- **PC damaged, lost or formatted by the user**

  This configuration may or may not carry a cost, depending on the contracts in force and the location.

02. Service continuity and protecting the investment

Scenario: Yoy Simulators ceases operations

01

Perpetual fallback licence

A "Standalone" version (self-contained executable) of the simulator would be provided. This version removes validation against Yoy's servers, allowing the software to run locally and permanently.

02

Delivery of installers

A repository (physical or digital) would be made available with the installation files and dependencies needed to reinstall the system from scratch without help from the Yoy team.

03

Delivery of information on Yoy-manufactured components

Drawings, circuit schematics and relevant code would be provided so that the component can be reproduced.

Scenario: absence of key personnel in charge of the simulator

01

Usage and operation manual

Yoy provides detailed technical documentation that allows any new person in charge to configure, calibrate and launch the simulator.

02

Staff training

Yoy is available to run training sessions for new staff as needed. These sessions may or may not carry a cost, depending on the contracts in force and the location.

03

Cross-training

We always recommend running a technical handover session with at least two people on the team, to ensure the knowledge does not rest with a single person.

> **Delivery of the simulator installer**
>
> It is not currently Yoy's policy to hand over the executables, although this can be assessed case by case.

03. Hardware and software technical specifications

Minimum and recommended hardware and software requirements, and guidelines regarding modifications, dependencies and management of system updates.

High-end PC specifications

Component	Requirement
Processor	Intel Core i7 or higher (or AMD Ryzen equivalent).
Graphics card	Nvidia 4070, 5060 or higher, with a TGP of at least 110 W. Alternatives: 3080, 4080, 5070.
Storage	SSD 512 GB or more.
RAM	16 GB or more.
Ports	1 HDMI. At least 2 USB ports.
Certification (desirable)	MIL-STD-810H for mining.

Simulator software dependencies

- Microsoft Visual C++ 2015–2022 Redistributable (x64).
- DirectX End-User Runtime (June 2010) — already included in Windows 10 and 11.
- Up-to-date GPU drivers.
- Meta Quest Link.
- Arduino drivers.

Modifications to the high-end PC

We recommend not modifying the original configuration of the high-end PC, in order to guarantee the correct operation of the simulation system.

That said, we understand that some organizations need to integrate corporate security software, apply domain policies or make changes to the operating system in order to connect the equipment to their internal networks. These procedures are the customer's responsibility and may affect the simulator's operation.

We recommend that any modification be carried out in advance and coordinated beforehand, so that its compatibility with the system can be validated. Costs arising from reconfiguration caused by external modifications may be subject to the contractual conditions in force.

Update management

Updates may include improvements or fixes and will be coordinated by the support team with the person in charge of the simulator in advance. They are typically performed remotely and take between 5 minutes and 1 hour. The internet requirements detailed in the Network and Infrastructure Technical Requirements document must be in place.

04. Infrastructure requirements

Minimum physical, electrical and connectivity infrastructure requirements to guarantee operational stability, equipment safety and service continuity. The full detail of domains, ports and power is in the Network and Infrastructure Technical Requirements document; a summary follows.

Environment

- Reduce natural light (curtains) and ensure good artificial lighting
- Remove large highly reflective surfaces (mirrors)
- Air conditioning

Power

- Power point with at least 1,000 W available and a working earth connection
- UPS recommended where power fluctuation is high
- LED TV (120 W per television used), high-end PC (450–700 W), headset (25 W)

Connectivity

Outbound traffic to `https://accounts.yoy.cl` (port 443) must be allowed, in addition to the Meta Quest support and update domains — see sections 01-02 of the Network and Infrastructure Technical Requirements.

05. Responsibilities — Customer and Yoy

To avoid operational ambiguity, what falls to each party is set out below.

Area	Detail
CUSTOMER	
Power point, working earth connection and UPS	Provision of electrical infrastructure as per section 04.
Physical space and environmental conditions	Room/space as per section 04.
Internet connectivity and domain whitelisting	Enabling the domains/ports listed in the Network and Infrastructure Technical Requirements on their corporate firewall/proxy.
Modifications to the high-end PC configuration (domains, VPN, corporate antivirus)	Under their responsibility; may require prior coordination with Yoy — see section 03.
Training and day-to-day operation of the simulator	With initial training and technical handover provided by Yoy (section 02).
SHARED	
Simulator hardware (high-end PC, headset, peripherals)	Yoy supplies and specifies the hardware; the customer safeguards it day to day.
YOY	
Simulator software, licences and updates	Development, maintenance and deployment of updates.
Technical support and corrective maintenance of the simulator	Through the channels in section 08, subject to the contractual conditions in force.
Backups and cloud platform infrastructure (Yoy Account)	See the Security document.

06. Incident management and support

Yoy maintains an internal incident management process covering the infrastructure and applications that serve the simulator.

- Incidents are classified by severity (impact on the confidentiality, integrity or availability of the service) and prioritised accordingly.
- In the event of an incident affecting the customer, Yoy contacts them through the channels in section 08 with the information available at that time.
- In the event of a security or privacy incident affecting customer data, Yoy notifies the affected customer without undue delay and no later than **48 hours** after confirming it, with the information available at that time, and supplements it as the investigation progresses.
- Where required by the regulations in force in Chile (Law No. 21.719 on the protection of personal data), Yoy also notifies the authority within the deadlines it sets.
- Reports of vulnerabilities or security incidents can be sent at any time to **security@yoy.cl**.

> **Note**
> Specific response and resolution times by severity are agreed in the service/maintenance contract in force with each customer.

07. Protection and processing of personal data

The simulator and the Yoy Account platform process personal data of instructors and students/operators in the normal course of their operation.

- **Data processed:** basic user identification (name, email) and assessment results associated with their participation in the course.
- **Minimisation principle:** only the information necessary to generate the assessment record and the corresponding report is collected.
- **Ownership of the information:** the data is associated with the customer organization that administers the course; Yoy does not share it with unauthorised third parties.
- **Regulatory framework:** processing is carried out in accordance with Chilean Law No. 21.719 on the protection of personal data. The full detail (data categories, purposes, retention periods and ARCO+ rights) is in the Privacy Policy.
- **Contact channel:** requests relating to personal data can be sent to **soporte@yoy.cl**.

For technical detail on how this information is generated, stored, transmitted and consolidated, see the Security — Methodologies, Technologies and Communication document.

08. Technical support

Service hours: Monday to Friday, 09:00 to 18:00 (Chile time).

Phone / WhatsApp

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Email

soporte@yoy.cl