Appendices

Appendix No. 1

Survey questions for an excellent online game

1. Excellent online game will have stable servers to provide the best connection.

2. The design of an excellent online game should be visually appealing.

3.Community managers and other employees who communicate with players of an excellent online game will be delicate and polite.

4. All of the possible web pages connected to an excellent game would be visually appealing.

5. When the developers or other employees of an excellent online game promise to do something by a certain time, they do.

6. When a player has a problem, excellent online game's developers or other employees will show a sincere interest in solving it.

7. Excellent online game's every new version will be usually released containing a minimum of bugs.

8. Any game related features/service of an excellent online game will be provided at the time it is promised to do so.

9. Excellent online game's developers or other employees will make sure to not give false information.

10. Community managers/other employees of an excellent online game will tell players exactly when services will be performed.

11. Player support of an excellent online game will give prompt service to players.

12. Player support of an excellent online game will always be willing to help customers.

13. Player support of an excellent online game will never be too busy to respond to customers' requests.

14. The behavior of employees of an excellent online game will instill confidence in customers.

15. Players of an excellent online game will feel safe with their transactions.

16. Employees of an excellent online game will always be courteous with the players.

17. Employees of an excellent online game will have the knowledge to answer customers' questions.

18. Community managers/other employees of an excellent online game will give individual attention to the players inside communities.

19. Excellent online games will provide their service during the operating hours convenient to all their players.

20. Excellent online game will have employees who give players inside communities personal attention.

21. Excellent online game's developers will have their players' best interests at heart.

22. Excellent online game's developers will understand the specific needs of their players.

Appendix No. 2

Survey questions for the game Overwatch as an example

1. Overwatch has stable servers to provide the best connection.

2. The design of Overwatch is visually appealing.

3. Community managers and other employees who communicate with players of Overwatch are delicate and polite.

4. All of the possible web pages connected to Overwatch are visually appealing.

5. When the developers of Overwatch or other employees promise to do something by a certain time, they do.

6. When a player has a problem, Overwatch developers or other employees show a sincere interest in solving it.

7. Overwatch's every new version is usually being released containing a minimum of bugs.

8. Any game related features/service of Overwatch is being provided at the time it is promised to do so.

9. Overwatch developers or other employees make sure to not give false information.

10. Community managers/other employees of Overwatch tell players exactly when the service will be performed.

11. Player support of Overwatch gives prompt service to players.

12. Player support of Overwatch are always willing to help customers.

13. Player support of Overwatch are never too busy to respond to customers' requests.

14. The behavior of employees of Overwatch instills confidence in customers.

15. Players of Overwatch feel safe with their transactions.

16. Employees of Overwatch are always courteous with the players.

17. Employees of Overwatch have the knowledge to answer customers' questions.

18. Community managers/other employees of Overwatch give individual attention to the players inside communities.

19. Overwatch provide its service during the operating hours convenient to all its players.

20. Overwatch have employees who give players inside communities personal attention.

21. Overwatch developers or other employees have their players' best interests at heart.

22. Overwatch developers or other employees understand the specific needs of their players.

Appendix No. 3

PlayerUnknown's Battleground Rules of Conduct

1. Do not use any discriminatory language, including but not limited to any language regarding ethnicity, nationality, race, gender, religion, sexual preference or personal beliefs.

2. Do not use extremely foul language, including but not limited to excessive profanity or language that is graphically sexual, grotesque, or violent.

3. Do not make threats of real-world violence or other intended harm to other players or our employees.

4. Do not harass, stalk, or purposely do things to make someone else feel uncomfortable or threatened.

5. Do not share personal information about yourself or other individuals.

6. Do not engage in, request, arrange, or offer illegal activities or materials.

7. Do not impersonate other individuals.

8. Do not spam, be it in text or voip.

9. Do not cheat: do not use third party programs, macros, client-side hacks, edited game files or anything else that may give you an unfair advantage in the game. This includes promoting or posting links to websites that provide or promote cheats or hacks.

10. Do not team: teaming is defined as two or more players in the same match working together in a larger group than is intended for the selected game mode.

11. Do not team kill: there is no excuse for non-accidental team kills. If your teammate is breaking these rules, report them to us instead.

12. Do not stream snipe: this is a form of cheating and you will be banned if you do it.

13. Do not exploit bugs or glitches: If you find a bug or a glitch in the game that provides an unfair advantage, let us know about it instead of using the exploit for your own benefit.

14. Do not share your account: your account is for your use and your use alone. Do not grant access to your account to anyone else, and do not access anyone else's account, even with their permission.

These rules are neither final nor exhaustive - we reserve the right to suspend disruptive users even if their behaviour doesn't fall under any of the above rules directly. Be nice, play fair and respect others and yourself.