

This letter aims to describe the global service rules that a company shall apply in its relationship with any CPO (Charging Pole Operator) and eMSP (eMobility Service Provider).

Company, in its RSP (Roaming Service Platform) role, expresses its interest to ensure a seamless customer eMobility experience. Company shall therefore make its best efforts to propose its services according to European and national rules and standards, among which eMI3 association and ID issuing authority.

#### Commercial principles:

Company shall aim at implementing the following principles:

- Be open to any CPO and any eMSP willing to get access to its services, and follow up with no discrimination and full transparency.
- Propose prices/fees reflecting its costs such as but not limited to: investment, operating costs, availability, fitting to the customer system, taxes...
- Facilitate the settling of a bilateral agreement between a CPO and an eMSP for the sake of quality of services.
- Forward to its eMSP customers having set an agreement with a CPO, all data made available by him, such as description of the charging infrastructure, its availability, tariff and its components, energy supplier and % of renewable energy when available, how to make use of CPO facilities, what to do in case of emergency, etc.
- Forward to the eMSP the data received from a CPO allowing eMSP to inform his end user of the available tariffs for using CPO services before starting a charging transaction.
- Ensure the exchange of information and services between its customers to allow for a secured, reliable, fast and efficient authorisation process.
- Forward to the relevant eMSP the charging session details (CDR) as received from the CPO within a minimum time or according to the contractual method and deadline, such as: when, where, how long, consumed energy and any other data required in the bilateral contract and for cost calculation per session.
- Supply data and adequate services allowing eMSP to check and pay their bill to every CPO in compliance with their bilateral contract and the content of the charging details records (CDR).

#### Quality Principles:

Company should endeavour to include the following targets in an SLA with its customers:

- Set up a structured organisation to answer to questions and requests from its customers, which is ideally available 24 x 7 for major malfunctions of the platform.
- Forward to eMSP, according to bilateral agreements, contact details of CPO hotlines as provided by them, allowing to fix locking/opening/authentication concerns within 15 mn.
- Rectify any impacting anomaly of its services as revealed by an operator within 3 working days and inform immediately all other concerned operators.
- Rectify any major malfunction of the platform within 6 hours.
- Notify to an operator any detected anomaly in the data received from him and inform all other concerned operators.
- Notify to an operator any interaction (message, request...) not compliant with the interface specification of the platform.

- Promote the use of ID as defined in ISO 15118 standard, eMI3 reference documents, and the ID issuing authority requirements.
- Company shall handle quality concerns through a quality system.

Privacy:

Company shall comply with privacy regulations. This also means that, should private data be involved, company shall engage, next to a contract, a processing agreement.

Key performance indicators:

Company should endeavour to include the following targets in an SLA with its customers:

- Reflect any change in data received from CPO within one (1) minute.
- Reach 99% of availability of its services.
- Identically forward 100 % of data received from an operator to the other concerned operators.
- Activate 100 % of new roaming agreements between operators connected to the platform on the date agreed by them.

- The signatory accepts that AFIREV publishes its signature of this LOI.<sup>1</sup>
- The signatory refuses that AFIREV publishes its signature of this LOI.<sup>1</sup>

The Company representative,

Date:

Company name:

Signatory name:

Capacity:

Signature:

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<sup>1</sup> Delete as appropriate. This decision, or the signature of this LOI, may be revoked by letter or e-mail addressed to AFIREV.