

This letter aims to describe the global service rules that a company shall apply in its relationship with its customers, any third party CPO (Charging Pole Operator) and any third party RSP (Roaming Service Platform).

Company, in its e-mobility service provider (eMSP) role, expresses its interest to ensure a seamless customer eMobility experience, and therefore shall make best efforts to propose its services according to European and national rules and standards, among which eMI3 association and ID issuing authority rules.

#### Commercial principles:

Company shall aim at implementing the following principles :

- Provide to its customers all information available, such as final tariffs, energy supplier and % renewable energy used when available, how to make use of CPO-facilities, what to do in case of emergency, etc.
- Propose tariffs considering costs such as roaming costs, CPO Fees...
- Inform the customer of the tariffs available when using Company's service prior to transaction start.
- Pay CPO invoice in accordance with B2B contracts and Charge Detail Records content
- Inform the customer by providing the charging details such as: when, where, how long, energy consumed, cost calculation per session, etc.

#### Quality Principles:

Company should endeavour to achieve the following service targets towards its customers:

- Establish a call center, which is ideally 24/7 and able to handle customers directly. Contact details are provided to RSP and to CPOs through agreements.
- Handle locking/opening/authentication concerns within 15min.
- Inform CPOs and RSPs of any concern detected on its services/assets and/or exchanged data set.
- Correct a data error pointed by customer, CPOs or RSP within 2 business days.
- Communicate any resolved issue to the customer within 2 business days.
- Use ID as defined in ISO 15118 standard and eMI3 reference documents, in line with 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 achieve the following quality targets towards its customers:

- Reflect any change received from CPOs and RSP within 1min.
- Ensure 99% of availability of its service.
- Communicate 100% accurate and reliable tariffs.

In case of indirect connection to Charging pole operators through RSP, this intention only applies to the service from the eMSP to the RSP. Global level of service from eMSPs' perspective depends on RSP level of quality who is subject to a specific LOI.

- 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.