

Quality commitments for an e-mobility service provider (EMSP) offering access to publicly accessible charging infrastructure.

Version: 2020-10-01 (3.4 modified)

Operational unit(s) concerned:

1) Design and operation of customer service.

Statement	Target value for parameter
1) 1. The mobility operator is registered at an identifier registering office (IDRO) such as AFIREV to be assigned a prefix for customers contracts identifiers. He respects the rules published by the IDRO, keeps up to date the registered information and renews its registration when it expires.	
1) 2. All mobility operator customers contracts are uniquely identified (ID) in accordance with the standards as published by IDRO. These IDs are shared with CPO and any other interested partner and/or roaming service platform in relation with charging sessions.	
1) 3. When the user is charging through roaming, the mobility operator allows him to communicate his contract identifier to a charging station at least with a RFID card and optionally with a smartphone application (the user's authorization request is then transmitted by the mobility operator to the charging point operator).	
1) 4. The services of the mobility operator are designed with a backend system which can be connected to partners, CPO and/or roaming platforms.	
1) 5. The availability of the IT system of the mobility operator able to communicate with roaming partners and to supply the services to his customers is at least Y8 % of the time of operation.	Y8=99
1) 6. Quality of IT service of the backend system is adequate in terms of: MTBF (Mean Time Between Failures), MTTR (Mean Time To Repair), response time to requests (with limitation of longest response times), prevention of stuttering (uncontrolled repetition of the same message), throttling control and also cyber security. ISO 27001 (IT Security) is an ultimate reference.	optional

2) Services and data.

Statement	Target value for parameter
2) 1. The customer has all the static data on the infrastructure to which he can access; in case of data change, the updates received from the CPO or roaming platform are reflected to him within Y1 days.	Y1 = 5
2) 2. The customer is advised of information on charging infrastructures such as how to make use of CPO facilities, what to do in case of difficulty or emergency etc.	
2) 3. Any change in dynamic data on charging points available to the mobility operator (in/out of service, free/occupied, charging tariff, maximum power available etc. according to communication protocols), is updated in the data publication to the customers in less than Y2 seconds.	Y2 = 60
2) 4. Response time to requests for authorization to charge received, either from the customer (case of remote authorization request), or a CPO or roaming platform (e.g. use of a RFID card) is less than Y3 seconds in more than Y4 % of the cases.	Y3 = 1 Y4 = 99

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2) 5. Customers are informed of any impacting anomaly in a CPO service (equipment or data), beyond dynamic data change, within Y5 minutes after the mobility operator is informed.	Y5 = 30
2) 6. If the mobility operator receives real-time information from the CPO on a significant variation or a premature interruption of a charging in progress, having an impact on the service expected by the customer, the mobility operator notifies the customer in less than Y6 seconds after receipt of the information.	Y6 = 60
2) 7. The mobility operator warns the CPO or the roaming platform of anomalies or data errors that he has detected, or been notified by customers, within Y7 working days.	Y7 = 1
2) 8. Any charging network notified accessible to its customers by the mobility operator is effectively accessible in its system.	optional
2) 9. A solution allows the mobility operator's customers to record their evaluation of services and report anomalies.	optional
2) 10. A solution makes it possible to collect data characteristic of the quality of operation of services (see list of indicators in the page "FAQ and definitions") and to provide such data to the quality observatory of AFIREV.	

3) Prices of services and invoicing.

Statement	Target value for parameter
3) 1. The information, pricing scheme and prices proposed by the EMSP are in accordance with consumer law.	
3) 2. The customer is informed of the total price of a charging session, or the pricing formula and unit prices used to calculate this total price, before deciding to charge his vehicle at the charging point.	
3) 3. A charging detail record (CDR) of a session is sent to the customer within Y9 seconds after its end and in any case in accordance with the commercial contract. The CDR contains all the information agreed by contract, including the session total price and at least the date, total duration of the session and the number of kWh delivered if available.	Y9 = 60
3) 4. A charging session is invoiced under the following conditions: - The vehicle has been detected and remained connected for at least Y10 minutes and has been powered with more than Y11 kWh. - No defects in identification and connection were detected by the charging station or reported by the customer. - Registered volume of the charging session is positive and maximal Y13 kWh, duration of the session is less than 24 hours (these extreme values to limit consequences of data error). If these conditions are not fulfilled, a billable CDR is sent anyway with a null cost.	Y10 = 2 Y11 = 0.5 Y13 = 350
3) 5. CPO's invoices are paid by the mobility operator in accordance with the roaming contract and the contents of the charging detail records (CDR).	

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4) User assistance.

Statement	Target value for parameter
4) 1. A call center is accessible Y14 hours a day, Y15 days a week. Relevant information on the accessibility and how to join it is supplied to the customers.	Y14 = 24 Y15 = 7
4) 2. The mobility operator call center refers the customer to the CPO call center only in case of blocking situation due to the CPO infrastructure such as: - Impossibility to start a session while the user is duly authorized, - Impossibility to stop a charging session by the user willing to do it, - Plug remaining locked in the socket although the charging session is stopped.	
4) 3. This mobility operator call center, or a specific phone number, is made accessible to CPO having a contract agreement with him on the purpose to help solving customer problems, as stated in the roaming agreement.	