

## **GENERAL**

### **1) How can I register in the new system?**

We started accepting registrations through what is known as the Driver portal which is available at: <https://account.elektromobilita.cz/login>. A link to it can also be found on the website and QR codes are at charging stations.

At the moment, this is the only possible way to register. Once we launch the mobile application, it will be possible to register through it.

### **2) Are both registrations equivalent?**

Yes, it is possible to fully register both via the Driver portal and the application.

### **3) If I register via the Driver portal, do I have to register via the application?**

No, you don't have to. By registering, a customer account is set up for you in the system. You have access to the account both from the Driver portal and from the application. The login data that you enter during registration is used for access. This means that if you register through the Driver portal and then download the mobile application, you will just log into your account in the application - which you have already set up. This is applicable also the other way around. If you set up an account in the application, you can log into it using the Driver portal.

### **4) On which platforms will it be possible to run the application?**

The FUTUR/E/GO application will be available for both main platforms, iOS and Android. It will be possible to install it for free from the respective stores (App Store and Google Play).

### **5) Will any instructions for registration be available?**

We have prepared a simple description of the registration steps, however the registration process itself is very intuitive and should not cause the slightest problem to any user. It does not differ from the registration process being used in, for example, online stores.

The registration steps in the Driver portal and in the application are identical, differing only in visual terms and is reflected by the display capabilities of the device.

The system contains a number of more advanced functions or settings, with which the user can become acquainted with gradually and can change or modify selected parameters later.

### **6) Why do I have to enter my payment card information into the system again?**

With the transition to the new system, we have also changed the system of taking payments for charging. From now on you will pay for charging on a monthly basis. The IT system will collect data on your charging activities and, after each month, will generate a bill based statement which will be available electronically and on the basis of which you will then automatically pay by payment card through the payment gateway. From the customer's point of view, this is a convenient way to pay for charging.

The payment card is entered in the system only for invoicing purposes and ČEZ, a.s., as the operator of the charging stations network, does not have the access to the card details. It is stored in the payment gateway. During charging, you do not need to have a payment card with you or do not have to authorize it at a charging station. The RFID chip is used for this purpose.

Please note that the payments on the Internet must be activated on your payment card in the form of recurring payments automatically deducted from the card. Otherwise, the payment gateway does not authorize such a payment method.

At the same time, we would like to remind you that the operator of the payment gateway is not ČEZ, but PayU. ČEZ does not have access to the customer payment details, these information are not included in the IT system, they are only available to the payment gateway operator in accordance with the relevant legal regulations.

Information about your charging and the current value on the invoice will also be available through the system.

It is possible that, in the future, we will expand the range of options to include other forms of payment for charging.

#### IMPORTANT NOTICE:

Your payment card will be verified by PayU payment gateway when authorizing the payment method. Please note this transaction will appear in your bank account as a "pending" payment of 1 CZK. However, it is only blocked amount and will not be deducted from your account. Once it is unblocked, this transaction will disappear. Therefore, it is not a hidden fee or a payment and you will not be charged.

#### 7) Will the payment always be made for the past calendar month?

No. The billing period will be a month, but not a calendar month. The billing period will start running from the date of registration. That means that if the customer sets up an account such as on the tenth day of the month, the invoice will be issued on the tenth day of the month.

However, this does not apply to existing customers who have registered prior to the switchover to the paid mode. Their billing period will start from the day CEZ announces the paid charging and will be set automatically in the system. We will inform customers about this fact.

#### 8) I use a company-provided vehicle. I cannot pay for charging with a payment card and I need a standard invoice to be paid by bank transfer. How should I proceed?

Please contact the electromobility team:

**Veronika Němcová**

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+420 601 315 253

Invoicing with an invoice that carries a later payment date by means of a bank transfer is possible, provided that the account is held in the company's name (ID). Invoicing requires a degree of manual action and you may be charged for it.

A module for corporate (B2B) customers which contains specific functions including automatic invoicing will be available later through the system.

#### 9) What if I don't agree with the charging information and the invoice amount?

You have the right to make a complain about both the invoice and the individual charging. There is a record in the system of each charging session and, in case of any suspected discrepancies, the data can be checked. In such cases, contact us by email ([info@elektromobilita.cz](mailto:info@elektromobilita.cz)) or directly through the application and we will immediately deal with the problem.

#### 10) Will ČEZ operate a non-stop customer helpline?

Yes, we are preparing to launch a non-stop customer helpline. Until this starts, the helpline will be redirected to our call centre or to our technician. The telephone number will be available in the application form or at charging stations and should be used to solve technical problems with charging or the application itself where an immediate response is required.

With other non-urgent requests or questions of an operational nature or those that relate to the customer's account, please contact the electromobility team at: [www.elektromobilita.cz](http://www.elektromobilita.cz), or use the other communication channels that are offered via the application (such as the ticket that is issued when using the application, or via the contact details).

#### **11) Will the Polyfazer Direct application still work?**

No. With the transition to the new IT system the possibility of being able to use the Polyfazer Direct application was ended. The FUTUR/E/GO application will be used to process direct payments without registration, which will enable one-time charging without the need to register or log into a customer account.

#### **12) Is it possible to set up and manage an account in another way, without using the application?**

Yes. Customers will also have what is known as a Driver portal that is accessible via a web browser such as on a PC. This customer portal offers the same range of functionalities as the application. A link to access the web portal is provided on our website: [www.elektromobilita.cz](http://www.elektromobilita.cz).

#### **13) Do I have to use the application to charge my electric car? Will it be possible to continue to use the RFID chip?**

The RFID chip can still be used for charging. It will be paired with the customer account. The application is therefore not necessary for charging. It only offers another option when it comes to providing confirmation of identity in the network of charging stations. The customer can choose whether to use only the application or the RFID chip for identification at the same time.

However, a customer account can be set up and operated without a smartphone. Registration can be carried out through the Driver portal, and if the customer requests an RFID chip for the account he can use the network of charging stations without the application or a smartphone.

#### **14) What are the other benefits of using the application or the Driver Portal?**

The application or Driver portal will offer customers a number of new functionalities and information, in particular the possibility of being able to continuously monitor the status of the account, have an overview of the network of charging stations, and more. The application is also a way in which you can easily and efficiently report any problems or issues to us.

### **EXISTING CUSTOMER**

#### **1) I am a ČEZ electromobility customer and I have the RFID chip. Do I need the application to continue charging?**

You still need to register. You can do this either via the application or via the Driver portal. Registration is required to conclude a new customer contract, which will replace the existing flat-rate contract. This step is related to the fact that unlimited flat-rate charging will be terminated and replaced by tariffs that are based on payment per kWh. Our goal is that all existing customers will be switched to the new IT system and will select the appropriate tariff.

Moving to a new environment and concluding a new contract is more advantageous for customers than if they were to keep the existing contract.

You will still be able to use the charging chip for identification at the charging stations. As part of the registration process, you will be asked to enter the number of your existing chip, which will automatically be paired with your new account. It is up to you to decide whether you will also use the application.

If you no longer want to use the chip, simply return it by post to ČEZ and we will remove it from the register.

## 2) When will I pay for recharging according to the new tariffs?

A transition period has been set up for switching to the new system, during which existing chips will continue to allow existing customers unlimited charging in the network of ČEZ stations. They will also be able to use unlimited charging during the transition period via the application.

The transition period, i.e. charging according to the new tariffs, will end in May. A definite changeover date will be specified in due course. On this date, the start of the billing period will be set up for all registered customers.

Invoicing according to the new tariffs will only be carried out from this date.

If you do not register by the end of the transition period, from this date you will pay the tariffs for recharging according to the new price list that is now valid for your original contract, which can be found at: [www.elektromobilita.cz](http://www.elektromobilita.cz).

## 3) Can I sort out the transition process to the new system by visiting the customer service centre?

Due to current restrictions, you cannot visit the customer service centre. However, registration is easy and everyone should be able to handle it without any problems.

In addition, since you provide your personal and payment card details and choose a password to access the application during registration, that process must be completed by the user without the assistance of a third party. For example, an account can be prepared and pre-filled based on a phone call with the electromobility team, but you will still be prompted to complete the registration process yourself.

If you still have a problem or a specific request, please contact the electromobility team:

**Veronika Němcová**

[veronika.nemcova01@cez.cz](mailto:veronika.nemcova01@cez.cz)

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## 4) How should I proceed as an existing customer?

The registration steps are described in the enclosed instructions. Please pay attention to the step where you enter the number of your existing chip. During the registration process, fill in the chip number in the appropriate field. The chip will automatically be paired with your account.

During registration enter the chip number in the following format (x = digit):

xxxxx (CEZ chips - either older green or newer - this is a five-digit number that is printed after the ID number)

BMWxxx (chip cards issued by BMW)

NISxxx (chip cards issued by Nissan)

ELx (Elektracars chip cards)

If you forget to enter the chip during registration or have any problems (such as the chip you entered was not paired with your account - this can be checked via your profile), please contact the electromobility team and we will manually pair the chip with your account.

When registering, it is important that you tick the box where you request the provision of the service immediately before the expiration of the two-week protection period for contracts that are concluded remotely. You will immediately be able to use charging stations on the basis of a new contract.

By registering in the new system, your existing flat-rate contract will be terminated by prior agreement and a new customer contract will be concluded.

Once the registration process is completed, you will automatically receive an activation email that includes a link to activate your account and complete your registration. Don't forget to click on it.

If you do not receive the email immediately, please check your spam folder. Contact us in case of any problems.

## NEW CUSTOMER


### 1) How should I proceed as a new customer who has not yet concluded a contract with ČEZ?

It's simple - conclude a contract by registering in the new system.

### 2) Will I be able to start charging immediately? How long will it take to get the chip? Can I pick it up somewhere?


If you want to use our charging stations immediately, it is important that you tick the box where you request the provision of the service immediately before the expiration of the two-week protection period for contracts that are concluded remotely. Subsequently, your account will automatically be activated in the system. If you do not tick the box, the account will be suspended for fourteen days and will not be reactivated until this period has expired.

If you want a chip, you need to request that in the system (section Profile  Order RFID chip) and you will receive it by post within a few days.



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OBJEDNAT RFID ČIP
Profil · RFID čipy · Objednat RFID čip



Objednat RFID čip

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Dostupné smlouvy a tarify: \*

Pay-as-you-go (#8000001237) ▼

Cena RFID čipu **BEZPLATNÉ**

Typ RFID čipu

Velikost peněženky

Přiřadit RFID čip: \*

+ Objednat RFID čip

### 3) Is it possible to use ČEZ charging stations without registration?

The network of charging stations also makes immediate charging possible using direct payment without registration in the system. However, to do this you need to download and install the **FUTUR/E/GO** application.

## TARIFFS

### 1) How should I choose a suitable tariff?

Tariffs have been chosen to offer different options depending on how often the customer uses our network. The key parameters are as follows: a) how much the customer travels (km mileage); b) what is the electricity consumption at ČEZ charging stations. The combination of these parameters determines the suitability of a given tariff.

We try to offer a tariff both for those customers who travel a lot and are dependent mainly on the public network of charging stations (the TAXI tariff), and for those customers who charge infrequently or randomly at public stations and do not want to be bound in any way (this is the pay-as-you-go tariff).

Indicative values of the above parameters for individual tariffs are shown in the table below. The listed prices include VAT

Parameters		Taxi	Commercial agent	Weekend driver
Number of days in operation	#	25	20	20
Daily mileage	Km	200	75-170	50
Consumption	kWh per 100km	15.0	15.0	15.0
Charging at public stations	%	100%	70%	20%
Charging at public stations	kWh per month	750	150-360	30

*Note: These are illustrative examples that need to be seen in the context of the previous paragraphs.*

*It is not a description of the individual tariff parameters, they are described in the Contract and its annexes.*

### 2) What if I don't choose the right tariff? Will it be possible to change it based on first experience?

Customers are allowed to change the tariff twice a year, free of charge. Any other changes are already charged as the fee is a compulsory part of the new customer contract and price list.

### 3) What should I do if I want to change the tariff?

Contact the electromobility customer support team, which will then contact you to deal with your tariff change.

### 4) What happens to the unused portion of the lump sum payment at the end of the month? Can it be transferred to the next month?

Unused lump sums are not transferred to the next month.

### 5) What if I register in the middle of the month?

You can register on any day of the month. Your billing period will be fixed from this date and will last until the same date on the next month.

### 6) What happens if the contract is terminated before the end of the billing period?

In the contract is terminated, a final bill will be issued and if any credit that is obtained on the basis of the lump sum is not used up, the rest will be transferred back to your account.

The notice period in the contract is one month and runs from the first day of the following month.

**7) Can I use the account for more than one car?**

The customer account can only be shared for cars within the family. In the case of corporate customers it is necessary to arrange a specialised fleet product (and in this case please contact our customer service team), or to have one account for each vehicle. See 'Advanced'.

### **ADVANCED:**

**1) The account in the application contains the 'Members' tab. What is it used for?**

The system allows sharing, in the form of an account for the entire family. This function is used when using identification via a mobile application, where one account is used for several family members and where it is not necessary to share login details for one account amongst family members. The maximum number of members for one account is three.

Only one account with a primary owner is set up, and family members have their own sub-accounts within that account. They log into the account separately, and their activity is subject to approval by the primary participant who has an overview of the activities of other members in the account. The selected tariff applies to the entire account.

The primary owner is responsible for invoicing, which is common to all members (one invoice will be issued for the entire account).

**2) Can I have more RFID chips for my account?**

No. The account can only be connected to one RFID chip.

**3) Is it possible to share one account between several customers?**

No. This is in violation of the customer contract. Allowing 'members' to join the account is only for family members to facilitate the use of the electric car without the need to set up separate accounts. Associating customers with the account in order to achieve potential benefits is a breach of contract. Such activities, once detected, will mean grounds for the immediate termination of the account and the issuance of a penalty.

Cloning chip cards, which is also contrary to the customer contract, will also result in account termination and the issuance of a penalty.

**4) What is the purpose of the 'vehicles' tab?**

The tab allows you to save data about the vehicle being used to the customer's account. It is for information only. It does not affect the function of the application, or any tariffs or other parameters.

### **Logging in**

**1) How do I log into my account?**

You log into the account simply by entering your login details, either via the Driver portal or later in the application. In both cases, you use the same login details.

**2) Login failed. How should I proceed?**

If this is your first login attempt, check to see if you received an activation email via the email address you provided during registration. If you do not have the email in your inbox, please check your spam folder. If you have received the email, please click on the activation link. Your account will be activated and you will be redirected to the Driver portal login page.

If you encounter any problems, please contact us.

**3) I can't log in again. What should I do?**

In this case, you may have repeatedly entered the wrong password. For security reasons, after three unsuccessful attempts to enter the password, your login will be locked and the account must be unlocked by your administrator. This step involves resetting your password (you must enter a new password that is different from the previous one).

In this case, contact the electromobility team which will arrange to unlock your account.