

Service Description eOperate

Effective from 2021/12/01



A. Summary

The software eOperate, including all optional additional Software Services based on eOperate as shown below, is the backend service provided by INNOGY to charge point operators to manage and monitor their Charging Points. The following service description presents in detail the Software Services available for ordering within the scope of the eOperate agreement and their scope of performances:

B. Available "Software-as-a-Service" Services

1. eOperate professional

The Software eOperate professional contains the following functionalities:

- Access to the eOperate Portal;
- Management of the integrated Charging Points of the CUSTOMER;
- Search and activation of Charging Points via eCharge+ App;
- View status and consumption information for each integrated Charging Point of the CUSTOMER;
- Optional publication of Charging Point data ("POI" such as address of the Charging Point, the name of the charge point operator, plug information, status "free" or "occupied" as well as further information none of which contains Personal Data) to be (i) displayed by INNOGY in its own networks and relevant tools, and (ii) made available to third parties by INNOGY, e. g. within the context of roaming agreements;
- If the Charging Point is set to authentication mode it can be activated using the eCharge+ app, RFID card or eOperate Portal, for example;
- A voucher management tool, by means of which the CUSTOMER can create vouchers with different characteristic values for his own Charging Points;
- An authorization management system by means of which the CUSTOMER can assign and maintain user rights for the Charging Points, and
- EMAID and RFID management (if the CUSTOMER purchases additional EMAIDs as an upgrade) to manage EMAIDs (activation/blocking) and link them to RFID media such as RFID cards.

2. Upgrades for eOperate professional

The following "Software-as-a-Service" upgrades are available for users of eOperate professional:

- 2.1. eLoadmanagement cloud: With backend-based, dynamic load management the CUSTOMER can create clusters of Charging Points and limit their aggregated charging power to a set value. Via an API (Interface) the set value can be changed on a 15-minute interval. A "first-come-first-served strategy" is used to allocate charging power, whereby the vehicle that charges first receives a higher charging power. To ensure that every vehicle can charge, a minimum of 6 A is required for each charging point. In addition, a stable connection to the backend must be guaranteed.

- 2.2. Branding of eOperate Portal and eCharge+ App: This upgrade service allows the CUSTOMER to individually choose colors, logos and text blocks of the eOperate Portal and the eCharge+ App. The brandable eCharge+ App itself can be downloaded online free of charge.

- 2.3. Multi-Client Direct Payment: Currently no longer sold in Germany by INNOGY. INNOGY provides the CUSTOMER with a mobile website (www.epowerdirect.com) and the eCharge+ App connected to the INNOGY Backend to accept ad-hoc payments at the CUSTOMER's Charging Points. With the help of the mobile website or eCharge+ App, the respective charging process is activated by the user. In addition, the forwarding of the payment-specific user information to the payment service provider is ensured (including the payment amount and the user's payment information). The user is enabled to purchase car electricity at the conditions set by the Charge Point Operator without being bound by a long-term car electricity contract. The applicable conditions are displayed to the user in the eCharge+ App and on the mobile website. INNOGY does not receive or store payment specific user information. This information is sent by the user via the eCharge+ App or mobile website directly to the payment service provider accepted and commissioned by the CUSTOMER. As a payment service provider, INNOGY has technically integrated PayOne and PayPal into this upgrade service.

The following "Software-as-a-Service" upgrades are only available for users of eOperate professional via the eOperate Portal:

- 2.4. EMAID (EMobility Access Identifier): In the eOperate Portal the Customer can create EMAIDs within the "EMAID management"-tab. For each created EMAID additional fees might apply (please see the relevant contractual price list).

C. Available "Software Interface" Services

1. eConnect (API)

The following "Software Interface" Upgrades are available for users of eOperate professional:

1.1. CDR API:

- The CDR interface delivers Charge Detail Records ("CDRs") for a business partner within a given period.
- CDRs contain an ID, timestamps for the beginning and the end of the charging process and its session, as well as the consumed energy, the used EMAID and the charge point's address data.
- CDRs can be received from a CPOs point of view as well as from an EMPs point of view. The contents may vary depending on the chosen perspective.
- CDRs will be available the day after finishing the charging process.

1.2. EMAID and Permission Management API:

- The EMAID management API provides access to the main functions that are needed for EMAID management.
- Using the API, EMAIDs can be created, changed and deactivated. Also, existing EMAID groups can be edited.
- The changes will be also visible in the eOperate Portal.
- This API is only available for customers with EMPs functionalities.

1.3. Mobile API:

- The Mobile API (MAPI) offers the possibility to build eMobility client software, like apps, that implicitly interact with charging infrastructure. This API exposes many use cases in the public charge station area like:
 - Get real-time charging station and EVSE information;
 - Start and stop contract-based sessions;
 - Get session data during a charging session;
 - Get session data from past charging sessions;
 - Search for charging stations within a given geographical area - defined by two geographical coordinates - and filtered by the given filter criteria, like only currently available stations, only stations accessible by EMAID or filtered by given plug types.

1.4. POI Service:

- The POI Service provides static and dynamic EVSE and charging station specific data of public as well as private EVSEs to B2B partners. The data is pushed to partner endpoints by the POI-service.
- This Service consists of two operations for transmitting EVSE data:
 - pushPOIDataFull - static POI information:
 - addresses, types of infrastructure, name of CPO, etc.
 - pushPOIStatus - dynamic POI status:
 - current status of the EVSE: free, occupied, unknown

2. Scope of use for Software Interfaces

INNOGY sets and enforces limits on the use of its Software Interfaces (for example limits on the frequency of how often a Software Interface endpoint can be called) at its sole discretion.

The availability of the current charging station's status information in webservices and of mobile service at the charging station depend on the availability of the mobile connection/GSM network connection at the location of the charging station.

3. Software Interface Evolution

Section 4.3 of the Framework Agreement shall apply. For the reason of doubt it shall be clarified that breaking changes to the Software Interfaces will usually result in new versions of the relevant Software Interfaces. A material Modification is a modification that requires the CUSTOMER to do migration work in order to maintain the existing functionality of their application although the application follows the Tolerant Reader principle. Some examples of material Modifications are:

- Requiring a parameter that was not required before

- Changing existing error response codes/messages
- Changing the data type of an existing field
- Changing supported filtering on existing endpoints
- Renaming a field or endpoint
- Removing an existing field or endpoint
- Changing the URL structure of an existing endpoint

D. **Further Obligations of the CUSTOMER**

1. General Obligations:

The CUSTOMER shall carry out any cooperation obligations that are required to enable INNOGY to provide the agreed Software Services. In particular, the CUSTOMER also needs to:

- always ensure sufficient mobile radio/GSM reception at the location of the charging points in the case of charging points with mobile radio communication;
- transmit any customer information that is required to set up a user login for the eOperate Portal;
- name a contact person that can be approached by INNOGY in case of any questions regarding the Charging Points of the CUSTOMER;
- in case that POIs of the CUSTOMER's Charging Points are published:
 - provide an organization/person who shall carry out the initial securing of the Charging Points in the event of a hazard;
 - provide an organization/person who can carry out fault rectification of the Charging Points in the event of a fault.

2. Additionally for ePay direct app:

The CUSTOMER shall carry out any cooperation obligations that are required so enable INNOGY to provide the agreed service Multi-Client Direct Payment properly. In particular, the CUSTOMER also needs to:

- Conclude contracts with the payment service providers that are technically integrated by INNOGY for the payment process during charging at the CUSTOMER's Charging Points; INNOGY is not a party to these contracts and has no control over the relevant terms and conditions that apply to these contracts. The payment service provider PayOne enables payment services via VISA Card, Mastercard and PayPal. PayPal requires the setup of a business account with PayPal by the CUSTOMER. Once the CUSTOMER has concluded a contract with one of the respective payment service providers, the CUSTOMER receives payment specific information from the selected payment service provider. These are the specific CUSTOMER IDs for assignment by the payment service provider and not user-related data. These are required for the transmission and allocation of Charging Data by INNOGY. The CUSTOMER enters these CUSTOMER IDs via the eOperate Portal on its own. Entering these CUSTOMER IDs into the eOperate Portal is a prerequisite for INNOGY to transfer the payment-specific information to the respective payment service provider;
- solely create and manage any and all information and documentation that is necessary to establish and to implement a contractual relationship between the CUSTOMER and the users of the CUSTOMER's Charging Points who make ad-hoc payments (e. g. general terms and conditions, current charging tariffs, imprint, further information; collectively

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referred to as “Ad-Hoc Information”); the CUSTOMER is solely responsible for (i) the Ad-Hoc Information and (ii) the compliance of the Ad-Hoc Information with all Applicable Laws (in particular, but not limited to, energy and calibration law, civil law, regulatory law and tax law). The CUSTOMER shall make the Ad-Hoc Information available on its own via the eOperate Portal for the mobile website and the eCharge+ App. The individual steps how to setup the Ad-Hoc Information properly, are described in detail in the operating instructions provided by INNOGY. INNOGY does not assume any liability for the content and design of the Ad-Hoc Information that is to be drawn up and maintained by the CUSTOMER. INNOGY reserves the right to block CUSTOMER access to illegal or improper content until clarification. The CUSTOMER is free to change the Ad-Hoc Information at any time via the eOperate Portal;

- independently enter the gross charging rates via the eOperate Portal. In addition, the CUSTOMER shall select the currency to be used and the valid VAT rate. The net prices shown on the mobile website or the eCharge+ App are commercially rounded. The invoice amount is displayed on the basis of gross prices. The stated net price is calculated on the basis of the gross price, minus the VAT stated by the CUSTOMER.

3. Additionally for Software Interfaces (i. e. eConnect (API)):

The CUSTOMER shall carry out any cooperation obligations that are required to enable INNOGY to provide the agreed Software Interfaces. In particular, the CUSTOMER also needs to:

- transmit any CUSTOMER information required to set up a user login for the Software Interfaces;
- name a contact person of the CUSTOMER with whom topics regarding the Software Interfaces can be clarified;
- implement their individual applications following the “Tolerant Reader” pattern . This means that non-material Modifications (modifications that do not require the CUSTOMER to do any migration work in order to maintain the functionality of their application) shall not lead to any changes in their applications.
- Some examples of non-breaking changes are:
 - Adding new endpoints
 - Adding new response parameters
 - Adding an error response code/message
 - Adding a new optional request parameter
- In case of using the POI service:
 - CUSTOMER shall store the POI data in their backends to use in their individual applications.