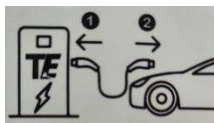


General information

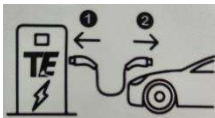
If you have any faults, questions or requests, you can call the Team Emobility GmbH 24/7 service hotline directly.

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Starting the charging process:



1. connect the charging cable to the charging station and the vehicle



2. start/release the charging process using a charging card, the QR code on the charging station or an app



3. end the charging process by unlocking the vehicle twice (first remove the charging cable from the car) or re-authorization at the charging station

Release/authorization variants:

1. charging card

- a. Use a public charging card from any provider
- b. Billing takes place via roaming
- c. The conditions of the charging process, including any blocking fees, depend on the respective provider of the charging card
- d. You have a direct contractual relationship with your provider

2. QR code

- a. You scan the QR code at the charging station
- b. The payment data (invoice recipient, means of payment, etc.) must be entered in an input mask
- c. After successful entry, the charging process starts
- d. Once the charging process is complete, you will receive an invoice by email

3. app

- a. You use a charging app from any provider (similar to the charging card)
- b. The conditions of the charging process, including any blocking fees, depend on the respective provider of the charging app
- c. You have a direct contractual relationship with your provider