

## FAQs

### Q: How do I use your Open Charge App?

- 1) Plug in your cable
- 2) Find POD Point and correct door in the App
- 3) Confirm your Charge within 15 minutes.

Link for video of how to use the Open Charge app: <https://vimeo.com/141418147>

### Q: Do I always need to confirm my charge - even if it's free to charge?

Yes. You still have confirm your charge within 15 minutes from plugging your cable in, even if the chargepoint is free, or your charge will stop after the 15 minute period. This is to help us monitor energy usage, get stats on charging habits and ensure we're building the best charging network we can as the industry develops.

### Q: How do I start the 15 minute emergency charge?

We've made it as simple as possible - your EV starts charging as soon as you plug in! So if you need an emergency top up our Open Charge Network is there for you. Then confirm the charge on the App, or charging will stop after the 15 minute emergency window is up.

### Q: Is it only available for iOS (Iphones)?

No, we also have an Android version, which is live in the Google Play store.

### Q: I don't use my phone often / might not have it with me when I go to the chargepoint

For new Open Charge POD Points you will have to remember to take your phone with you as you do currently with your RFID card.

### Q: Your app doesn't show all of your POD Points?? Why?

The app only shows our next generation, super reliable new Open Charge POD Points that you can use the App with. The older chargepoints, which are not App enabled and still use RFID cards can be found on our Live Availability Map. We are working to replace these older RFID units as quickly as possible, but there will be around a year long transition period.

<http://pod-point.com/products/services/live-availability-map/>

### Q: No RFID cards? That's great except what if people don't have a smartphone?

Stats on smartphone usage.

'Our research shows that 70% of all phone owners have smartphones in the UK and this number is set to increase exponentially over the next few years. With this in mind our web and mobile app is highly accessible to the vast majority of the population.

As well as making sure that our Open Charge POD Points are highly accessible we also have a commitment to innovation and moving away from methods that we believe are outdated and impractical as RFID cards are.'

## Q: The App doesn't work for X POD / Do I still need a membership card for your older generation PODs

Our RFID network remains active for our older generation of chargepoints and a POD Point card still gives you access to hundreds of chargepoints nationwide. These are located on our Live Availability Map. <http://pod-point.com/products/services/live-availability-map/>

## Q: What is the plan for sites with little/no 3G network if no RFID cards are accepted on new units?

You have a 15 minute window to leave that location and walk to find 3G signal to confirm your charge.

## Q: Where do I find information about if a POD is free or has a charging fee?

All information on tariff etc is displayed on the app and can therefore be seen remotely, even prior to arrival.

## Q: Do you need to load credit onto the app to charge from free chargers?

No. You can charge on POD Points that are set to free without having to load any credit onto the app. BUT: You still have confirm your charge within 15 minutes from plugging your cable in, even if the chargepoint is free, or your charge will stop after the 15 minute period.

## Q: What's the minimum amount of credit I need to load up if the chargepoint has a fee?

If you're using a free charger you don't need to add any credit. Otherwise the minimum smallest amount possible = £5.

## Q: Can I use Open Charge if I have a CYC or Chargemaster card?

It's called Open Charge for a reason! We want our chargepoint network to be accessible to everyone. If you're a member of a different network all you have to do is download our app. If the POD Point host has set a charging fee you'll just need to add some Pay-As-You-Go credit to the app - but we'll never tie you into a year long membership or anything like that!

## Q: The password reset link isn't working?

Check they used the correct email account to sign in with. Several people have complained, only for software to find out they were using another email address and had forgot. If they insist get their full name, forward to Tim, who will ask Software for their user details.

## Q: Are you replacing RFID Units with app accessible units?

POD Point's network is currently in a period of transition.

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We are committed to innovation and over the next year, our old RFID network will be replaced with our super reliable, next generation, Open Charge network. User's can quickly and easily confirm their charge via our iPhone or Android app on all Open Charge POD Points.

During the transition period a charge card is still useful and provides access to hundreds of chargepoints across the UK. A map of our old RFID network can be found at:

<http://pod-point.com/products/services/live-availability-map/>