

# ChargePoint as a service

## Description and Ordering Information

### A solution for every business model

ChargePoint's subscription solution, ChargePoint as a service, is an easy way for businesses to offer ChargePoint's Electric Vehicle (EV) charging solutions. You're probably familiar with other "as a service" models, such as Software as a Service (SaaS), which offer access to smart solutions at a reduced cost through subscription pricing. Choosing to implement your ChargePoint solution as a service brings all the benefits of this popular model to charging solutions.

### The control you want, with less overhead

Just as when you purchase ChargePoint, with ChargePoint as a service, you have all the control over how you set up your solution, control access, and how much you charge for charging. We implement the right configurations for you. And because we retain ownership, we are able to provide everything you need for a low annual fee once your site is prepared.

### Comprehensive ongoing support

Hardware, software, installation, and setup are included to get you up and running as quickly as possible. Ongoing support for businesses, drivers and stations means low overhead and high uptime.

- + Easiest way to add EV Charging
- + Lowest cost of entry
- + Future-proof against technical obsolescence
- + Predictable operation and maintenance costs
- + Conserve CapEx funds and use annual OpEx funds to pay for your charging infrastructure
- + Highest quality, most comprehensive solutions available



## Highlights

Feature		Description
<b>Flexible terms of service</b>		1, 3 and 5 year options to fit any business model.
<b>Pre Installation</b>	<b>Site plan and evaluation</b>	We provide site plan and evaluation for you at no additional charge, ensuring that your site setup will support your business objectives.
	<b>Site qualification survey</b>	Ensures a properly designed installation.

<b>During</b>	<b>Delivery, installation and setup included</b>	Once the site is ready, your work is done. ChargePoint takes care of delivery, installation and setup to get you up and running as quickly as possible.
	<b>Station installation and validation services</b>	Ensures that your charging solutions are properly installed and validated.
	<b>Activation and configuration</b>	Ensures you can meet your charging goals with help setting up smart features, including pricing, access controls, administration rights, advertisements and much more.
	<b>Access control</b>	Empowers station managers to specify who can plug into their stations and when.
<b>Ongoing</b>	<b>Unlimited station configuration and policy changes</b>	Our team makes unlimited station configuration and policy changes for you, meaning that our solution can easily adapt to support any changes to your business model over time.
	<b>Software upgrades</b>	All software upgrades are managed for you, ensuring the latest features are always available.
	<b>Proactive 24x7 hardware monitoring and service dispatch</b>	Ensures minimal downtime. Coverage includes parts and labor for repairs (including vandalism, abuse and accidents), so there are no unanticipated costs to worry about.
	<b>Ongoing operator and driver support</b>	24/7 Driver Support: Assists EV drivers with questions about charging. Station Manager Support: Supports station managers over the phone (5 AM – 6 PM PT) or via email.
	<b>Charging data and analytics</b>	Reports on key station metrics, including status, power and energy use, charging session details and more.
	<b>Always on supported hardware</b>	Confidence against technical obsolescence. We will ensure you are always on supported hardware, replacing if necessary.
<b>Features</b>	<b>Flex Billing</b>	Gives station managers the option to set prices that drivers pay to use their stations. Funds collected from drivers are automatically transferred to a designated bank account once a month.
	<b>Waitlist</b>	Lets drivers get in line to use ChargePoint stations.
	<b>Power Management</b>	Manages available power at a circuit, panel or site level so more charging stations can be installed without upgrading existing electrical facilities; also reduces electricity costs by managing the load.
	<b>Valet services</b>	Maximizes the number of vehicles you can charge in a day without increasing your number of ports. Optimized map proactively alerts valets to swap out fully charged vehicles for cars that need charging.
	<b>Automatic station software updates</b>	Downloads software upgrades over the air so the latest features and performance enhancements are always available.

	<b>98% annual uptime guarantee</b>	Ensures your stations stay up and running so drivers can charge at your site.
	<b>One-business-day response time</b>	Proactively responds to fix the stations, should there be any issues.
	<b>Labor cost coverage for repairs</b>	Covers the cost of labor and repairs so you don't have to worry about them.
	<b>Dual-Port CT4000 charging station</b>	Delivers 25 miles of range per hour and can charge most electric vehicles in under four hours.
	<b>Two 18-foot charging cables</b>	Allows one station to service up to four parking spaces, regardless of parking style or car size.

## Sample Ordering Information

Description	Order Code
<b>ChargePoint as a service, Dual-Port Station, 5 years</b>	CPAAS-DUAL-5
<b>ChargePoint as a service, Dual-Port Station, 3 years</b>	CPAAS-DUAL-3
<b>ChargePoint as a service, Dual-Port Station, 1 year</b>	CPAAS-DUAL-1



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