

HALO FastHub Operation and Maintenance Service

1 Introduction

The purpose of this document is to detail the HALO FastHub Operation and Maintenance (O&M) Service. HALO FastHub is an Electric Vehicle (EV) charging and solar generation solution designed for quick deployment to customer sites.



Figure 1 - Typical HALO FastHub Installation

The HALO FastHub O&M service is a comprehensive service offering safe, reliable and hassle-free operation of the HALO FastHub systems and associated back-office services.

The HALO FastHub product and O&M Service incorporates (*included subject to the HALO FastHub product being equipped with the relevant component to provide such services):

- Customer and Driver Support
- Electrical and Mechanical Systems
- Solar, Storage* and EV Charging
- Closed-Circuit Television (CCTV)
- HALO Smart Controls, including:
 - Smart Lighting
 - Fire and Security monitoring
 - Smart Heating and Ventilation
 - Failover Communications
 - Smart UPS management
 - Smart Power and Energy Management
- Smart Grid Services*
- Display Screens and Content Management*
- Payment Processing

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3 Customer Service

HALO FastHub's product design and O&M service focuses on maximizing the availability and reliability of EV charging. This includes several failover and reliability mechanisms to minimise potential service disruptions, and services to provide a great EV charging End User experience.

The HALO FastHub O&M Service being:

- **24/7 Remote Monitoring:** Continuous asset remote monitoring and engineering alerts.
- **24/7 Driver Support Line:** Telephone assistance for End Users.
- **Customer Support Service:** Office hours business and customer support.

3.1 Response Time

The HALO FastHub O&M Service response times from the time of notification are as follows:

- **Urgent Fault Response:** Within 24 hours.
- **Non-Urgent Fault Response:** Within 2 working days.
- **Customer Service Requests:** Within 1 working week.

3.2 Fault Prioritisation

Urgent Faults cause an interruption of EV charging services:

- Internal fault preventing multiple EV charge points from operating.
- Connectivity issues preventing user authentication and payments.
- Electrical or physical safety issues arising from hardware and software failures.

Urgent faults should be reported using the Driver Support Line advertised on each HALO FastHub. Any remedial costs and resolution time associated with such faults will depend on the cause.

Non-urgent Faults cause degraded performance:

- EV Charge point hardware failures impacting a single EV charge point.
- Failover communications activated due to primary channel failure.
- Solar system performance issues caused by hardware failure.
- Sensor, lighting or display system problems caused by hardware failure.

Non-urgent Faults may be reported using the Driver Support Line or as Customer Service Requests. The remedial costs associated with such fault will depend on the cause of the fault.

Customer Service Requests are non-urgent support:

- Request for more user RFID cards.
- Changes to EV charging tariffs or system behaviour.
- Updates to display screen content.

Customer Service Requests may be submitted to us by email or using an online form.

4 Electrical System Service

The HALO FastHub is equipped with electrical distribution systems installed in accordance with BS7671.

The Electrical system comprises:

1. Internal electrical distribution system (isolators, bus bars, cabling).
2. Passive circuit protection devices (RCDs, RCBOs, MCBs, MCCBs, fuses).
3. Active safety monitoring devices (Ground fault, isolation & automatic disconnects).
4. Electrical meters, surge arrestors and optional lightning protection systems.
5. Electrical apparatus (heating and ventilation, lighting, control, communication, UPS).

The HALO FastHub O&M Electrical System Service is as follows:

- Monitoring for regulatory changes pertinent to the design or use of HALO FastHub, and reporting to you any which may impact You, End Users and/or changes to the provision of services.
- Annual inspection and testing of electrical systems.
- Automatic system restart after a power cut.
- Automated remote power reset.
- Engineering callout if required.

5 Mechanical System Service

Periodic mechanical inspection and maintenance of HALO FastHub will help ensure the best user experience and product life.

The HALO FastHub O&M Mechanical System Service is as follows:

- Annual cleaning and inspection of main structure.
- Annual inspection of line markings and signage.
- Annual check of bolts and fittings.
- Annual greasing of locks and door hinges.

6 Solar Generation System Service

The HALO FastHub is fitted with Solar generation, integrated with HALO Smart Power and Energy Management systems (see below).

The Solar generation system provides:

1. Continuous monitoring of solar panels optimising for maximum-power output (MPPT).
2. Detection of faults and automatic response to them, including safety cut-out.
3. Automatic notification alerts for any hardware faults or performance issues.

The HALO FastHub O&M Solar Generation System Service is as follows:

- Monitoring for regulatory changes pertinent to the design or use of HALO FastHub, and reporting to you any which may impact You, End Users and/or changes to the provision of services.
- Annual cleaning and inspection of solar panels.
- Annual inverter inspection, including cleaning of any fans, filters or vents as necessary.
- Annual software update¹ and electrical safety system check.

¹ Urgent software updates may be applied remotely if necessary, however as the inverter is protected by an industrial firewall and certain updates can only be performed with engineers on-site, this is included with annual checks.

- Remote monitoring of warnings and alerts, and engineering investigation into them.
- Any services fees associated with remote monitoring and energy management services.

7 Battery Energy Storage System Service

Subject to agreement with the customer, the HALO FastHub product may be fitted with a Battery Energy Storage System (BESS), integrated with HALO Smart Power and Energy Management systems (see below).

The BESS provides:

1. Automatic management of battery operational, safety and overload limits.
2. Automatic thermal foldback (power reduction) at temperature extremes.
3. Automatic triggering of high-voltage interlock (HVIL) and any fire suppression systems.
4. Automatic notification alerts for any system faults, including constraints due to temperature extremes or battery degradation.

The HALO FastHub O&M BESS Service is as follows:

- Annual external inspection of battery components, including cleaning and replacement of any fans, filters, etc, as required.
- Annual check of electrical safety, thermal management and protection systems.
- Remote monitoring of any alerts and engineering investigation into them.
- Any services fees associated with remote monitoring and energy management services.

8 EV Charging Service

Electric Vehicle Charge Points (EVCP) and associated services are subject to the following key regulations:

- The Building Regulations 2010 and IET Wiring Regulations (BS7671)
- The Alternative Fuels Infrastructure Regulations 2017 (AFIR)
- The Data Protection Act 2018 (GDPR)
- The Electric Vehicles (Smart Charge Points) Regulations 2021 (SCPR)
- The Public Charge Point Regulations 2023 (PCPR)

These regulatory requirements are met through a combination of HALO FastHub design, EV charging hardware and software solutions (including HALO), and/or 'back-office' Charge Point Management Services (CPMS). The CPMS impacts on the user experience provision of Customer and End User EV charging services.

HALO FastHub communicates with the CPMS via the internet using Open Charge Point Protocol (OCPP), integrated with HALO controls (see below), providing compatibility with, and services from, several commercial hardware and software platforms. Depending on the services required, HALO FastHub may also communicate using other protocols such as OCPI, OCHP, OICP and/or direct API integration with 3rd party services. Typical CPMS functions include:

Remote Monitoring and Management

- Real-time status updates of charging stations.
- Remote start, stop, and reset of charging sessions.
- Fault detection, alerts, diagnostics and resolution.

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User Management

- User registration and authentication.
- Role-based access control.
- User activity tracking.

Billing and Payment Processing

- Integration with payment gateways.
- Automated invoicing and billing.
- Support for different pricing models (per kWh, time-based, idle fees, etc.).

Reporting and Analytics

- Usage statistics and trends.
- Energy consumption reports.
- Financial reports and revenue analysis.

Network Management

- Configuration of charging station settings.
- Management of charging station groups and locations.
- Load balancing and demand response.

Technical Support and Maintenance

- Ticketing system for issue tracking.
- Scheduled maintenance alerts.
- Firmware and software updates.

Customer Support Tools

- Helpdesk & driver support integration.
- Communication channels (chat, email, phone support).
- FAQ and knowledge base management.

Integration Capabilities

- API access for third-party integration.
- Compatibility with various EVSE (Electric Vehicle Supply Equipment) brands.
- Integration with fleet management systems.

Security and Compliance

- Data encryption and secure communication.
- Compliance with industry standards and regulations.
- User privacy protection measures.

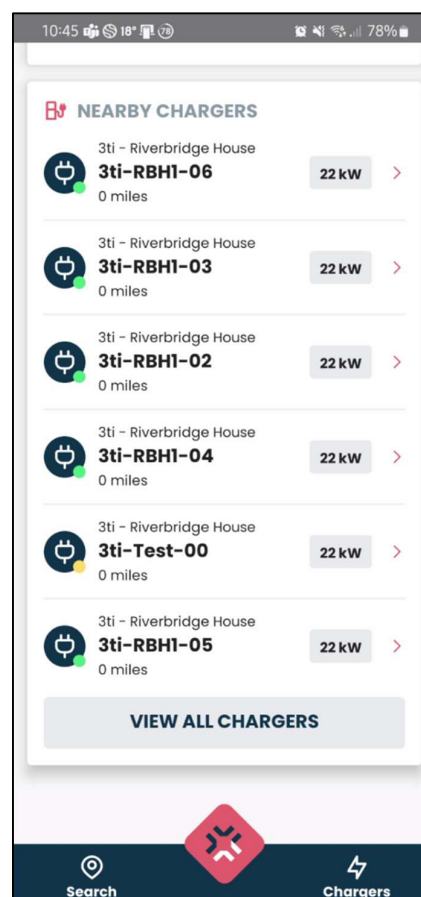
Mobile Application Support

- Mobile app for users to locate, start, and monitor charging sessions.
- Push notifications for charging status and updates.
- Integration with navigation systems.

Roaming and Reservations

- User roaming through RFID and eMSP.
- Options for users to reserve charging slots.
- Scheduling tools for optimal charging times.

These features ensure efficient management, optimal performance, and a seamless experience for both Customers and End-Users. The exact nature and extent of provided services will be agreed with you during the sales and commissioning process.



The HALO FastHub O&M EV Charging Service is as follows:

- Monitoring for regulatory changes pertinent to the design or use of HALO FastHub, and reporting to you any which may impact You, End Users and/or changes to the provision of services.
- An annual account review, recommending any changes to tariffs and/or new service offerings which may be appropriate or beneficial.
- Annual inspection and cleaning of EV charge points, including electrical safety testing.
- Recording and monthly reporting of EV charging sessions, utilisation and revenue.
- Providing legally necessary compliance audit data to regulatory authorities if required.
- Management of EV charging tariffs as set by you (where required).
- Management of discounted charging tariffs (where required, e.g. staff rates).
- Management of free-issue charging using 10x 3ti-supplied RFID cards. Additional and/or replacement cards can be provided for a fee of £15/each.
- Management of user payments via EV charging app (where required).
- Management of scan-and-pay via web browser (where required).
- Management of contactless payments (where required).
- Management of roaming payments (where required).
- Management of smart charging (where required).
- Remote monitoring of any system alerts and investigation into them.

Figure 2 - Typical User App User Interface

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EV charging transaction service fee structure is subject to a separate agreement based on the provision of specific services tailored to specific customer needs.

8.1 Driver Support

The PCPRs mandate 24/7 driver support only for public EV charge points, however the HALO FastHub O&M Service includes this as standard for all installations.

Driver Support Line operators are able to resolve most common EV charging problems, such as difficulties with payments, starting charge, stuck cables and/or reporting of damage. They are also able to resolve user account, app and billing issues, and escalate any issues which cannot be resolved directly to our engineering team.

The Driver Support Line provides:

1. Prominent display of helpline number and support URLs on screens and/or information stickers, as appropriate. This number is unique to each HALO FastHub site.
2. Managed virtual numbers which can be redirected as required, for example, due to changes in service providers or to direct calls to site staff/reception at certain times of day.



Figure 3 - Typical Charge Point and Driver Support Line Sticker

The HALO FastHub O&M Driver Support Service is as follows:

- 24/7 End User (driver) telephone support.
- Monitoring for regulatory changes pertinent to the design or use of HALO FastHub, and reporting to you any which may impact You, End Users and/or changes to the provision of services.
- Updates to service line endpoints as required, including periodic connectivity checking.
- Annual inspection ensuring helpline information remains correct and clearly displayed.
- Management of Driver Support Service provision, scope and any performance concerns.
- On-site engineering service visits for repairs and fault resolution (if required).

8.2 Card Payments

The PCPRs also mandate contactless payment terminals (and 24/7 driver support) for public EV charge points capable of charging at > 8 kW, which includes those in HALO FastHub².

- The primary objective of this regulation is to enhance user convenience and accessibility, thereby encouraging wider adoption of EVs and supporting the country's transition to a low-carbon economy.

² Whilst it is possible for some installations to avoid this requirement using 7 kW charge points, it is recommended to use payment terminals for all public charge points to provide a consistent, reliable and convenient user experience.

- Card payments increase the accessibility of charging points for all users, including those who may not be tech-savvy or prefer not to engage with apps and digital payment platforms.
- This inclusivity is essential in ensuring that the shift to electric vehicles is equitable and beneficial to a broad spectrum of society. Ease of use is crucial in fostering a positive public perception of EVs and reducing barriers to their adoption.

The HALO FastHub includes card payment terminals for all public charge points, and subject to agreement with the customer, maybe included for private charge points. The HALO FastHub card payment solution is integrated with HALO controls and provides support for both contactless and chip-and-pin payment methods, with a user-friendly payment experience compliant with the PCPR provisions.

The HALO FastHub O&M Card Payment Service is as follows:

- Monitoring for regulatory changes pertinent to the design or use of HALO FastHub, and reporting to you any which may impact You, End Users and/or changes to the provision of services.
- Annual inspection and function check of payment terminals.
- Annual cleaning of terminal and screens.
- Regular software updates, including the latest security standards and addition of new ways to pay as they become available.
- Providing legally necessary compliance audit data to regulatory authorities if required.

Card payments are managed in a very similar way to standard user/app-based payment (see above), although payment providers may charge additional transaction fees, which may impact total revenue paid to you.

8.3 Roaming

The PCPRs also mandate provision of EV driver roaming services. Roaming means that users registered on other EV charging networks are able to initiate an EV charging session using their existing App or RFID card without downloading a new app and registering new accounts.

Support for roaming is usually a good thing; it results in more EV drivers visiting a site as it will appear on more public charging apps and takes away many driver frustrations and delays. However, it remains a complex and evolving market where not all providers support roaming with other providers.

Roaming arrangements therefore require establishing commercial terms between several companies, typically through a combination of the following mechanisms:

1. On-platform roaming, with users on the same CPMS (for example, Ampeco, Fuuse, Monta). Many charge point operators (CPOs) white-label these platforms so they may appear under different brand operator names.
2. Peer-to-peer (cross-platform) roaming, with CPOs using their own CPMS platforms (for example, Connected Kerb, Ionity). Usually, these arrangements require direct negotiation with each other provider and software integration between CPMSs.
3. Through CPO / network aggregators (for example, Octopus Electroverse, Bonnet, Pua). These are collectively referred to as Electric Mobility Service Providers - eMSPs), and usually provide interoperability between several CPOs through pre-negotiated agreements.

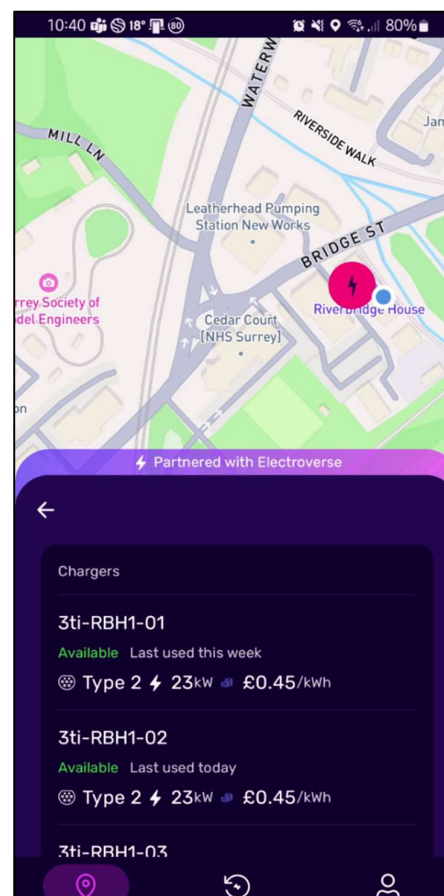


Figure 4 - Typical EV Roaming App Experience

The HALO FastHub includes provision of EV Driver roaming for all public charge points, and subject to agreement with the customer, maybe enabled for private charge point facilities.

The HALO FastHub O&M Roaming Service is as follows:

- Monitoring for regulatory changes pertinent to the design or use of HALO FastHub, and reporting to you any which may impact You, End Users and/or changes to the provision of services.
- Management an annual review of roaming agreements with 3rd party providers.
- Software integration with multiple roaming platform end points, as required.
- User authentication, session initiation and payment transaction handling.
- Real-time data sharing with 3rd party platforms as appropriate (e.g. ZapMap).
- Providing legally necessary compliance audit data to regulatory authorities if required.

Please note, due to the above complexities it is not always possible to offer roaming with specific networks and/or maintain this consistently throughout the term. This is beyond our control but, broadly speaking, the trend is for much broader interoperability as roaming agreements expand.

Driver roaming payments are managed in a very similar way to standard user/app-based payment (see above), although Roaming providers may charge additional transaction fees, which may impact total revenue paid to you, or by the End User.

8.4 Smart Charging

SCPRs and AFIRs introduce some key legal requirements:

- Charge points must be capable sending and receiving information, responding to signals to increase or decrease the rate of charging, and be remotely managed.
- Charge points must also have intelligent metering and a secure method for user authentication to ensure that only authorized users can initiate a charging session, and charging sessions are billed accurately based on the power consumed.
- Private-use charge points should have off-peak default charging hours, although this may be overridden if needed.
 - Peak times are defined as weekdays 8-11 AM and 4-10 PM.
 - This helps to balance the load on the electricity grid, helping avoid electricity demand peaks which drive expensive infrastructure upgrades.
 - This also helps avoid the use of high-carbon, high-cost electricity currently predominantly delivered by Gas peaking plants.
 - Off-peak charging potentially helps HALO FastHub Customers take advantage of lower service capacity requirements and off-peak electricity tariffs.

The HALO FastHub systems are equipped with smart functionalities which meet AFIR and SCPR requirements. HALO FastHub implements:

1. For Private and Workplace EV charging hubs, smart charging with default hours set to off-peak charging as defined by SCPR.
 - a. EV charging will be suspended at peak times. EVs may receive a trickle-charge at minimum power (between 1 and 4 kW) to prevent failed charges.
 - b. Outside of peak times, EV charging will return to normal speed.
 - c. A random time offset is applied to each session start (± 10 minutes) to avoid a sudden surge in power by all EVs starting to charge at once.
 - d. Depending on the CPMS, End Users may have the flexibility to override default hours (for immediate charging) when necessary.
 - e. Customers may also request changes to the preset default hours, for example, if it interferes with fleet operations. This is not recommended for most installations.
2. Public EV charging hubs, and systems providing DSR services (see HALO Smart Grid Services below) are not subject to the same default charging time limitations.

The HALO FastHub O&M Service is as follows:

- Monitoring for regulatory changes pertinent to the design or use of HALO FastHub, and reporting to you any which may impact You, End Users and/or changes to the provision of services.
- Making changes to default hours charging schedules, on request.
- Making changes to minimum EV charging speed during default hours, on request.

9 Closed Circuit Television Service

The HALO FastHub includes provision of CCTV security cameras, with local storage. Unless otherwise configured, they record 24/7 with approximately 30 days storage.

The Security Industry Authority (SIA) are the UK regulator of private security and identify the following key items of legislation impacting the use of CCTV:

- UK General Data Protection Regulation EU 2016/679.
- Data Protection Act 2018.

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- Protection of Freedoms Act 2012.
- Regulation of Investigatory Powers Act 2000.
- Sexual Offences Act 2003.

The HALO FastHub O&M CCTV Service:

- Compliance with regulatory and SIA licence requirements, including fees.
- Annual inspection of system including cleaning and repositioning of cameras if required.
- Monitoring for regulatory changes pertinent to the design or use of HALO FastHub, and reporting to you any which may impact You, End Users and/or changes to the provision of services.
- Review of CCTV footage, including downloading, deletion, and/or providing access to recordings on Customer request³.



10 HALO Service

The HALO FastHub is equipped with “3ti Glue” (HALO) smart control systems, providing features outlined in the following subsections.

The HALO FastHub O&M HALO Service:

- Monitoring for regulatory changes pertinent to the design or use of HALO FastHub, and reporting to you any which may impact You, End Users and/or changes to the provision of services.
- 24/7 monitoring of On-site and Cloud software service availability.
- Periodic software updates for security, functionality and reliability.
- Changes to configured behaviour, on Customer request.
- Engineering investigation into any outage, management and fault alerts.

10.1 Smart Lighting

The HALO FastHub is equipped with a HALO smart lighting control system.

HALO Smart Lighting provides, as standard:

1. Battery-backed Charge Point Illumination, activated by a dawn-to-dusk (LUX) sensor.
2. Battery-backed Plant Room Illumination.
3. Motion-activated under-canopy Illumination.

The HALO FastHub O&M Smart Lighting Service is as follows:

- Annual testing of function and battery backup systems.
- Implementing reasonable changes to standard behaviour, on request, such as:
 - Activation lighting based on timer rules, e.g. turning on from Dusk to 10 PM.
 - Deactivation of sensors at specific times, e.g. to avoid overnight light disturbance.
 - Synchronisation with custom site lighting systems, including compensation for Daylight Savings and/or alternative schedules at different times of the year.

³ Subject to regulatory provisions

10.2 Fire and Security Monitoring

The HALO FastHub is equipped with a HALO smart fire and security monitoring system protecting, each plant room, including battery backup.

HALO Fire and Security Monitoring provides, as standard:

1. Automatic notification alert to us of entry into either plant room.
2. Automatic notification alert to us of activation of either plant room smoke/fire sensor.

The HALO FastHub O&M Fire and Security Monitoring Service is as follows:

- Annual testing of function and battery backup system.
- Remote monitoring of alerts and investigation into them.
- Implementing reasonable changes to standard behaviour, on request, such as:
 - Triggering SMS/Email alerts to on-site security staff.
 - Triggering an alarm sounder.

10.3 Smart Heating and Ventilation

The HALO FastHub is equipped with a HALO smart heating and ventilation system, managing plant rooms.

HALO Smart Heating and Ventilation provides:

1. Automatic activation of frost heating at low temperatures.
2. Automatic activation of forced-air ventilation (if fitted⁴) at high temperatures.
3. Automatic notification alert of plant room temperature extremes, with battery backup.

The HALO FastHub O&M Smart Heating and Ventilation Service is as follows:

- Annual testing of heating and fan function.
- Annual inspection and cleaning/replacement of air filters (if fitted).
- Remote monitoring of alerts and investigation into them.

10.4 Failover Communications

The HALO FastHub is equipped with HALO-integrated, battery-backed failover internet communications.

HALO Failover Communication provides, as standard:

1. Cellular (SIM) backup to primary communications using LAN/WAN, WiFi or Satellite.
2. Continuous OSI 7-layer monitoring for connectivity issues (including DNS & SSL issues).
3. Automatic failover to secondary, and switch back to primary when restored.
4. Automatic notification alert to us of primary and/or secondary channel failures.
5. Automatic notification alert to us of firewall security issues or other abnormal behaviour.

⁴ Halo Fast Hub has provision for fans but they are not fitted as standard. Fans will be installed if conditions necessitate it.

3ti also hold NCSC CyberEssentials⁵ certification.



The HALO FastHub O&M Failover Communication Service is as follows:

- Monitoring for regulatory changes pertinent to the design or use of HALO FastHub, and reporting to you any which may impact You, End Users and/or changes to the provision of services.
- Annual testing of failover function and battery backup system.
- Annual review of firewall security, including firmware updates⁶.
- Remote monitoring of alerts and investigation into them.
- Implementing changes to standard behaviour, on request, such as:
 - Triggering SMS/Email alerts to on-site and/or IT staff.
 - Switching primary/secondary channels for reliability.
- Data service charges for our provided *Secondary* communications⁷.



10.5 Smart UPS Management

The HALO FastHub is equipped with a HALO integrated Uninterruptable Power Supply (UPS), providing backup power to lighting, communication and controls systems (excluding EV charging).

HALO Smart UPS Management provides, as standard:

1. Automatic switchover to UPS power in the event of grid/system power loss.
2. Automatic switchover to UPS power in the event of serious power quality issues.
3. Automatic switchover to Mains power when issues are resolved.
4. Automatic notification alert to us of both UPS activation and battery exhaustion.

The HALO FastHub O&M Smart UPS Management Service is as follows:

- Annual testing of Electrical safety and Physical safety.
- Annual testing of failover functionality, notifications and battery life.
- Remote monitoring of alerts and investigation into them.
- Implementing reasonable changes to standard behaviour, on request, such as:
 - Triggering SMS/Email alerts to Customer staff.
 - Triggering an external or remote alarm sounder.

10.6 Smart Power and Energy Management

The HALO FastHub is equipped with HALO integrated Smart Microgrid Energy Management systems, used to optimise battery energy (if fitted), maximise the use of solar energy and provide dynamic control over EV charging loads.

HALO Smart Power and Energy Management provides:

⁵ CyberEssentials is a UK Government-backed certification scheme by the National Cyber Security Centre to help organizations implement basic cyber security controls protecting against common threats.

⁶ Note: In accordance with CyberEssentials requirements, urgent/critical firmware updates will be monitored for and deployed as soon as practicable, not only as part of the annual inspection. Wherever practicable updates will occur at times which avoid interruption to EV charging.

⁷ This does not include service charges for *Primary* communications, e.g. site WAN.

1. Automatic prioritisation of available solar and/or energy storage power first to HALO FastHub, then to site, then to grid (subject to any G99 export limitations).
2. Dynamic management of HALO FastHub loads, providing additional power to EV charging from Solar and Storage systems (if available) and adapting to ancillary loads (Smart Lighting, Heating, etc.) as required. Ancillary loads are prioritised when power is limited.
3. subject to agreement with the customer, dynamic management of Site loads, providing additional power to EV charging from any on-site generation, and adapting to site loads. Site loads are prioritised.
4. subject to agreement with the customer, overload protection using the Emergency Shunt Trip (where fitted). If dynamic load conditions are not managed quickly enough, HALO FastHub's supply will be automatically disconnected to preserve power at the host site.
5. Energy meter data is cached locally and transmitted to cloud systems at preset intervals. This avoids potential data loss and/or network congestion due to connectivity issues, ensuring consistent responsiveness for EV charging.
6. Automatic notification alert to us of power availability, quality and metering issues.

The HALO FastHub O&M Smart Power and Energy Management Service is as follows:

- Annual review of system performance, identifying any issues with power availability causing an impact on EV charging, and potential suitability for battery systems.
- Incorporation of Customer energy tariff optimisations (e.g. off-peak) where practicable. Note: You must inform us in advance and in good time of any pertinent changes to energy tariffs.
- Monthly reporting on power consumption and solar generation.
- Remote monitoring of any alerts and engineering investigation into them.

10.7 Smart Grid Service

Subject to agreement with the customer, HALO FastHub installations may be configured to provide HALO integrated smart grid services, delivering Demand Side Response (DSR/Flexibility) services to the grid.

HALO Smart Grid Service provides:

1. Capacity enrolment in DSR service(s).
 - a. Enrolment of EV charging DSR will usually disable fixed-hours smart charging for workplace charging locations (see Smart Charging, below).
 - b. Capacity will be adapted to suit available assets (e.g. connected EVs and BESS capacity) and dynamic load conditions (see Smart Power and Energy Management).
2. Real-time control and reporting of capacity activation, e.g. turn-down requests.
3. Automatic capture and upload of final settlement data.
4. Automatic notification alert of system issues including failure to deliver demand.

The HALO FastHub O&M Smart Grid Service is as follows:

- Engagement with service providers to match availability with appropriate services. Prioritisation and any impacts on the End User will be agreed with you.
- Managing payment received from third parties of any service and equipment costs associated with access to these services.
- Collection and processing of any revenue payments for delivering these services.
- Remote monitoring of any system alerts and investigation into them.

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Commercial details for DSR service revenues will be defined separately based on the provision of specific services tailored to specific customers.

11 Display Screen Service

Subject to agreement with the customer, the HALO FastHub produce may include advanced media display screens to provide an engaging and informative experience for customers and users. Available in a range of sizes and orientation options, the Outdoor display units can be integrated into the charging hub and HALO smart controls. Up to four screens can be added, allowing customization and scheduling of content through a Content Management System (CMS).

The HALO FastHub O&M Display Screen Service is as follows:

- Annual inspection of media screens, including cleaning and/or replacement of any air filters, etc. as required.
- Management of display content on your behalf as customer service requests. Content (images, videos, etc) must be provided by you, we will facilitate deployment, scheduling display / activation times and synchronisation between screens as required (subject to platform limitations).
- subject to agreement with the customer, provision of access to the CMS and basic training for you so you can manage and update yourselves.



Figure 5 - Example Display Screen

12 Insurance and Fees

The Owner of the HALO FastHub has responsibility for the provision of suitable insurance. We will carry the relevant industry standard insurances in relation to the provision of O&M Services.

In addition to the regulations outlined above, HALO FastHub's financial payments and transactions are also potentially subject to the following:

- The Value Added Tax Act 1994
- The Financial Services and Markets Act 2023
- The Payment Services Regulations 2017
- The Late Payment of Commercial Debts (Interest) Act 1998
- The Sale of Good Act 1979
- The Supply of Goods and Services Act 1982
- The Competition Act 1998
- The Electronic Communications Act 2000
- The Enterprise Act 2002
- Regulation by the Financial Conduct Authority (FCA - previously part of the FSA).

We use a number of 3rd party hardware, software and service providers to help us to deliver the O&M services. Unless otherwise stated, the HALO FastHub O&M Service includes all reasonable costs associated with the provision of these services, *excluding* transaction fees.

Examples of *included* service costs are:

- Payment terminal platform service fees, e.g. merchant services.
- Roaming platform service fees, e.g. roaming subscriptions.
- EV charging socket costs, e.g. back-office fees.

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- Software platform licences, e.g. cloud services.
- Data service fees, e.g. SIM card costs.
- Compliance and audit reporting costs.

Transaction fees are costs associated with individual financial transactions, typically per session or per-unit of energy. Examples of *excluded* transaction fees are:

- Card Payment transaction fees, e.g. per-payment fixed and % fees.
- Additional per-kWh, per-session or per-hour fees which result from user roaming.
- Revenue retention by non-subscription, event-based services such as reserve-and-charge, plug-and-charge and flexibility/DSR sessions.

Included service costs are provided as part of the HALO FastHub O&M Services, when you pay us.

Excluded transaction fees will be processed as deduction(s) from revenue, when we pay you or credit your account with us. In most cases this deduction will be a standard, fixed amount applied to all gross revenue receipts, however there are specific cases (such as Roaming services) where these may appear as additional deductions to gross revenue. Such arrangements and fees will be clearly identified on our contract with you and reports to you.

The HALO FastHub O&M Revenue Service is as follows:

- Monitoring for regulatory changes pertinent to the design or use of HALO FastHub, and reporting to you any which may impact You, End Users and/or changes to the provision of services.
- Management of service payments to, and/or from, 3rd party service providers.
- Management of transaction payments to, and/or from, 3rd party service providers.
- Providing legally necessary compliance audit data to regulatory authorities if required.
- Reasonable endeavours to support the presentation of data in a format which suits you, for example, providing access to digital data files which you can integrate with your systems⁸.

Please note, credit payments to you will only be applied after we have received payment from our partners. We are unable to provide credit for transactions not yet received.

13 Changes to Services

From time to time, we may need to change systems or providers to provide additional functionality and/or enable us to continue offering cost-effective, reliable and/or improvements in services to you. This may include physical and/or software changes to HALO FastHub throughout the duration of the O&M contract.

Wherever these changes have an impact on either your or End User experiences, or such changes have an impact on the service or transaction fees, we will discuss these changes with you first, offering alternatives wherever practicable.

Examples of such changes are:

- A change of supported user app or available payment methods (e.g. Scan-and-Pay); perhaps because our service partner cannot provide this any more.

⁸ Such requests will be considered on a case-by-case basis. Where this requires custom developments beyond the existing capabilities of our systems, we may ask you to pay additional service development fees as appropriate.

- An increase in roaming per-kWh transaction fees; perhaps as a result of roaming service partner pricing strategy changes.
- Changes to revenue sharing arrangements with grid service providers.
- Any changes to regulatory requirements necessitating additional or changed services.

We aim to continue to provide the same or equivalent service wherever practicable, unfortunately this may not always be possible due to financial constraints and/or circumstances beyond our control. Where it becomes necessary to pass on any cost increases to you, we will provide fair notice and where practicable offer alternatives, such as withdrawing particular services.

Where changes will have negligible or no obvious impact on our service delivery to You or the End User, we reserve the right to apply them at our sole discretion. Examples of such changes are:

- A change of communication service provider from one mobile SIM operator to another.
- Changes to the way payments are processed via 3rd party merchant banking platforms.
- A change of driver support call-centre or website/service desk hosting.

14 Alternative solution providers

The functionality of several HALO FastHub systems highlighted above is based on our proprietary control solution, HALO.

When outside the term of the HALO FastHub O&M Service contract with us, changes to existing functionality or behaviour can no longer be made by us. For example:

- Lighting schedules and behaviours will be fixed based on your last request to us.
- Display screen content will need to be owned and managed directly by you.
- We will no longer provide software and firmware updates to IT equipment.

Furthermore, any behaviour dependent on remote and/or cloud-hosted parts of HALO may cease to be available, including:

- Customer portal, configuration, automatic reporting and notification channels.
- Cloud-hosted data logging of energy performance, e.g. solar generation data.
- EV charging services, including card payment terminals, app-based authentication, scan-and-pay, RFID cards and user roaming.
- Redirection of support telephone numbers and URL / QR-codes.
- Any custom functionality requested by you, e.g. integration with your accounting systems.

As part of our service to you and Exit Agreement we will endeavour to provide the relevant technical information to enable other system providers to replace HALO controls with their own smart solutions, however we cannot be held responsible for any failures to deliver HALO FastHub performance due to inadequate technical capability in those solutions.

For example, on termination of the HALO FastHub O&M Service, the HALO FastHub charge points will need to be redirected to an alternative back-office (CPMS) provider, instead of HALO.

- We ensure any necessary keys and administration passwords are made available to you (or a supplier you nominate) to enable them to migrate the service.
- We will provide the legally required electrical schematics necessary for them to operate and maintain the system without us.

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We will not however provide any software or technical details associated with the internal functionality, configuration or operation of HALO controls, which are proprietary to us. The documentation we provide will enable a 3rd party provider to remove our proprietary solutions and replace it with their own, however the performance of those systems may not necessarily deliver the full suite of HALO product functionality and benefits. For example:

- HALO's multi-tier dynamic load management system is highly optimised, it is important to ensure any alternative solution providers are able to replicate its sophistication.
- Whilst HALO's smart lighting, fire and security, heating and ventilation, and UPS systems will continue to function (subject to hardware failures and warranty terms), if any changes to behaviour are required, they may need to be replaced with alternatives.

15 Definition of Terms

The following terms are used in this document:

- Us or our The service provider and service operator of HALO FastHub, usually 3ti.
- Customer, you or your Our customer, usually the owner or renter of the HALO FastHub.
- End User Your customer, usually the EV drivers using HALO FastHub.
- Owner Customer, or Us (depending on ownership of HALO FastHub).

For a complete definition of terms please see our detailed terms and conditions.

End

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