



## FLO's Global Management Services

As part of the provision of every networked charging station, FLO provides access to Global Management Services (GMS) which support the stations in the field and provide valuable intelligence and services to station owners and EV drivers. Access to FLO's GMS is paid for in advance on an annual basis and includes:

- **Real-time telecommunications** – A 3G communication gateway is supplied on loan to customers and connects charging stations with the FLO Network. Station owners gain immediate access to a thriving online community, with FLO hosting over 7,000 stations across Canada, and more than 35,000 drivers.
- **Station Owner Web Portal** – All networked charging stations are monitored and connected to FLO's cloud-based Web Portal where the station owner has access to a unique Dashboard. This online tool provides a snapshot of the owner's charging stations, with functionality to control and restrict access to select drivers, implement payment services to cover operational expenses, and understand utilization and plan for future expansion through analyzing charging session records which are reported to the customer's Dashboard.
- **Proactive monitoring** - FLO's Network Operations Centre remotely manage all charging stations in the field. The dedicated team monitor all charging activity and work to resolve potential issues prior to engaging with the customer.
- **Integrated payment system** – FLO's network features a PCI-DSS compliant payment system that is suitable for managing credit card transactions. A charging station owner can decide to provide the service for free or implement a fee for drivers to pay for access to the charging service e.g. hourly rate, one off session fee. When a station owner selects to implement a fee, FLO handles the entire billing process from end to end, including payment processing, funds transfer, collections and remittance. FLO performs all the physical transactions with a connection and service fee applied to this process (15% of revenue). All payments are handled in Canadian dollars and includes tax remittance.
- **24/7 Driver Support** – All charging stations on the FLO Network display a telephone number which enables drivers to obtain immediate assistance with accessing a charger no matter the time of day.
- **Access control** – An EV driver can commence a charging session via the use of an RFID Card, the FLO Mobile App, or by contacting our 24/7 Call Center. These features are enabled through the provision of FLO's GMS.
- **Online Presence** - All charging stations can be displayed on FLO's real-time mapping software, available on our website, the FLO Mobile App, and integrated into third party platforms including vehicle OEM navigation systems, PlugShare, and ChargeHub. Drivers can use these services to find and locate chargers, initiate a session, track charging events, and receive real-time notifications while connected.

### About FLO

FLO is Canada's most comprehensive and reliable charging ecosystem. We fulfill EV drivers' charging needs wherever they may be — at home, at work or on the go — by ensuring a consistently easy and seamless experience.

Contact us for a free consultation:

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