

Smart Charge – Fair Usage Policy

Smart Charge – 公平使用政策

1. Introduction 引言

At Smart Charge, we want our customers to always enjoy the best possible service experience. To cater for the increasing electric vehicle (“EV”) use by all our customers in Hong Kong, we continue to invest in building EV charging facilities. In order to ensure all our customers can enjoy the best possible experience, we will use a fair usage policy to manage your EV charging experience. 在Smart Charge，本公司務求客戶可經常享用到最佳的服務體驗。為了顧及本公司所有在香港的客戶使用電動車日益增加的需求，本公司會繼續投資建設電動車充電設施。而為了讓本公司所有的客戶均能夠獲得最佳的體驗，本公司會使用一套公平使用政策來管理閣下的電動車充電體驗。

The principles of our Fair Usage Policy are to:
本公司的公平使用政策之原則為：

- (i) ensure fair access to the Smart Charge EV charging service (“**Smart Charge Service**”) for all users of the Smart Charge EV charging network at all times; and
確保所有Smart Charge電動車充電網絡的用戶在任何時候均可公平地獲得Smart Charge電動車充電服務（「**Smart Charge 服務**」）；及
- (ii) ensure the performance of the EV charging facilities is not adversely effected by extreme usage.
確保電動車充電設施不會因極端的使用而受到負面的影響。

2. Action we may take 本公司或會採取之行動

If in our reasonable opinion, the use of your Smart Charge Service is excessive or unreasonable (e.g. you have reached the fair usage level of the Smart Charge Service as specified by us from time to time), we may manage access of the Smart Charge Service in a reasonable manner (for example, periodically restricting your maximum charging current). If we do take any action, you still have to pay any charges incurred for usage.

倘若本公司從合理的角度認為閣下所用的Smart Charge服務是超出正常或不合理水平時（例如：閣下已達到本公司不時釐定的Smart Charge服務的公平使用量時），本公司或會以合理方式來管理Smart Charge服務之提供（例如：定期限制閣下的最高充電電流）。倘若本公司對閣下採取任何行動，閣下仍需要支付因使用服務而產生之任何費用。

3. Revisions 修訂

We reserve the right to change the terms and conditions of this Fair Usage Policy from time to time. Please refer to our website (www.smartcharge.com.hk) for the latest version. Nothing in this Fair Usage Policy overrides nor prejudices our rights under the terms and conditions of your Smart Charge contract. In the event of any discrepancy between the English and Chinese versions of this Fair Usage Policy, the English version shall prevail.

本公司保留不時更改此公平使用政策內的條款及條件之權利。有關政策之最新版本，請參考本公司之網頁（www.smartcharge.com.hk）。此公平使用政策不會凌駕或損害本公司在閣下的Smart Charge合約內的條款及條件之權利。如此公平使用政策的中英文版本有異，則以英文版本為準。

Information about our Fair Usage Policy for Standard Subscription Plan with Unlimited Charging Hours **包含無限充電時數之標準月費計劃之公平使用政策資訊**

Why do we need a Fair Usage Policy? **為何本公司需要公平使用政策？**

Our Fair Usage Policy is implemented to ensure fair access to Smart Charge Service for all customers of our EV charging network at all times.

本公司實施公平使用政策，以確保本公司的電動車充電網絡的所有客戶在任何時候均可獲得公平的Smart Charge服務。

What is our fair usage policy for Standard Subscription Plan with Unlimited Charging Hours?

包含無限充電時數之標準月費計劃的公平使用政策是什麼？

Certain Smart Charge's service plans (see Column (A) of the [Appendix](#)) are subject to designated Fair Usage Level set out in Column (B) of the [Appendix](#). Once you have reached the said Fair Usage Level, you can still continue to use the Smart Charge Service, however, your maximum charging current will be reduced to the Maximum Charging Current set out in Column (C) of the [Appendix](#) for the rest of the relevant monthly billing cycle.

特定的Smart Charge服務計劃（見附錄的欄位（A））受到附錄中欄位（B）所列出的特定公平使用量的限制。一旦閣下達到該公平使用量，閣下仍可以繼續使用Smart Charge服務。然而，對於該月份的賬單週期剩餘的時間，閣下的最大充電電流將會降低到附錄中欄位（C）所列出的最大充電電流。

The maximum charging current will return to the normal level at the start of the next billing cycle month. Your usage levels will be calculated by reference to data recorded or logged by us only. All the records held by us will be conclusive evidence of your usage level of the Smart Charge Service. (RA: As the introduction of LMS, more chances will happen for sub-32A current supply. Would BU pls consider 32 amps to be communicated in low profile in the communications)

在下一月份的賬單週期開始時，最大充電電流將恢復到正常水平。本公司僅會參照本公司所記錄或記載的數據以計算閣下的使用量。本公司所持有的所有記錄將會是閣下之 Smart Charge 服務使用量的最具決定性的證據。

How do we determine that your monthly usage has reached the Fair Usage Level?

本公司如何確定閣下的每月使用量已經達到公平使用量？

Our determination is based on your EV model as provided in your Smart Charge application form, together with the charging current output from our EV charger, in order to calculate the estimated driving range of your EV after charging. The actual driving range is subject to various factors, including but not limited to the operating conditions and the EV's configuration. In the absence of manifest error, our calculation and determination are final, binding and conclusive in terms of determining the monthly usage of your EV.

本公司的判定是基於閣下在Smart Charge申請表中提供的電動車型號，以及我們的電動車充電器的充電電流輸出，從而計算閣下的電動車充電後的預估行駛範圍。實際的行駛範圍受到多種因素影響，包括但不限於操作情況和電動車的配置。除非有明顯的錯誤，否則本公司的計算和判定在確定閣下的電動車每月使用量方面是最終的，具有約束力的和具有確定性的。

Will we charge you after you have reached fair usage level?

在閣下的使用量已達至公平使用量後，本公司會否向閣下收費？

For customers using our Standard Subscription Plan with unlimited charging hours, there will be no additional charges.如閣下為包含無限充電時數之標準月費計劃客戶，本公司將不會收取任何額外費用。

Appendix

附錄

Column (A) 欄位（A）	Column (B) 欄位（B）	Column (C) 欄位（C）
Smart Charge Service Plan Smart Charge服務計劃	Fair Usage Level 公平使用量	Maximum Charging Current* 最大充電電流*
Standard Subscription Plan 標準月費計劃	Up to 2,000 kilometres per month 每月最高可達2,000公里 (i.e. your EV having been charged under the Smart Charge Service to enable it to run up to 2,000 kilometres in any given month) (閣下的電動車經Smart Charge服務充電後，每個月最高能行駛2,000公里)	Capped at 16 amps 以16安培為限
Multi-user / Family Plan, as an Extra Service of Standard Subscription Plan 多用戶/家庭計劃，作為標準月費計劃的附加服務	Up to 4,000 kilometres per month 每月最高可達4,000公里 (i.e. your EV having been charged under the Smart Charge Service to enable it to run up to 4,000 kilometres in any given month)	Capped at 16 amps 以16安培為限

	month) (閣下的電動車經Smart Charge服務充電後，每個月最高能行駛4,000公里)	
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*The actual charging performance of any charger under the Smart Charge Service will depend on many factors, including but not limited to the model of the vehicle / device and its factory settings, the state and condition of the vehicle's / device's battery, the car park's available power capacity and load management system operations (if applicable).

*任何在Smart Charge服務下的充電器的實際充電效能將取決於多種因素，包括但不限於車輛/設備的型號和原廠設置、車輛/設備電池的狀態、停車場的可用電力容量和負載管理系統的運作（如果適用）。

Version: September 2023

版本：2023 年 9 月