

Smart Charge – Fair Usage Policy

1. Introduction

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.

The principles of our Fair Usage Policy are to:

- (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
- (ii) ensure the performance of the EV charging facilities is not adversely effected by extreme usage.

2. Action we may take

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.

3. Revisions

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.

Information about our Fair Usage Policy for Standard Subscription Plan with Unlimited Charging Hours

Why do we need a Fair Usage Policy?

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.

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

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.

The maximum charging current will return to the normal 32 amps 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.

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

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.

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

No. For customers using our Standard Subscription Plan with unlimited charging hours, there will be no additional charges.

Appendix

Column (A)	Column (B)	Column (C)
Smart Charge Service Plan	Fair Usage Level	Maximum Charging Current*
Standard Subscription Plan	Up to 2,000 kilometres per month (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)	Capped at 16 amps
Multi-user / Family Plan, as an Extra	Up to 4,000 kilometres per month	Capped at 16 amps

Service of Standard Subscription Plan	(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)	
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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).