

# **Nexphase Energy**

## **EV Charger Support – Service Catalogue & SLA**

### **1. Scope**

Support covers remote triage, configuration guidance and assistance relating to EV chargers installed by Nexphase Energy. Support does not include free on-site attendance, remedial electrical works, replacement parts or physical repairs.

### **2. Included Support Period**

One month of remote support is included from the date of commissioning. After this period, support remains available on a pay-as-you-go basis or via an optional Premium Support Plan.

### **3. Working Hours**

Support is provided Monday to Friday, 9:00am – 5:00pm (excluding public holidays). Response targets apply only within working hours unless out-of-hours emergency support is separately agreed.

### **4. Support Channels**

Support may be provided via email and WhatsApp, depending on the agreed support arrangement.

### **5. Pay-As-You-Go Support**

After the included support period, remote support may be provided on a fixed-fee, per-incident basis. Current charges are defined in the Nexphase Support Pricing Schedule provided to customers. All on-site attendance is chargeable unless otherwise agreed in writing.

### **6. Premium Support Plan**

The Premium Support Plan provides structured monthly support, including a defined number of remote incidents, priority response during working hours, priority booking and discounted call-out labour. Full inclusions and charges are defined in the Nexphase Support Pricing Schedule.

### **7. Incident Definition**

An incident is a single support issue requiring investigation, diagnosis or configuration assistance. Ongoing communication relating to the same issue will be treated as one incident.

## **8. Exclusions**

Support does not include vehicle faults, Distribution Network Operator (DNO) issues, manufacturer platform outages, home Wi-Fi or broadband faults beyond basic checks, or electrical faults outside the EV charger circuit.

## **9. Out-of-Hours Emergency Support**

Out-of-hours emergency support may be available subject to availability. Emergency support is chargeable and is not included within standard support arrangements. Emergency rates are defined in the Nexphase Support Pricing Schedule.

## **10. Term & Changes**

Nexphase reserves the right to update this Service Catalogue & SLA with reasonable notice. Support beyond the included period is provided only after the customer has reviewed and accepted the current SLA and applicable Pricing Schedule.