

	Questions	Eleport answers
1.	Could you please specify if FC 1000 calls and 500 emails is already current volume in every country ? (the same volume in EST, LAT, LIT, POL,CRO,Slovenia ?)	The answer is written in point 14
2.	How big are volumes for Romanian, Slovak, German and English languages?	English language is not required separately but as a second language in every respective country of Eleport operations. Romanian and Slovak language don't expect high volumes during first year of service, as charger network is just in initial phase of development. German language is required for Austrian market where we expect around 100 calls and 50 e-mail interactions per month during first year of service.
3.	What is average AHT per call and per email?	The average handle time (AHT) per call is 6 minutes, while the average AHT for emails is 10 minutes. The average length of a call is approximately 6 minutes as well, and the estimated resolution time for an email is within 1 business day for 95% of inquiries.
4.	Is RUS language required in Estonia, Latvia and Lithuania services or only native language?	Native language is the main requirement. RUS language is not required but is a great benefit for these countries.
5.	Is ENG language required in addition to native language in all countries?	Yes, every country in Eleport operations network requires customer service in English and local language
6.	Do you have language IVR for ENG in all countries?	Currently, we do not have an IVR system in place. We expect service provider to program and record a separate IVR for every country - English and local language option with additional option to direct user to e-mail, web-site and/or call Agent.
7.	What is required language level for all languages? (native, C1, B2 ?)	English C1, local language is expected to be done by native speakers
8.	In which language will be training in all different countries?	Eleport provides initial training and materials in English to ensure a strong foundation for the service providers agents. However, it is preferred that, over time, the service provider takes responsibility for conducting re-training sessions and providing changes or updates for their agents independently.
9.	How long is the initial training?	The initial training provided by Eleport will take approximately two working days and will cover essential topics such as Eleport basics and charger management fundamentals. The training will include comprehensive written manuals and a detailed FAQ to support the learning process and for conducting re-training sessions independently.
10.	Can we use for call handling our own telephone system Avaya or should we use your telephone system?	Service provider is encouraged to use their own telephone system, for call handling, provided it meets Eleport's requirements for functionality and performance. The system must support detailed reporting of call statistics, including metrics such as call volumes, response times, average handling times.
11.	Can we use cross skilled agents or do you require only dedicated team ?	The service provider has the flexibility to determine the number and type of agents (shared, dedicated, or cross-skilled) based on their operational model. However, it is essential that all KPIs are consistently met, and the service provided is smooth, professional, and aligned with Eleport's quality standards. The chosen setup must ensure efficient handling of inquiries, adherence to SLAs, and a seamless customer experience without compromising performance or responsiveness. Additionally, the service provider is required to assign a dedicated manager who will be responsible for reporting call statistics and performance metrics to Eleport.
12.	Can we offer service from 8-9 different countries as its not possible to find all languages from one country .	Service provider can choose the way of working and organize their agents across multiple areas, countries, workplace types etc. Eleport looks for a reliable single point-of-contact partner that will unify and standardize our customer service across our regions. However, this approach must ensure effective collaboration between agents across countries to maintain a consistent service experience and product knowledge.
13.	Do you accept work at home solution?	Service providers can choose the workplace type for their agents, including work-from-home solutions, as long service remains smooth, professional, and aligned with quality standards. This flexibility must not compromise performance and customer satisfaction.
14.	You mentioned that scale of business is currently 1000 calls and 500 e-mail monthly for all markets. What markets does this numbers currently works for? Is this cumulative number for all languages indicated in section VI of Appendix 1, so:	
14.	English Language	Approximately 1 in 10 calls and 1 in 10 emails are from English speakers. While English is not required as a standalone language, it is used as a secondary language in every respective country where Eleport operates
14.	Estonian Language	350 calls and 150 e-mail inquiries per month for first year of service.
14.	Latvian Language	150 calls and 50 e-mail inquiries per month for first year of service.
14.	Lithuanian Language	100 calls and 50 e-mail inquiries per month for first year of service.
14.	Polish Language	100 calls and 50 e-mail inquiries per month for first year of service.
14.	Croatian Language	Default estimation, service not live yet. 100 calls and 50 e-mail inquiries per month for first year of service.
14.	Slovenian Language	Default estimation, service not live yet. 100 calls and 50 e-mail inquiries per month for first year of service.
14.	German Language	Default estimation, service not live yet. 100 calls and 50 e-mail inquiries per month for first year of service.
14.	Slovak Language	Default estimation, service not live yet. 100 calls and 50 e-mail inquiries per month for first year of service.
14.	Romanian Language This knowledge is important to calculate proper number of workstations per language.	Default estimation, service not live yet. 100 calls and 50 e-mail inquiries per month for first year of service.
15.	Regarding level of language knowledge for local language is C1 sufficient? And English knowledge as additional language on which level – B2/C1?	English C1, local language is expected to be done by native speakers
16.	How long does training last?	The initial training provided by Eleport will take approximately two working days and will cover essential topics such as Eleport basics and charger management fundamentals. The training will include comprehensive written manuals and a detailed FAQ to support the learning process and for conducting re-training sessions independently.
17.	Do you have any requirement regarding IT systems – contact center system/CRM? Do you expect work on ELEPORT system or system of supplier?	Service provider is encouraged to use their own telephone system, for call handling, provided it meets Eleport's requirements for functionality and performance. The system must support detailed reporting of call statistics, including metrics such as call volumes, response times, average handling times. Eleport requires the service provider to connect with our existing JIRA ticketing system for tracking customer inquiries and escalations. Additionally, Eleport provides a cloud-based charger management software, which agents will use daily for basic functionalities.
18.	Could you clarify whether the expectation from the Managed Service Provider (MSP) is to serve as a partner in developing and enhancing your support services within your organization or if the objective is to fully outsource this function to an MSP with established processes, tools, and a dedicated team?	Eleport aims to outsource entire customer support contact center (e-mail and calls) and to serve as our direct communication channel with our Users / Clients / Customers. We plan on providing training, policies and how-to to your Lead Agents that will distribute and organize the service with your Agents across all markets/regions. Agent leads will have continuous and frequent communication with Eleport personnel in every country for any needed updates, suggestions and new issues.
19.	Do you currently operate an internal support team or work with a Managed Services Provider?	Eleport currently doesn't have unified and standardized customer service across all regions, but serves their Users through different and separated concept (in-house, fully outsourced, provided by partner jointly with another type of service). Therefore it is aim to establish one customer service that will meet similar KPIs, visions and strategies.
20.	What are the expected hours of operation for support agents? (12/5, 12/7, 24/5, 24/7, other)	Main aim is to provide seamless service on a 24/7 basis, however, some exceptions regarding the specific language requirements in certain countries. More detailed "Language requirements" added as attachment below.
21.	We note your operations in Latvia, Lithuania, Estonia, and Poland. What are other countries in your list for future expansion?	More detailed list of countries can be found in the "Language requirements" added as attachment below.
22.	We found the application that may be relevant to your company. It lists a single phone number in Germany, with an email response time of 72 hours, while the website displays local numbers for four countries. Could you confirm which contact information is the most accurate and up-to-date?	Eleport currently doesn't have unified and standardized customer service across all regions. Most update to contact information is listed on www.eleport.com website.
23.	Are support agents typically engaging with charging station personnel or the end-user/driver?	Support agents will receive e-mail and phone calls exclusively from end-users/drivers. If needed tickets and issues will be escalated and communicated with Eleport operations personnel (by Agents directly or through contact person / Lead Agent)
24.	Does your organization offer a loyalty program or a dedicated support line for VIP members?	Loyalty programs, VIP customers and other special offers are to be defined as we go. They may be different from season to season, country to country

25.	Does the scope of responsibility for a support agent include resolving station charger malfunctions, mobile application troubleshooting, location guidance, payment/recharge instructions?	The scope of responsibility for a support agent typically includes providing basic troubleshooting for station charger malfunctions, such as restarting the charger and escalating technical issues to maintenance teams when necessary. Agents assist customers with mobile application issues like login problems, app malfunctions, or updating payment methods. They also provide location guidance, including directions to the nearest available charging station or information about site accessibility. Additionally, agents should guide customers through payment processes, explain customer when and how our billing works, and escalate issues invoice requests or refund requests. Complex or unresolved matters are escalated to the appropriate teams.
26.	When referring to billing issues, could you specify if they include payment failures at charging stations, disputes, invoice requests, overdue payment notifications, or on-site transaction support?	Customers often ask for clarification about charges applied to their charging sessions. Private customers frequently request invoices for specific charging sessions to provide to their businesses for reimbursement or record-keeping. Some customers report having settled overdue payments and request their accounts to be unblocked. Additionally, there are cases where charging sessions fail, and customers request the immediate release of reserved funds.
27.	What are the most prevalent support cases currently encountered?	Charging station issues are common, including malfunctions, connectivity problems, unresolved sessions, and faulty locking mechanisms that prevent customers from unlocking charging cables. Billing and invoicing queries frequently arise, with blocked accounts due to unpaid invoices often mistaken for charger malfunctions, along with general questions about invoicing and payments. Account and app issues are also prevalent, such as login problems, app malfunctions disrupting the charging process, and challenges in managing payment methods. Location-specific issues include non-EVs blocking chargers, the need for snow clearing or maintenance to ensure accessibility, and external factors making charger sites unreachable.
28.	Could you outline the types of support inquiries typically handled over the phone versus those managed via email?	Phone: Customer is unable to start a session, charger is malfunctioned, credit card is rejected... E-mail: Customers are asking general questions like prices, offers of land to install a charger, invalid invoice, strategy and expansion plans...
29.	What are your target service level agreements (SLAs) expectations regarding response times, average handle time and abandonment rate expectations?	Our target SLAs include response times of 97% of calls answered within 60 seconds, with an average handle time (AHT) of under 6 minutes for phone inquiries and under 10 minutes for written inquiries, while maintaining an abandonment rate of less than 3% of total calls, with mandatory callbacks within 15 minutes for missed calls.
30.	Should we anticipate handling a complete issue resolution cycle or primarily escalating cases?	Levels of Eleport service will be defined. Customer service Agents are expected to provide first contact with User and handle immediate actions (such as check the status of the charger, remote start/stop/unlock, User details and invoices) with full ticketing report to be concluded, while all advanced (sales, maintenance, repairs, strategic) questions and issues are to be escalated to further Eleport levels and personell (according to defined protocol).
31.	Is there an established escalation process in place?	Yes, protocol of escalation (type of issue, level of issue and urgency) will be defined and followed.
32.	Is the reported average of 1,000 calls and 500 emails per period consistent, or do you experience seasonal fluctuations?	Yes, seasonality is always present with e-mobility as more traffic and therefore charger utilization is expected during summer peak season months, depending on the country and region.
33.	What is the average call handle time and email resolution time right now?	The average handle time (AHT) per call is 6 minutes, while the average AHT for emails is 10 minutes. The average length of a call is approximately 6 minutes as well, and the estimated resolution time for an email is within 1 business day for 95% of inquiries.
34.	Do you have insights into the time distribution of interactions, such as peak and off-peak hours?	Peak hours typically occur between 9:00 AM and 12:00 PM, as well as 4:00 PM to 7:00 PM, when customer activity is at its highest. Off-peak hours generally fall during late evenings and early mornings, between 10:00 PM and 7:00 AM.
35.	Do you have a training plan in place, or is there the expectation that MSP will dictate the requirements of the training plan?	The initial training provided by Eleport will take approximately two working days and will cover essential topics such as Eleport basics and charger management fundamentals. The training will include comprehensive written manuals and a detailed FAQ to support the learning process and for conducting re-training sessions independently.
36.	Do you envision needing specialized knowledge or specific skills that Support Specialists should have?	E-mobility experience and presence are welcome, but all Agents will receive full how-to and trainings for their communication with our Users/clients (Eleport policies and strategy, EV equipment basics, basic knowledge of using our Charger management software, escalating tickets to our personell and platforms)
37.	Is geographic proximity (Europe-based) a consideration, or are you open to global talent?	Service provider can choose organizational and geographical structure of their agents as long as all language requirements and KPIs are met.
38.	Are there any geographic restrictions ("red flag" countries) for global talent?	We ensure compliance with all applicable laws, regulations, and company policies when engaging talent from different regions. While we aim to provide equal opportunities globally, we remain mindful of any geographic restrictions or "red flag" countries that may pose legal, regulatory, or operational challenges, ensuring all engagements align with our standards and commitments.
39.	Could you confirm the required level of English proficiency for all support agents, in addition to their main native language? (B1/B2/C1/C2)	English C1, local language is expected to be done by native speakers
40.	Is there a specific timeline for delivering support in all languages? Additionally, would Eleport be comfortable with onboarding candidates in batches (e.g., groups of 5 agents)?	We are comfortable with training candidates in batches. More detailed list of countries can be found in the "Language requirements" added as attachment below.
41.	Could you share the estimated volume of phone calls and emails for each language?	The answer is written in point 14
42.	What is the average length of a call, and what is the estimated resolution time for an email?	The average handle time (AHT) per call is 6 minutes, while the average AHT for emails is 10 minutes. The average length of a call is approximately 6 minutes as well, and the estimated resolution time for an email is within 1 business day for 95% of inquiries.
43.	Will agents be required to work in Jira, or is there flexibility to propose an alternative CRM solution?	Agents will be required to work in Jira, as it is the designated platform for managing customer interactions and internal processes. While we understand the value of alternative CRM solutions, Jira is important to our operations, and all service
44.	Do you have preferences over the working hours, office hours or 24/7?	Main aim is to provide seamless service on a 24/7 basis, however, some expections regarding the specific language requirements in certant countries. More detailed "Language requirements" added as attachment below.
45.	Do you have an expected SLA?	Call pick up time: 97% call to be picked up Answer time: 97% calls to be answered in 60s, 90% to be answered in 30s, 80% to be answered in 20s Missed calls: Less than 3% missed, callback time within 15 minutes (90% within 10 minutes) Initial written response: 99% of inquiries responded within 3 business days Written resolution/escalation response: 99% of inquiries resolved or escalated within 5 business days, critical issues within 24 hours Calls AHT: 6 minutes E-mail AHT: 10 minutes Escalation time: Critical issues within 1 hour, non-critical within 4 business days, status updates to Users every 2 business days
46.	Could you please elaborate on the question in Sheet "Questions" under section V, in cell number 39B. What is meant by marketing data and insights for customer demographics? What is meant by regional performance, service trends...	The question in Sheet "Questions" under section V, cell number 39B, can be ignored as we no longer require this information.