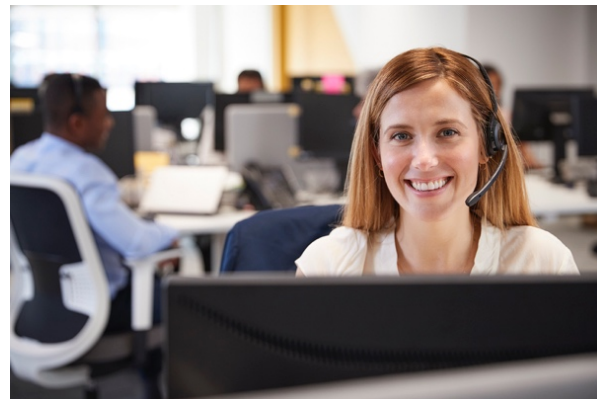


CALL CENTRE CAPABILITY

- 24/7/365 operation made of contact centre based and remote teleworkers
- Call recording to support staff training and development
- Robust induction training and on-going support
- Call-flow monitored via dedicated team to ensure SLAs are met

Support Provided

- Assisting and educating drivers that have issues charging their vehicles
- Help with account setup, general questions or RFID cards
- Providing telephone based fixes when issues arise, like restarting the charge post.
- Starting and stopping charges, when drivers are stranded
- Keeping the infrastructure working by highlighting issues, so an onsite fix can be made
- Updating a range of back office solutions like ZapMap, ensuring drivers know what chargers are operational



Current Service Levels

80/20 Call Handling
360 Secs AHT
85% Resolution Rate

ELECTRIC VEHICLE CHARGE POINT SUPPORT



Fault identified

- Charge point
- Vehicle
- Cable
- Software
- RFID
- Payment

Call the Driver Support Line

- Single point of contact
- Dedicated team handling the call
- Trained in effective questioning

AA resolve the issue

- Driver Education
- Charge point reset
- Pass to Charge point network provider for member or payment issues
- Call out Engineer

AA send MI to Charge Network

- Number of jobs
- Resolution type
- Nature of Call
- Length of call