Migration to the Eponet platform

In this book, you will find support for the migration process from your old backend to Eponet.
This Eponet Wiki is structured like a bookshelf with books and explains all of Eponet's functions.
The books contain information organised into chapters and pages. The header also features a great search function.

- mobilecharge from Ferratec Technics AG
  - Introduction: mobilecharge becomes part of Eponet
  - User guide for charging points
  - Instructions for charging point operators
  - Instructions for paying out mobilecharge credit and closing the account

mobilecharge from Ferratec Technics AG

On 1 October 2025, Eponet AG will take over the mobilecharge billing platform. In this step, all charging systems and services will be harmoniously integrated into the Eponet platform. Thanks to our close partnership, Eponet will take over technical management, ongoing development and comprehensive support, while Ferratec will act as the central sales partner, ensuring strong market proximity and personalised support. This smart division combines cutting-edge technology with immediate customer proximity – and opens the door to an even more powerful, reliable and innovative future that you can look forward to.

Introduction: mobilecharge becomes part of Eponet

Dear customers

Welcome to the Eponet backend.

mobilecharge from Ferratec Technics AG

User guide for charging points

Dear customers,

Welcome to the Eponet backend. Mobilecharge has decided to discontinue its services. On 1 October 2025, Eponet AG took over the mobilecharge billing platform. As part of this step, all charging systems and services will be seamlessly integrated into the Eponet platform.

> **INFORMATION AS OF 11 NOVEMBER 2025:**
> At all charging stations that have not yet switched to Eponet, you can continue to charge as usual via mobilecharge. The mobilecharge system will continue to run as usual. Parallel to your mobilecharge account, your Eponet account has been automatically prepared and can be activated by you.
> **Until you are informed, your mobilecharge charging solution will continue to run as usual.**

During the migration process, your Eponet account will be created automatically and the necessary data will be transferred to your new account. Your RFID card(s) with authorisations have also been transferred to your new account.

> Your new Eponet account has been ready for activation **since Monday, 10 November 2025**. However, the mobilecharge system will continue to run as usual until you are informed when the switch to Eponet will take place at your charging station.

You will inevitably encounter slightly different processes at Eponet – we will try to support you as best we can in this process so that you can quickly find your way around Eponet. This Eponet Wiki, which is structured like a bookshelf with books, chapters and pages, is designed to help you with this.

All the important functions of the Eponet backend are described in the book "The Eponet Portal". We recommend that you browse through this book. You are sure to find a few tips on how to tailor your Eponet account to your needs.

> Your Eponet account can be activated with your email address – the one you used to register with mobilecharge – using the "Forgot password" function. You can access the Eponet Portal directly via www.portal.eponet.ch

> **Have you only logged into your mobilecharge account using your mobile phone number?**
> Please use the "Login using mobile phone number" function and follow the instructions. You will now need to enter your email address and password for your Eponet account – you can use this email address and password to log into your new Eponet account in future.

Step-by-step instructions for users Charging points

Welcome to the Eponet portal!

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The Eponet portal is the home page for your account. You can log in here with your email address and password. As your account has already been created during the migration process, you can request a new password to be sent to you by email when you log in for the first time using the "Forgotten password" function. Have

you only logged in to your mobilecharge account using your mobile phone number? Activate your account with your mobile phone number. To do this, have your mobile phone number, email address and desired password ready.

Description of account activation using your mobile phone number:

After clicking on the "Log in using mobile phone number" button, the following window will appear. Please enter the mobile phone number for your mobilecharge account here. Use the same format that you used when registering with mobilecharge. This means either 07x xxx xx xx or +41 7x xxx xx xx:

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Click on Verify to continue and enter your desired email address and password in the next window and confirm with Update:
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Note

If you receive a "Failed" message, the telephone number is incorrect or has been entered in the wrong format.
If the following message appears, the account has already been activated and you can log in with your email address and password:

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Top up balance / Deposit money / Withdraw money / Minimum balance

In order to charge your vehicle, you must have sufficient funds in your account. Under Settings > Finances, you can deposit money into your account free of charge via QR code payment slip. Please top up your balance in good time.

> **Your credit on mobilcharge:**
> For legal reasons, your credit cannot be transferred from your mobilecharge account. You can have your credit refunded in accordance with mobilecharge guidelines.

All information on how to deposit and withdraw money at Eponet, as well as the minimum balance, is described in the Finance chapter of the book "The Eponet Portal".

> **As soon as your balance falls below CHF 50 – for example, CHF 49.80 – you will no longer be able to top up your account. So make sure you top up your balance in good time.**

>

Depositing money via QR code payment slip takes a few working days, but unlike deposits via TWINT or credit card, it is free of charge.

Important information about topping up your balance via QR code payment slip

Important
A QR code payment slip only works if your correct address is shown on it. Please check your address carefully. You can find it on the home page of your account under:

- Contacts (1.)
- Address (2.)
- and can be added/checked using the edit icon (3.)
- Please check/enter all fields (4.).

If, for example, the country is missing, the message "Failed" will appear when you save.

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RFID card(s) management

The RFID card(s) you used with mobilecharge were automatically transferred to your Eponet account during the migration process. This means that the card should work as usual.

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Of course, you can also order additional RFID cards from Eponet. Everything you need to know about RFID cards, how to order them from Eponet, and how to add and manage them in your account is described in the chapter on RFID cards in the book "The Eponet Portal".

Charging without being invited – at Eponet charging stations with the Eponet QR code

> **Tip**
> With your Eponet account – and if your balance is over £50 and you have an RFID card stored in your account – you can charge at any Eponet charging station that has been approved for "public charging" at the QR code price. You can recognise these charging stations by the Eponet QR code.

Conclusion/checklist

Want to be sure that you can use your RFID card to charge your vehicle? We have created a short checklist for you:

1. Please log in to your Eponet account via the Eponet portal.

2. Please check under Settings > Finances whether your balance is sufficient.

3. Select the 3 waves for e-mobility in the blue main navigation on the left (point 1).
   Click on RFID card (point 2).
   Click on the "Shared" tab (point 3).
   Click on your RFID card (point 4).
   You will now see where this RFID card is authorised for charging and at what price.
   This function is also described in the chapter on RFID management.

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Once these points have been completed, the migration is successfully prepared. Until your charging station is switched over to Eponet, you can continue to charge via the mobilcharge system. We wish you a successful start with Eponet and thank you for your trust.

Eponet tip: Get the free Eponet Go app

The Eponet Go app is available for iPhone and Android mobile phones. Further information about the Eponet Go app can be found here.

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mobilecharge from Ferratec Technics AG

Instructions for charging point operators

Dear customers,

Welcome to the Eponet backend. On 1 October 2025, Eponet AG will take over the mobilecharge billing platform. As part of this step, all charging systems and services will be seamlessly integrated into the Eponet platform.

During the migration process, your Eponet account was automatically created and the necessary existing data was transferred to your new account. Your RFID card(s) with authorisations have also been transferred to your new account.

> Your new Eponet account will be ready for activation **on Monday, 10 November 2025**.

You will inevitably encounter slightly different processes at Eponet – we will do our best to support you in this process so that you can quickly find your way around Eponet. This Eponet Wiki, which is structured like a bookshelf with books, chapters and pages, is designed to help you do this.

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Step-by-step instructions for charging point operators

Welcome to the Eponet Portal!

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The Eponet Portal is the home page for your account. You can log in here with your email address and password. As your account has already been created during the migration process, you can have a new password sent to you by email when you log in for the first time using the "Forgot password" function.

Entering/checking data relevant to your business

Address data, VAT number, IBAN number for payments, charging profiles, etc. – this is data that is probably only known to you. This data should have been transferred to your Eponet account during the migration process. If you would like to check, add to or adjust this data, please follow the instructions below:

Operator address data

On the home page (top icon in the blue line), you will find your account information in the address book under "My contacts". Please check/add the address under the "Address" tab. This address will then appear on user billing receipts.

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Under the "Information" tab, you will find various fields that are not relevant for ongoing operations, but are rather of an informative nature.

However:

>

> If you are subject to VAT: Please click on this tab and enter your VAT number. This VAT number will then appear on the receipts.

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Now might also be the ideal time to enter your payment details. The following link will take you to the chapter "Pay out balance / Withdraw money" in the book "The Eponet Portal" – we recommend setting this up early on, but you can of course do so at a later date.

The e-mobility section

In the e-mobility section, you can manage your charging infrastructure. To do this, click on the 3 waves for e-mobility in the blue section. Here we describe the following points:

- Charging device overview
- RFID card
- Charging profiles

Charger overview

If you, as an infrastructure owner, have one or more charging stations, these will be listed here. You can see the status of the charging point at a glance thanks to the icon colours "green = online" or "red = offline". Click on a station to see details about the charging point in the right-hand area.

Overview: The overview shows the name, manufacturer, type, performance, etc. and also the status of the charging station. For details, you can check the last charges as a quick overview and under availability you can check how stable the charging station's internet connection is. Each charging station can notify you of status changes by email. This function can be found under the Monitoring tab.

Public charging can also be activated for each charging point. Eponet offers public charging via QR code – this can be activated under "Public charge" – or additionally charging via Hubject roaming, which is activated by ticking "Hubject activated". Please read the wiki entries on activation beforehand.

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RFID card

Under RFID card, you will find the management of your own RFID cards. In this area, you can not only manage your own RFID cards and see at which of your own charging points they are activated, but also where they may be shared (shared means that you have been invited to charge at another location).
Conversely, you can see who you have invited (e.g. tenants, STWE or customers).

Here you will find everything you need to know about RFID cards.

Charging profiles

The existing charging profiles – i.e. prices per kWh, blocking fees, etc. – have also been transferred to your new account. Perhaps you would like to check or adjust them? Eponet offers extensive functions and settings options for charging profiles. The book "The Eponet Portal" has a separate chapter on charging profiles: "Charging profiles".

Instructions for paying out mobilecharge credit and closing the account

These instructions describe how to close your account with mobilecharge (or White Label App).

> **PLEASE do not withdraw your money until you have set up your new Eponet account and used it to top up your balance.**

1. Open the mobilecharge app (or White Label app).
2. Select "Settings" from the bottom menu.
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3. Select "Delete account" from the menu.
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4. Fill out the form. If you have a wallet with credit, make sure it is not in the red. Your first and last name must be the same as on your bank account.
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> **PLEASE do not withdraw the money until the new Eponet account has been set up and you have already loaded it.**