



You can read the answers to the questions that electric vehicle owners often ask Orion here:

How can I become part of the Orion eMobility network?

Apply using the application form or call the phone number 011 4100 444. Orion eMobility experts are ready to answer all questions at any time, and all you need to do is make an appointment. Installation and commissioning is performed by an authorized person of Orion eMobility.

How does the Orion eMobility service work?

With the Orion eMobility service, you can use electric vehicle charging services practically anywhere and anytime, with access to the largest public network of EV chargers. In order to use Orion eMobility services, you need to create a user account. If you need more information, see the user manual on the website oriontelekom.rs/emobility/korisnicko-uputstvo/

What are the advantages of using the Orion eMobility application?

The Orion eMobility application provides simple payment whether you are an individual or a business user for a fast and secure transaction. Within the application, a map of chargers is available with the help of which you can on your way throughout Europe.

Is there a charge for using the Orion eMobility application?

The Orion eMobility application is completely free and you can download it from the Google Play or Apple App Store platforms.

Can I charge the vehicle without registering on the application?

In addition to registration and payment through the Orion eMobility application, you can pay for the charging service with the Orion eMobility platform.

How do I pay for the electric charging service and what is the price?

You can pay for the electric vehicle charging service in two ways:

- With registration through the Orion eMobility application
- Using the RFID card when using the Orion eMobility charger.

When it comes to the price of electric charging, the tariffs for each individual charger can be different depending on the location, maximum output power and other factors that affect the charging price. If you want to find out the current price list and charging options, swipe up on the application screen for each selected location.

What is an RFID card and what is it for?

The RFID (radio frequency identification) card is connected to your account and at the charging point allows you to start or stop charging without using the mobile application, with prior registration.

Do I have to have an RFID card to start charging?

In order to start using the electric charger, it is not necessary to have an RFID card. All electric chargers managed by Orion eMobility can be used via RFID card or via the Orion eMobility application with payment card data entered.

How long does it take to charge an electric vehicle?

The time to charge an electric vehicle to the maximum capacity of the battery depends on a number of factors, such as: the type of charging station, the capacity and age of the battery, the maximum charging speed supported by the vehicle, outside temperatures and other factors. Charging can take from less than an hour to several hours.