

ATHER ONE SUBSCRIPTION PLANS & SERVICES

Ather One is a set of pre-paid subscription plans for a hassle-free ownership experience. The different Ather One plans are 360, Service, Charge, and Connect.

Ather One Connect
₹ 750 / quarter

On-board Navigation
(also includes push location from the app, search location, search Ather Grid points)
Digital storage
Ride statistics on the app
Remote monitoring of the vehicle via the app
Monthly Ride Log
Personalised reminder notifications
New features sent via over-the-air updates

Ather One Charge
₹ 1500 / quarter

Ather One Connect +
Unlimited fast charging at Ather Grid

Ather One Service
₹ 1500 / quarter

Ather One Connect +
Periodic maintenance every 5000 km
(includes pick-up/drop-off/servicing at your doorstep, labour, consumables)
24x7 Roadside assistance in case of emergencies
Other service assistance at your doorstep

Ather One 360
₹ 2100 / quarter

Ather One Service +
Unlimited fast charging at Ather Grid
Reimbursement of electricity cost for home charging (quarterly)

Prices are exclusive of 18% GST and effective from 01-July-2020.

Only quarterly plans are available for purchase from 1st July, 2020 to 30th September, 2020

[Pay-as-you go prices for servicing & maintenance.](#)

Price of fast charging at Ather Grid is Rs.25 per session.

(The duration of a session is 30 minutes.

Ather Grid charging is complimentary until 30th September, 2020)



ATHER ONE SUBSCRIPTION PLANS & SERVICES

Would it be possible to switch across Ather One plans after a few months?

Upgrade* to another plan is possible even in the middle of a billing cycle but downgrade** to another plan is only possible at the end of a billing cycle. We are offering the option to upgrade for those who've purchased a quarterly billing cycle, and pausing this option for annual billing cycle cases until 30th September 2020.

A customer can upgrade in the middle of a billing cycle by paying the difference between the price of the new plan and that of the current plan over the remaining period (prorated daily).

For example, let's say you purchased the Service plan on 01-Jul-2020 and decided to upgrade to the 360 plan on 1-Aug-2020, 31 days later. You can switch to the 360 plan by paying ₹(2100 minus 1500) x (61/92), i.e. ₹398 (excluding GST).

*An upgrade means to move from a lower value plan to a higher value plan.

**A downgrade means to move from a higher value plan to a lower value plan.

Is there any additional cost to upgrade to a different plan?

If you are upgrading to the Service plan or the 360 plan (which include service-related offerings) from Connect or Charge plans of Ather One, you may be charged a one-time nominal servicing fee for vehicle inspection, when you've requested the upgrade.

Why is the Connect plan a default offering in all the plans?

Data and the internet are an integral part of the Ather 450 ownership experience. The Connect plan goes beyond the features that are part of the offering. Some aspects of the vehicle servicing experience such as remote predictive diagnostics (for pre-emptive maintenance) and vehicle health management, and some aspects of the charging experience such as authenticated power transfer, reimbursement of home charging costs, locating or getting notified about available Ather Grid points, all are enabled by data & the internet. The Service, Charge, 360 plans of Ather One won't be complete without the Connect plan.

What happens if one doesn't subscribe to any of the Ather One plans?

The services mentioned in the plan would be available at [pay-as-you-go prices](#), and features that are part of the Connect plan (as mentioned above in the table) won't be accessible. Software updates carrying critical enhancements and fixes will be made available.

I will be out of the country for a few months. Can I suspend or hibernate my subscription plan during this period, and activate it once I am back?

That's currently not possible; there is no option to hibernate your plan.



ATHER ONE SUBSCRIPTION PLANS & SERVICES

Why has the Charge plan been listed but not made available for purchase?

Besides including features of the Connect plan, the Charge plan unlocks access to unlimited fast charging at Ather Grid. Since this access is currently free anyway for all Ather owners, the Charge plan is not being made available for purchase.

Why is there no monthly billing cycle?

The quarterly or annual billing cycle is in place to minimize the number of times a customer has to worry about paying for charging or maintenance in a year. Additionally, offerings such as periodic maintenance, which are usually availed over the longer term, make the case for an quarterly or annual billing cycle as it won't make much sense for a customer to pay for subscription during certain months in which their vehicle is not serviced.



ATHER ONE SUBSCRIPTION PLANS & SERVICES

CHARGING

According to Ather One 360, if I charge at home, the charging cost will be reimbursed. At what rate / tariff will the reimbursement happen? How would you reimburse the amount?

In Bengaluru, we will reimburse at the rate of ₹6.50 per unit which pertains to the 101-200 kWh per month energy consumption slab of the LT-2(a)(i) Tariff category applicable to domestic areas under BBMP.

In Chennai, we will reimburse at the rate of ₹4.60 per unit which pertains to the 201-500 kWh per month energy consumption slab of I-A Low Tension Supply Tariff issued by TANGEDCO.

The charging reimbursements, i.e., the money equivalent to the cost of charging will be credited to your bank account every quarter, during the month following the assessment quarter. Please note that the tariff considered for reimbursement is subject to change.

Here's how you can set the bank account details to which you want the money credited.

Login to <https://app.atherenergy.com> using your registered email ID > Go to 'My Account' on the top right of the dashboard > Click on 'Bank Details' > Add account



ATHER ONE SUBSCRIPTION PLANS & SERVICES

SERVICING & MAINTENANCE

What is the schedule for periodic servicing as a part of the Service / 360 plans?

We will inspect your vehicle once every 5,000 km at your doorstep and complete service at our service centre once every 10,000 km (with doorstep pickup and return).

What are the consumables that will be covered under Service / 360 plans of Ather One?

Once your vehicle is inspected, here are the consumables that will be replaced, as and when required.

- FR & RR wheel bearings
- Steering bearings
- Front fork seal
- Swingarm bushes
- Brake pads (two wheels per year)
- Primary and secondary belts

Additionally, we will also do a top-up of brake fluid and front fork oil.

What if there is an issue with some components of the scooter? Do I have to pay for their replacement?

Here's where Ather One comes into play. If you have subscribed to the 360 or Service plan, replacement of the consumables (as mentioned in the above answer) is covered (subject to inspection) and you won't have to pay anything extra. Additionally, we will also top-up brake fluid and front fork oil. All other components that are not covered under the plan are covered under warranty. In case there's a damage due to an accident, the insurance cover will take care of it.

What is the turnaround time for roadside assistance? How long after I place a request will someone reach the location?

You shouldn't have to wait longer than 45 minutes. However, this may vary depending on weather and traffic conditions at the time of your request.

What happens if I take my vehicle outside the city during the period that I have subscribed to Ather One?

Simply put, it's a risk. Our services are currently not available beyond the serviceable area of Bengaluru and Chennai. We would be unable to provide services such as roadside assistance, charging cost reimbursement and won't be able to assure the usability of features such as onboard navigation, if your vehicle is beyond our reach even if you have subscribed to any of our Ather One plans.

