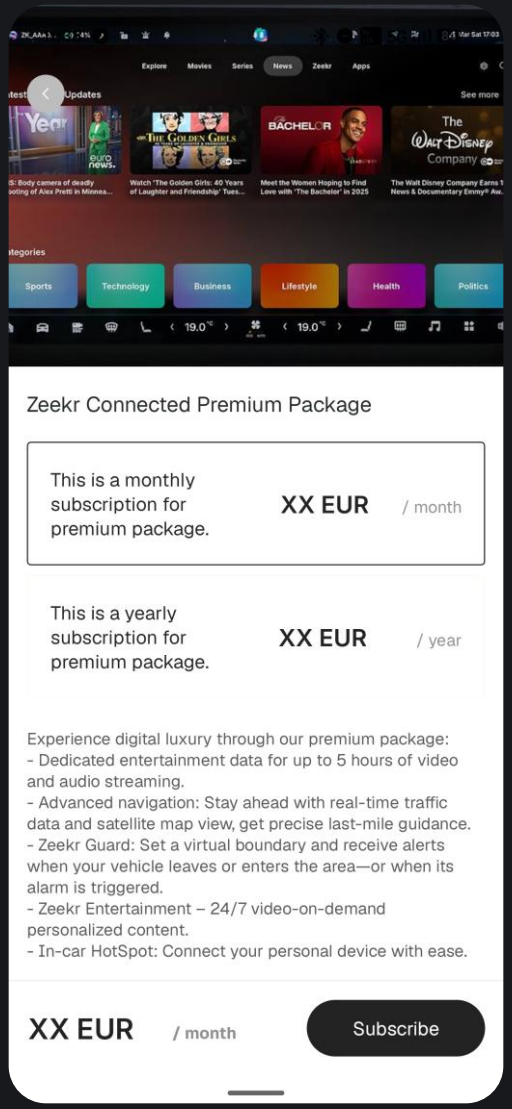
ZEEKR CONNECTED · HOW-TO GUIDE

Premium Package Step-by-Step Subscription Guide

A one-time identity check, then eight steps to an active subscription



HOW IT WORKS

Three parts to Premium

PART 1 · FIRST TIME ONLY

Verify your identity

A one-time check with the mobile network operator that provides internet in your car.

7 steps

PART 2

Subscribe to Premium

Choose a monthly or yearly plan, check your order and pay by card.

8 steps

PART 3

Manage your subscription

Find your order, turn auto-renewal on or off, or cancel within 14 days for a refund.

3 tasks

Already verified? Skip straight to **Part 2**.

PART 1 · FIRST TIME ONLY

Verify Your Identity

Before your first Premium subscription, you confirm who you are with the mobile network operator that provides internet in your car. **You only need to do this once.**

It's the law

EU telecom rules (Directive (EU) 2018/1972) require operators to verify who uses a mobile connection, built-in eSIMs included.

You're the data user

Activating in-car data makes you the end user of a telecom service.

Clear billing

Verified details make sure the right person is billed and supported for data use.

Fraud protection

Verification guards against SIM swapping and identity theft.

PART 1 · AT A GLANCE

Seven steps to verify

1

Start verification

Tap Vehicle Entertainment Certification

2

Choose your country

Home country › Proceed

3

Enter your details

Name, date of birth, phone, address

4

Verify your phone

6-digit code › Verify

5

Create your account

Accept the Terms › Create account

6

Card check

Only in some countries. No charge

7

Check it's done

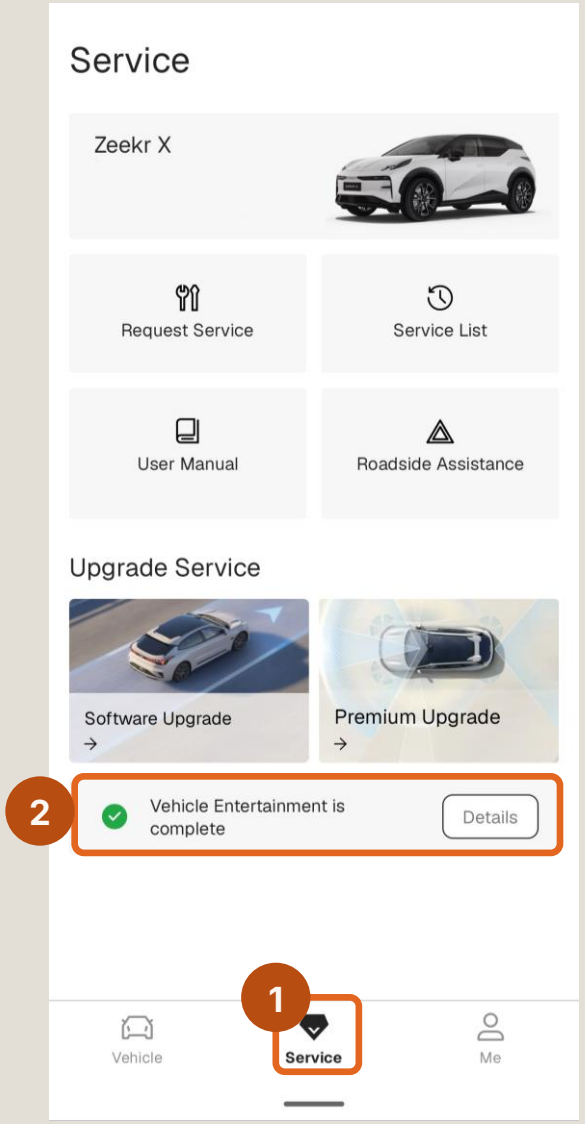
Check mark in the Zeekr app

VERIFY · STEP 1 OF 7

Start verification

1. Open the **Service** tab in the Zeekr app.
2. Tap **Vehicle Entertainment Certification**.

You'll continue on the mobile network operator's page. It can take a few moments to load.

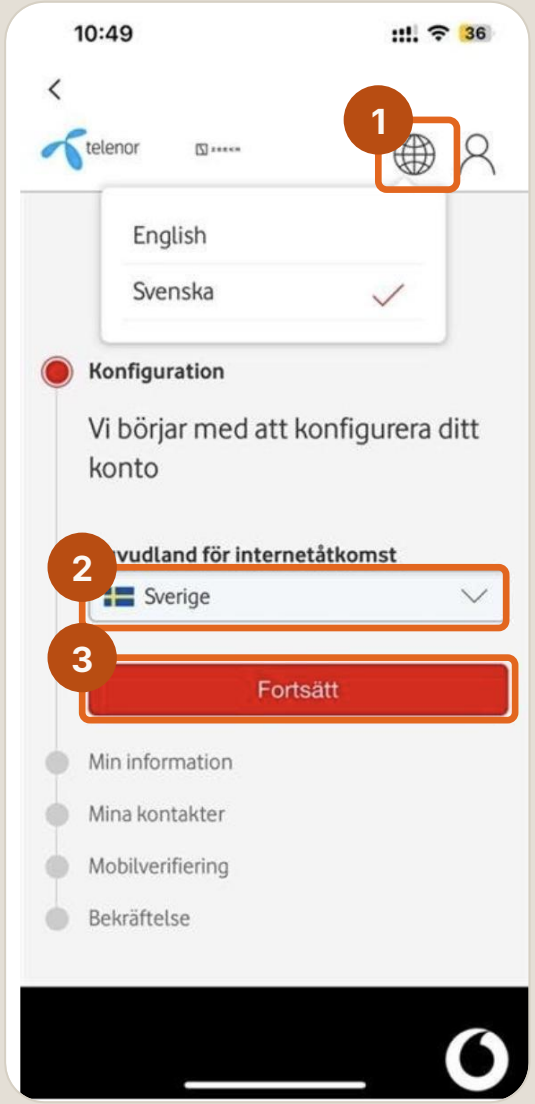


VERIFY · STEP 2 OF 7

Choose your country

1. Change the language if you need to.
2. Select your home country.
3. Tap **Proceed**.

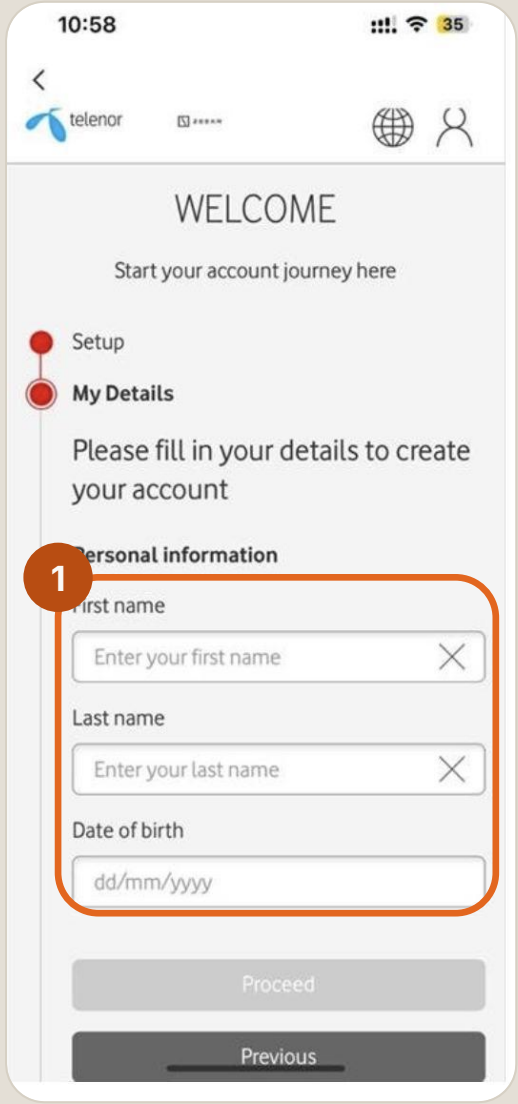
The mobile network operator depends on your country, so your screens may look a little different.

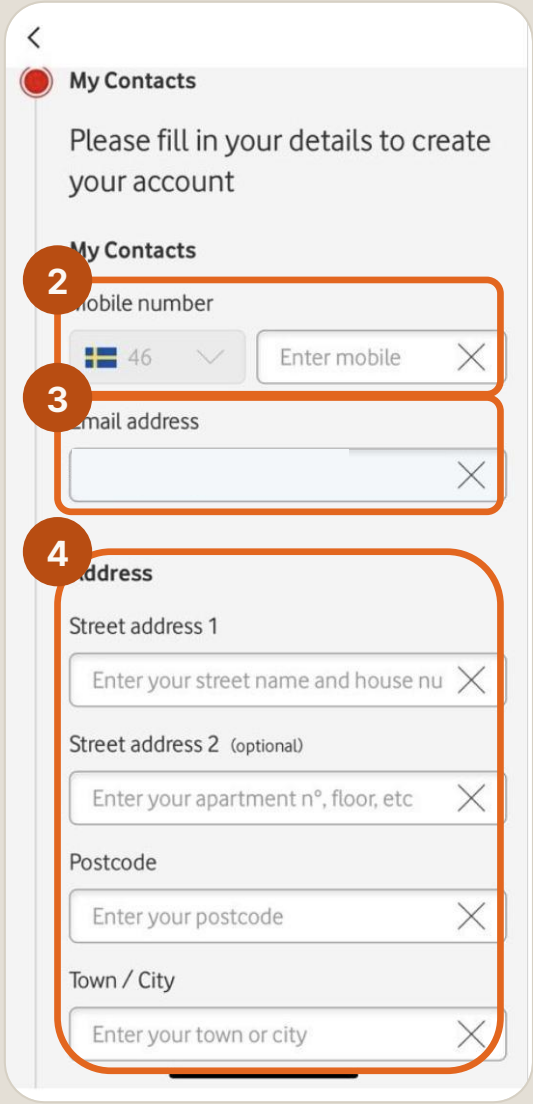


VERIFY · STEP 3 OF 7

Enter your details

1. Enter your first name, last name and date of birth. Tap **Proceed**.
2. Enter your mobile number without the leading 0 (123456789, not 0123456789).
3. Leave your email as it is. It comes from your Zeekr account.
4. Add your address and tap **Proceed**.



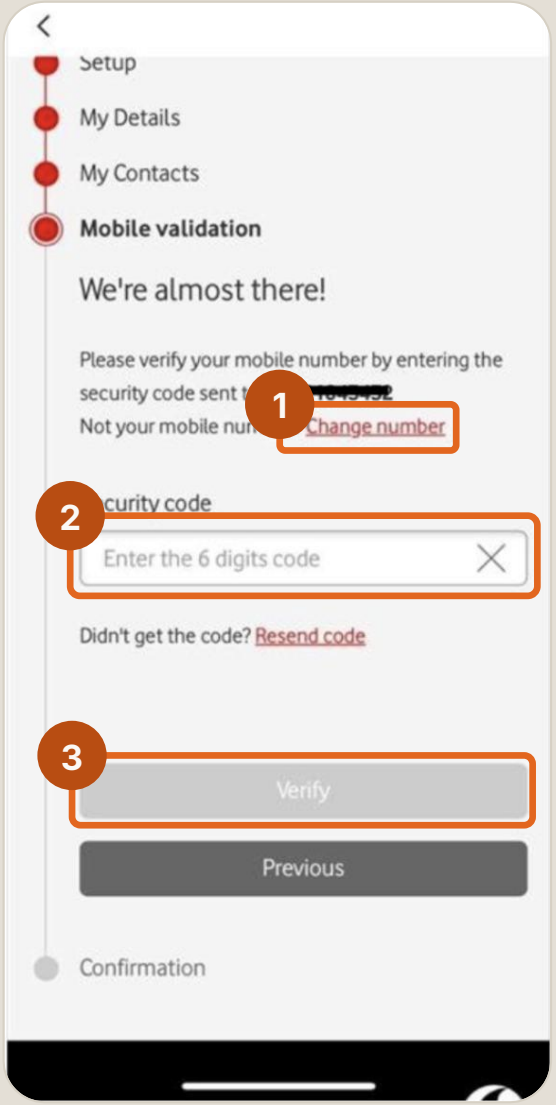


VERIFY · STEP 4 OF 7

Verify your phone number

1. Check the number shown. If it's wrong, tap **Change number**.
2. Enter the 6-digit code from the text message.
3. Tap **Verify**.

Entered the wrong code? Tap Resend code and use the new one. The old code stops working.

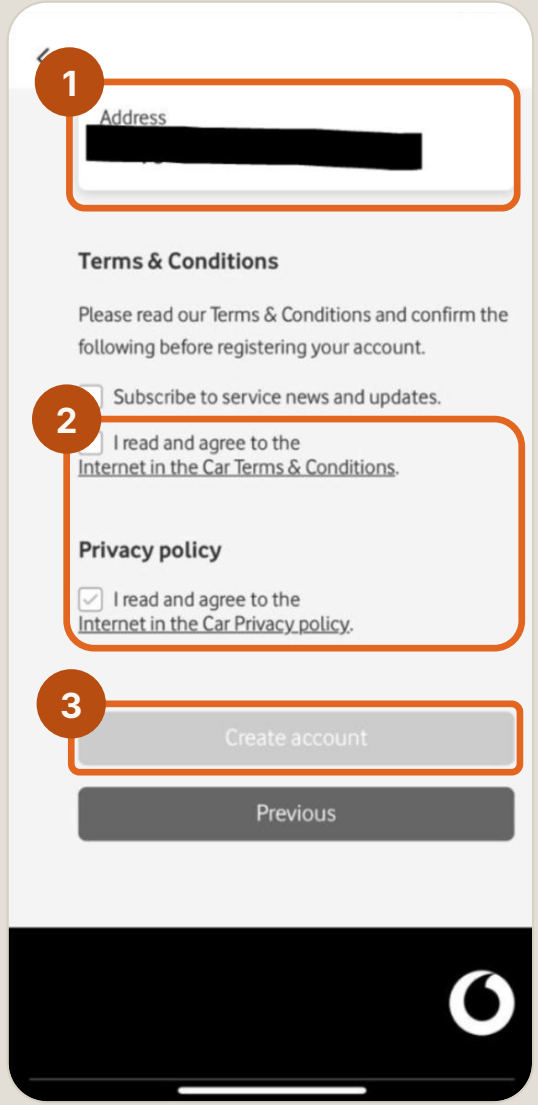


VERIFY · STEP 5 OF 7

Create your account

1. Check that your details are correct.
2. Tick both boxes to accept the Internet in the Car Terms & Conditions and Privacy Policy.
3. Tap **Create account**.

It can take 10–20 seconds for the next page to load.



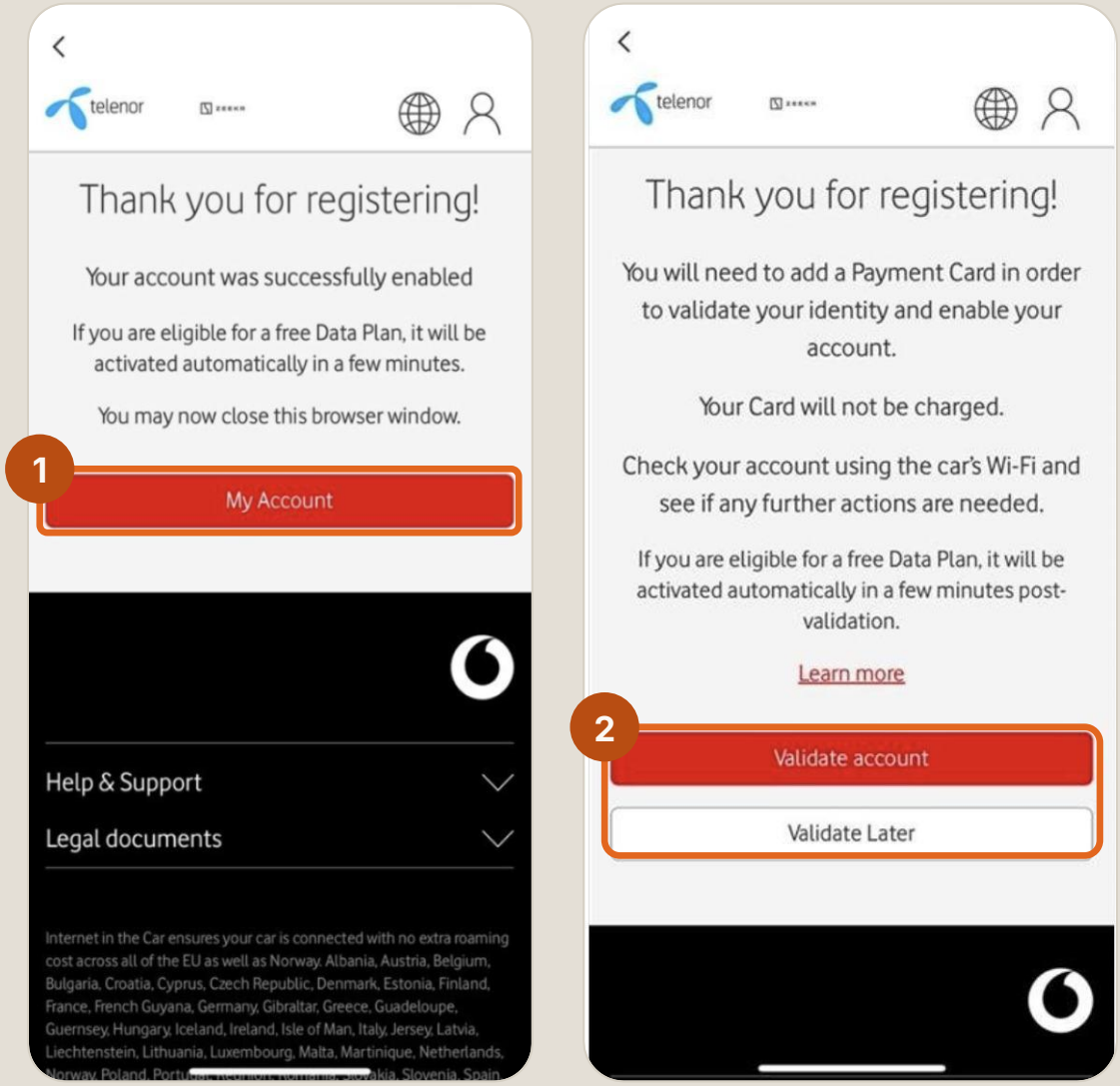
VERIFY · STEP 6 OF 7

Check if you need a credit card to verify

1. **No card needed?** Your account is enabled. Tap **My Account** and go to step 7.

2. **Card needed?** Tap **Validate account** to add one now, or **Validate Later** to do it from your account.

The exact steps and pages might differ due to different regulations in different regions/countries. This only verifies your identity. Your card won't be charged.

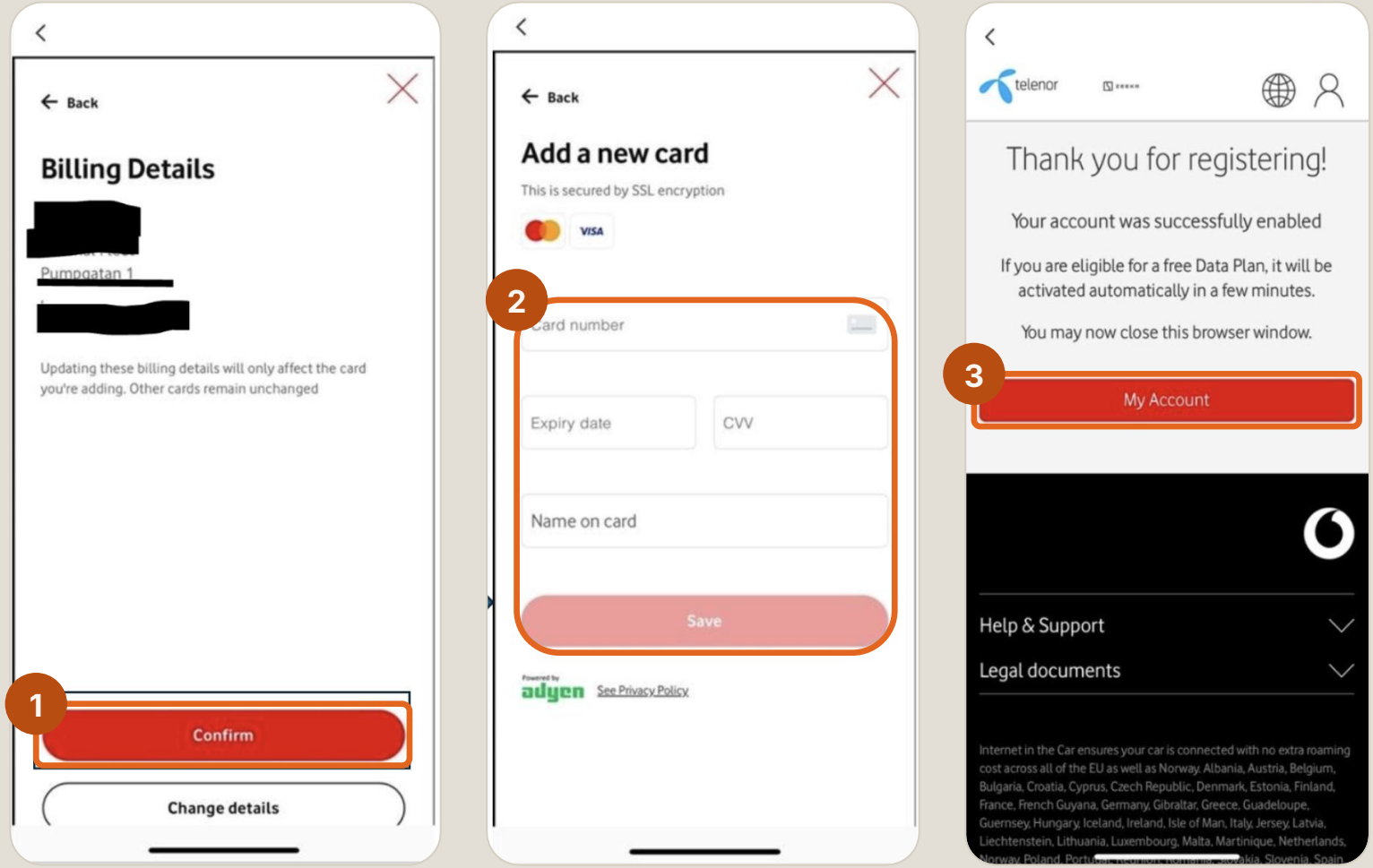


VERIFY · STEP 6 OF 7

Add your card

1. Check your billing details and tap **Confirm**.
2. Enter your card details and tap **Save**.
3. Tap **My Account**.

Chose Validate Later? Open your operator account and tap Validate account to pick up here.

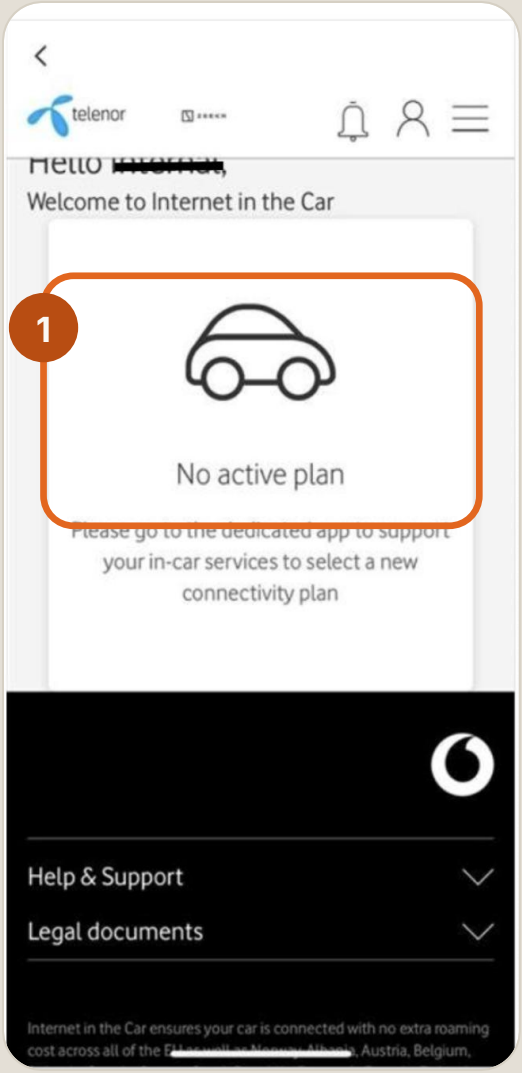


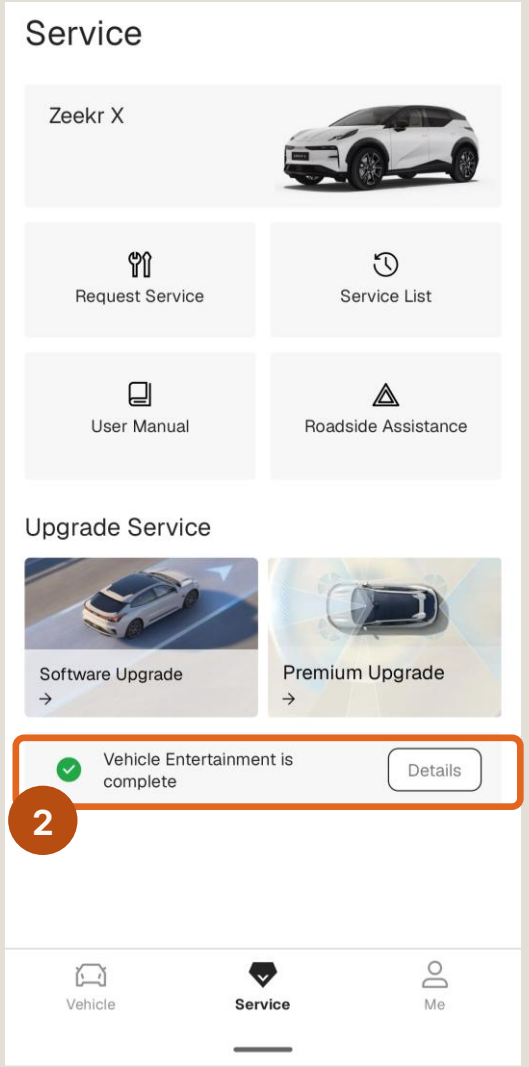
VERIFY · STEP 7 OF 7

Check it's done

1. Your operator account opens. **No active plan** is normal until you subscribe.
2. Back in the Zeekr app, **Vehicle Entertainment Certification** now shows a check mark.

You only verify once. Next: subscribe to Premium.





PART 2

Subscribe to Premium

Choose your plan, check your order and pay. Eight steps in the Zeekr app.

PART 2 · AT A GLANCE

Eight steps to Premium

1

Open Premium Upgrade

Service tab › Premium Upgrade

2

Open the package

Tap Detail

3

Choose your plan

Monthly or yearly, tap Subscribe

4

Check your order

Vehicle, price, Personal or Company

5

Fill in your details

Details, auto-renewal, Terms

6

Choose payment

Pay with Card › Pay Now

7

Enter card details

On the secure payment page

8

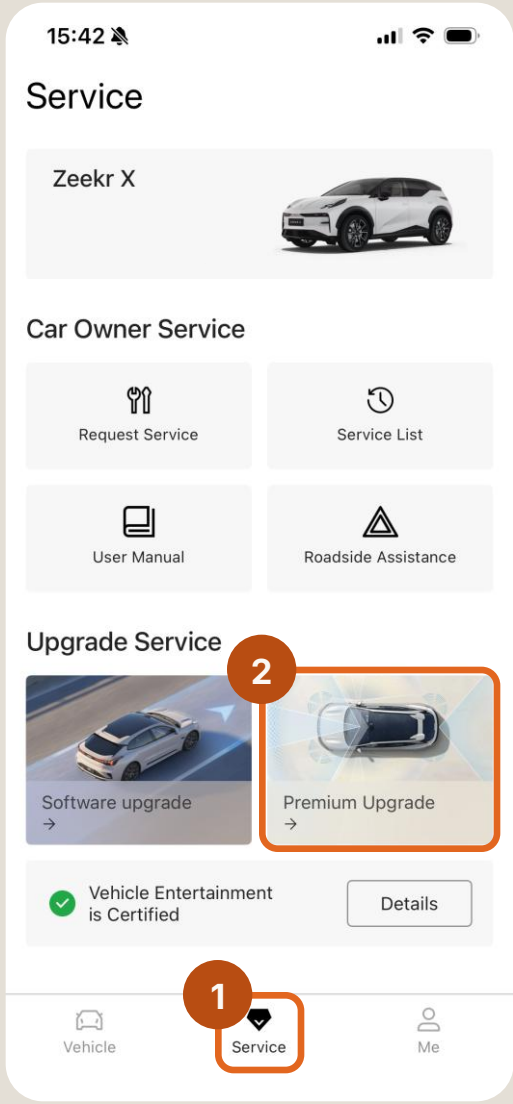
Wait for activation

Until it shows Subscribed

SUBSCRIBE · STEP 1 OF 8

Open Premium Upgrade

1. Tap **Service** in the bottom bar.
2. Under Upgrade Service, tap **Premium Upgrade**.

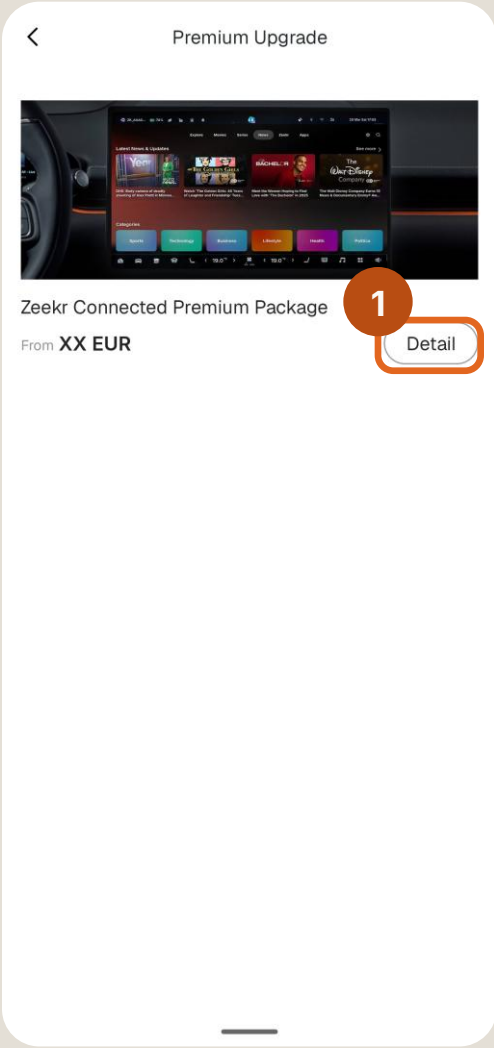


SUBSCRIBE · STEP 2 OF 8

Open the package

1. Tap **Detail** next to Zeekr Connected Premium Package.

The Monthly Subscription and Yearly Subscription options are on the next screen.

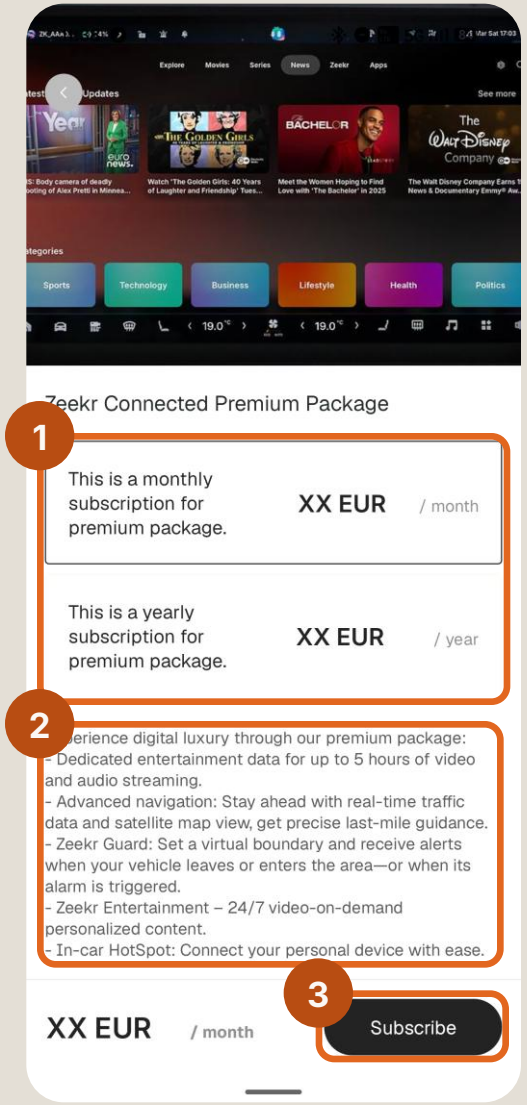


SUBSCRIBE · STEP 3 OF 8

Choose your plan and subscribe

1. Pick **Monthly Subscription** or **Yearly Subscription**.
2. Scroll through what's included in Premium.
3. Tap **Subscribe**.

The price next to Subscribe shows the plan you picked.

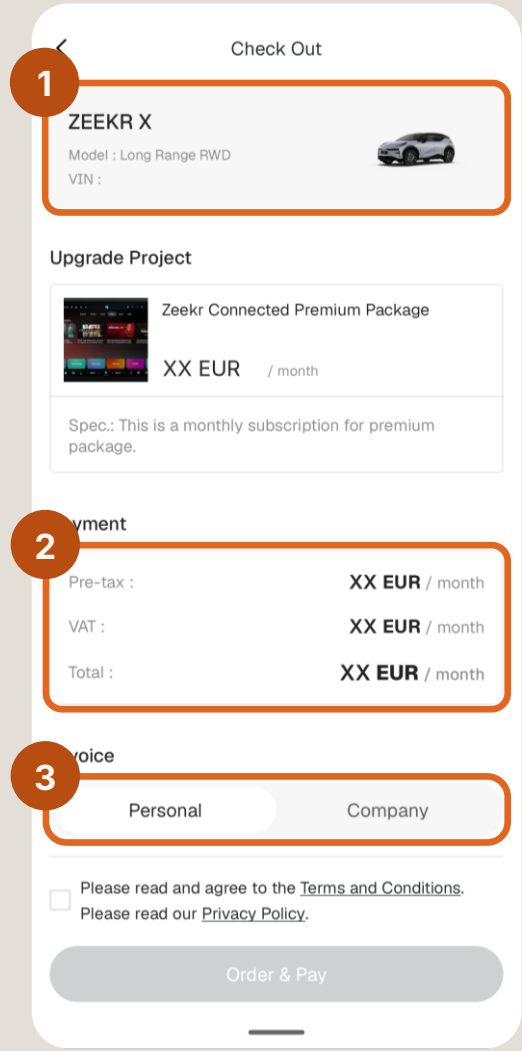


SUBSCRIBE · STEP 4 OF 8

Check your order

1. Confirm the vehicle and VIN are correct.
2. Check the price. The total includes VAT.
3. Choose **Personal** or **Company**.

Shown here: the monthly plan. If you picked yearly, you'll see XX EUR / year.

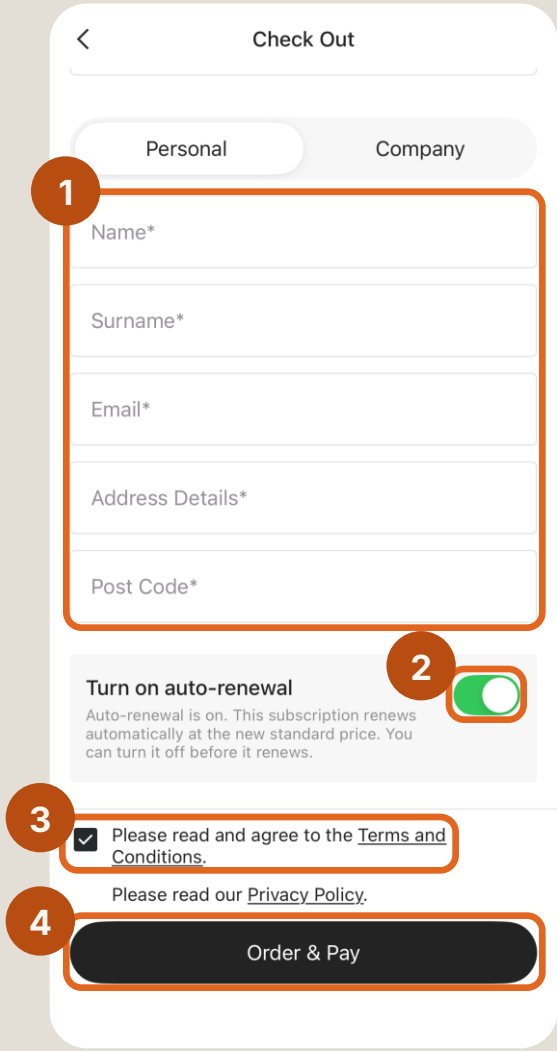


SUBSCRIBE · STEP 5 OF 8

Fill in your details

1. Enter your name, surname, email, address and post code.
2. Keep **auto-renewal** on, or switch it off for a single year.
3. Tick the box to accept the Terms and Conditions.
4. Tap **Order & Pay**.

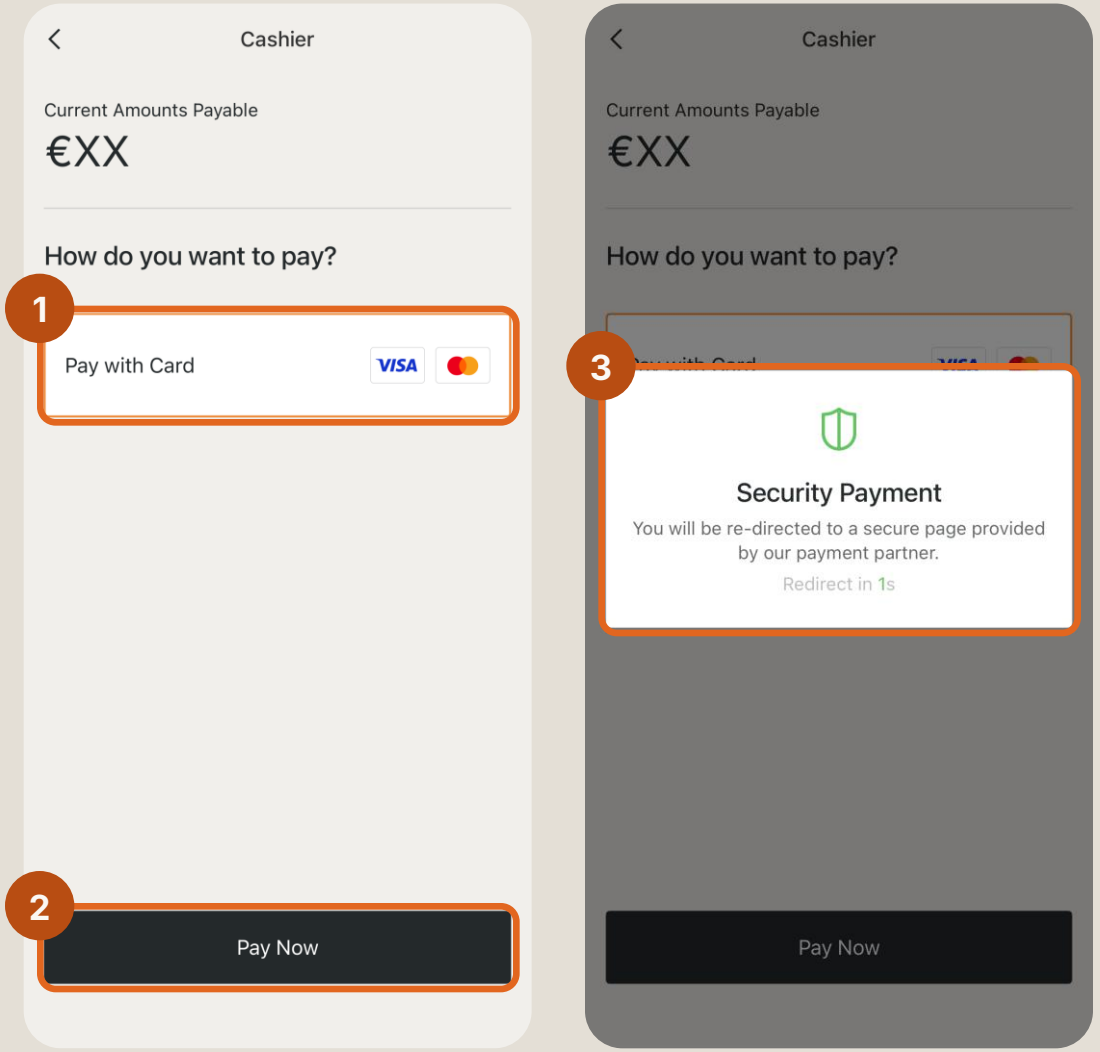
Order & Pay stays grey until every required field is filled and the box is ticked.



SUBSCRIBE · STEP 6 OF 8

Choose how to pay

1. Select **Pay with Card** (Visa or Mastercard).
2. Tap **Pay Now**.
3. You're redirected to our payment partner's secure page.

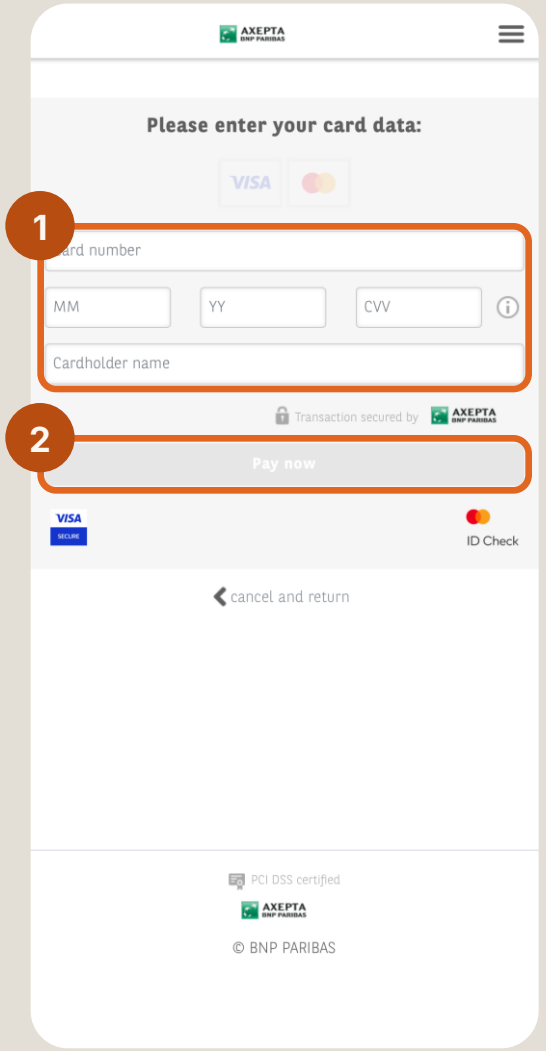


SUBSCRIBE · STEP 7 OF 8

Enter your card details

1. Enter card number, expiry date, CVV and cardholder name.
2. Tap **Pay now**.

Your bank may ask you to confirm the payment.



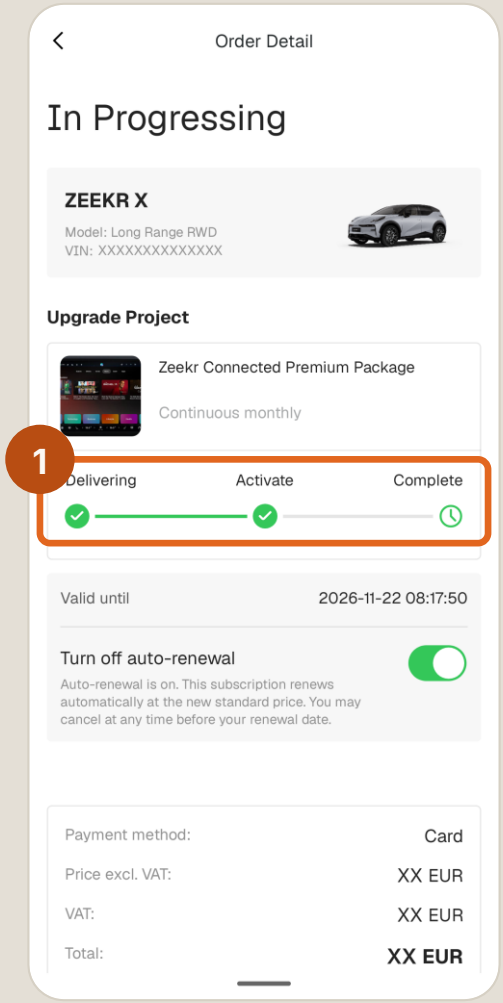
SUBSCRIBE · STEP 8 OF 8

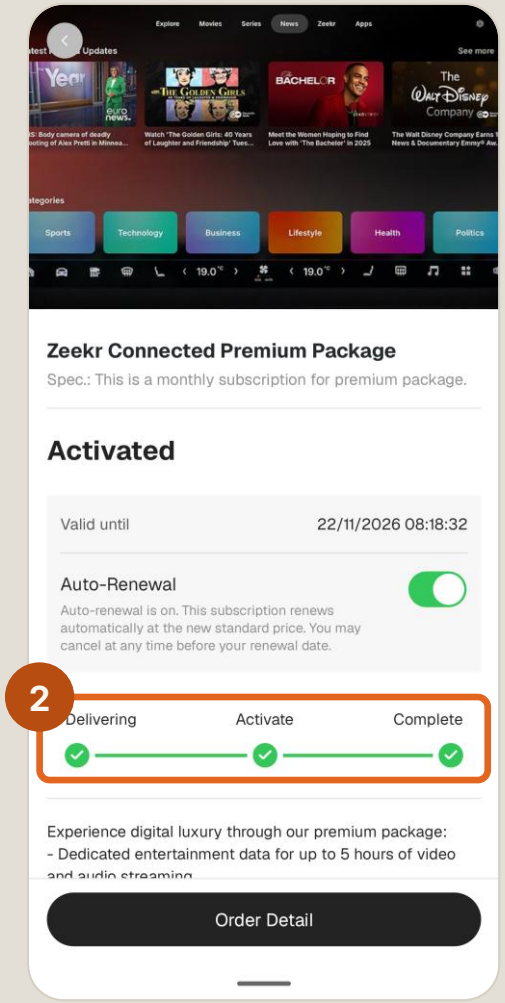
Wait for activation

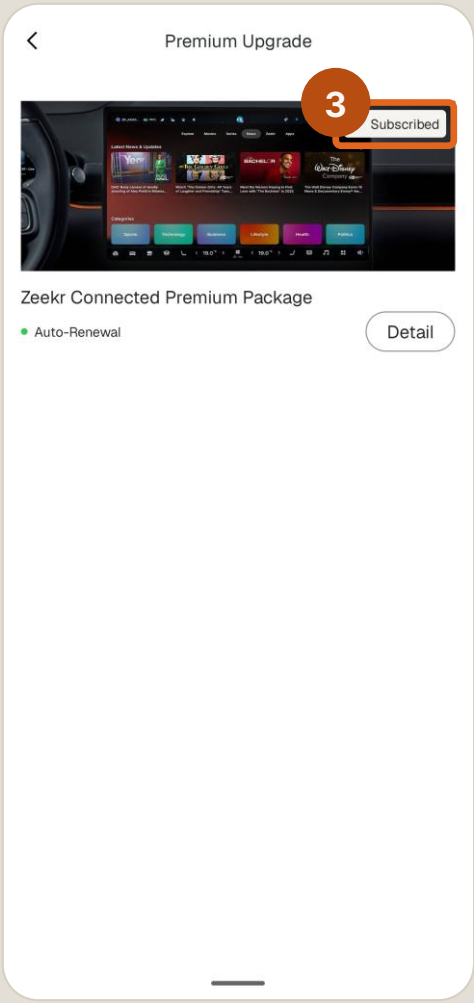
1. After you pay, your order shows **In Progressing** for a few minutes.

2. When it's done, all steps turn green and the package shows **Activated**.

3. Premium Upgrade shows **Subscribed**.







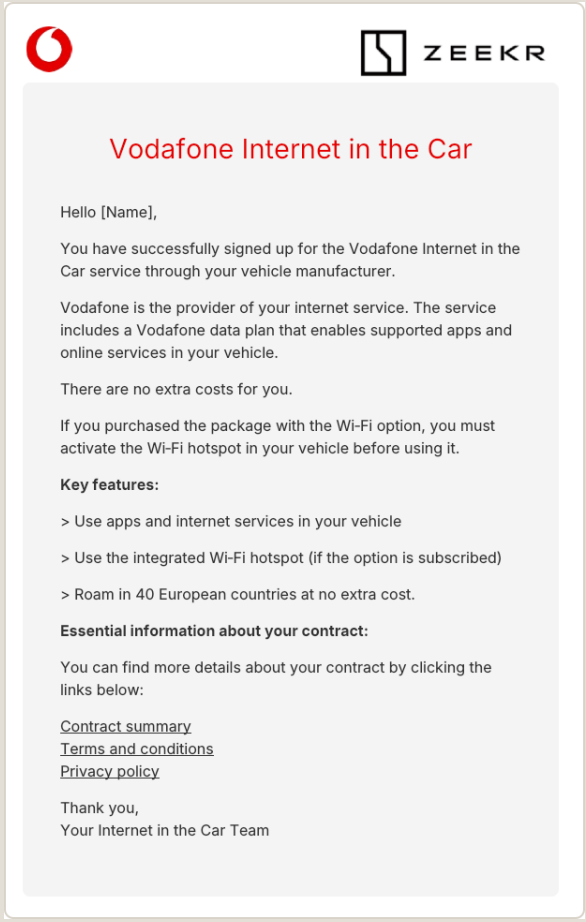
SUBSCRIBE · AFTER ACTIVATION

Look out for two emails

1. When activation is complete, you'll get two emails from **ZEEKR No-Reply** (no-reply@zeekr.eu) with the Vodafone (or the local roaming partner) and Zeekr logos.

2. They confirm that KYC process is done for your car. No action is needed.

The emails arrive in your local language. These examples are in English. The exact format might also differ from country to country



Vodafone Internet in the Car

Hello [Name],

You have successfully signed up for the Vodafone Internet in the Car service through your vehicle manufacturer.

Vodafone is the provider of your internet service. The service includes a Vodafone data plan that enables supported apps and online services in your vehicle.

There are no extra costs for you.

If you purchased the package with the Wi-Fi option, you must activate the Wi-Fi hotspot in your vehicle before using it.

Key features:

> Use apps and internet services in your vehicle

> Use the integrated Wi-Fi hotspot (if the option is subscribed)

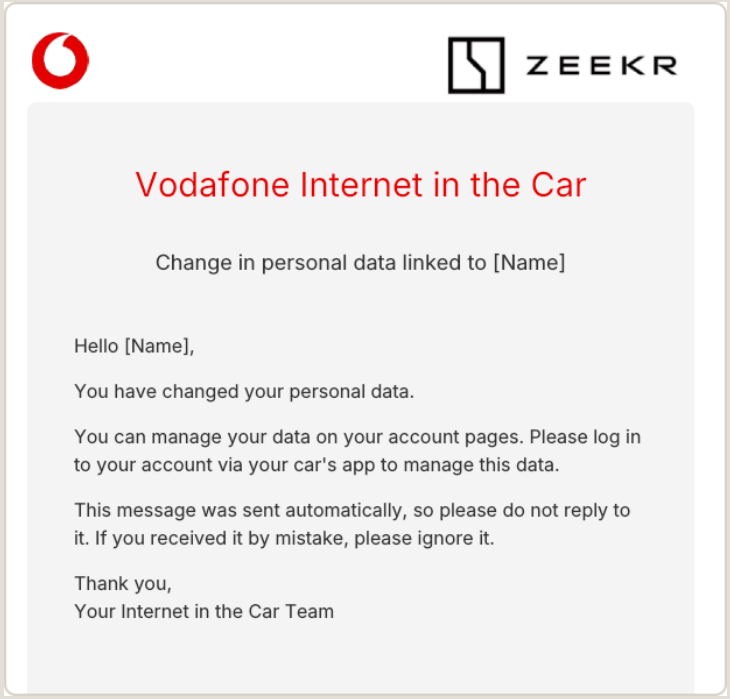
> Roam in 40 European countries at no extra cost.

Essential information about your contract:

You can find more details about your contract by clicking the links below:

Contract summary
Terms and conditions
Privacy policy

Thank you,
Your Internet in the Car Team



Vodafone Internet in the Car

Change in personal data linked to [Name]

Hello [Name],

You have changed your personal data.

You can manage your data on your account pages. Please log in to your account via your car's app to manage this data.

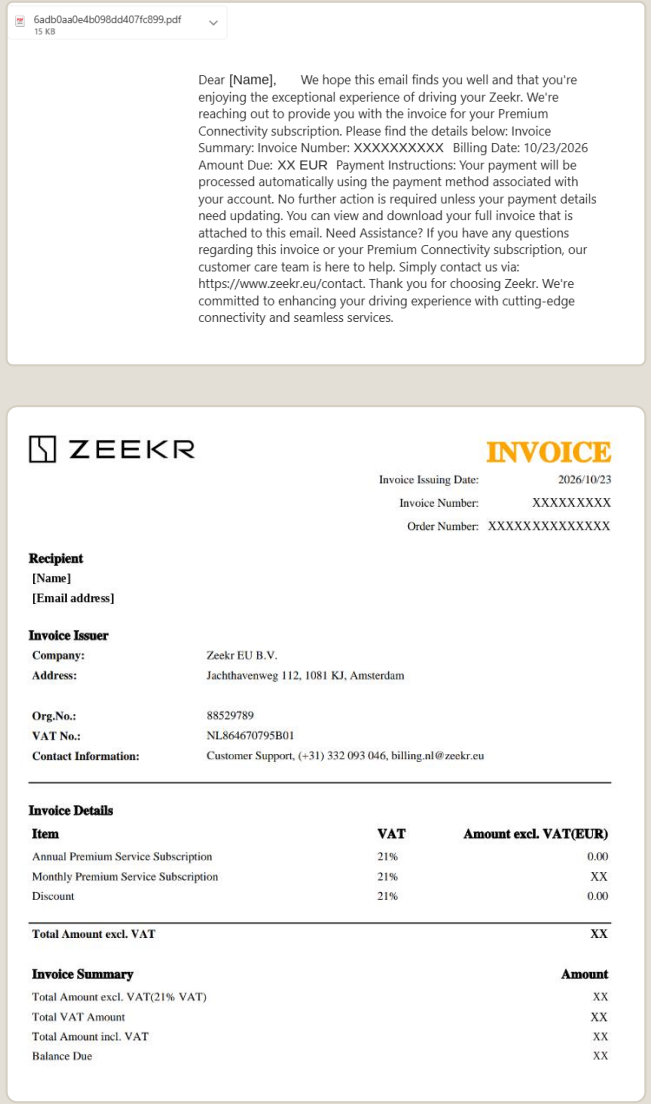
This message was sent automatically, so please do not reply to it. If you received it by mistake, please ignore it.

Thank you,
Your Internet in the Car Team

SUBSCRIBE · AFTER ACTIVATION

Your invoice arrives by email

1. Within a few minutes to a few hours, you'll get an automatic email with your invoice attached as a PDF.
2. The invoice shows your plan, VAT and the total paid.



6adb0aa0e4b098dd407fc899.pdf
15 KB

Dear [Name], We hope this email finds you well and that you're enjoying the exceptional experience of driving your Zeekr. We're reaching out to provide you with the invoice for your Premium Connectivity subscription. Please find the details below: Invoice Summary: Invoice Number: XXXXXXXXX Billing Date: 10/23/2026 Amount Due: XX EUR Payment Instructions: Your payment will be processed automatically using the payment method associated with your account. No further action is required unless your payment details need updating. You can view and download your full invoice that is attached to this email. Need Assistance? If you have any questions regarding this invoice or your Premium Connectivity subscription, our customer care team is here to help. Simply contact us via: https://www.zeekr.eu/contact. Thank you for choosing Zeekr. We're committed to enhancing your driving experience with cutting-edge connectivity and seamless services.

ZEEKR

INVOICE

Invoice Issuing Date: 2026/10/23
Invoice Number: XXXXXXXXX
Order Number: XXXXXXXXXXXXX

Recipient
[Name]
[Email address]

Invoice Issuer

Company:	Zeekr EU B.V.
Address:	Jachthavenweg 112, 1081 KJ, Amsterdam
Org.No.:	88529789
VAT No.:	NL864670795B01
Contact Information:	Customer Support, (+31) 332 093 046, billing.nl@zeekr.eu

Invoice Details

Item	VAT	Amount excl. VAT(EUR)
Annual Premium Service Subscription	21%	0.00
Monthly Premium Service Subscription	21%	XX
Discount	21%	0.00
Total Amount excl. VAT		**XX**

Invoice Summary	Amount
Total Amount excl. VAT(21% VAT)	XX
Total VAT Amount	XX
Total Amount incl. VAT	XX
Balance Due	XX

PART 3 · AFTER YOU SUBSCRIBE

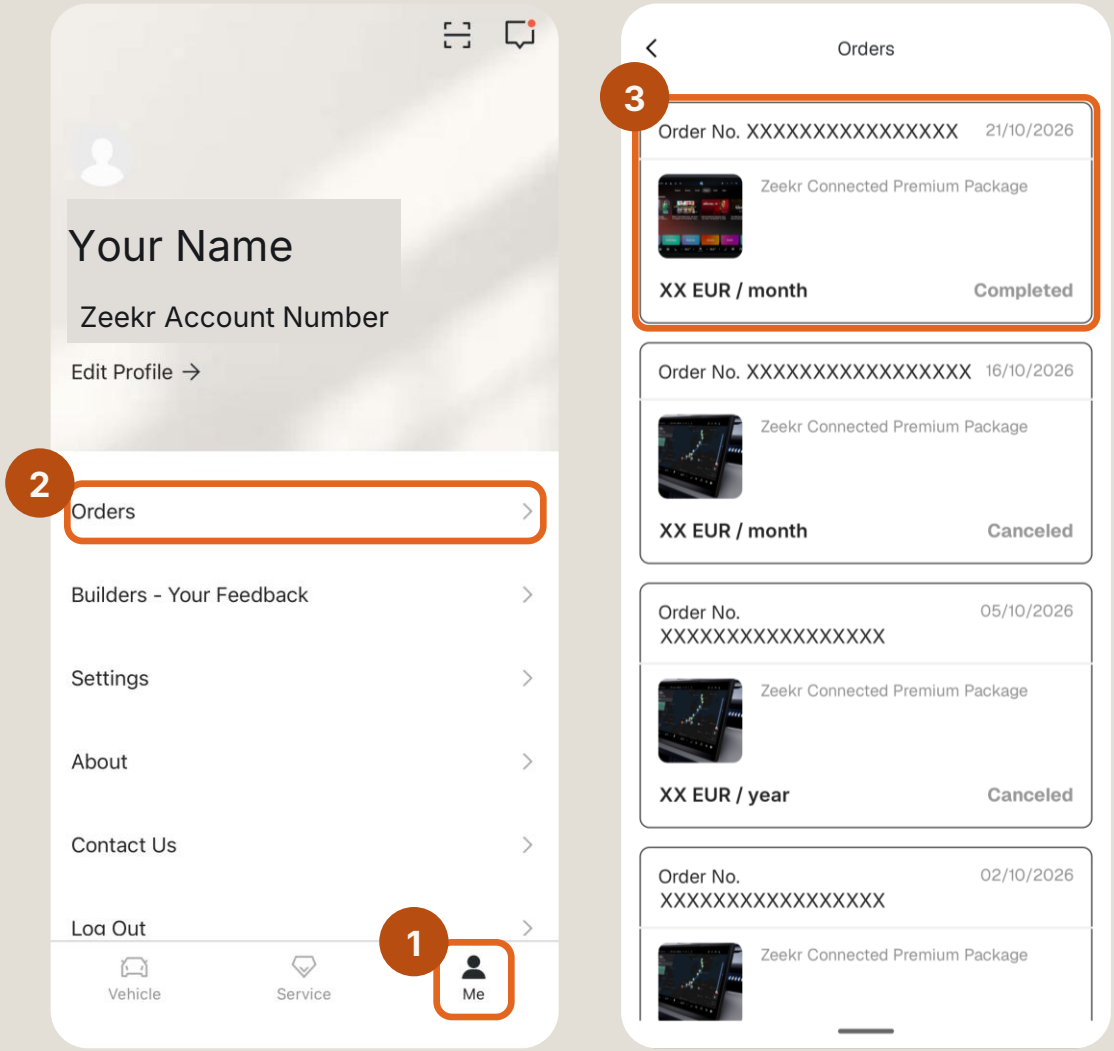
Managing Your Subscription

Find your order, change auto-renewal or cancel within 14 days for a refund.

MANAGE

Find your order

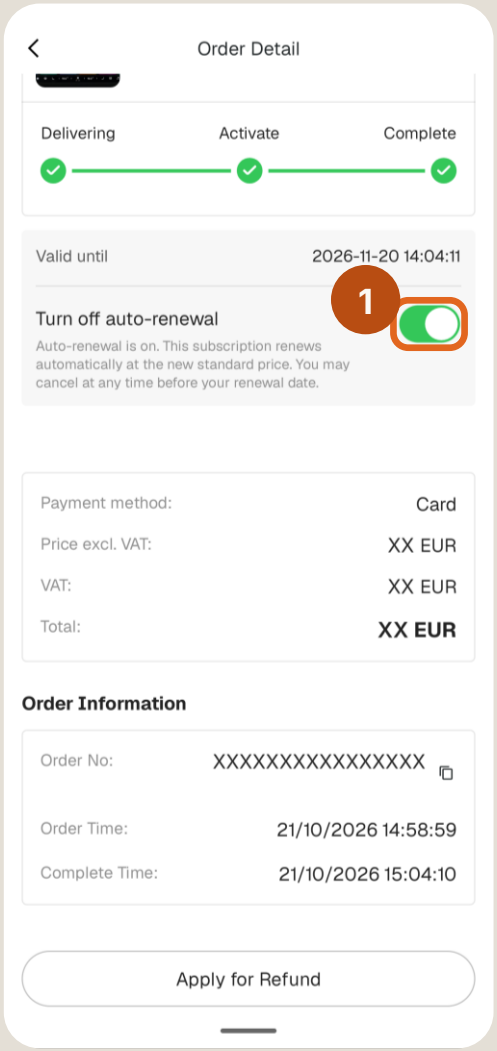
1. Tap **Me** in the bottom bar.
2. Tap **Orders**.
3. Open your Premium order to see its status, payment and end date.

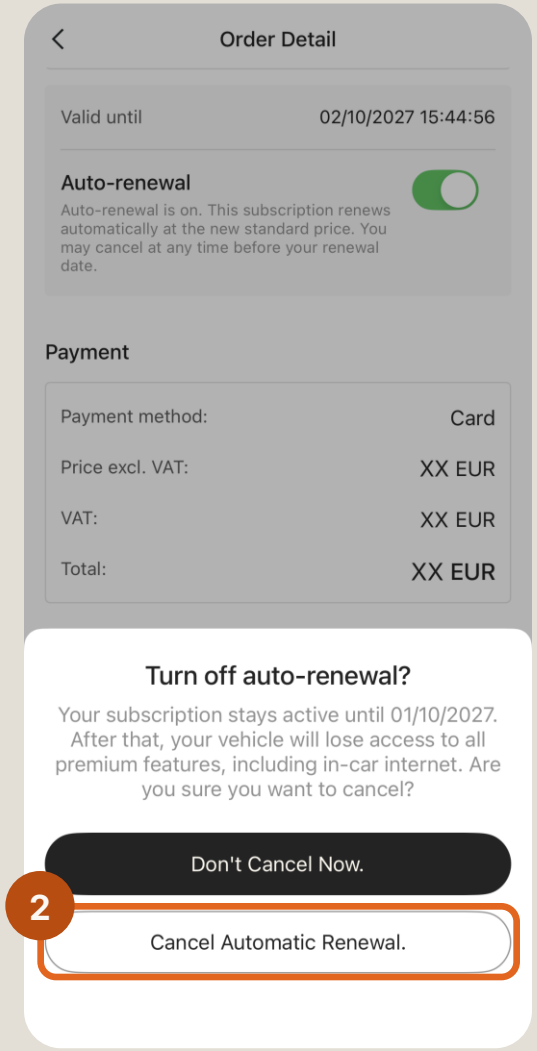


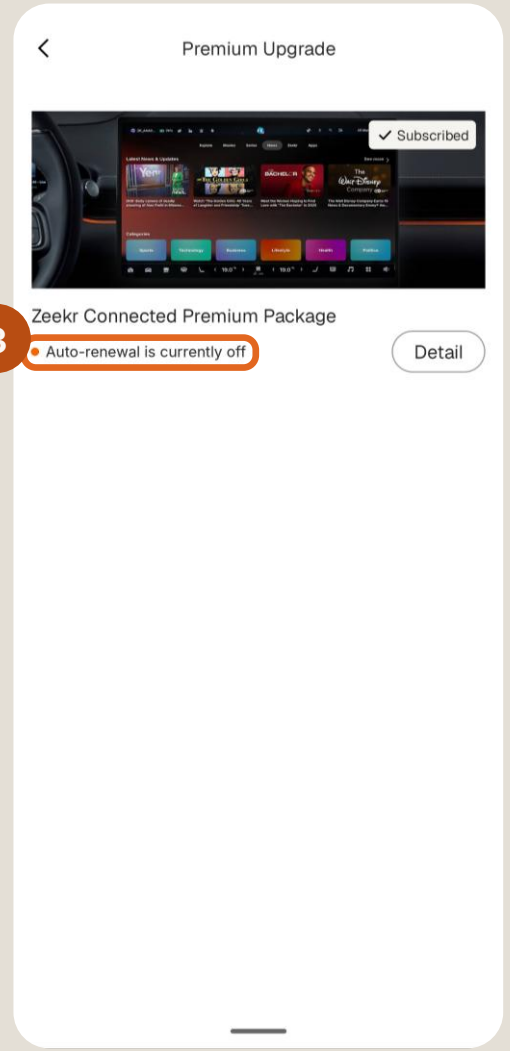
MANAGE

Turn auto-renewal on or off

1. In your order, use the **Auto-renewal** switch.
2. To stop renewing, tap **Cancel Automatic Renewal**.
3. Premium stays active until its end date.





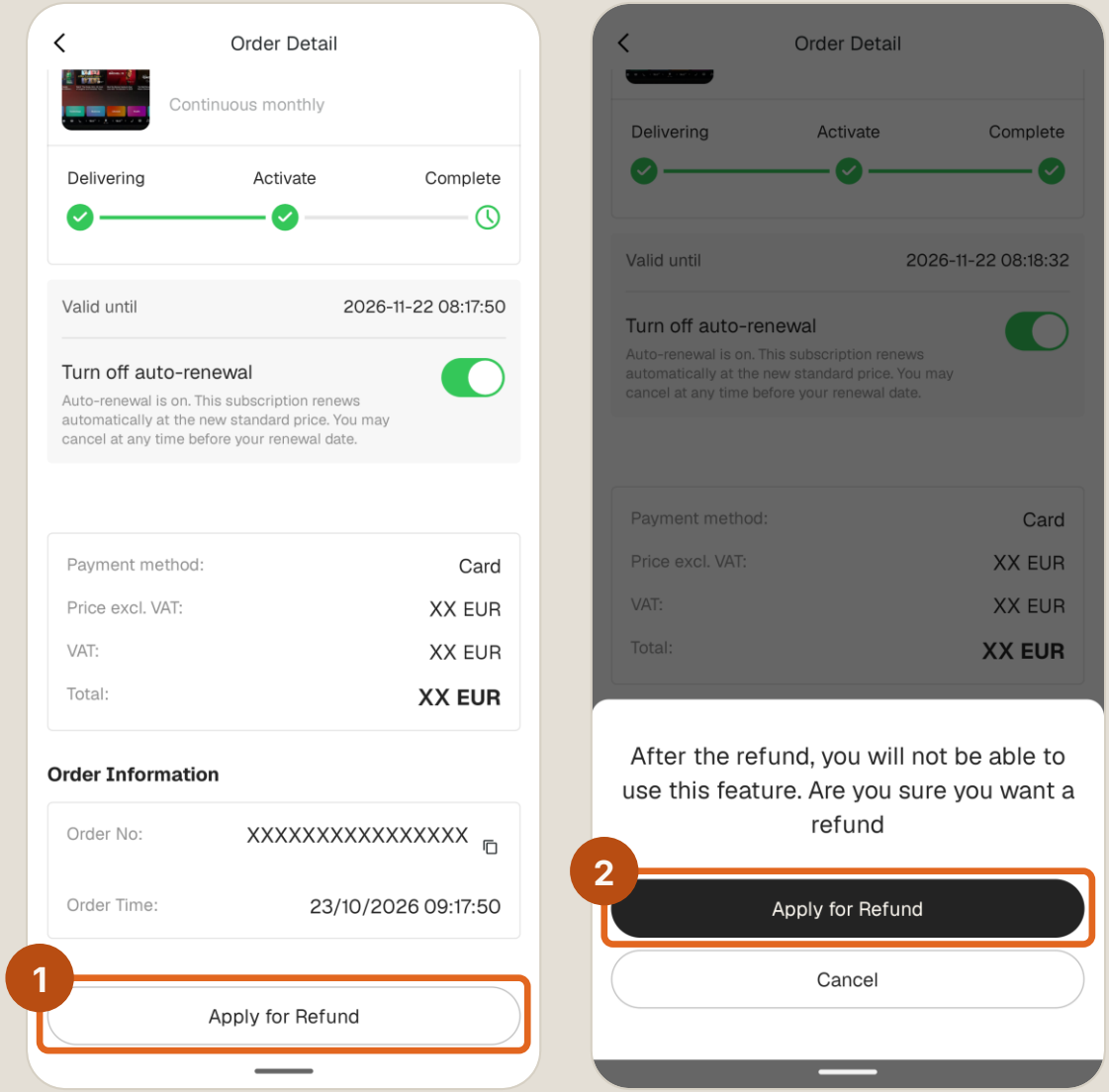


MANAGE

Cancel within 14 days for a refund

1. Open your order and scroll down. Tap **Apply for Refund**.
2. A warning appears. Tap **Apply for Refund** again to confirm.

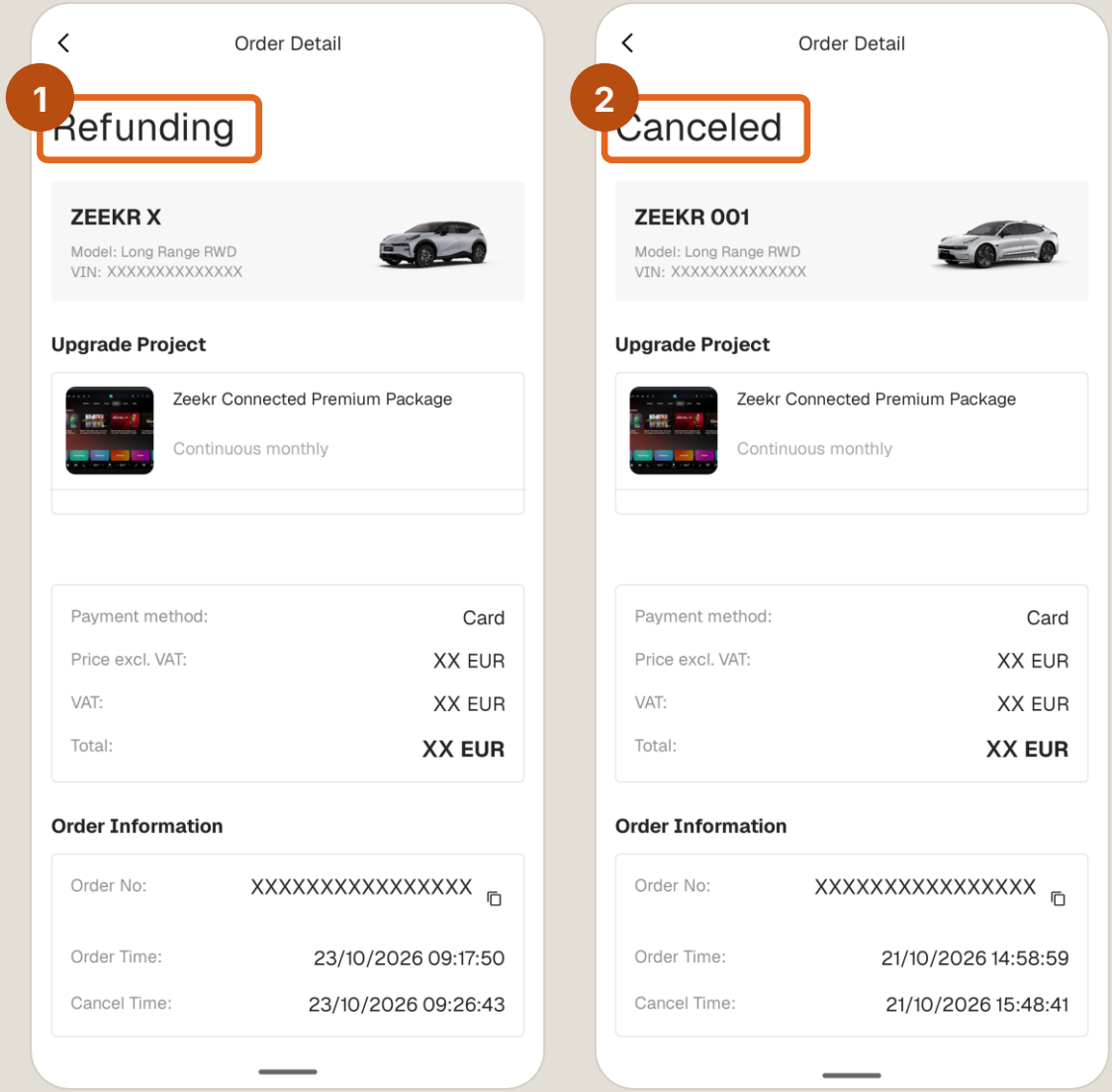
You have the right to cancel and get a refund within 14 days of subscribing. After the refund, Premium features stop working.



MANAGE

Track your refund

1. Your order shows **Refunding**. This takes a few hours.
2. Once the refund is done, your order shows **Canceled**.

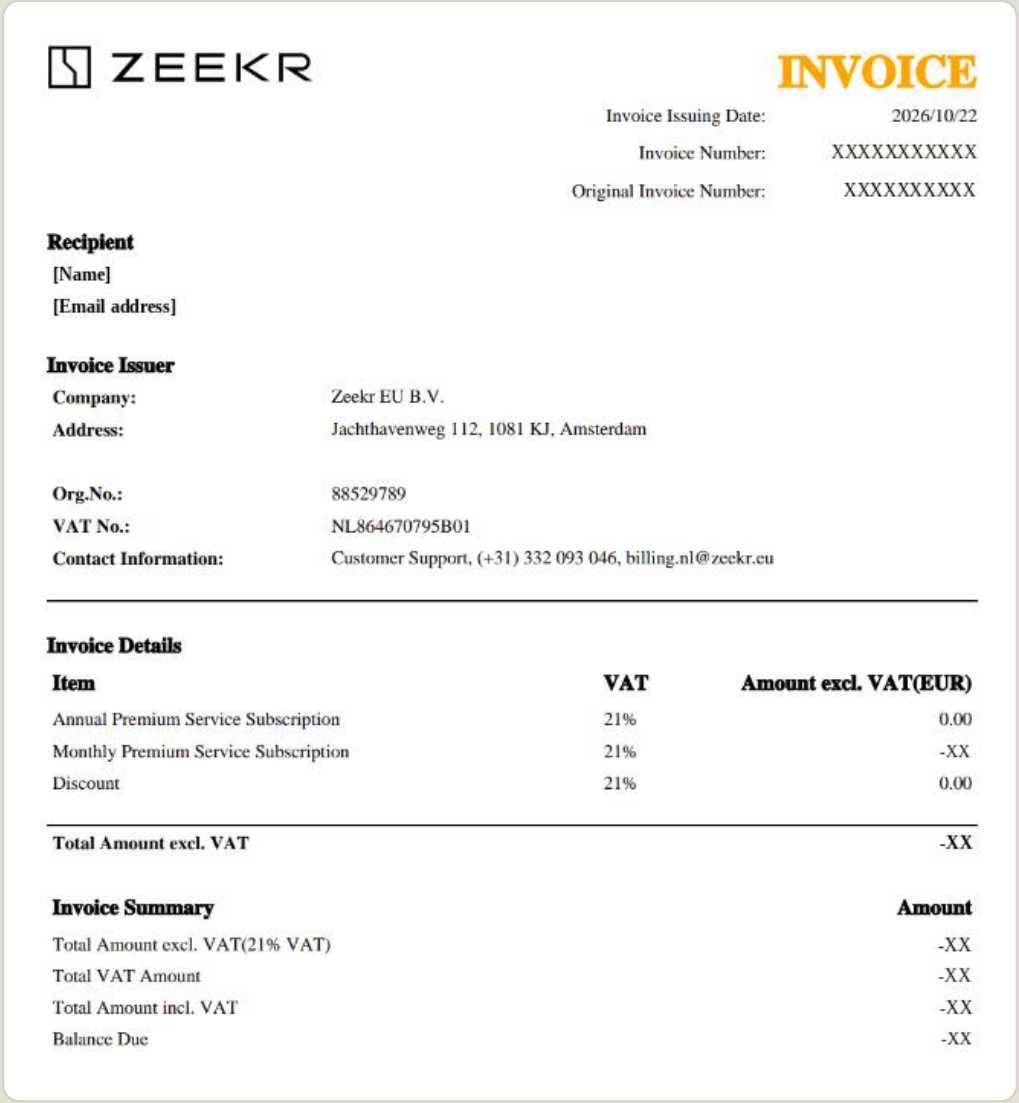


MANAGE

Get your refund confirmation

1. You'll get an email from **ZEEKR No-Reply** with a credit note that confirms the refund.

2. Your bank usually needs a few days to process it. The money goes back to the card you paid with.



ZEEKR

INVOICE

Invoice Issuing Date: 2026/10/22
Invoice Number: XXXXXXXXXX
Original Invoice Number: XXXXXXXXX

Recipient
[Name]
[Email address]

Invoice Issuer

Company:	Zeekr EU B.V.
Address:	Jachthavenweg 112, 1081 KJ, Amsterdam
Org.No.:	88529789
VAT No.:	NL864670795B01
Contact Information:	Customer Support, (+31) 332 093 046, billing.nl@zeekr.eu

Invoice Details

Item	VAT	Amount excl. VAT(EUR)
Annual Premium Service Subscription	21%	0.00
Monthly Premium Service Subscription	21%	-XX
Discount	21%	0.00
Total Amount excl. VAT		**-XX**

Invoice Summary

	Amount
Total Amount excl. VAT(21% VAT)	-XX
Total VAT Amount	-XX
Total Amount incl. VAT	-XX
Balance Due	-XX