



Tesla for Business & Powerhub

Contents

Introduction to Tesla for Business & Powerhub	3	Using Tesla for Business	5	Using Powerhub	15
Key Features of Tesla for Business & Powerhub	4	Navigating to Your Charging Site(s)	6	How do I navigate to Powerhub?	16
		Agreement Signature & Site Opening	7	Charger Status & Occupancy	17
		Price Setting	8	Site Metrics Dashboard	18
		Charging Analytics Dashboard	9	Device List	19
		Downloading Charging History	10	Outage Alerts	20
		Interpreting the Charging History Report	11	Advanced Graphing	21
		Editing Access & Amenities Information	12	Getting Help	22
		Adding Users	13	Wall Connector Troubleshooting	23
		Tesla for Business FAQs	14	Get Help Resources	24

Introduction to Tesla for Business & Powerhub

These tools allow you to monitor energy usage, revenue, and charger data in real-time, giving you full control and valuable insights into your Tesla Wall Connectors. This allows you to make informed decisions on pricing, maintenance, and enhance the EV driver experience at your properties.



Here to access [Tesla for Business](#).

Tesla for Business

A central hub for managing users, setting pricing, and accessing detailed charging session and revenue reports

Powerhub

A 'system health' platform, providing access to advanced analytics on your devices





Key Features of Tesla for Business & Powerhub

Tesla for Business

- Enable pay per use and update pricing
- View historical revenue, sessions, and energy dispensed graphs
- Get monthly statements & download data
- Update Amenities & Access hours
- Add and manage users

Powerhub

- Live session data
- Charger status
- Real-time and historical site occupancy
- Historical utilization, uptime and connectivity
- Troubleshooting insights and more



Using Tesla for Business

Navigating to Your Charging Site(s)

After logging into Tesla for Business, navigate to "Chargers" and select "Sites." A list of all charging locations will appear, whether it's just one or multiple.

Clicking on a specific site will display its details, with options to update access, amenities, or pricing as needed.

Charging Sites

Site Name	Address	Charging Power	Total Chargers	Access
Tesla Example Site	1234 Main St, Springfield, California 12345	10 kW	7	Private

Total Records: 1 Prev 1 Next Show: 10

Tesla © 2025 Privacy & Legal

Tesla Example Site
 Address 1234 Main St, Springfield, California 12345 Charging Power 10 kW Total Chargers 7

Chargers

Product/Serial No.

- Gen 3 Tesla Wall Connector ABC123456789XYZ0
- Gen 3 Tesla Wall Connector ABC123456789XYZ1
- Gen 3 Tesla Wall Connector ABC123456789XYZ2
- Gen 3 Tesla Wall Connector ABC123456789XYZ3
- Gen 3 Tesla Wall Connector ABC123456789XYZ4
- Gen 3 Tesla Wall Connector ABC123456789XYZ5
- Gen 3 Universal Wall Connector ABC123456789XYZ6

Total Records: 7 Prev 1 Next Show: 10

Overview
[View Site in Powerhub](#)

Access & Amenities [Edit](#)

Access Type: Private

Access Schedule:

M	09:00 AM - 05:00 PM
T	09:00 AM - 05:00 PM
W	09:00 AM - 05:00 PM
T	09:00 AM - 05:00 PM
F	09:00 AM - 05:00 PM

Amenities:

- Free Wi-Fi
- Restrooms
- Restaurants
- Shopping
- Lodging
- Cafe/Coffee/Beverage
- 24 Hr Amenities

Pricing [Edit](#)

Charging Price Model: Pay Per Use

Current Charging Price: \$0.76 per kWh

Agreement Signature & Site Opening

To enable pay-per-use pricing, please sign the Billing Services Agreement during the enrollment process.

Availability of pay-per-use pricing may vary based on local laws and regional limitations.

Overview

[View Site in Powerhub](#)

Access & Amenities [Edit](#)

Access Type	Private
Access Schedule	24/7
Amenities	—

Get Paid With Commercial Charging

[Enroll](#) [Learn More](#)

Enroll in Commercial Charging

Tesla Example Site

↓ 🖨️
Prev 1 of 8 Next
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WALL CONNECTOR CUSTOMER BILLING SERVICES AGREEMENT (US)

This WALL CONNECTOR CUSTOMER BILLING SERVICES AGREEMENT (this "Agreement") is entered into by the parties below (each, a "Party" and together the "Parties") as of the date signed by Tesla (the "Effective Date" and is comprised of (i) the Key Terms (the "Key Terms"), and (ii) the terms and conditions attached as Schedule 1.

Key Terms			
These Key Terms set out the scope of this Agreement and certain key terms.			
Parties:			
Tesla:	Tesla, Inc. ("Tesla") 1 Tesla Road	Company:	Tesla Energy Internal a Corporate organized under the laws of CA

By clicking "Accept", Company agrees to this Wall Connector Customer Billing Services Agreement, including the Attachments. This Agreement shall expire if not accepted by Company within ten days of the Effective Date.

Accept

Price Setting

After logging into Tesla for Business and accepting the terms to enable pay-per-use, you can set or update your pricing.

- Navigate to the charging site where you'd like to manage pricing.
- On the right side of the screen, click "Enroll" if setting a price for the first time, or "Edit" to update existing pricing.

Note: Pay-per-use will not be activated if there's no connectivity, or if your Tesla contact hasn't confirmed the site is open. You can monitor connectivity status in PowerHub.

Set Charging Price

✕

Tesla Example Site

i Tesla suggests setting price between \$0.01 to \$0.75 and evaluating competitive prices in your particular geographic area prior to making changes

Price per kWh

kWh

Update

☰
⤴
Business

Tesla Example Site
🔔
👤
🌐
US

🔍 Chargers ^

📍 Sites

📊 Analytics

🏠 Powerhub

📅 Charging History

⚙️ Account v

< Back

Tesla Example Site

Address 1234 Main St, Springfield, California 12345
 Charging Power 10 kW
 Total Chargers 7

Chargers

Product/Serial No.
Gen 3 Tesla Wall Connector ABC123456789XYZ0
Gen 3 Tesla Wall Connector ABC123456789XYZ1
Gen 3 Tesla Wall Connector ABC123456789XYZ2
Gen 3 Tesla Wall Connector ABC123456789XYZ3
Gen 3 Tesla Wall Connector ABC123456789XYZ4
Gen 3 Tesla Wall Connector ABC123456789XYZ5
Gen 3 Universal Wall Connector ABC123456789XYZ6

Total Records: 7
Prev 1 v Next
Show: 10 v

Overview

[View Site in Powerhub](#)

Access & Amenities Edit

Access Type	Private										
Access Schedule	<table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 10%;">M</td><td>09:00 AM - 05:00 PM</td></tr> <tr><td>T</td><td>09:00 AM - 05:00 PM</td></tr> <tr><td>W</td><td>09:00 AM - 05:00 PM</td></tr> <tr><td>T</td><td>09:00 AM - 05:00 PM</td></tr> <tr><td>F</td><td>09:00 AM - 05:00 PM</td></tr> </table>	M	09:00 AM - 05:00 PM	T	09:00 AM - 05:00 PM	W	09:00 AM - 05:00 PM	T	09:00 AM - 05:00 PM	F	09:00 AM - 05:00 PM
M	09:00 AM - 05:00 PM										
T	09:00 AM - 05:00 PM										
W	09:00 AM - 05:00 PM										
T	09:00 AM - 05:00 PM										
F	09:00 AM - 05:00 PM										
Amenities	<ul style="list-style-type: none"> Free Wi-Fi Restrooms Restaurants Shopping Lodging Cafe/Coffee/Beverage 24 Hr Amenities 										

Pricing Edit

Charging Price Model	Pay Per Use
Current Charging Price	\$0.76 per kWh

Charging Analytics Dashboard

Monitor your site's performance over time with our Charging Analytics dashboard. Select from pre-set date ranges or choose a custom range for a more tailored view.

Revenue

View the gross revenue generated during the selected period.

Energy Dispersed

Track the total energy dispensed to vehicles during the chosen timeframe.

Charging Sessions

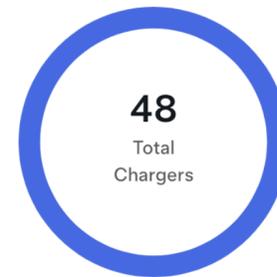
See the total number of charging sessions that occurred within the selected period.

Note: Sessions that begin on one day and end on another are counted towards the start day.

Charging Analytics

Sites **Tesla Example Site** ▾ Chargers **Wall Connector** ▾ Date Range **Last Year** ▾

Chargers

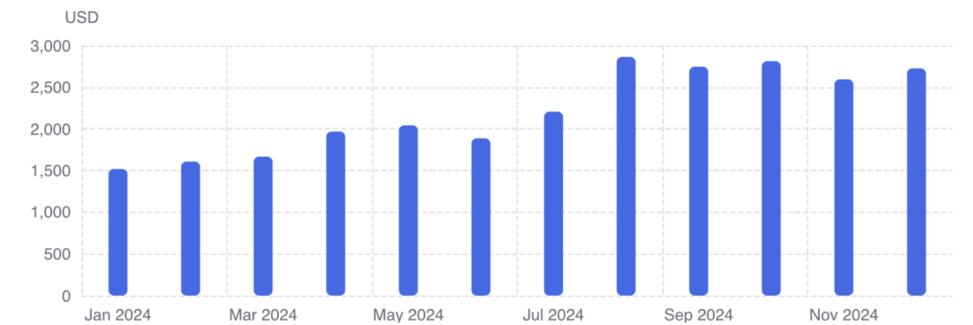


● Wall Connector 48

Revenue

Gross Revenue

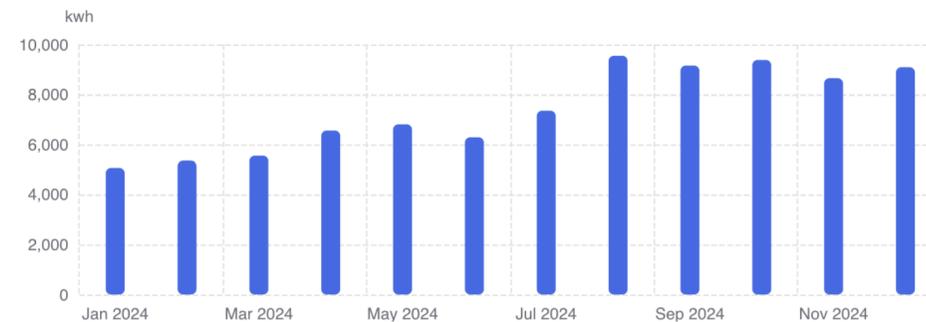
\$26,631.11



Energy Dispersed

Aggregated Energy

88,799.2 kWh



Charging Sessions

Number of Sessions

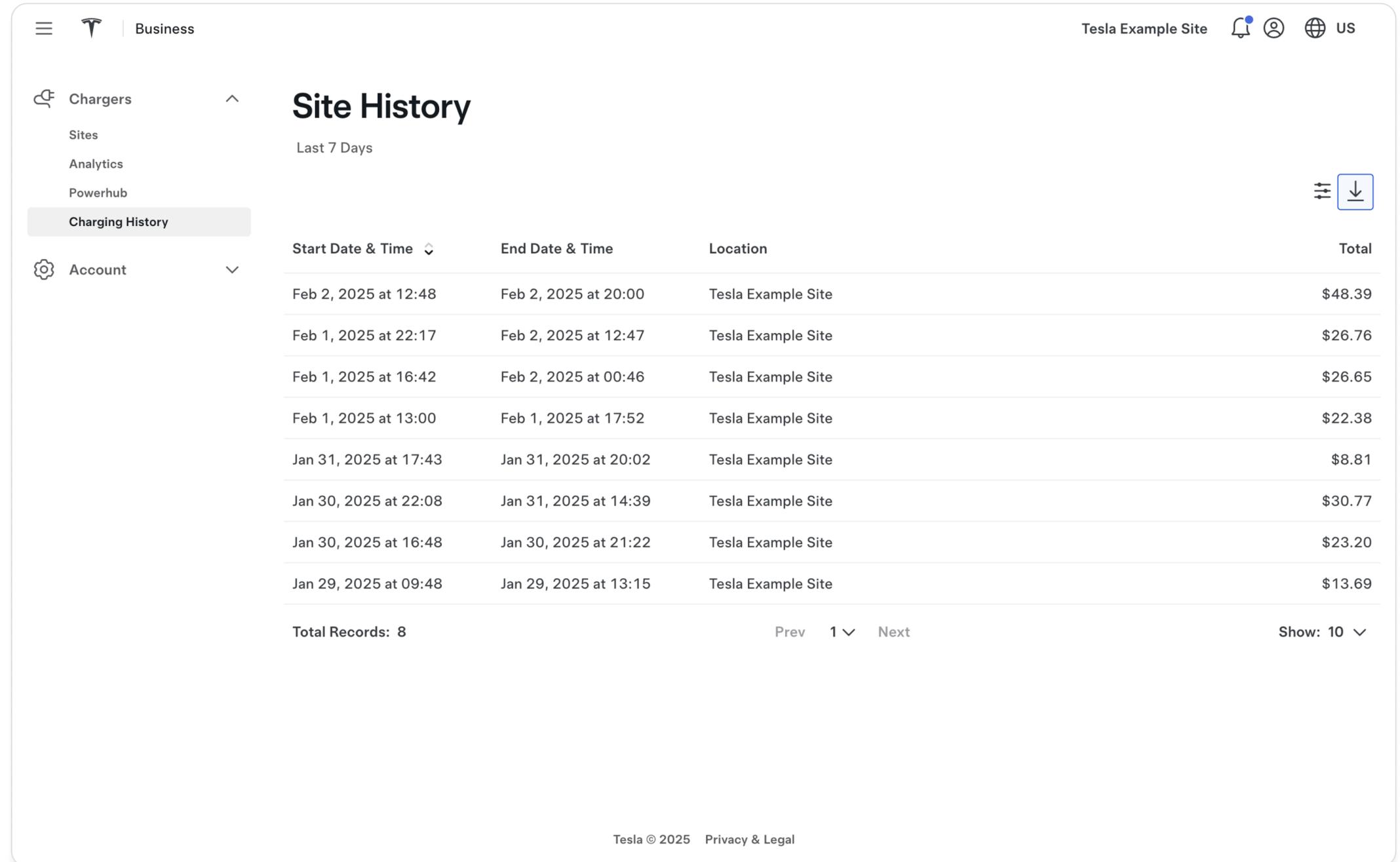
3,576



Downloading Charging History

Follow these steps to download the charging history data:

1. Log in to Tesla for Business.
2. Navigate to Charging > Charging History.
3. Click the download icon.
4. Select the desired date range for your report (7 days, 31 days, or custom).
5. Click Export.
6. The file will be downloaded to your computer, where it can be opened.



The screenshot shows the Tesla Business interface. The top navigation bar includes the Tesla logo, the word "Business", and the site name "Tesla Example Site" with a notification bell, user profile, and location "US". The left sidebar contains a menu with "Chargers", "Sites", "Analytics", "Powerhub", "Charging History" (highlighted), and "Account". The main content area is titled "Site History" and shows "Last 7 Days" of data. A table lists charging records with columns for "Start Date & Time", "End Date & Time", "Location", and "Total". A download icon is located in the top right corner of the table area. The footer of the page includes "Tesla © 2025" and "Privacy & Legal".

Start Date & Time	End Date & Time	Location	Total
Feb 2, 2025 at 12:48	Feb 2, 2025 at 20:00	Tesla Example Site	\$48.39
Feb 1, 2025 at 22:17	Feb 2, 2025 at 12:47	Tesla Example Site	\$26.76
Feb 1, 2025 at 16:42	Feb 2, 2025 at 00:46	Tesla Example Site	\$26.65
Feb 1, 2025 at 13:00	Feb 1, 2025 at 17:52	Tesla Example Site	\$22.38
Jan 31, 2025 at 17:43	Jan 31, 2025 at 20:02	Tesla Example Site	\$8.81
Jan 30, 2025 at 22:08	Jan 31, 2025 at 14:39	Tesla Example Site	\$30.77
Jan 30, 2025 at 16:48	Jan 30, 2025 at 21:22	Tesla Example Site	\$23.20
Jan 29, 2025 at 09:48	Jan 29, 2025 at 13:15	Tesla Example Site	\$13.69

Total Records: 8 Prev 1 Next Show: 10

Interpreting the Charging History Report

The Charging History Report gives you information on:

- Session start and stop date/time
- Location name
- Charge duration
- Total energy consumed
- Total amount earned

You can use this information to review and analyze details of charging sessions at your site.

Charge Start Date Time	Charge Stop Date Time	Charge Location Name	Charge Duration	Total Energy Consumed	Total Amount
2025-02-01 T23:31:41-08:00	2025-02-02 T05:18:38-08:00	Tesla Example Site	5h46m57s	38.0170kWh	11.40 USD
2025-02-01 T20:37:35-08:00	2025-02-02 T06:12:51-08:00	Tesla Example Site	9h35m16s	59.5680kWh	17.87 USD
2025-02-01 T20:27:11-08:00	2025-02-02 T07:15:33-08:00	Tesla Example Site	10h48m22s	67.6360kWh	20.29 USD
2025-02-01 T19:56:09-08:00	2025-02-02 T02:26:57-08:00	Tesla Example Site	6h30m48s	37.7800kWh	11.33 USD
2025-02-01 T19:33:24-08:00	2025-02-02 T03:52:42-08:00	Tesla Example Site	8h19m18s	26.1410kWh	7.84 USD
2025-02-01 T18:20:48-08:00	2025-02-01 T19:45:40-08:00	Tesla Example Site	1h24m52s	9.1980kWh	2.75 USD
2025-02-01 T17:18:57-08:00	2025-02-01 T20:00:23-08:00	Tesla Example Site	2h41m26s	17.2840kWh	5.18 USD
2025-02-01 T15:49:01-08:00	2025-02-01 T16:05:18-08:00	Tesla Example Site	16m17s	1.7870kWh	0.53 USD
2025-02-01 T13:28:57-08:00	2025-02-01 T13:50:47-08:00	Tesla Example Site	21m50s	2.3990kWh	0.71 USD
2025-02-01 T11:40:28-08:00	2025-02-01 T12:45:21-08:00	Tesla Example Site	1h4m53s	7.0130kWh	2.10 USD
2025-02-01 T11:24:22-08:00	2025-02-01 T12:43:15-08:00	Tesla Example Site	1h18m53s	8.7190kWh	2.61 USD
2025-02-01 T10:47:42-08:00	2025-02-01 T13:01:51-08:00	Tesla Example Site	2h14m9s	14.6910kWh	4.40 USD
2025-02-01 T09:35:29-08:00	2025-02-01 T16:59:59-08:00	Tesla Example Site	7h24m30s	48.9820kWh	14.69 USD
2025-02-01 T09:29:40-08:00	2025-02-01 T13:24:07-08:00	Tesla Example Site	3h54m27s	24.9870kWh	7.49 USD
2025-02-01 T01:36:16-08:00	2025-02-01 T05:46:40-08:00	Tesla Example Site	4h10m24s	25.6670kWh	7.70 USD
2025-02-01 T00:29:14-08:00	2025-02-01 T04:52:11-08:00	Tesla Example Site	4h22m57s	23.8890kWh	7.16 USD
2025-01-31 T23:59:41-08:00	2025-02-01 T01:25:46-08:00	Tesla Example Site	1h25m56s	9.4890kWh	2.84 USD
2025-01-31 T23:17:51-08:00	2025-02-01 T04:42:16-08:00	Tesla Example Site	5h24m25s	34.9430kWh	10.48 USD

Editing Access & Amenities Information

1. Navigate to the charging site to manage pricing.
2. On the right side of the screen, next to Access & Amenities, click "Edit."
3. In this section, the following can be updated:
 - Site Access Type: Choose between Public or Private (Note: For CA and WA, email ChargingHost@tesla.com to update the access type).
 - Access Schedule: Select 24/7 or a custom schedule.
 - Available Amenities: Update the amenities offered at the site.

Tesla Example Site
 Address 1234 Main St, Springfield, California 12345 Charging Power 10 kW Total Chargers 7

Chargers

Product/Serial No.
Gen 3 Tesla Wall Connector ABC123456789XYZ0
Gen 3 Tesla Wall Connector ABC123456789XYZ1
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Gen 3 Tesla Wall Connector ABC123456789XYZ4
Gen 3 Tesla Wall Connector ABC123456789XYZ5
Gen 3 Universal Wall Connector ABC123456789XYZ6

Total Records: 7 Prev 1 Next Show: 10

Overview
[View Site in Powerhub](#)

Access & Amenities [Edit](#)

Access Type	Private
Access Schedule	M 09:00 AM - 05:00 PM T 09:00 AM - 05:00 PM W 09:00 AM - 05:00 PM T 09:00 AM - 05:00 PM F 09:00 AM - 05:00 PM
Amenities	<ul style="list-style-type: none"> • Free Wi-Fi • Restrooms • Restaurants • Shopping • Lodging • Cafe/Coffee/Beverage • 24 Hr Amenities

Pricing [Edit](#)

Edit Access & Amenities
 Address 1234 Main St, Springfield, California 12345 Charging Power 10 kW Total Chargers 7

Access

Access Type
 Public Private

The ability to change access type has been disabled for this location. Please reach out to charginghost@tesla.com to request changes.

Access Schedule
 24/7 Custom

Set Custom Schedule

Opening Days
 M T W T F S S

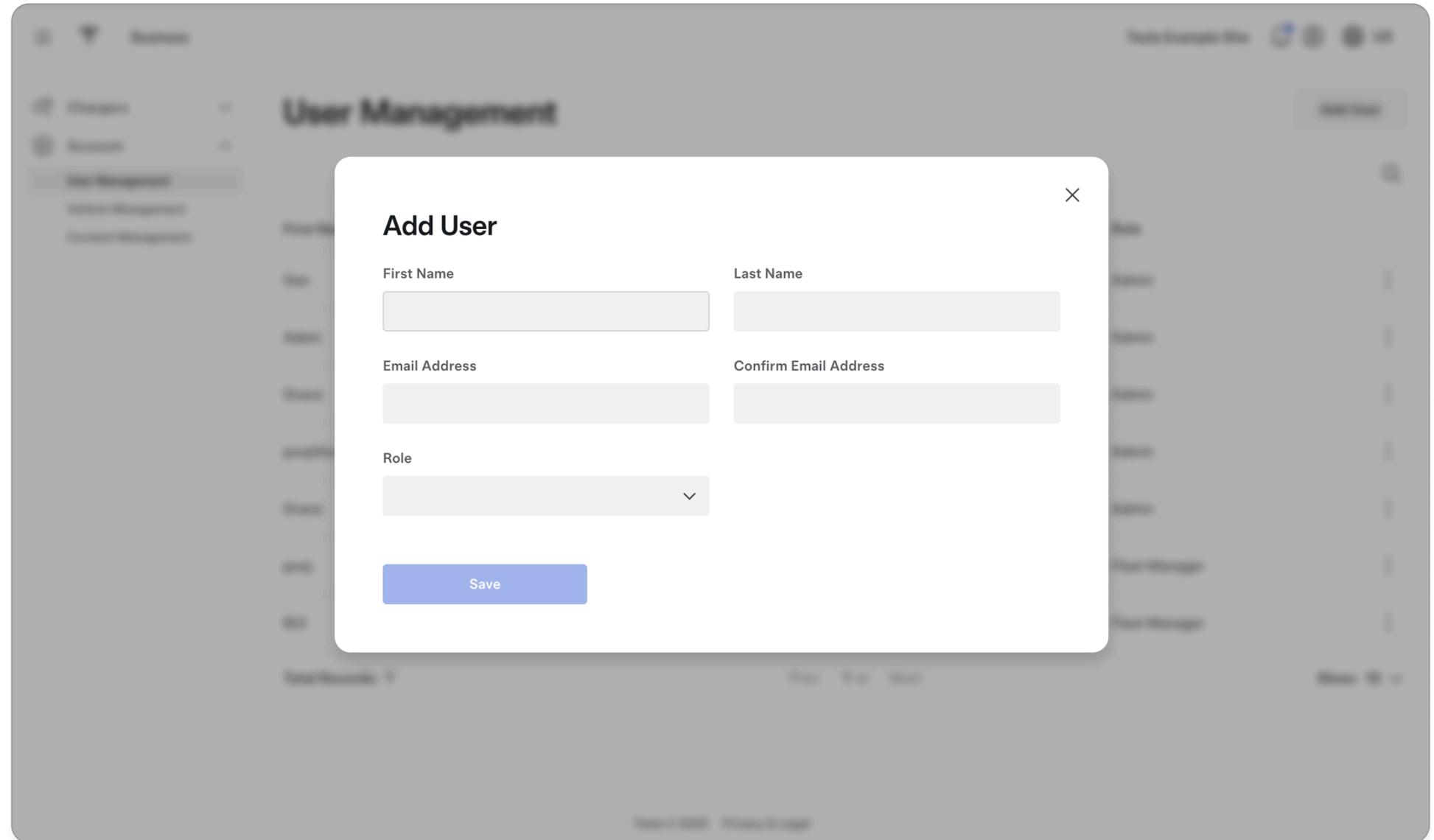
Opening Hours

	From	To
Monday	9:00 AM	5:00 PM
Tuesday	9:00 AM	5:00 PM
Wednesday	9:00 AM	5:00 PM
Thursday	9:00 AM	5:00 PM

Adding Users

You can add users to your Tesla for Business account. Follow these instructions:

1. Login to Tesla for Business.
2. Navigate to "Account" > "User Management."
3. Click on "Users."
4. Click "Add User."
5. Enter User Details and their role.
6. Click "Save."
7. Direct the user to their email to activate their account.



The screenshot displays the Tesla User Management interface. A modal window titled "Add User" is open, featuring a close button (X) in the top right corner. The form contains the following fields:

- First Name**: A text input field.
- Last Name**: A text input field.
- Email Address**: A text input field.
- Confirm Email Address**: A text input field.
- Role**: A dropdown menu with a downward arrow.

A blue "Save" button is located at the bottom of the modal. The background shows the "User Management" page with a sidebar and a table of users.

Tesla for Business FAQs

How many users can be added to a Tesla for Business account?

As many users as you'd like. There are no limits on number of users.

What is the difference between a Fleet Manager and Admin?

Fleet Managers can see the Charger's view but won't be able to provide access to additional users. Admins can provide access to additional users.

What login credentials will new users use?

The new user will get an email to finish creating their Tesla account if they don't have one already.



Afterwards, log in to [Tesla for Business here](#).



Using Powerhub

How do I navigate to Powerhub?

From the main navigation, select "Powerhub" under "Chargers." If multiple charging sites are available, this will direct to an overview page displaying all sites in Powerhub.

On a specific site page, click "View Site in Powerhub" on the right to access the site in Powerhub.

☰
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| Business

Tesla Example Site
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🌐 US

🗨️ Chargers ^

Sites

Analytics

Powerhub

Charging History

⚙️ Account v

< Back

Tesla Example Site

Address 1234 Main St, Springfield, California 12345 Charging Power 10 kW Total Chargers 7

Chargers

Product/Serial No.

Gen 3 Tesla Wall Connector ABC123456789XYZ0
Gen 3 Tesla Wall Connector ABC123456789XYZ1
Gen 3 Tesla Wall Connector ABC123456789XYZ2
Gen 3 Tesla Wall Connector ABC123456789XYZ3
Gen 3 Tesla Wall Connector ABC123456789XYZ4
Gen 3 Tesla Wall Connector ABC123456789XYZ5
Gen 3 Universal Wall Connector ABC123456789XYZ6

Total Records: 7
Prev 1 v Next
Show: 10 v

Overview

[View Site in Powerhub](#)

Access & Amenities [Edit](#)

Access Type	Private										
Access Schedule	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">M</td> <td style="width: 15%;">09:00 AM - 05:00 PM</td> </tr> <tr> <td>T</td> <td>09:00 AM - 05:00 PM</td> </tr> <tr> <td>W</td> <td>09:00 AM - 05:00 PM</td> </tr> <tr> <td>T</td> <td>09:00 AM - 05:00 PM</td> </tr> <tr> <td>F</td> <td>09:00 AM - 05:00 PM</td> </tr> </table>	M	09:00 AM - 05:00 PM	T	09:00 AM - 05:00 PM	W	09:00 AM - 05:00 PM	T	09:00 AM - 05:00 PM	F	09:00 AM - 05:00 PM
M	09:00 AM - 05:00 PM										
T	09:00 AM - 05:00 PM										
W	09:00 AM - 05:00 PM										
T	09:00 AM - 05:00 PM										
F	09:00 AM - 05:00 PM										

Amenities

- Free Wi-Fi
- Restrooms
- Restaurants
- Shopping
- Lodging
- Cafe/Coffee/Beverage
- 24 Hr Amenities

Pricing [Edit](#)

Charging Price Model	Pay Per Use
Current Charging Price	\$0.76 per kWh

Charger Status & Occupancy

Live Status

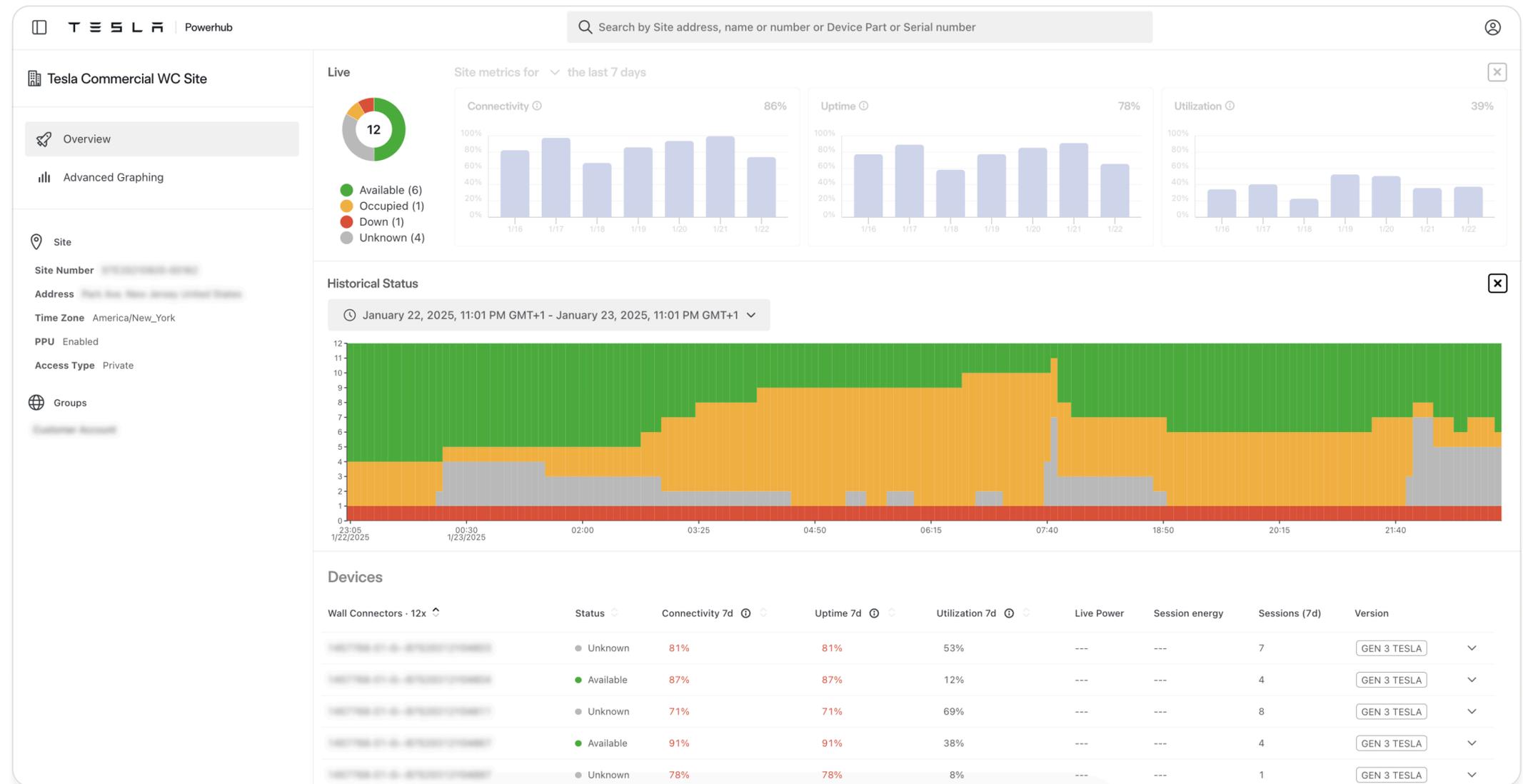
This graph shows the real-time status of your site:

- **Available:** Charger(s) are available to charge a vehicle.
- **Occupied:** Charger(s) are plugged into a vehicle, are not down, and can charge.
- **Reduced Service:** Charger(s) have detected an impairment in their ability to charge.
- **Down:** Charger(s) have detected an issue and are likely unable to dispense charge.
- **Unknown:** Charger(s) are not reporting a status to Tesla servers and are likely not connected to the Internet.

Historical Status

This graph tracks the occupancy and status of chargers at your site over a specified period.

Note: If an error appears, try refreshing the page. If refreshing doesn't resolve the issue, proceed with troubleshooting and contact your installer.



Site Metrics Dashboard

For all site metric charts at the top, you can select the range that you would like to see the graph for by clicking on the dropdown (last 24 hours, 7 Days, 4 weeks)

Connectivity

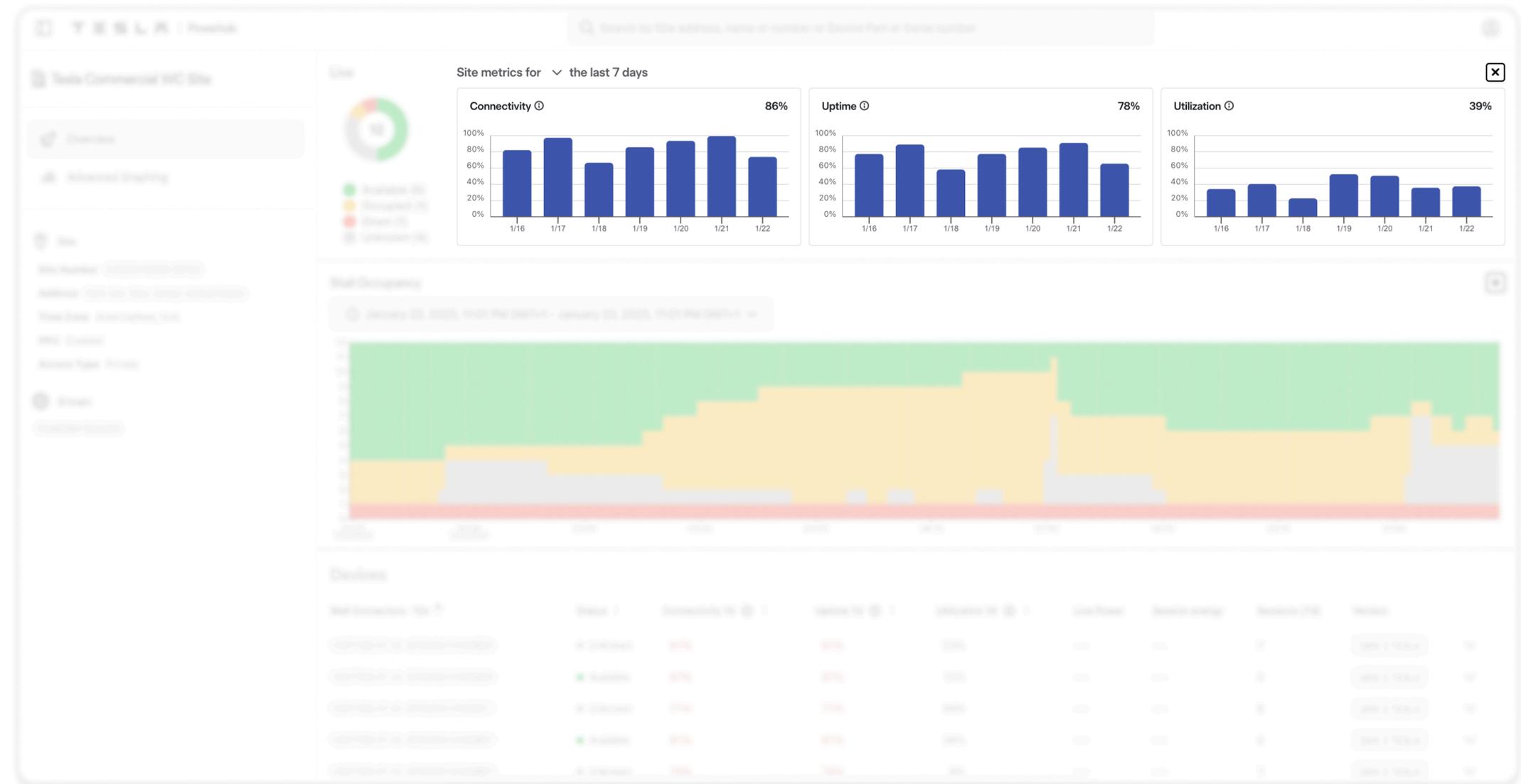
This chart indicates the percentage of time your chargers have been connected to the internet in the selected period.

Uptime

This chart indicates the percentage of time your chargers have been both online and fully operational during the selected time period. Note that a charger must have been connected to the internet to have been considered operational in this metric.

Utilization

This chart indicates how your site has been utilized. Only utilization during times with internet connectivity are included in this calculation.



Device List

This view provides you detailed information for each Wall Connector.

Devices							
Wall Connectors · 12x	Status	Connectivity 7d	Uptime 7d	Utilization 7d	Live Power	Session energy	Sessions (7d)
	Unknown	81%	81%	53%	---	---	7
	Available	87%	87%	12%	---	---	4
	Unknown	71%	71%	69%	---	---	8
	Available	91%	91%	38%	---	---	4
	Unknown	78%	78%	8%	---	---	1
	Unknown	76%	76%	55%	---	---	12
	Available	79%	79%	47%	---	---	9
	Down	94%	0%	0%	---	---	---
	Available	88%	88%	64%	---	---	15
	Occupied	92%	92%	54%	9 kW	5 kWh	8
	Available	100%	100%	16%	---	---	2
	Available	89%	89%	48%	---	---	8

Wall Connector

The serial number of the charger device, easily copied using the icon that appears on hover.

Status

Current state of the charger. A Wall Connector can be Available, Occupied, Reduced Service, Down, or Unknown.

Connectivity (7d)

Percentage of time the charger had connectivity over the past 7 days.

Uptime (7d)

Percentage of time the charger was online and fully operational over the past 7 days.

Utilization (7d)

Percentage of time the charger was in use over the past 7 days. Only reported for online chargers.

Live Power

Current power output from the charger. Displayed only when the charger is occupied.

Session Energy

Total energy dispensed during the current session. Shown only if the charger is occupied.

Sessions (7d)

Total number of charging sessions in the past 7 days.

Version

Displays the hardware version of the Wall Connector.

Outage Alerts

You may see this banner if an outage is detected at your site. An outage can occur if your site previously had internet connectivity, and:

- All chargers are down, or
- All chargers are no longer sending data, indicating they are likely disconnected from the internet.

The screenshot displays the Tesla Powerhub interface for a 'Tesla Commercial Charging Site'. At the top, there is a search bar with the text 'Search by Site address, name or number or Device Part or Serial number'. Below the search bar, a prominent red banner contains the message: 'This site is experiencing an ongoing outage. This was triggered by all chargers being either down or offline.' To the right of the banner, a clock icon indicates the time '01/06/25 08:33 AM PST - Now'. Below the banner, the interface shows 'Live: ● 20' and 'Site metrics for the last 7 days: Uptime · 100% Utilization · 22% Connectivity · 100%'. A 'Stack Occupancy' chart is visible, showing a green area representing occupancy over time, with a date range of 'January 28, 2025, 7:54 AM PST - January 28, 2025, 7:54 AM PST'. On the left side, there is a sidebar with navigation options: 'Overview', 'Advanced Graphing', 'Site', and 'Groups'. The 'Site' section includes fields for 'Site Number', 'Address', and 'Time Zone'.

Advanced Graphing

This feature is intended for technically advanced users or technicians who need to analyze historical data to diagnose issues.

Visualizing Device Data

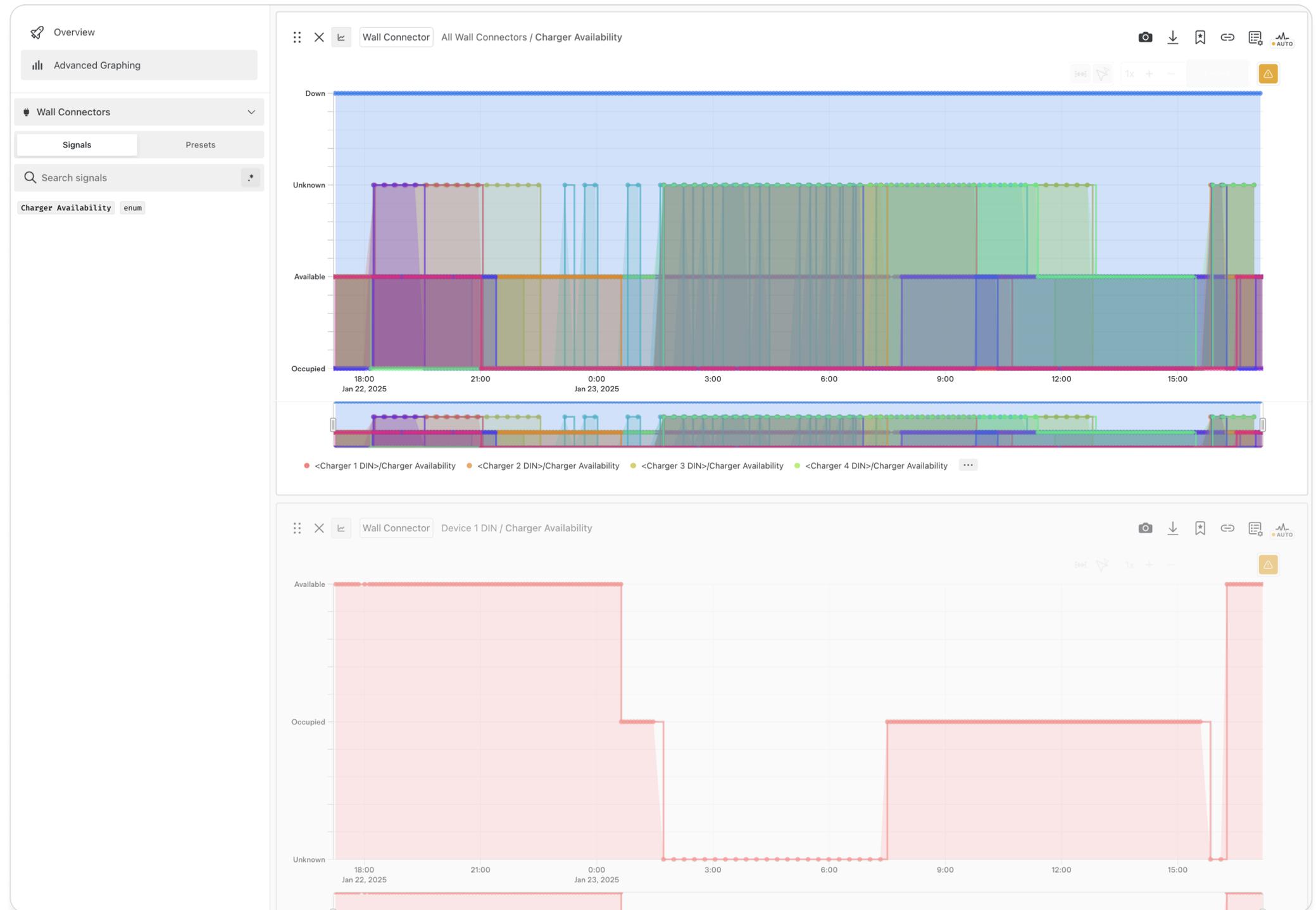
- Compare all devices on a single plot to identify outliers.
- Exclude specific devices by clicking their labels.
- Focus on a single device by pressing CMD (Mac) / Ctrl (Windows) & clicking the device label.

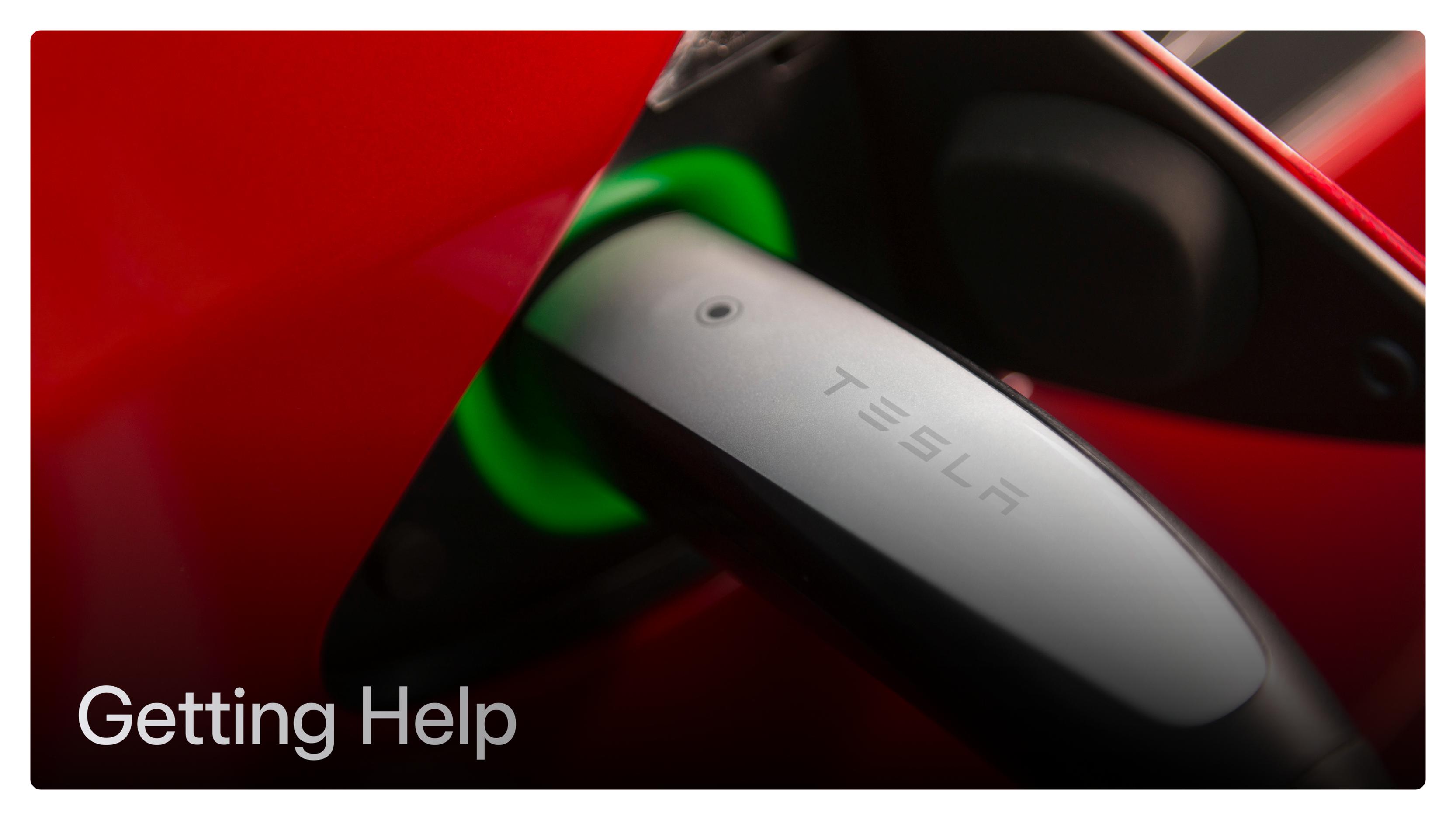
Exploring a Specific Device

- Use the device picker in the left sidebar to select a device.
- Click the device to highlight it.
- Add the device's plot to the list by selecting the signal name (e.g., Charger Availability).

Adjusting the Time Range

- Modify the time range using the time picker at the top of the page





Getting Help

Wall Connector Troubleshooting

To troubleshoot Wall Connector issues, follow these steps in order:

1. Follow the troubleshooting steps in [Troubleshooting a Wall Connector](#)
2. Watch our [Installer Academy Wall Connector videos](#)
3. Contact your installation team directly for assistance.
4. If the issue persists, reach out to Tesla Wall Connector Technical Support.

Get Help Resources

North America

Account / Administrative

Email ChargingHost@tesla.com

Wall Connector Technical Troubleshooting

Call 877-961-7652

Email ChargingHost@tesla.com,

WallConnectorSupportNA@tesla.com

Driver Billing Concerns

Email ChargingHost@tesla.com

EMEA

Account / Administrative

Email CommercialAC-Emea@tesla.com

Wall Connector Technical Troubleshooting

Visit [Tesla's contact page](#) for local assistance numbers

Email CommercialAC-Emea@tesla.com

APAC

Account / Administrative

Email ChargingOperations-APAC@tesla.com

Wall Connector Technical Troubleshooting

Call 1-800-646-952 (AUS Only)

Choose "Powerwall Support"