**Customer FAQ:**

**1)Is there a fee for the service or the app?**

No, the service is for free.

**2)Does the app or the publisher have commercial intentions?**

The app has no commercial intentions, rather the goal is to improve collaboration between citizens with a benefit for both users.

**3)Do I need to have reached a certain age to use it (legal age)?**

The user must be of legal age.

**4)Do I have to create an account to use the service?**

The creation of an account is necessary, because the user names his characteristics or qualities/ intentions in this profile (I can and would like to learn), so that other users can see them.

This is the basic requirement of the "barter transaction".

**5)How can I create an account?**

You can create an account by filling in your personal data und accepting the general terms and conditions.

**6)How can I delete my account?**

You can easily delete your account via profile managing.

**7)Which of my data is stored?**

The skills and interests entered when creating an account (i.e.: What do I want to learn) are stored.

**8)How does this platform differ from existing services?**

The platform differs from already existing services in that a skill-based exchange between the users should take place (no material exchange).

**9)For which devices/operating systems is the application available?**

The app is available for iOS and android.

**10)Are there possibilities to contact a support team if there are unresolved questions or difficulties (e.g. problems with another user)?**

Yes, there is a forum where questions can be asked and answered by the support team.

**11)Can I just look for something or do I also have to offer something?**

Who searches must also offer, to what extent the exchange then comes about should clarify the two users among themselves.

**12)Could I charge money for my services?**

No, it is not allowed to charge money for a service.

**13)What is the advantage of using the app?**

Finding people, with who you can develop your skills.

**Stakeholder FAQ:**

**1)Why should people use the app?**

The app is a free way to learn new skills, broaden your horizons and share your knowledge with others.

**2)Can we already use any existing resources (program parts)?**

This question can`t be yet answered.

**3)Can we network the platform with other platforms?**

It would make sense to link the app with the “Volkshochschule”.

**4)By what date will the application be on the market?**

The app will launch on the 16th of December.

**5)How high will the ongoing costs be to keep the application running? (updates etc.)**

This question can`t be answered yet.

**6)Do you think your solution will appeal to our target audience?**

Yes, we think that our app appeals to Munich citizens.

**7)How would you deal with misuse?**

In case of misuse, the user's account will be blocked for two days.

If this happens three times, the complete account of the user will be deleted.

**8)To what extent does the application help us with our future strategy?**

To promote better networking among citizens and their cohesion with mutual benefit.

**9)How much will it cost to implement the application?**

This question cannot be answered yet.