



PORSCHE

## Porsche Sales & Marketplace GmbH

Pogoji uporabe  
za paket „Navigacija, informacije in zabava“ storitve Porsche Connect  
(v nadaljnjem besedilu **pogoji uporabe**)

Ti pogoji uporabe urejajo uporabo paketa „Navigacija, informacije in zabava“ storitve Porsche Connect. Ti pogoji uporabe se uporabljajo poleg pogojev za portal My Porsche, trgovino Porsche Connect, storitve Porsche Connect in izdelke Porsche (pogoji). Če je določba iz teh pogojev v nasprotju s pogoji uporabe, prevlada določba iz pogojev uporabe.

### „Navigacija, informacije in zabava“

Paket „Navigacija, informacije in zabava“ vključuje 18 ali manj komponent paketa storitev, opisanih v nadaljevanju, odvisno od opreme vozila in geografske razpoložljivosti. Trenutno geografsko razpoložljivost si lahko ogledate v trgovini Porsche Connect na povezavi <https://connect-store.porsche.com/si/en/>.

**Obdobje:** 1 leto

**Veljavno obdobje:** v primeru nakupa vozila s funkcijo Connect, vključno z možnostjo »Connect Plus«, ali nakupa modela 718 od maja 2018 dalje, vključno z možnostmi »Navigation z možnostjo Porsche Connect«, je mogoče paket Navigation & Infotainment Package (navigacija in multimedijiški sistem) brezplačno rezervirati za 2 leti.

**Dodatne zahteve za uporabo za vse komponente paketa storitev:** Sistem Porsche Communication Management v vozilu z možnostjo storitve Connect (v nadaljnjem besedilu **PCM**) mora biti povezan z internetom. Če se ta internetna povezava vzpostavi prek vgrajene kartice SIM sistema PCM, je uporaba takšne internetne povezave za ta paket storitev (razen za komponento paketa storitev „Radio Plus“) vključena v ceno tega paketa storitev. Če se ta internetna povezava ne vzpostavi prek vgrajene kartice SIM sistema PCM (npr. ker vozilo ni opremljeno z vgrajeno kartico SIM ali ker internetna povezava prek vgrajene kartice SIM ni na voljo v vseh državah), se s ponudnikom mobilnih storitev sklene ločena pogodba za naročniški paket za prenos podatkov, zaradi česar lahko nastanejo dodatni stroški, vključno s stroški gostovanja za uporabo storitve v tujini. Kartico SIM z naročniškim paketom za prenos podatkov je treba vstaviti v bralnik kartice SIM sistema PCM ali vzpostaviti povezavo z mobilnim telefonom z naročniškim paketom za prenos podatkov. Če sistem PCM povežete s svojim mobilnim telefonom, se prepričajte, da vaš naročniški paket za prenos podatkov to dovoljuje. Razpoložljivost in hitrost komponent paketa storitev sta odvisni od razpoložljivosti in hitrosti internetne povezave.

**Za modele s storitvijo Porsche Connect, razen za novi Cayenne (modelsko leto 2018), za novi Macan (modelsko leto 2018) in za novi 911 (modelsko leto 2019) (več podrobnosti o tem modelu si lahko ogledate spodaj), veljajo spodnja določila:**

### 1. Prometne informacije v realnem času

**Storitve:** Navigacijski sistem sistema PCM uporablja trenutne podatke GPS in podatke o količini prometa, da lahko optimizira pot do vnesenega cilja na minuto. Količina prometa bo na prikazanem zemljevidu dodatno označena z barvami: zelena za nizko gostoto prometa, rumena za počasno premikanje in rdeča za zastoj.

### 2. Spletno posodabljanje zemljevidov

**Storitve:** Zemljevidi navigacijskega sistema PCM se lahko posodobijo prek interneta. Sistem PCM bo prikazal posodobitve, ki so na voljo.

### 3. Satelitski posnetki

**Storitve:** Navigacijski sistem PCM lahko prikaže zemljevid v obliki satelitske slike. Z medpomnjenjem naloženih podatkov zemljevida o trenutni okolici vozila se bo prikaz satelitske slike ohranil, tudi če pride do začasne motnje internetne povezave. Vozila modelskega leta 2019 je treba po potrebi posodobiti, da se lahko uporablja storitev. Za dodatne informacije se obrnite na svojega partnerja Porsche.

### 4. Spletno iskanje

**Storitve:** S komponento paketa storitev „Spletno iskanje“ lahko poiščete naslove ali posebne cilje s sistemsko določenim spletnim iskalnikom. Iskalni rezultati delno dodatno vključujejo nadaljnje podatke, kot so telefonske številke, delovni čas ali ocene drugih uporabnikov interneta.

### 5. Informacije o parkiriščih

**Storitve:** S komponento paketa storitev „Informacije o parkiriščih“ se vam bodo prikazale najbližje razpoložljive možnosti parkiranja na integriranih komercialnih parkiriščih in v parkirnih hišah (vključno s parkirinami in delovnim časom), ki jih sporočijo operaterji, v bližini vozila ali na navigacijskem cilju navigacijskega sistema PCM. Najdeno možnost pakiranja lahko izberete kot navigacijski cilj za navigacijski sistem PCM.

### 6. Cene goriva

**Storitve:** S komponento paketa storitev „Cene goriva“ se vam bodo prikazale sodelujoče bencinske črpalke v bližini vozila, na poti ali na navigacijskem cilju navigacijskega sistema PCM glede na vrsto goriva za posamezno vozilo z možnostjo storitve Connect. Seznam rezultatov lahko razvrstite glede na razdaljo ali najugodnejšo ceno, ki jo sporoči operater bencinske črpalke ali drugi uporabniki. Prek brezplačnega besedilnega iskanja lahko iščete tudi posamezne znamke. Najdene bencinske postaje lahko izberete kot navigacijski cilj za navigacijski sistem PCM.

## 7. Polnilne postaje

**Storitev:** S komponento paketa storitev „Polnilne postaje“ se vam bodo prikazale sodelujoče polnilne postaje v bližini vozila, na poti ali na navigacijskem cilju navigacijskega sistema PCM. Seznam rezultatov lahko razvrstite glede na razdaljo ali najugodnejšo ceno, ki jo sporoči operater polnilne postaje ali drugi uporabniki. Prek brezplačnega besedilnega iskanja lahko iščete tudi postaje posameznih ponudnikov energije. Najdene polnilne postaje lahko izberete kot navigacijski cilj za navigacijski sistem PCM. Da bi lahko dosegli zahtevano veljavnost podatkov na našem seznamu polnilnih postaj in/ali zanesljivost postopka polnjenja na posamezni polnilni postaji, se podatki o polnjenju zbirajo anonimno ter se uporabljajo za ustrezne popravke in/ali dopolnitve seznama polnilnih postaj.

## 8. Novice

8.1 **Storitev:** Storitve novic, ki so na voljo prek interneta z uporabo virov RSS, lahko prek PCM priključite v vozilu in jih preberete z glasovno funkcijo.

8.2 **Omejitve uporabe:** Storitev bo med vožnjo na voljo v celoti, delno ali le pri mirujočem vozilu, odvisno od določb za posamezno državo.

## 9. Narekuj sporočilo

9.1 **Storitev:** S komponento paketa storitev „Narekuj sporočilo“ lahko v sistemu PCM prek glasovnega vnosa ustvarjate osnutke sporočil SMS in prejeta sporočila predvajate prek zvočnega prenosa v vozilu z možnostjo storitve Connect.

9.2 **Omejitve uporabe:** Za kartico SIM, ki je vstavljena v sistem PCM, ali za mobilni telefon, ki je povezan s sistemom PCM, je zahtevan ločen naročniški paket mobilnih storitev, ki omogoča pošiljanje in prejemanje sporočil SMS.

## 10. Vreme

**Storitev:** Komponenta paketa storitev „Vreme“ v sistemu PCM v obliki infografike prikaže trenutne vremenske razmere ter napoved za naslednje ure in dni. Napoved vključuje temperaturo, število sončnih ur, verjetnost padavin, hitrost vetra in vremenska opozorila.

## 11. Gracenote Online

**Storitev:** Komponenta paketa storitev „Gracenote Online“ prikaže informacije o pesmih, ki jih predvajate v sistemu PCM.

**Za novi model Cayenne (modelsko leto 2018), za novi Macan (modelsko leto 2018) in za novi 911 (modelsko leto 2019) so na voljo naslednji paketi storitev:**

### 1. Finder

**Storitev:** S komponento paketa storitev „Finder“ lahko poiščete naslove ali interesne točke (npr. polnilne postaje, bencinske črpalke, restavracije, hotele in možnosti parkiranja) s sistemsko določenim spletnim iskalnikom. Iskalni rezultati delno dodatno vključujejo nadaljnje podatke, kot so telefonske številke, delovni čas, cene goriva, parkirnine ali ocene drugih uporabnikov interneta. Na portalu My Porsche in v aplikaciji My Porsche App lahko interesne točke iščete, shranite, upravljate in jih pošljete v sistem PCM.

### 2. Voice Pilot

2.1 **Storitev:** S komponento paketa storitev „Voice Pilot“ lahko številne funkcije sistema PCM in druge komponente paketa

storitev upravljate z glasovnim upravljanjem. Podpora naravnega jezika je mogoča prek spletnega prepoznavanja govora. Poleg tega lahko v sistemu PCM prek glasovnega vnosa ustvarjate osnutke sporočil SMS in e-poštnih sporočil ter prejeta sporočila predvajate prek zvočnega prenosa v vozilu z možnostjo storitve Connect. Poleg tega je mogoče nadzorovati spletne medijske storitve.

2.2 **Omejitve uporabe:** Rezultat prepoznavanja govora se bo ujemal z določenim številom zahtev za prepoznavanje govora in je omejen na podprte jezike. Za storitev ustvarjanja osnutkov in predvajanja sporočil SMS ter e-poštnih sporočil prek storitve „Voice Pilot“ je za kartico SIM, ki je vstavljena v sistem PCM, ali za mobilni telefon, ki je povezan s sistemom PCM, zahtevan ločen naročniški paket mobilnih storitev, ki omogoča pošiljanje in prejemanje sporočil SMS. Storitve je na voljo le za telefone, ki podpirajo standard profila za dostop do kartice SIM.

## 3. Navigation Plus

**Storitev:** S komponento paketa storitev „Navigation Plus“ bo vgrajeno funkcijo izračuna poti dopolnil spletni izračun poti.

Navigacijski sistem sistema PCM uporablja trenutne podatke GPS in podatke o količini prometa, da lahko optimizira pot do vnesenega cilja na minuto. Količina prometa bo na prikazanem zemljevidu dodatno označena z barvami.

Zemljevidi navigacijskega sistema PCM se lahko posodobijo prek interneta. Sistem PCM bo prikazal posodobitve, ki so na voljo.

Navigacijski sistem PCM lahko prikaže zemljevid v obliki satelitske slike. Z medpomnjenjem naloženih podatkov zemljevida o trenutni okolici vozila se bo prikaz satelitske slike ohranil, tudi če pride do začasne motnje internetne povezave. Navigacijski sistem PCM lahko prikaže ulice slik izbranega cilja, če so na voljo.

## 4. Radio Plus

4.1 **Storitev:** Komponenta paketa storitev „Radio Plus“ vam bo omogočila poslušanje spletnega oddajanja radijskih postaj, ki so na voljo. Ko je storitev Radio Plus omogočena in trenutna radijska postaja FM ali radijska postaja z digitalno zvokovno radiodifuzijo (DAB) ni več na voljo, bo sistem PCM nemoteno preklopil na ustrezno spletno oddajanje takšne radijske postaje, če je na voljo. Poleg tega komponenta storitve omogoča, da sistem PCM prikaže meta podatke o pesmih, ki jih predvajate.

4.2 **Omejitve uporabe:** Za podatkovno povezavo za to komponento paketa storitev je treba (a) opraviti nakup paketa „Data Package“ storitve Porsche Connect (na voljo ločeno v izbranih državah) ali (b) vstaviti kartico SIM v sistem PCM ali (c) povezati mobilni telefon s sistemom PCM. Za možnosti (b) in (c) je zahtevana sklenitev ločene pogodbe za naročniški paket za prenos podatkov, zaradi česar lahko nastanejo dodatni stroški, vključno s stroški gostovanja za uporabo storitve v tujini (glejte zgoraj).

## 5. Novice

**Storitev:** Storitve novic, ki so na voljo prek interneta z uporabo virov RSS, lahko prek PCM priključite v vozilu in jih preberete z glasovno funkcijo.

## 6. Vreme

**Storitev:** Komponenta paketa storitev „Vreme“ v sistemu PCM v obliki infografike prikaže trenutne vremenske razmere ter napoved za naslednje ure in dni. Napoved vključuje

temperaturo, število sončnih ur, verjetnost padavin, hitrost vetra in vremenska opozorila.

## 7. Risk Radar

**Storitve:** Komponenta paketa storitev „Risk Radar“ prikaže izbrane lokalne ureditve prometa v obliki prometnih znakov, npr. omejitve hitrosti, v infografiki v sistemu PCM.

Poleg tega prikaže razpoložljive lokalne informacije o nevarnosti, npr. o tveganju splavanja, v obliki infografike v sistemu PCM.

### Pravica do odstopa za potrošnike

Če ste potrošnik v smislu 13. člena nemškega civilnega zakonika (BGB), imate pravico do odpovedi v roku 14 dni v primeru sklenitve pogodbe. Potrošnik v smislu 13. člena nemškega civilnega zakonika (BGB) je vsaka fizična oseba, ki sklene pravni posel za namen, ki je pretežno izven področja njene dejavnosti, poslovanja ali poklica. V nadaljevanju so podana navodila za Stranko glede njene pravice do odstopa:

#### Navodila glede odpovedi

##### Pravica do odpovedi

Pravico imate, da odpoveste to pogodbo v 14 dneh brez navedbe razloga. Odstopni rok se izteče po 14 dneh od dneva sklenitve pogodbe. O uveljavljanju pravice do odpovedi nas morate obvestiti (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Nemčija, telefonska številka: 0800 80638, elektronski naslov: [smartmobility@si.porsche.com](mailto:smartmobility@si.porsche.com)) o svoji odločitvi glede odpovedi te pogodbe z nedvoumno izjavo (npr. z dopisom po pošti ali preko elektronske pošte). Lahko uporabite priložen obrazec za odpoved, ni pa obvezno. Šteje se, da je sporočilo poslano v odstopnem roku, če je izjava glede uveljavljanja pravice do odpovedi poslana pred potekom odstopnega roka.

##### Učinki odpovedi

Če odpoveste to pogodbo, vam bomo povrnili vsa plačila, ki smo jih prejeli z vaše strani, vključno s stroški dostave (razen dodatnih stroškov, ki bi nastali zaradi vaše izbire dostave, ki ne bi bila najcenejša standardna dostava, ki jo ponujamo), in sicer nemudoma, v vsakem primeru pa najkasneje v 14 dneh od dneva, ko prejmemo vašo izjavo o odpovedi te pogodbe. Povračilo stroškov bo izvedeno na enak način, kot ste prvotno plačilo opravili vi, razen če izrecno soglašate z drugačnim načinom; v vsakem primeru vam za takšno povračilo ne bodo nastali nikakršni stroški. Če ste želeli, da se opravljanje storitev začne že med odstopnim rokom, vam bomo zaračunali sorazmerni znesek za že opravljene storitve do trenutka, ko ste nas obvestili o odstopu od pogodbe, v razmerju do celotne pogodbene vrednosti.

#### Obrazec za odpoved

(ta obrazec izpolnite in vrnite le, če želite odpovedati pogodbo)

- Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Nemčija, elektronski naslov: [smartmobility@si.porsche.com](mailto:smartmobility@si.porsche.com):
- Podpisani (\*) podajam/-o izjavo o odpovedi (\*) pogodbe o prodaji za naslednje blago (\*)/za opravljanje naslednjih storitev (\*),
- Naročeno dne (\*)/prejeto dne (\*),
- Ime potrošnika/-ov,
- Naslov potrošnika/-ov
- Podpis potrošnika/-ov (le če je obrazec v tiskani obliki),
- Datum

(\*) po potrebi izbrišite



## Porsche Sales & Marketplace GmbH

### Pogoji uporabe za Storitve Porsche Connect "Paketa za upravljanje avtomobila na daljavo" (Car Remote Package) (v nadaljevanju: **Pogoji uporabe**)

Ti Pogoji uporabe veljajo za uporabo »Paketa za upravljanje avtomobila na daljavo« družbe Porsche Connect. Ti Pogoji uporabe se uporabljajo poleg Splošnih pogojev za portal My Porsche, trgovino Porsche Connect in storitve Porsche Connect ter izdelke Porsche (Splošni pogoji). Če je določilo Splošnih pogojev v nasprotju s temi Pogoji uporabe, prevladajo Pogoji uporabe.

#### Car Remote Package

Car Remote Package« vključuje – odvisno od geografske razpoložljivosti – 12 ali manj spodaj opisanih komponent storitev. Trenutna geografska razpoložljivost je na voljo v trgovini Porsche Connect na povezavi <https://connect-store.porsche.com/si/en/>. Internetna povezava v vozilu, ki je potrebna za uporabo »Car Remote Package«, se vzpostavi preko vgrajene SIM kartice, uporaba takšne internetne povezave za to storitev pa je že vključena v ceno te storitve.

**Obdobje trajanja:** 1 leto

**Vključeno obdobje trajanja:** Ob nakupu vozila s funkcijo Connect, ki vključuje opcijo »Connect Plus«, lahko »Paket za upravljanje avtomobila na daljavo« in za obdobje petih let za priključna hibridna električna vozila (v nadaljevanju PHEV).

**Dodatna zahteva za uporabo vseh komponent paketa storitev:** Za nekatere funkcije storitev je potreben pametni telefon z internetno povezavo. V ta namen je potrebna ločena pogodba s ponudnikom mobilnih storitev o zakupu prenosa podatkov preko interneta, kar lahko povzroči dodatne stroške, vključno s stroški gostovanja za uporabo storitev v tujini. Razpoložljivost in hitrost komponent paketa storitev je odvisna od razpoložljivosti in hitrosti internetne povezave. Poleg tega se za nekatere funkcije zahteva aplikacija „My Porsche App“ (v nadaljevanju aplikacija My Porsche), ki je na voljo za naprave iPhone® in Android™. Vse storitve in funkcije so na voljo v aplikaciji My Porsche in na portalu My Porsche, razen če je v opisih storitev navedeno drugače.

Da bi lahko tudi v prihodnje izpolnjevali zahteve strank, lahko Porsche Sales & Marketplace še naprej razvija aplikacijo My Porsche in portal My Porsche.

**Posodobitve:** V obdobju zagotavljanja paketa storitev, ki sovpada s trajanjem pogodbe o paketu storitev, vam bomo zagotovili posodobitve vsaj v zakonsko predpisanem obsegu, razen če se z vami v skladu z zakonskimi zahtevami dogovorimo drugače.

#### 1. Car Control

1.1. **Storitev:** Na daljavo lahko preverite stanje avtomobila, vključno s podatki o prevoženi razdalji, preostalem dosegu (za gorivo in električni pogon), servisnih intervalih (glavni servis in servis menjave olja), stanju vrat (odprta ali zaprta), oken, pokrova motorja, prtljažnika in panoramske strehe (če obstaja), stanju parkirnih luči, preverite čas v vozilu, tlak v

pnevmatikah, čas zadnjega preverjanja. Komponenta glede tlaka v pnevmatikah bo na voljo šele od prve polovice leta 2018 dalje.

1.2. **Omejitve uporabe:** Prikaz informacij, specifičnih za priključno hibridno električno vozilo (PHEV) (npr. doseg na električni pogon) je na voljo samo za takšna vozila.

#### 2. Trip Control

2.1 **Storitev:** Na daljavo lahko preverite podatke o opravljenih vožnjah vašega vozila. To vključuje: čas vožnje, prevoženo razdaljo, povprečno hitrost in povprečno porabo (goriva in elektrike) za vse vrste voženj (kratke, ciklične, dolge).

2.2 **Omejitve uporabe:** Podatki se posodabljajo šele po spremembi statusa električnega kontakta v vozilu.

#### 3. Hupa in utripalke

3.1 **Storitev:** Na daljavo lahko v vašem vozilu na kratko vključite utripalke ali hupo. Potem boste v prejeli potrditveno sporočilo ali potisno obvestilo.

3.2 **Omejitve uporabe:** Storitve bo na voljo le, ko vozilo stoji in so luči za kontakt ter opozorilne luči izključene. Lahko obstajajo še dodatne omejitve, odvisno od predpisov za posamezno državo.

#### 4. Zaklepanje in odklepanje

4.1 **Storitev:** Na daljavo lahko zaklenete in odklenete vrata in prtljažnik vašega vozila. Ko bo dejanje opravljeno, boste prejeli potrditveno sporočilo ali potisno obvestilo.

4.2 **Omejitve uporabe:** Storitve bo na voljo le, ko vozilo stoji, so voznikova vrata zaprta, vozilo izključeno in ključa ni v kontaktni ključavnici. Lahko obstajajo še dodatne omejitve, odvisno od predpisov za posamezno državo.

**Omejitev odgovornosti:** Uporaba funkcije za odklepanje, kadar niste prisotni pri avtomobilu, povečuje tveganje za krajo vozila ali krajo predmetov, ki se nahajajo v vozilu. Zato izvajanje funkcije odklepanja zahteva štirimestno varnostno kodo, ki preprečuje nepooblaščen uporabo. Varnostno kodo boste nastavili pri uvedbi prijavi in nastavitvah Paketa za upravljanje avtomobila na daljavo. Kasneje lahko to kodo spremenite na portalu My Porsche.

#### 5. Carfinder

5.1 **Storitev:** Na daljavo lahko prikažete lokacijo in položaj vašega vozila. Poleg tega je trenutni položaj mobilne naprave, ki se uporablja za to funkcijo, prikazan na zemljevidu. Če trenutni položaj vozila ni na voljo (npr. če je vozilo v podzemni garaži), se uporabi zadnji shranjeni GPS položaj. Prenos podatkov lahko izključite, tako da vključite zasebni način.

5.2 **Omejitve uporabe:** Storitve je na voljo samo v primeru, da oddajanje ISDB ni prekinjeno. Če ni prekinjeno, bo storitev v celoti na voljo med vožnjo, kot tudi pri mirujočem vozilu.

## 6. Ogrevanje mirujočega vozila

6.1 **Storitev:** Na daljavo lahko preverite stanje, aktivirate, deaktivirate in programirate časovnik za ogrevanje mirujočega vozila (če je nameščeno v vozilu). Pred uporabo funkcije morate sprejeti pravno omejitev odgovornosti. Ko bo aktivirani časovnik za ogrevanje mirujočega vozila potekel, boste v mobilno napravo prejeli potrditveno sporočilo in potisno obvestilo. Storitve ogrevanja mirujočega vozila bo na voljo od druge polovice leta 2018.

6.2 **Omejitve uporabe:** Storitve je na voljo samo v vozilih z motorjem z izgorovanjem, v katerih je nameščeno ogrevanje mirujočega vozila. Storitve bo na voljo samo v mirujočem vozilu, vendar pa je lahko kontakt vklopljen. Odvisno od določil za posamezno državo lahko veljajo dodatne omejitve.

## 7. E-Control

7.1 **Storitev:** Na daljavo lahko preverite stanje priključnega hibridnega električnega vozila (PHEV), kot je opisano v nadaljevanju, poleg tega pa lahko začnete ali zaustavite postopek polnjenja. Preverite lahko stanje polnjenja, preostali čas polnjenja ter trenutni doseg na električni pogon. Doseg na električni pogon je prikazan s krogom na zemljevidu. Poleg tega, lahko na daljavo optimizirate postopek polnjenja visokonapetostne baterije priključnega hibridnega električnega vozila (PHEV) za določen čas odhoda. Nastavitve lahko programirani čas odhoda in prejeli boste potrditveno sporočilo in potisno obvestilo v primeru kakršnega koli dogodka (npr. polnjenje prekinjeno zaradi zunanjih dejavnikov) in ko bo aktivirani e-časovnik potekel.

7.2 **Omejitve uporabe:** Prikaz informacij, specifičnih za priključno hibridno električno vozilo (PHEV) (npr. doseg na električni pogon) je na voljo samo za takšna vozila. Krog na zemljevidu, ki prikazuje doseg na električni pogon je samo okvirna ocena. Na zemljevidu dosega niso označene dejanske razdalje na cesti. Zato so lahko lokacije v resnici zunaj dosega na električni pogon, tudi če so znotraj kroga, ki označuje doseg na električni pogon.

## 8. Klimatiziranje

8.1 **Storitev:** Na daljavo lahko preverite stanje ogrevanja/klimatiziranja na daljavo ter ga aktivirate ali deaktivirate. Ko bo ogrevanje/klimatiziranje na daljavo uspešno aktivirano/deaktivirano, boste prejeli potrditveno sporočilo in potisno obvestilo. Poleg tega lahko na daljavo programirate časovnik klimatiziranja za ogrevanje/klimatiziranje na daljavo. Ko bo nastavitev uspešno programirana in bo aktivirani časovnik klimatiziranja potekel, boste v mobilno napravo prejeli potrditveno sporočilo in potisno obvestilo.

8.2 **Omejitve uporabe:** Prikaz informacij, specifičnih za priključno hibridno električno vozilo (PHEV) (npr. doseg na električni pogon) je na voljo samo za takšna vozila.

## 9. Car Alarm

9.1 **Storitev:** Ko se v vozilu sproži alarm proti kraji, boste prejeli sporočilo ali potisno obvestilo. Sporočilo vsebuje informacijo, da se je sprožil alarm, in časovni žig. Za razliko od »Paketa varnost v avtomobilu« tretje osebe ne bodo obveščene o tem, da se je sprožil alarm.

9.2 **Omejitve uporabe:** Storitve lahko pošlje sporočilo ali potisno obvestilo le, če vozilo lahko vzpostavi povezavo z internetom. Če se sproži alarm v vozilu, vendar kontrolna enota v vozilu nima internetne povezave (npr. če je vozilo v podzemni garaži), bo sporočilo ali potisno obvestilo poslano takoj, ko se vzpostavi povezava.

**Omejitev odgovornosti:** Če je vozilo nastavljeno na zasebni način, v primeru alarma ne boste prejeli nobenega sporočila.

## 10. Location Alarm

10.1 **Storitev:** Na daljavo lahko določite krožno geografsko območje. V primeru, da vozilo zapusti ali vstopi v to območje, boste prejeli obvestilo. Upravljate lahko do štiri območja hkrati. V primeru takšnega dogodka (vstop ali izstop iz območja) boste prejeli sporočilo ali potisno obvestilo, vključno z zemljevidom, ki prikazuje lokacijo dogodka.

10.2 **Omejitve uporabe:** Storitve bo poslala obvestilo le, če je v vozilu vključen kontakt in če zazna premikanje koles.

## 11. Speed Alarm

11.1 **Storitev:** Na daljavo lahko določite hitrost. Če vozilo prekorači nastavljeno hitrost, boste prejeli obvestilo. Upravljate lahko do štiri nastavitve hitrosti hkrati. V primeru takšnega dogodka (vozilo prekorači nastavljeno hitrost) boste prejeli sporočilo ali potisno obvestilo, vključno z zemljevidom, ki prikazuje lokacijo dogodka.

11.2 **Omejitve uporabe:** Storitve bo poslala obvestilo le, če je v vozilu vključen kontakt in če zazna premikanje koles.

## 12. Valet Alarm

12.1 **Storitev:** Na daljavo lahko vključite ali izključite valet alarm (kombinacija alarma za lokacijo in alarma za hitrost) s prednastavitvami (npr. radij 1 km, hitrost 50 km/h) glede na geografsko območje in hitrost. V primeru, da vozilo zapusti ali vstopi v to območje ali prekorači nastavljeno hitrost, boste prejeli obvestilo.

12.2 **Omejitve uporabe:** Storitve bo poslala obvestilo le, če je v vozilu vključen kontakt in če zazna premikanje koles. Ta storitev je na voljo le preko aplikacije.

## Pravica potrošnika do odstopa od pogodbe

Če ste potrošnik v smislu 13. člena nemškega civilnega zakonika (BGB), imate pravico do odstopa od pogodbe v roku 14 dni v primeru sklenitve pogodbe. Potrošnik v smislu 13. člena nemškega civilnega zakonika (BGB) je vsaka fizična oseba, ki sklene pravni posel za namen, ki je pretežno izven področja njene dejavnosti, poslovanja ali poklica. V nadaljevanju so podana navodila za Stranko glede njene pravice do odstopa:

### Navodila glede odstopa od pogodbe

#### Pravica do odstopa od pogodbe

Pravico imate, da odstopite od te pogodbe v 14 dneh brez navedbe razloga. Odstopni rok se izteče po 14 dneh od dneva sklenitve pogodbe. O uveljavljanju pravice do odstopa nas morate obvestiti (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Nemčija, telefonska številka: 0800 80638, elektronski naslov: [smartmobility@si.porsche.com](mailto:smartmobility@si.porsche.com)) o svoji odločitvi glede odstopa od te pogodbe z nedvoumno izjavo (npr. z dopisom po pošti ali preko elektronske pošte). Lahko uporabite priloženi obrazec za odstop od pogodbe, ni pa obvezno. Šteje se, da je sporočilo poslano v odstopnem roku, če je izjava glede

Uveljavljanja pravice do odstopa poslana pred potekom odstopnega roka.

#### **Učinki odstopa od pogodbe**

Če odstopite od te pogodbe, vam bomo povrnila vsa plačila, ki smo jih prejeli z vaše strani, vključno s stroški dostave (razen dodatnih stroškov, ki bi nastali zaradi vaše izbire dostave, ki ne bi bila najcenejša standardna dostava, ki jo ponujamo), in sicer nemudoma, v vsakem primeru pa najkasneje v 14 dneh od dneva, ko prejmemo vašo izjavo o odstopu od te pogodbe. Povračilo stroškov bo izvedeno na enak način, kot ste prvotno plačilo opravili vi, razen če izrecno soglašate z drugačnim načinom; v vsakem primeru vam za takšno povračilo ne bodo nastali nikakršni stroški. Če ste želeli, da se opravljanje storitev začne že med odstopnim rokom, vam bomo zaračunali sorazmerni znesek za že opravljene storitve do trenutka, ko ste nas obvestili o odstopu od te pogodbe, v razmerju do celotne pogodbene vrednosti.

#### **Obrazec za odstop od pogodbe**

(ta obrazec izpolnite in vrnete le, če želite odstopiti od pogodbe)

- Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Nemčija, elektronski naslov: [smartmobility@si.porsche.com](mailto:smartmobility@si.porsche.com):
- Podpisani (\*) podajam/-o izjavo o odstopu od (\*) pogodbe o prodaji za naslednje blago (\*)/za opravljanje naslednjih storitev (\*),
- Naročeno dne (\*)/prejeto dne (\*),
- Ime potrošnika/-ov,
- Naslov potrošnika/-ov
- Podpis potrošnika/-ov (le če je obrazec v tiskani obliki),
- Datum

(\*) po potrebi izbrišite



PORSCHE

## Porsche Sales & Marketplace GmbH

Pogoji uporabe  
za Storitve Porsche Connect »Paket za varovanje avtomobila«  
(v nadaljevanju: **Pogoji uporabe**)

Ti Pogoji uporabe veljajo za uporabo »Paketa za varovanje avtomobila« družbe Porsche Connect. Ti Pogoji uporabe se uporabljajo poleg Splošnih pogojev za Portal My Porsche, Trgovino Porsche Connect in Storitve Porsche Connect ter Izdelke Porsche (Splošni pogoji). Če je določilo Splošnih pogojev v nasprotju s temi Pogoji uporabe, prevladajo Pogoji uporabe.

Paket za varovanje avtomobila je na voljo v sodelovanju z Nacionalnimi ponudniki, ki zagotavljajo varnostno-operativni center.

### **Varnostno-operativni center (24 ur)** **Telefonska številka +381 21 472 2790**

Nacionalni ponudnik:  
Monitoring d.o.o.  
Cara Lazara 88  
21000 Novi Sad  
Serbia

### **»Paket za varovanje avtomobila«**

Paket „Car Security Paket“ (v nadaljevanju paket) glede na geografsko in tehnično razpoložljivost vključuje sistem „Porsche Vehicle Tracking System“ (v nadaljevanju PVTs) ali „Porsche Vehicle Tracking System Plus“ (v nadaljevanju PVTs Plus). Trenutna geografska razpoložljivost je na voljo v Trgovini Porsche Connect na povezavi <https://connect-store.porsche.com/si/en/>. Povezava, ki je potrebna za zagotavljanje Paketa, se vzpostavi preko vgrajene SIM kartice. Povezava je sestavni del Paketa in se ne zaračunava posebej.

Za uporabo vseh funkcij v Paketu je morda potrebno opraviti še dodatne korake, npr. naložiti in uporabljati aplikacijo My Porsche App, za katere lahko veljajo druga določila in ki jih ne zagotavlja družba Porsche Sales & Marketplace.

**Obdobje trajanja:** 1 leto.

**Dodatna zahteva za uporabo komponente Paketa storitev PVTs Plus:** Za uporabo PVTs Plus je potrebna dodatna oprema (tj. vozniška kartica). Dodatne informacije najdete v uporabniškem priročniku za posamezno vozilo.

Funkcije se lahko razlikujejo glede na številne dejavnike, vključno z modelom, letom proizvodnje, državo izvajanja storitev in razpoložljivostjo opreme po izbiri (dodatne informacije lahko najdete na povezavi: [povezavi https://connect-store.porsche.com/si/en/](https://connect-store.porsche.com/si/en/)).

### **1. Območje**

Družba Porsche Sales & Marketplace vam bo zagotavljala Paket v skladu s temi Pogoji uporabe na naslednjem geografskem območju (v nadaljevanju »**Območje**«): Andora, Avstrija, Belgija, Bolgarija, Hrvaška, Češka republika, Danska, Estonija, Finska, Francija, Nemčija, Velika Britanija, Severna

Irska, Grčija, Madžarska, Irska, Italija (vključno s San Marinom in Vatikanom), Latvija, Lihtenštajn, Litva, Luksemburg, Malta, Monako, Nizozemska, Norveška, Poljska, Portugalska, Romunija, Srbija, Slovaška, Slovenija, Španija (vključno s Kanarskimi otoki), Švedska, Švica, Turčija, Ukrajina.

### **2. Obseg storitev, funkcije**

2.1 Paket temelji na mobilnem omrežju (npr. GSM)/sistemu, ki temelji na GPS-u, na podlagi katerega lahko SOC določi lokacijo vozila v primeru kraje (za več podrobnosti glejte spodaj). Če je ugotovljena kraja, sistem PVTs ali PVTs Plus sporoči lokacijo vozila varnostno-operativnemu centru.

2.2 Sistem PVTs ali PVTs Plus lahko ugotovi krajo na podlagi naslednjih dejanj:

- Nedovoljeno premikanje vozila: Vozilo se premika/ga premikajo (vključno s klančino) z izključenim kontaktom oz. če obstaja vozniška kartica, vozilo se premika/ga premikajo brez vozniške kartice;
- Posegi v sistem: Poseganje v sistem PVTs ali PVTs Plus (vključno s strojno opremo);
- Alarm: Alarmni sistem se sproži in je aktiven 15 sekund ali dlje.

Opozorilo: Tudi drugi dejavniki, kot je prazen akumulator, lahko povzročijo, da sistem PVTs ali PVTs Plus ugotovi krajo. Dodatne informacije o funkcijah sistema PVTs ali PVTs Plus so na voljo v navodilih za uporabo posameznega vozila.

2.3 Krajo je mogoče prijaviti tudi neposredno varnostno-operativnemu centru preko telefona ali preko aplikacije My Porsche App. Varnostno-operativni center lahko postavi varnostna vprašanja za preverjanje identitete ali pooblastil prijavitelja.

2.4 Če varnostno-operativni center prejme prijavo kraje, bo poskušal vzpostaviti komunikacijo z vami prek kontaktnih podatkov, ki ste jih posredovali družbi Porsche Sales & Marketplace. Varnostno-operativni center vam lahko postavi varnostna vprašanja, da preveri vašo identiteto. Potem ko potrdite, da je prišlo do kraje vašega vozila, bo varnostno-operativni center aktiviral način za primer kraje.

2.5 V primeru kraje vozila ste odgovorni, da jo prijavite uradnim organom pregona takoj, ko je mogoče. Če s strani uradnih organov pregona prejmete številko zadeve za prijavo kraje, jo nemudoma posredujte varnostno-operativnemu centru skupaj s kontaktnimi podatki uradnega organa pregona, ki je prevzel preiskavo (ki vključujejo naslov, telefonsko številko in ime uradne osebe, ki je odgovorna za preiskavo kraje, če je znana). To varnostno-operativnemu centru omogoča, da lahko

vzpostavi stik z uradnimi organi pregona. Preko identifikacije s številko spisa varnostno-operativni center lahko uradnim organom pregona pomaga pri zasegu vozila. Če je potrebno, lahko varnostno-operativni center uradnim organom pregona posreduje podatke o lokaciji vozila in aktivira dodatne funkcije oz. dejavnosti v vozilu (npr. prepreči zagon motorja), če je ustrezno.

2.6 Družba Porsche Sales & Marketplace ne prevzema odgovornosti za kakršna koli dejanja ali opustitve s strani uradnih organov pregona.

2.7 Za preprečevanje morebitnih lažnih prijav kraje varnostno-operativnemu centru ste dolžni varnostno-operativni center vnaprej obvestiti o kakršnem koli (i) prevozu vozila (kot je na primer prevoz s trajektom, prikolico, vlakom), (ii) vzdrževanju vozila (kot je servisni pregled, kadar je prekinjena povezava z akumulatorjem) ali (iii) pri sistemu PVTs Plus, kakršni koli uporabi vozila brez veljavne vozniške kartice. Varnostno-operativni center obvestite (i) s klicem na zgoraj navedeno številko, (ii) preko portala My Porsche ali (iii) preko aplikacije My Porsche App (lahko se zahteva vnos vaše osebne varnostne kode). Dodatne informacije – npr. glede različnih načinov, ki jih nastavite v vozilu za primer prevoza, servisiranja itd. – lahko najdete v navodilih za uporabo posameznega vozila ali navodilih za uporabo aplikacije My Porsche App ali tukaj povezavi <https://connect-store.porsche.com/si/en/>.

2.8 Odgovorni ste za morebitno lažno prijavo kraje, ki jo podate vi ali druga oseba z vašim pooblastilom, in ste dolžni prevzeti stroške varnostno-operativnega centra, ki so povezani z lažnim alarmom. Družba Porsche Sales & Marketplace ima pravico, da vam (poleg nadomestila za Paket) zaračuna te stroške.

2.9 Družbi Porsche Sales & Marketplace morate neposredno sporočiti kakršno koli spremembo imena, naslova, telefonske številke, naslova elektronske pošte ali katerih koli drugih podatkov, ki ste jih družbi Porsche Sales & Marketplace posredovali v skladu s členom 1.3 Splošnih pogojev. Družba Porsche Sales & Marketplace ne prevzema odgovornosti za kakršne koli negativne posledice, do katerih pride, če niste podali takšnega obvestila.

**3. Posodobitve:** V obdobju zagotavljanja paketa storitev, ki sovпада s trajanjem pogodbe o paketu storitev, vam bomo zagotovili posodobitve vsaj v zakonsko predpisanem obsegu, razen če se z vami v skladu z zakonskimi zahtevami dogovorimo drugače.

#### 4. Omejitev odgovornosti in omejitve sistema

4.1 V izogib dvomu velja, da veljajo določila glede omejitve odgovornosti v skladu z 10. členom Splošnih pogojev.

4.2 V zvezi s funkcijami Paketa ste odgovorni za to, da je strojna oprema v vozilu, ki se uporablja za Paket, vzdrževana in v dobrem stanju.

4.3 Paket se zagotavlja s pomočjo vgrajene telematske enote v vozilu, ki sprejema signale satelitskega sistema GPS in komunicira z odzivnimi centri prek brezžičnih komunikacijskih sistemov in komunikacijskih omrežij. Zaradi narave tehnologije, ki se uporablja za zagotavljanje funkcij Paketa in ki je v enoti, se lahko občasno zgodi, da funkcije Paketa (ali dela Paketa) niso na voljo na celotnem Območju oz. nanje negativno vplivajo fizični dejavniki, kar vključuje, a ni omejeno na odstranitev ali poseg v enoto ali njeno anteno, elektromagnetizem, če se vozilo nahaja v garaži, podvozu ali na drugem kraju, kjer ni signala GPS ali brezžičnega komunikacijskega omrežja, vremenski pogoji ali druge motnje, na katere ne moremo vplivati (npr. izpad GPS ali komunikacijskih omrežij). Delovanje enote in s tem zagotavljanje funkcij Paketa v skladu s Pogoji uporabe je zlasti odvisno od delovanja GPS, brezžičnih in stacionarnih komunikacijskih omrežij, preko katerih enota

deluje, ta omrežja pa ne delujejo na celotnem Območju. Posledično tudi vse funkcije Paketa niso na voljo povsod in ves čas in ni mogoče zagotoviti, da vse funkcije Paketa delujejo.

4.4 Paket ne vsebuje nobenega zavarovanja za vozilo ali drugega zavarovanja. Upoštevajte, da ste morda po zakonu dolžni skleniti zavarovanje; poleg tega ste sami odgovorni za sklepanje dodatnih zavarovanj, če so po vašem mnenju potrebna. Višina katerih koli nadomestil za Paket ni povezana z vrednostjo vozila ali katerih koli predmetov v vozilu ali stroškov kakršnih koli poškodb ali škode, ki jo utrpite vi ali kdor koli drug.

#### 5. Pravica potrošnika do odstopa od pogodbe

Če je Stranka potrošnik v smislu 13. člena nemškega civilnega zakonika (BGB), ima pravico do odstopa od pogodbe v roku 14 dni v primeru sklenitve pogodbe. Potrošnik v smislu 13. člena nemškega civilnega zakonika (BGB) je vsaka fizična oseba, ki sklene pravni posel za namen, ki je pretežno izven področja njene dejavnosti, poslovanja ali poklica. V nadaljevanju so podana navodila za Stranko glede njene pravice do odstopa:

##### Navodila glede odstopa od pogodbe

###### Pravica do odstopa od pogodbe

Pravico imate, da odstopite od te pogodbe v 14 dneh brez navedbe razloga. Odstopni rok se izteče po 14 dneh od dneva sklenitve pogodbe. Za uveljavljanje pravice do odstopa nas morate obvestiti (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Nemčija, telefonska številka: 0800 80638, elektronski naslov: [smartmobility@si.porsche.com](mailto:smartmobility@si.porsche.com)) o svoji odločitvi glede odstopa od te pogodbe z nedvoumno izjavo (npr. z dopisom po pošti ali preko elektronske pošte). Lahko uporabite priloženi obrazec za odstop, ni pa obvezno. Šteje se, da je sporočilo poslano v odstopnem roku, če je izjava glede uveljavljanja pravice do odstopa poslana pred potekom odstopnega roka.

###### Učinki odstopa od pogodbe

Če odstopite od te pogodbe, vam bomo povrnila vsa plačila, ki smo jih prejeli z vaše strani, vključno s stroški dostave (razen dodatnih stroškov, ki bi nastali zaradi vaše izbire dostave, ki ne bi bila najcenejša standardna dostava, ki jo ponujamo), in sicer nemudoma, v vsakem primeru pa najkasneje v 14 dneh od dneva, ko prejmemo vašo izjavo o odstopu od te pogodbe. Povračilo stroškov bo izvedeno na enak način, kot ste prvotno plačilo opravili vi, razen če izrecno soglašate z drugačnim načinom; v vsakem primeru vam za takšno povračilo ne bodo nastali nikakršni stroški. Če ste želeli, da se opravljanje storitev začne že med odstopnim rokom, vam bomo zaračunali sorazmerni znesek za že opravljene storitve do trenutka, ko ste nas obvestili o odstopu od te pogodbe, v razmerju do celotne pogodbene vrednosti.

##### Obrazec za odstop od pogodbe

(ta obrazec izpolnite in vrnete le, če želite odstopiti od pogodbe)

- Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Nemčija, elektronski naslov: [smartmobility@si.porsche.com](mailto:smartmobility@si.porsche.com)
- Podpisani (\*) podajam/-o izjavo o odstopu od (\*) pogodbe o prodaji za naslednje blago (\*)/za opravljanje naslednjih storitev (\*),
- Naročeno dne (\*)/prejeto dne (\*),
- Ime potrošnika/-ov,
- Naslov potrošnika/-ov
- Podpis potrošnika/-ov (le če je obrazec v tiskani obliki),
- Datum

(\*) po potrebi izbršite





PORSCHE

Porsche Sales & Marketplace GmbH

Pogoji uporabe  
za Storitve Porsche Connect »Klic ob okvari«  
(v nadaljevanju: **Pogoji uporabe**)

Ti Pogoji uporabe veljajo za uporabo Storitve Porsche Connect »Klic ob okvari«. Ti Pogoji uporabe se uporabljajo poleg Splošnih pogojev za portal My Porsche, Trgovino Porsche Connect in Storitve Porsche Connect ter Izdelke Porsche (Splošni pogoji). Če je določilo Splošnih pogojev v nasprotju s temi Pogoji uporabe, prevladajo Pogoji uporabe.

#### »Klic ob okvari«

Ko je storitev "Klic ob okvari" sprožena, vzpostavi glasovno in podatkovno povezavo s podporno enoto Porsche, ki je dodeljena vozilu, ter ji posreduje vašo lokacijo vozila in vse pomembne informacije o vozilu. Te podatke o vozilu lahko uporabite za osebni pogovor z zaposlenimi v podporni enoti Porsche.

Storitev je na voljo v določenih državah in je odvisna od razpoložljivosti omrežja. Trenutna geografska razpoložljivost Storitve je na voljo v Trgovini Porsche Connect na povezavi <https://connect-store.porsche.com/si/en/>. Povezava, ki je potrebna za zagotavljanje Storitve, se vzpostavi preko vgrajene SIM kartice. Povezava je sestavni del Storitve in se ne zaračunava posebej.

**Obdobje trajanja:** 10 let

**Vključeno obdobje trajanja:** Ob nakupu novega vozila s funkcijo Connect, ki vključuje opcijo »Connect Plus«, lahko Storitev naročite brezplačno za obdobje 10 let.

## 1. Podroben opis Storitve

1.1 Storitev lahko sprožite prek sistema Porsche Communication Management vozila, ki podpira funkcijo Connect (v nadaljnjem besedilu **PCM**), ali prek aplikacije My Porsche. Aktivacijo lahko tako izvede kateri koli glavni in sekundarni uporabnik ter vsakdo, ki ima dostop do notranjosti vozila. Po aktivaciji storitve se samodejno vzpostavi glasovna in podatkovna povezava iz vozila z dodeljeno podporno enoto Porsche. Podatki, poslani iz vozila podporni enoti Porsche, lahko vsebujejo informacije, kot so identifikacijska številka vozila (VIN), model vozila, leto proizvodnje in posebna oprema, lokacija vozila, nastop nezgode, nivo goriva, tlak v pnevmatikah, preostali doseg z razpoložljivim gorivom, stanje vozila in sporočila o napakah (v nadaljnjem besedilu podatki o vozilu). S strani podporne enote Porsche in/ali prek pogovornega okna v aplikaciji My Porsche in/ali v informacijsko-razvedrilnem sistemu vozila ste lahko zaproseni za vaše soglasje za priklic identifikacijske številke vozila in/ali drugih podatkov o vozilu.

1.2 Med glasovno povezavo vam bo podpora enota Porsche zastavljala vprašanja za nadaljnjo oceno vaše okvare. Glede na konkretno situacijo v zvezi z okvaro vam lahko podpora enota Porsche ponudi različne možnosti pomoči, kot sledi:

1.2.1 podpora enota Porsche lahko svetuje, kako naprej (npr. "Prosimo, dolijte olje na najbližji bencinski črpalki"); in/ali

1.2.2 podpora enota Porsche lahko natančneje analizira prejete podatke o vozilu in poskuša identificirati težavo. Zbrane podatke lahko posreduje posameznemu centru Porsche, kar temu omogoči pripravo na vaš obisk servisne delavnice ali sprožitev nadaljnjih ukrepov. Če je težavo mogoče rešiti s popravilom na daljavo, lahko to izvede podpora enota Porsche. Za to morajo biti izpolnjeni različni predpogoji, povezani s težavo, na primer: ugasnjen motor, vozilo miruje, aktivna blokada premikanja, zaprta okna, ni aktivnega procesa polnjenja. Po potrebi se odčitajo še dodatni podatki o vozilu, potrebni za ta namen. Poleg tega je možno, da funkcija okvare in/ali klica v sili med reševanjem težave s popravilom na daljavo ne obstaja ali je omejena. Podpora enota Porsche vas bo obvestila o vseh takih predpogojih in/ali omejitvah uporabe, preden začne odpravljati težavo s popravilom na daljavo, kar morate nato potrditi. To je le poskus odpravljanja težave, zato bodo morda potrebni dodatni koraki; in/ali

1.2.3 Podpora enota Porsche lahko naroči zunanjo podporo, npr. pomoč na cesti ali vlek nedelujočega vozila. Vaš klic ne bo posredovan drugim ponudnikom storitev. Če je treba vaše vozilo popraviti, lahko podpora enota Porsche z vašim predhodnim soglasjem centru Porsche posreduje podatke o vozilu.

1.3 Vse storitve, ki jih nudi podpora enota Porsche po klicu ob okvari, zahtevajo ločeno pogodbo, kar lahko povzroči dodatne stroške. Več informacij o podporni enoti Porsche in še posebej o komponentah storitev, ki jih pokriva, lahko dobite v svojem centru Porsche ali pri svojem ponudniku podpornih storitev "AXA Assistance Deutschland GmbH/Inter Partner Assistance S.A." Podpora enota Porsche lahko ugotovi status podporne enote Porsche vašega vozila.

1.4 Če imate dostop do produktov ali storitev zunanjih ponudnikov oziroma jih uporabljate, veljajo pogoji in določila teh izdelkov ali storitev. Sistem PSM ni odgovoren za dostop do teh izdelkov ali storitev ali njihovo uporabo.

1.5 Upoštevajte, da lahko sprožitev storitve prek aplikacije My Porsche na vaši mobilni napravi povzroči dodatne stroške, odvisno od pogojev pogodbe za mobilno napravo, ki ste jo sklenili z drugim ponudnikom telekomunikacijskih storitev.

## 2. Omejitve uporabe in omejitve sistema

2.1 Storitev se izvaja preko telematske enote, nameščene v vozilu, ki sprejema satelitske signale GPS in prek brezžičnih komunikacijskih sistemov in komunikacijskih omrežij komunicira s podporno enoto Porsche. Zaradi narave

tehnologij, ki se uporabljajo za funkcije storitve in jih vsebuje telematska enota, funkcije storitve (ali deli storitve) morda občasno niso na voljo na vseh delih pogodbenega ozemlja, navedenega v pogojih uporabe, in/ali nanje negativno vplivajo fizični pogoji, kar med drugim vključuje odstranitev ali poseganje v telematsko enoto ali njeno anteno, elektromagnetizem, vozilo v garaži, podhodu ali na kateri koli drugi lokaciji, kjer GPS ali brezžična komunikacijska omrežja niso razpoložljiva, atmosferske razmere in druge vzroke motenj, ki so zunaj našega nadzora (npr. izpad GPS ali komunikacijskih omrežij). Zlasti je delovanje telematske enote in s tem zagotavljanje funkcij storitve v skladu s temi pogoji uporabe odvisno od delovanja omrežij GPS ter brezžičnih in fiksnih komunikacijskih omrežij, s katerimi se telematska enota upravlja. Zato vse funkcije storitve niso na voljo kadar koli in kjer koli in ni nobenega zagotovila, da bodo delovale kadar koli in kjer koli.

- 2.2 Storitev ne vključuje zavarovanja vozila ali katerega koli drugega zavarovanja. Upoštevajte, da ste morda po zakonu dolžni skleniti zavarovanje; poleg tega je vaša odgovornost, da poskrbite za drugo zavarovalno kritje, če se vam to zdi razumno. Pristojbine, plačane za storitev, niso povezane z vrednostjo vozila ali kakršne koli lastnine v vozilu ali s stroški morebitnih poškodb ali škode, ki ste jo utrpeli vi ali drugi.
- 2.3 V primeru, da se težavo rešuje s popravilom na daljavo v skladu s točko 1.2 teh pogojev uporabe, mora stranka predhodno podati soglasje podporni enoti Porsche.
3. **Posodobitve:** V obdobju zagotavljanja paketa storitev, ki sovпада s trajanjem pogodbe o paketu storitev, vam bomo zagotovili posodobitve vsaj v zakonsko predpisanem obsegu, razen če se z vami v skladu z zakonskimi zahtevami dogovorimo drugače.
4. **Pravica potrošnika do odstopa od pogodbe**

Če ste potrošnik v smislu 13. člena nemškega civilnega zakonika (BGB), imate pravico do odstopa v roku 14 dni v primeru sklenitve pogodbe. Potrošnik v smislu 13. člena nemškega civilnega zakonika (BGB) je vsaka fizična oseba, ki sklene pravni posel za namen, ki je pretežno izven področja njene dejavnosti, poslovanja ali poklica. V nadaljevanju so podana navodila za Stranko glede njene pravice do odstopa:

#### Navodila glede odstopa od pogodbe

##### Pravica do odstopa od pogodbe

Pravico imate, da odstopite od te pogodbe v 14 dneh brez navedbe razloga. Odstopni rok se izteče po 14 dneh od dneva sklenitve pogodbe. Za uveljavljanje pravice do odstopa nas morate obvestiti (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Nemčija, telefonska številka: 0800 80638, elektronska pošta: smartmobility@si.porsche.com) o svoji odločitvi glede odstopa od te pogodbe z nedvoumno izjavo (npr. z dopisom po pošti ali preko elektronske pošte). Lahko uporabite priloženi obrazec za odstop, ni pa obvezno. Šteje se, da je sporočilo poslano v odstopnem roku, če je izjava glede uveljavljanja pravice do odstopa poslana pred potekom odstopnega roka.

##### Učinki odstopa od pogodbe

Če odstopite od te pogodbe, vam bomo povrnili vsa plačila, ki smo jih prejeli z vaše strani, vključno s stroški dostave (razen dodatnih stroškov, ki bi nastali zaradi vaše izbire dostave, ki ne bi bila najcenejša standardna dostava, ki jo ponujamo), in sicer nemudoma, v vsakem primeru pa najkasneje v 14 dneh od dneva, ko prejmemo vašo izjavo o odstopu od te pogodbe. Povračilo stroškov bo izvedeno na enak način, kot ste prvotno plačilo opravili vi, razen če izrecno soglašate z drugačnim načinom; v vsakem primeru vam za takšno povračilo ne bodo nastali nikakršni stroški. Če ste želeli, da se opravljanje storitev začne že med odstopnim rokom, vam bomo zaračunali sorazmerni znesek za že opravljene storitve do trenutka, ko ste

nas obvestili o odstopu od te pogodbe, v razmerju do celotne pogodbene vrednosti.

#### Obrazec za odstop od pogodbe

(ta obrazec izpolnite in vrnete le, če želite odstopiti od pogodbe)

- Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Nemčija, elektronska pošta: smartmobility@si.porsche.com
  - Podpisani (\*) podajam/-o izjavo o odstopu od (\*) pogodbe o prodaji za naslednje blago (\*)/za opravljanje naslednjih storitev (\*),
  - Naročeno dne (\*)/prejeto dne (\*),
  - Ime potrošnika/-ov,
  - Naslov potrošnika/-ov
  - Podpis potrošnika/-ov (le če je obrazec v tiskani obliki),
  - Datum \_\_\_\_\_
- (\*) po potrebi izbršite



PORSCHE

## Porsche Sales & Marketplace GmbH

### Pogoji uporabe za storitev Porsche Connect »Porsche Charging Service« (v nadaljevanju tudi **pogoji uporabe**)

Ti pogoji uporabe urejajo uporabo storitve Porsche Connect »Porsche Charging Service«. Ti pogoji uporabe se uporabljajo poleg splošnih pogojev poslovanja za portal My Porsche, trgovino Porsche Connect in storitve Porsche Connect ter izdelke Porsche. Če je določba iz splošnih pogojev poslovanja v nasprotju s temi pogoji uporabe, imajo prednost pogoji uporabe.

Ti pogoji uporabe se na splošno uporabljajo za posamezne postopke polnjenja, ki se izvajajo v okviru storitve Porsche Charging Service (to pomeni, da ti pogoji uporabe veljajo za posamezne zmogljivosti polnjenja – glejte spodaj).

Za popolno uporabo storitve Porsche Charging Service potrebujete aplikacijo za pametni telefon – **My Porsche App** (v nadaljevanju **aplikacija**). **Aplikacija** je na voljo za mobilne naprave s podprtim operacijskim sistemom in jo lahko brezplačno prenesete iz trgovine z aplikacijami posameznega ponudnika mobilnih naprav ali operacijskega sistema. Če želite uporabljati aplikacijo v svoji mobilni napravi, morate imeti vzpostavljeno povezavo z internetom. Za to morate s ponudnikom mobilnih storitev skleniti ločeno pogodbo o prenosu podatkov, pri čemer lahko nastanejo dodatni stroški (pri uporabi v tujini tudi stroški gostovanja).

#### Storitev »Porsche Charging Service«

**Veljavnost:** 1 mesec (s samodejnim podaljšanjem)

Pogodba za storitev »Porsche Charging Service« (v nadaljevanju pogodba) je sklenjena za obdobje enega meseca. Veljavnost preneha ob koncu tega 1-mesečnega obdobja, razen če ste za to storitev v trgovini Porsche Connect izbrali možnost »Samodejno podaljšanje«.

Če ste za to storitev v trgovini Porsche Connect Store izbrali možnost »Samodejno podaljšanje«, bo pogodba po začetnem obdobju enega meseca samodejno podaljšana za nedoločen čas, razen če ob koncu začetnega enomesečnega obdobja javnosti pogodbo odpove katera od strank z odpovednim rokom 2 tednov. Če je bila pogodba samodejno podaljšana za nedoločen čas, jo lahko katera koli stranka kadar koli odpove z odpovednim rokom 2 tednov.

Če gre za pogodbo s samodejnim podaljšanjem, lahko pogodbo prekinete prek portala My Porsche s funkcijo »Odpoved« .

#### Posodobitve

V obdobju zagotavljanja paketa storitev, ki sovpada s trajanjem pogodbe o paketu storitev, vam bomo zagotovili posodobitve vsaj v zakonsko predpisanem obsegu, razen če se z vami v skladu z zakonskimi zahtevami dogovorimo drugače.+C35:D35

#### Zmogljivosti storitve Porsche Charging Service:

##### 1. Dostop do polnilnega omrežja in združljivost

1.1 Storitev Porsche Charging Service zagotavlja dostop do polnilnih postaj družbe Porsche Sales & Marketplace in drugih ponudnikov (v nadaljevanju **polnilne postaje**) in njihovo uporabo za običajno polnjenje z izmeničnim tokom (**AC**) in za hitro polnjenje z enosmernim tokom (**DC**). Pri tem sodelujemo tako z izbranimi upravljavci polnilnih postaj kot tudi z izbranimi partnerji za e-gostovanje v Evropi, ki zagotavljajo povezane lokacije javnih polnilnih točk (glejte tudi razdelek 2).

1.2 Polnilne postaje so v skladu z evropsko standardizacijo načeloma opremljene z vtičem oz. priključkom tipa 2 (za polnjenje AC) in/ali sistemom CCS (Combined Charging System) (za polnjenje DC). Posamezne polnilne postaje poleg tega podpirajo standard CHAdeMO (za polnjenje DC).

##### Združljivost polnilnih postaj:

- Polnilne postaje s priključkom tipa 2 so združljive s hibridnimi in električnimi vozili z možnostjo polnjenja akumulatorja prek vtičnice, ki so opremljena z vtičnico za polnjenje tipa 2 ali CCS. Poleg tega za polnjenje potrebujete napajalni kabel Mode-3.
- Polnilne postaje s priključkom CCS so združljive z električnimi vozili, ki so opremljena z vtičnico za polnjenje CCS. Dodaten napajalni kabel ni potreben.
- Polnilne postaje, ki podpirajo standard CHAdeMO, so združljive z vozili, ki so opremljena z vtičnico za polnjenje CHAdeMO. Dodaten napajalni kabel ni potreben.

Podatke o tem, katero vtičnico za polnjenje ima vaše vozilo, najdete v operativnem priročniku vašega vozila ali pri proizvajalcu vozila. Če vaše vozilo ni opremljeno z nobenim od prej omenjenih tipov vtičnice za polnjenje/vtičev, postopek polnjenja (tudi z uporabo vmesnika) ni mogoč. Sami ste odgovorni za sposobnost polnjenja svojega vozila, poleg tega morate upoštevati predpise in napotke za uporabo polnilne postaje.

1.3 Če želite aktivirati ustrezno polnilno postajo na lokaciji polnjenja, morate uporabiti način avtentikacije, ki ste ga izbrali pri nakupu storitve Porsche Charging Service (za avtentikacijo z aplikacijo, kartico RFID (Za preverjanje pristnosti prek aplikacije, kartice Porsche Charging Card ali funkcije vozila Plug & Charge glejte točko 3 v nadaljevanju.) Upoštevajte, da na vseh polnilnih postajah morda ne bodo na voljo vsi načini preverjanja pristnosti in da bo preverjanje pristnosti možno le z aplikacijo ali s kartico Porsche Charging Card. Tudi funkcija vozila Plug & Charge je na voljo samo na določenih polnilnih postajah. Polnilne postaje, ki podpirajo Plug & Charge, si lahko ogledate v aplikaciji s pomočjo funkcije za filtriranje.

1.4 Uporaba polnilnih postaj je med drugim odvisna od prostih mest na polnilni postaji in delovanja polnilne postaje (to velja na primer za vidno poškodovane polnilne postaje, ki se jih ne sme uporabljati).

1.5 Storitve polnjenja zagotavlja družba Porsche Sales & Marketplace GmbH (Porsche Sales & Marketplace).

## 2. Informacije o polnilnih postajah v polnilnem omrežju

2.1 Pregled polnilnih postaj izbranih upravljavcev polnilnih postaj in partnerjev za e-gostovanje najdete v aplikaciji.

2.2 Glede na razpoložljivost so v aplikaciji na voljo ti statični in dinamični podatki in informacije o polnilnih postajah: lokacija, možnost polnjenja AC in/ali DC, vrste vtičev, ki so na voljo, podatek, ali so polnilne točke zasedene ali proste, podatek o cenah polnjenja AC in/ali DC, število polnilnih mest na lokaciji polnjenja. Porsche Sales & Marketplace ne prevzema odgovornosti za pravilnost in pravočasnost teh podatkov in informacij, ki jih posredujejo partnerji.

## 3. Avtentikacija in polnjenje na polnilni postaji

3.1 **Začetek postopka polnjenja:** Za začetek polnjenja na polnilni postaji je potrebno predhodno preverjanje pristnosti z aplikacijo, kartico MyPorsche Charging Card ali funkcijo Plug & Charge. Na začetku polnjenja praviloma nastanejo stroški (za cene in obračunavanje glejte točko 4 v nadaljevanju).

S kodo Intercharge QR, ki je prikazana na polnilni postaji in ki jo optično preberete z **aplikacijo** in kamero mobilne naprave, lahko aktivirate posamezno polnilno postajo in začnete postopek polnjenja. Če optično branje kode QR ni mogoče, lahko ID polnilne postaje vnesete tudi ročno prek aplikacije, da začnete postopek polnjenja. Polnilno postajo lahko aktivirate tudi na daljavo tako, da izberete polnilno postajo v aplikaciji. Nekatere polnilne postaje imajo posebne funkcije pri začetku postopka polnjenja. Zato vedno upoštevajte tudi napotke na polnilni postaji. V aplikaciji lahko spremljate trajanje trenutnega postopka polnjenja, ki se zaradi tehničnih razlogov lahko razlikuje od dejanskega trajanja postopka polnjenja.

Kartica Porsche Charging Card je po nakupu storitve Porsche Charging Service uporabniku poslana po pošti na naslov, ki ga je navedel na uporabniškem portalu. Kartica Porsche Charging Card ima čip RFID, s katerim lahko aktivirate polnilno postajo.

Potrebni certifikati za uporabo funkcije Plug & Charge se samodejno ustvarijo po nakupu storitve. V vozilo se posredujejo pri prvi uporabi združljive polnilne postaje.

3.2 **Zaključek postopka polnjenja:** Postopek polnjenja lahko ročno zaključite tako, da odklenete vozilo in odklopite napajalni kabel. Pri nekaterih polnilnih postajah lahko postopek polnjenja ročno zaključite tudi prek aplikacije ali s ponovno uporabo Charging Card. Ko je akumulator vozila popolnoma napolnjen, se postopek polnjenja samodejno konča. Nekatere polnilne postaje imajo posebne funkcije pri dokončanju postopka polnjenja. Zato vedno upoštevajte tudi napotke na polnilni postaji. Po uspešnem polnjenju se podatki o zadnjem polnjenju (kraj polnjenja, datum, ura in cena) prikažejo v zgodovini polnjenja v aplikaciji in na portalu My Porsche (zaradi tehničnih razlogov zgodovina polnjenja v aplikaciji in na portalu My Porsche morda ne odraža vedno trenutnega stanja).

## 4. Cene in obračunavanje

4.1 Stroški, ki jih imate s to storitvijo, so glede na tarifo, ki ste jo zakupili, sestavljeni iz (i) letne ali mesečne osnovne pristojbine in (ii) pristojbin za uporabo pri vsakem postopku polnjenja z naslednjimi postavkami:

Vse tarife (razen »Porsche Charging Service (za Taycan J1 (2019–2024))«)

- količina energije v kWh, porabljena pri polnjenju, in

- minutna pristojbina, ki se zaračunava dodatno od določenega časa po začetku polnjenja.

Porsche Charging Service (za Taycan J1 (2019–2024))

- količina energije v kWh, porabljena pri polnjenju, in
- čas povezave s polnilno postajo v minutah.

Osnova za obračunavanje po času (na minuto) je čas priključenosti (napajalni kabel je priključen v polnilno postajo in vozilo). Stroški torej nastanejo, dokler je vozilo povezano s polnilno postajo.

4.2 Veljavni cenik in pregled načinov obračunavanja najdete na naslednji povezavi: <https://connect-store2.porsche.com>. Cenik za storitev Porsche Charging Service (za Taycan J1 (2019–2024)) najdete na naslednji povezavi: <https://connect-store2.porsche.com> (zlasti različne cene in načine obračunavanja v različnih državah in razredih zmogljivosti). Poleg tega so cene in načini obračunavanja prikazani v aplikaciji pred začetkom posameznega postopka polnjenja.

4.3 Konec meseca boste prejeli skupni obračun postopkov polnjenja, ki smo jih zabeležili v obračunskem obdobju in si jih lahko ogledate v aplikaciji ali na portalu My Porsche, o njih pa ste obveščeni tudi po e-pošti na elektronski naslov, ki ste ga navedli. Upoštevajte, da lahko zaradi tehničnih razlogov nekatere postopke polnjenja zabeležimo šele pozneje, zato so na izpisku lahko tudi postopki polnjenja iz časa pred trenutnim obdobjem obračunavanja, ki še niso bili obračunani in ki vam bodo zaračunani. V aplikaciji so prikazani tudi stroški, ki so nastali v trenutnem obdobju obračunavanja (upoštevajte, da tudi ta pogled ni vedno posodobljen).

## Pravica do odstopa za potrošnike

Če ste potrošnik v smislu 13. člena nemškega civilnega zakonika (BGB), imate pravico do odpovedi v roku 14 dni v primeru sklenitve pogodbe. Potrošnik v smislu 13. člena nemškega civilnega zakonika (BGB) je vsaka fizična oseba, ki sklene pravni posel za namen, ki je pretežno izven področja njene dejavnosti, poslovanja ali poklica. V nadaljevanju so podana navodila za Stranko glede njene pravice do odstopa:

### Navodila glede odpovedi

#### Pravica do odpovedi

Pravico imate, da odpoveste to pogodbo v 14 dneh brez navedbe razloga. Odstopni rok se izteče po 14 dneh od dneva sklenitve pogodbe. O uveljavljanju pravice do odpovedi nas morate obvestiti (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Nemčija, telefonska številka: 0800 80638, elektronski naslov: [smartmobility@si.porsche.com](mailto:smartmobility@si.porsche.com)) o svoji odločitvi glede odpovedi te pogodbe z nedvoumno izjavo (npr. z dopisom po pošti ali preko elektronske pošte). Lahko uporabite priložen obrazec za odpoved, ni pa obvezno. Šteje se, da je sporočilo poslano v odstopnem roku, če je izjava glede uveljavljanja pravice do odpovedi poslana pred potekom odstopnega roka.

#### Učinki odpovedi

Če odpoveste to pogodbo, vam bomo povrnila vsa plačila, ki smo jih prejeli z vaše strani, vključno s stroški dostave (razen dodatnih stroškov, ki bi nastali zaradi vaše izbire dostave, ki ne bi bila najcenejša standardna dostava, ki jo ponujamo), in sicer nemudoma, v vsakem primeru pa najkasneje v 14 dneh od dneva, ko prejmemo vašo izjavo o odpovedi te pogodbe. Povračilo stroškov bo izvedeno na enak način, kot ste prvotno plačilo opravili vi, razen če izrecno soglašate z drugačnim načinom; v vsakem primeru vam za takšno povračilo ne bodo nastali nikakršni stroški. Če ste želeli, da se opravljanje storitev začne že med odstopnim rokom, vam bomo zaračunali sorazmerni znesek za že opravljene storitve do trenutka, ko ste nas obvestili o odstopu od pogodbe, v razmerju do celotne pogodbene vrednosti.

### Obrazec za odpoved

(ta obrazec izpolnite in vrnete le, če želite odpovedati pogodbo)

- Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Nemčija, elektronski naslov: [smartmobility@si.porsche.com](mailto:smartmobility@si.porsche.com):
  - Podpisani (\*) podajam/-o izjavo o odpovedi (\*) pogodbe o prodaji za naslednje blago (\*)/za opravljanje naslednjih storitev (\*),
  - Naročeno dne (\*)/prejeto dne (\*),
  - Ime potrošnika/-ov,
  - Naslov potrošnika/-ov
  - Podpis potrošnika/-ov (le če je obrazec v tiskani obliki),
  - Datum \_\_\_\_\_
- (\*) po potrebi izbrišite



PORSCHE

## PORSCHE SALES & MARKETPLACE GmbH

### Pogoji uporabe za Storitve Porsche Connect »Porsche Connect« (v nadaljevanju: **Pogoji uporabe Porsche Connect**)

Porsche Sales & Marketplace GmbH (prej Porsche Smart Mobility GmbH), Porscheplatz 1, 70435 Stuttgart, Nemčija (v nadaljevanju: **Porsche Sales & Marketplace, PSM** ali **mi**), na strani [www.porsche.com](http://www.porsche.com) upravlja (1) portal My Porsche in (2) različne funkcije spletne tržnice (v nadaljevanju: **Tržnica**) za (i) prodajo vozil Porsche, delov, opreme in drugih z vozili povezanih in samostojnih izdelkov ter (ii) zagotavljanje z vozili povezanih in samostojnih storitev. Na Tržnici PSM upravlja tudi Trgovino Porsche Connect. Za uporabo Tržnice, vključno s Trgovino Porsche Connect, veljajo Splošni pogoji za uporabo portala My Porsche in spletnih funkcij Tržnice Porsche (vključno s Trgovino Porsche Connect) ter prodajo Storitve Porsche Connect in Izdelkov Porsche Sales & Marketplace (v nadaljevanju: **Splošni pogoji**). Trenutna različica Splošnih pogojev je kadar koli na voljo za dostop, prenos in tiskanje na <https://connect-store.porsche.com/si/en/t/termsandconditions>.

V Trgovini Porsche Connect lahko uporabnik naroči tudi »Porsche Connect« (v nadaljevanju: **Paket storitev**). Ti Pogoji uporabe Porsche Connect veljajo za uporabo storitev Porsche Connect ter za naročanje, uporabo in/ali podaljšanje storitev Porsche Connect. Ti Pogoji uporabe Porsche Connect veljajo poleg Splošnih pogojev. Če je določilo Splošnih pogojev v nasprotju s temi Pogoji uporabe Porsche Connect, prevladajo Pogoji uporabe Porsche Connect.

Izrazi, opredeljeni v Splošnih pogojih, imajo enak pomen v teh Pogojih uporabe Porsche Connect. To zlasti velja za naslednje izraze:

- Stranka: opredeljeno v členu 1.3 Splošnih pogojev;
- Trgovina Porsche Connect in Storitve Porsche Connect: opredeljeno v členu 3.1.1 Splošnih pogojev;
- Stranka PSM: opredeljeno v členu 3.1.2 Splošnih pogojev.

#### »Porsche Connect«

Storitve Porsche Connect je na voljo izključno za naslednje modele vozil:

- Taycan
- 911 (od modelskega leta 2022)
- Cayenne (od modelskega leta 2022)
- Panamera (od modelskega leta 2022)

#### Pripomba za modele Taycan:

Storitve, ki jih ponujamo, so odvisne od modelskega leta in posodobitve programske opreme. Za vozila modelskega leta 2020 (to modelsko leto prepoznate po deseti številki identifikacijske številke vozila (VIN) s črko L) storitvi „Odpiranje in zapiranje“ ter „Hupanje in utripanje“ nista na voljo. Za vozila modelskega leta 2020 je potrebna posodobitev programske opreme v servisni delavnici, če želite uporabljati zlasti storitev Apple Podcasts® (funkcija storitve Pretočna predstavnost). Za nadaljnje informacije se obrnite na trgovca. Za vozila modelskega leta 2022 je potrebna tudi posodobitev programske opreme v servisni delavnici, predvsem če želite uporabljati storitev Spotify (funkcija storitve pretočne predstavnosti). Za dodatne informacije se obrnite na trgovca.

Storitve Porsche Connect – odvisno od geografske razpoložljivosti – vključujejo v nadaljevanju opisane storitve.

Trenutna geografska razpoložljivost je navedena v Trgovini Porsche Connect na povezavi <https://connect-store.porsche.com/si/en/>.

**Obdobje:** od enega meseca dalje

**Vključeno brezplačno obdobje:** Ob nakupu novega vozila s funkcijo Connect je mogoče za 36 mesecev brezplačno naročiti storitve Porsche Connect.

#### Druge zahteve za uporabo vseh storitev, vključenih v Paket storitev:

Sistem za upravljanje komunikacije Porsche Communication Management vozila s funkcijo Connect (v nadaljevanju: **PCM**) mora imeti zagotovljeno povezljivost. Če je povezljivost zagotovljena prek vgrajene kartice SIM sistema PCM, je uporaba takšne povezljivosti za ta Paket storitev vključena v ceno Paketa storitev. Če povezljivost ni zagotovljena prek vgrajene kartice SIM sistema PCM (npr. ker povezljivost prek vgrajene kartice SIM sistema PCM ni na voljo v vseh državah), je povezljivost mogoče vzpostaviti s pomočjo mobilnega telefona z ustreznim naročniškim paketom. Za to je potrebna ločena pogodba s ponudnikom mobilnih storitev. Glede na pogodbo, sklenjeno s ponudnikom mobilne telefonije, to lahko povzroči dodatne stroške, vključno s stroški gostovanja za uporabo storitve v tujini. Če sistem PCM povežete s svojim mobilnim telefonom, se prepričajte, da vaš naročniški paket za prenos podatkov to dovoljuje. Razpoložljivost in hitrost storitev iz Paketa storitev sta odvisni od razpoložljivosti in hitrosti prenosa podatkov, ki ju zagotavlja vaš ponudnik mobilnih storitev.

#### Za modele s storitvijo Porsche Connect velja naslednje:

##### 1. Finder

**Opis:** S pomočjo storitve »Finder« lahko iščete, kar vas zanima (t.i. interesne točke) (npr. polnilne postaje, bencinske črpalke, restavracije, hotele in parkirišča) v vnaprej določeni podatkovni bazi s pomočjo sistemsko določenega spletnega iskalnika. Rezultati iskanja lahko vsebujejo dodatne informacije, kot so telefonske številke, delovni čas, cene goriva, parkirnine ali ocene drugih uporabnikov. Interesne točke lahko iščete, shranjujete, upravljate in jih pošljete v sistem PCM tudi na portalu My Porsche in v aplikaciji My Porsche.

##### 2. Voice Pilot

2.1 **Opis:** S storitvijo "Voice Pilot" lahko različne funkcije sistema PCM in druge storitve upravljate z glasovnim vnosom. Dodatne funkcije, kot so iskanje medijev, zanimivosti ali vreme, so omogočene s pomočjo spletnega glasovnega prepoznavanja.

2.2 **Omejitve uporabe:** Delovanje storitve Voice Pilot je omejeno na podprte jezike. Brez spletne povezave so lahko rezultati omejeni. **Glasovno prepoznavanje** zaradi zunanjih vplivov, kot je npr. šum v ozadju, morda ne bo vedno prineslo zelenih rezultatov.

### 3. Navigation Plus

**Opis:** S storitvijo „Navigation Plus“ je preračunavanje poti sistema PCM v vozilu dopolnjeno s spletnimi storitvami. Navigacijski sistem sistema PCM uporablja trenutne podatke GPS in podatke o prometu, da optimizira pot do vnesenega cilja na minuto. Na prikazanem zemljevidu so ceste označene z barvami glede na prometno situacijo. Zemljevidi navigacijskega sistema PCM se posodabljajo prek interneta.

Navigacijski sistem PCM lahko prikazuje zemljevid v obliki satelitske slike. S predpomnjenjem naloženih podatkov zemljevida o trenutni okolici vozila se bo prikaz satelitske slike ohranil, tudi če pride do začasne prekinitve povezave.

### 4. Načrtovanje polnjenja (Na voljo samo v: Avstriji, Belgiji, na Hrvaškem, Češkem, Danskem, Finskem, v Franciji, Nemčiji, Gibraltarju, na Madžarskem, Irskem, v Italiji, Latviji, Črni gori, na Nizozemskem, Norveškem, Poljskem, v Romuniji, Srbiji, na Slovaškem, v Španiji, na Švedskem, v Švici, ZDA, na Novi Zelandiji, v Avstraliji, na Japonskem, v Maleziji, Mehiki, Portoriku, Singapurju, Južni Koreji, Južni Afriki in na Tajvanu)

4.1 **Opis:** Storitve »Načrtovanje polnjenja« izboljša pot navigacijskega sistema PCM na podlagi izbranega cilja, preostalega dosega, načina vožnje, trenutnih informacij o prometu, ki so na voljo, ter polnilnih postaj in njihove kapacitete polnjenja, da doseže kar najkrajši skupni potovalni čas (čas vožnje in postankov za polnjenje). Potrebni postanki za polnjenje so avtomatsko vključeni v pot.

4.2 **Omejitve uporabe:** Storitev ne prejema vedno natančnih informacij, zato so lahko podatki o razpoložljivosti polnilnih postaj napačni.

### 5. Radio Plus

5.1 **Opis:** S storitvijo "Radio Plus" lahko dostopate do spletnih kanalov radijskih postaj. Če je storitev Radio Plus aktivirana in je sprejem radijskih virov FM ali Digital Audio Broadcasting (DAB) trenutno moten, sistem PCM samodejno preklopi na ustrezní spletni kanal postaje (če je na voljo). Storitve prikazuje tudi metapodatke o skladbah in postajah, ki jih predvajate. Ti podatki so na voljo prek sistema PCM.

5.2 **Omejitve uporabe:** Funkcije spletnega in hibridnega radia so na voljo samo v izbranih državah. Podatkovna povezava za to storitev zahteva (a) podatkovni paket (na voljo ločeno pri sodelujočem partnerju v izbranih državah) ali (b) povezavo prek mobilnega telefona, povezanega s sistemom PCM (tethering), z ustrežno naročnino za mobilni prenos podatkov.

### 6. Novice

6.1 **Opis:** Prek storitve lahko dostopate do zadnjih novic tako, da se naročite na vire RSS neposredno v sistemu PCM. Storitve Voice Pilot vam lahko prebere članke. Z iskanjem po ključnih besedah lahko brskate po kanalih, na katere ste naročeni, in poiščete informacije o priljubljenih temah ali ključne besede.

6.2 **Zahteve:** Za prilagojeno uporabo se lahko stranka naroči na vire s svojim Porsche ID. V tem primeru so ti viri na voljo le v vozilu.

### 7. Vreme

7.1 **Opis:** Storitve »Vreme« prikazuje trenutne vremenske razmere in napoved za naslednje ure in dneve za trenutno lokacijo, aktivirani cilj ter morebitne shranjene priljubljene lokacije. Napoved vsebuje na primer temperaturo, število sončnih ur, verjetnost dežja, hitrost vetra in kakovost zraka. Mogoče je tudi glasno branje s pomočjo storitve Voice Pilot.

7.2 **Omejitve uporabe:** Kakovost zraka se prikazuje le na Kitajskem.

### 8. Porsche2X (na voljo samo v: Andora, Avstrija, Belgija, Češka, Danska, Finska, Francija, Nemčija, Gibraltar, Madžarska, Italija, Luksemburg, Nizozemska, Norveška, Poljska, Portugalska, Slovaška, Španija, Švedska, Švica in Združeno kraljestvo)

**Opis:** Storitve "Porsche2X" prikazuje razpoložljive informacije o lokalnih nevarnostih, npr. nevarnost akvaplaninga, kot infografiko v sistemu PCM.

### 9. Car Control

**Storitve:** Na daljavo lahko s pametnim telefonom preverite stanje vozila. Storitve vsebuje prikaz stanja vrat, prikaz servisnih intervalov ali prevožene razdalje.

### 10. Trip Control

10.1 **Storitve:** Na daljavo lahko preverite podatke o opravljenih vožnjah vašega vozila. To vključuje: čas vožnje, prevoženo razdaljo, povprečno hitrost in povprečno porabo za vse vrste voženj (kratke, ciklične, dolge).

10.2 **Omejitve uporabe:** Podatki se posodabljajo šele po spremembi statusa električnega kontakta v vozilu.

### 11. Hupanje in utripanje (na voljo samo za model Taycan od modelskega leta 2021)

11.1 **Storitve:** Na daljavo lahko na kratko vključite utripalke ali hupo v vašem vozilu. Za tem v potrditev prejmete sporočilo ali obvestilo.

11.2 **Omejitve uporabe:** Storitve je na voljo le, če vozilo stoji in so luči za kontakt ter opozorilne luči izključene. Lahko obstajajo še dodatne omejitve v skladu s predpisi posamezne države.

### 12. Odpiranje in zapiranje (na voljo samo za model Taycan od modelskega leta 2021)

12.1 **Storitve:** Na daljavo lahko zaklenete in odklenete vrata in prtljažnik vašega vozila. Za tem v potrditev prejmete sporočilo ali obvestilo.

12.2 **Omejitve uporabe:** Storitve je na voljo le, če vozilo stoji, so voznikova vrata zaprta, vozilo izključeno in ključa ni v kontaktni ključavnici. Lahko obstajajo še dodatne omejitve v skladu s predpisi posamezne države.

12.3 **Opomba:** Uporaba funkcije za odklepanje, kadar niste prisotni pri avtomobilu, povečuje tveganje za krajo vozila ali krajo predmetov, ki se nahajajo v vozilu. Za preprečitev nepooblaščené uporabe je treba za uporabo funkcije odklepanja vnesti štirimestno varnostno kodo. Varnostno kodo boste nastavili pri uvodni prijavi in nastavitvah storitve Porsche Connect. Kasneje lahko varnostno kodo spremenite na portalu My Porsche.

### 13. Car Finder

13.1 **Storitve:** Na daljavo lahko preverite lokacijo in položaj vašega vozila. Trenutni položaj mobilne končne naprave, ki se uporablja za to funkcijo, je prav tako prikazan na zemljevidu. Če trenutni položaj vozila ni na voljo (npr. če je vozilo parkirano v podzemni garaži), se uporabi zadnji shranjeni GPS položaj. Če vključite zasebni način, lahko prenos podatkov izključite.

13.2 **Omejitve uporabe:** Storitve je na voljo samo v primeru, ko prenos podatkov nemoteno deluje. Storitve je sicer v celoti na voljo tako med vožnjo kot pri mirujočem vozilu.

### 14. E-Control (na voljo samo za električna in hibridna vozila)

14.1 **Storitve:** Stanje svojega vozila lahko preverite na daljavo in začnete ali ustavite postopek polnjenja, kot je opisano

v nadaljevanju. Preverite lahko stanje priključenosti, preostalo trajanje polnjenja in trenutni električni doseg. Električni doseg je na zemljevidu prikazan v obliki kroga. Prav tako lahko optimizirate postopek polnjenja visokonapetostne baterije svojega vozila za določen čas odhoda. Nastavite lahko časovnik odhoda in prejeli boste potrditveno sporočilo ali potisno obvestilo, ko se pripetijo dogodki (npr. prekinitve postopka polnjenja) in takoj ko aktivirani e-časovnik poteče.

- 14.2 **Omejitve uporabe:** Doseg, ki je na zemljevidu prikazan v obliki kroga, predstavlja le ocenjeno vrednost. Vrednosti na zemljevidu ne predstavljajo dejanskih razdalj poti. Zato bi bile lokacije v realnosti lahko zunaj električnega dosega, tudi če so navedene znotraj kroga električnega dosega. Ta storitev je na voljo izključno za električna in hibridna vozila.

## 15. Klimatiziranje (na voljo samo za električna in hibridna vozila)

- 15.1 **Storitev:** Stanje ogrevanja in/ali klimatske naprave lahko preverite na daljavo in ju aktivirate ali deaktivirate. Ko sta ogrevanje in/ali klimatska naprava uspešno aktivirana ali deaktivirana, boste prejeli potrditveno sporočilo ali potisno obvestilo. Poleg tega lahko na daljavo nastavite časovnik klimatiziranja za daljinsko krmiljeno ogrevanje in/ali klimatiziranje. Ko je časovnik uspešno nastavljen, boste v mobilno napravo prejeli potrditveno sporočilo ali potisno obvestilo, takoj ko aktivirani časovnik klimatiziranja poteče.

- 15.2 **Omejitve uporabe:** Ta storitev je na voljo izključno za električna in hibridna vozila.

## 16. Ogrevanje mirujočega vozila

- 16.1 **Storitev:** Stanje ogrevanja mirujočega vozila lahko preverite na daljavo, ga aktivirate in uporabite funkcijo časovnika. Ko aktivirani **časovnik** za ogrevanje mirujočega vozila poteče, boste v mobilno napravo prejeli potrditveno sporočilo ali potisno obvestilo. Ta storitev je na voljo šele od druge polovice leta 2018.

- 16.2 **Omejitve uporabe:** Storitve je na voljo izključno za vozila z motorjem z notranjim zgorevanjem, ki so opremljena s storitvijo ogrevanja mirujočega vozila. Storitev je na voljo samo, ko vozilo miruje, pri tem pa je motor lahko vklopljen. Več informacij o uporabi storitve ogrevanja mirujočega vozila lahko najdete v navodilih za uporabo vozila. V skladu s predpisi v posamezni državi lahko veljajo nadaljnje omejitve.

## 17. Car Alarm

- 17.1 **Storitev:** Ko se v vašem vozilu sproži alarm proti kraji, boste prejeli sporočilo ali obvestilo z informacijo, da se je sprožil alarm, in navedbo časa. Za razliko od »Paketa za varovanje avtomobila« tretje osebe ne bodo obveščene o tem, da se je sprožil alarm.

- 17.2 **Omejitve uporabe:** Storitev lahko pošlje sporočilo ali obvestilo le, če se vozilo lahko poveže s sistemi Porsche. Če se sproži alarm proti kraji, vendar kontrolna enota v vozilu nima povezljivosti (npr. če je vozilo parkirano v podzemni garaži), bo sporočilo ali obvestilo poslano takoj, ko se vzpostavi povezava.

**Opomba:** Če je vozilo nastavljeno na zasebni način, v primeru alarma ne boste prejeli nobenega sporočila.

## 18. Location Alarm

- 18.1 **Storitev:** Na daljavo lahko določite geografsko območje v obliki kroga. Ko vozilo zapusti ali vstopi v to območje, boste prejeli sporočilo. Nastavljena imate lahko do štiri

območja hkrati. V primeru takšnega dogodka (vstop ali izstop vozila iz območja) boste prejeli sporočilo ali obvestilo, ki vsebuje zemljevid s prikazom lokacije dogodka.

- 18.2 **Omejitve uporabe:** Storitev bo poslala sporočilo le, če je v vozilu vključen kontakt in če zazna premikanje koles.

## 19. Speed Alarm

- 19.1 **Storitev:** Na daljavo lahko določite hitrost. Če hitrost vozila prekorači nastavljeno hitrost, boste prejeli sporočilo. Nastavljene imate lahko do štiri hitrosti hkrati. V primeru takšnega dogodka (vozilo prekorači nastavljeno hitrost) boste prejeli sporočilo ali obvestilo, ki vsebuje zemljevid s prikazom lokacije dogodka.

- 19.2 **Omejitve uporabe:** Storitev bo poslala sporočilo le, če je v vozilu vključen kontakt in če zazna premikanje koles.

## 20. Valet alarm

- 20.1 **Storitev:** Na daljavo lahko vključite ali izključite Valet alarm (kombinacija alarma za lokacijo in alarma za hitrost) s prednastavitvami za geografsko območje in hitrost. Če vozilo zapusti ali vstopi v to območje ali prekorači nastavljeno hitrost, boste prejeli sporočilo.

- 20.2 **Omejitve uporabe:** Storitve bo poslala obvestilo le, če je v vozilu vključen kontakt in če zazna premikanje koles. Storitev je na voljo le preko aplikacije.

## 21. Koledar

- 21.1 **Opis:** Storitev "Koledar" omogoča neposredno povezavo koledarjev zunanjih ponudnikov, ki so na voljo na spletu, s sistemom PCM. Poleg tega je mogoče koledarje, ki so za ta namen odobreni na pametnem telefonu, povezati s sistemom PCM prek aplikacije My Porsche. Storitev ponuja pregled po dnevih. Načrtovane dogodke lahko prebere Voice Pilot. Možno je tudi prepoznavanje naslovov v koledarskih vnosih in neposredno prevzemanje kot cilj za navigacijo. Lahko se tudi neposredno vključite v telefonske konference, vendar samo z mobilnim telefonom, ki je povezan s sistemom PCM prek Bluetootha.

- 21.2 **Omejitve uporabe:** Neposredno vključevanje v telekonference (tj. vključevanje brez vnosa kode PIN ali druge oznake konference) je možno samo s podprtimi oblikami vabil na sestanek in z mobilnim telefonom, povezanim s sistemom PCM prek Bluetootha.

- 21.3 **Zahteve:** Pogoj je, da je aplikacija My Porsche naložena na pametni telefon stranke PSM, ki bo povezan z avtomobilom. Da bi lahko storitev dostopala do koledarja pametnega telefona, mora biti dostop do koledarja izrecno odobren za aplikacijo My Porsche v nastavitvah operacijskega sistema.

## 22. Pretočna predstavnost

- 22.1 **Opis:** Storitve Pretakanje glasbe (Apple Music®), Poddaje (Apple Podcasts®) in Spotify nudijo neposreden in prilagojen dostop do povezane predstavnostne knjižnice stranke ter funkcij posameznih tretjih ponudnikov za pretakanje glasbe, kot tudi ponudnikov poddaj, če so te podprte v vozilu. Po začetni namestitvi stranka PSM ne potrebuje več pametnega telefona in lahko storitev uporablja v vseh podprtih vozilih s svojim računom Porsche ID. Poleg tega je mogoče storitve uporabljati tudi v načinu gostovanja, če so računi tretjih ponudnikov povezani. Pri izbranih ponudnikih so na voljo ekskluzivne funkcije, kot je neposredno shranjevanje radijskih pesmi v predstavnostno knjižnico stranke ali navigacija prek storitve Voice Pilot.

- 22.2 **Omejitve uporabe:** Te storitve se lahko uporabljajo le v državah, v katerih storitev ponuja tudi neodvisni ponudnik storitev. Izjema velja za Andoro ter Bosno in Hercegovino,



kjer storitev ni mogoče uporabljati. Storitve neodvisnega ponudnika se lahko v načinu za gosta uporablja le lokalno v zadevnem vozilu, vendar ne v drugih vozilih.

- 22.3 **Zahteve:** Če želi stranka PSM uporabljati vsebine storitve Pretakanje glasbe, mora imeti svoj račun in aktivno naročnino na paket storitev. Dodatno se zahteva aktivna naročnina na storitve zadevnega neodvisnega ponudnika storitev. Podatki, obvezni za uporabo storitve, so vključeni v paket storitev. Če želi stranka PSM uporabljati storitev na prilagojen način, mora enkrat povezati svoj račun neodvisnega ponudnika z računom Porsche.

### 23. Dobro vedeti – Priročnik za voznike plus

- 23.1 **Opis:** Storitve „Dobro vedeti – Priročnik za voznike plus“ vključuje prikaz vsebin navodil za uporabo v obliki dodatnih animacij in jo lahko priključite tudi z možnostjo Voice Pilot.
- 23.2 **Pogoji uporabe:** Za uporabo storitve potrebujete obstoječo podatkovno povezavo vozila.

### 24. In-Car Video

- 24.1 **Opis:** Storitve „In-Car Video“ omogoča dostop do video vsebin tretjega ponudnika, če jih vozilo podpira. Poleg tega lahko storitev uporabljate tudi v načinu za goste.
- 24.2 **Pogoji uporabe:** Med vožnjo je ogled videov mogoč samo na sovoznikovem zaslonu (odvisno od opreme). Storitve „In-Car Video“ se lahko uporablja le v tistih državah, v katerih storitve ponuja tudi tretji ponudnik. Pred uporabo storitve „In-Car Video“ je treba vzpostaviti podatkovno povezavo prek zunanje dostopne točke WLAN (skupna raba mobilnega interneta). Za storitve tretjega ponudnika in nekatere ponudbe pretakanja je morda treba plačati naročnino. Za uporabo je potreben račun pri združevalniku vsebin, ki ga podpira družba Porsche. Poleg tega se za določene vsebine morda zahteva dodaten, po potrebi plačljiv račun pri ponudniku storitev pretakanja.

### Pravica potrošnika do odstopa od pogodbe

Če je stranka potrošnik v smislu 13. člena nemškega civilnega zakonika (*Bürgerliches Gesetzbuch*, v nadaljevanju: »BGB«), ima pravico do odstopa od pogodbe v roku 14 dni v primeru sklenitve pogodbe. Potrošnik v smislu 13. člena BGB je vsaka fizična oseba, ki sklene pravni posel za namen, ki je pretežno izven področja njene dejavnosti, poslovanja ali poklica. V nadaljevanju izraz »pogodba« pomeni nakup storitve Porsche Connect. V nadaljevanju so podana navodila za stranko glede njene pravice do odstopa:

#### Navodila glede odstopa od pogodbe

##### Pravica do odstopa od pogodbe

Pravico imate, da odstopite od te pogodbe v 14 dneh brez navedbe razloga. Odstopni rok se izteče po 14 dneh od dneva, ko vam je storitev Porsche Connect na voljo za uporabo (dan aktivacije). Za uveljavljanje pravice do odstopa nas morate obvestiti (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Nemčija, telefonska številka: 0800 80638, elektronski naslov: smartmobility@si.porsche.com) o svoji odločitvi glede odstopa od te pogodbe z nedvoumno izjavo (npr. z dopisom po pošti ali elektronski pošti). Lahko uporabite priloženi obrazec za odstop, ni pa obvezno. Šteje se, da je odstop podan v roku, če je sporočilo glede uveljavljanja pravice do odstopa oddano pred potekom odstopenega roka.

##### Učinki odstopa od pogodbe

Če odstopite od te pogodbe, vam bomo povrnili vsa plačila, ki smo jih prejeli z vaše strani, vključno s stroški dostave (razen dodatnih stroškov, ki bi nastali zaradi vaše izbire dostave, ki ne bi bila najcenejša standardna dostava, ki jo ponujamo), in sicer nemudoma, v vsakem primeru pa najkasneje v 14 dneh od

dneva, ko prejmemo vašo izjavo o odstopu od te pogodbe. Povračilo stroškov bo izvedeno na enak način, kot ste prvotno plačilo opravili vi, razen če izrecno soglašate z drugačnim načinom; v vsakem primeru vam za takšno povračilo ne bodo nastali nikakršni stroški. Če ste želeli, da se opravljanje storitev začne že med odstopenim rokom, vam bomo zaračunali sorazmerni znesek za že opravljene storitve do trenutka, ko ste nas obvestili o odstopu od te pogodbe, v razmerju do celotne pogodbene vrednosti.

#### Obrazec za odstop od pogodbe

(ta obrazec izpolnite in vrnete le, če želite odstopiti od pogodbe)

- Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Nemčija, elektronski naslov: smartmobility@si.porsche.com
- Podpisani (\*) podajam/-o izjavo o odstopu od (\*) pogodbe o prodaji za naslednje blago (\*)/za opravljanje naslednjih storitev (\*),
- Naročeno dne (\*)/prejeto dne (\*),
- Ime potrošnika/-ov,
- Naslov potrošnika/-ov
- Podpis potrošnika/-ov (le če je obrazec v tiskani obliki),
- Datum

(\*) po potrebi izbrišite



## Porsche Sales & Marketplace GmbH

### Pogoji uporabe

za naslednje storitve Porsche Connect: Porsche Intelligent Range Manager, Funkcija Power Steering Plus, Porsche InnoDrive, Aktivno vodenje po voznem pasu, Komfortno odpiranje in Porsche Dynamic Light System Plus (v nadaljevanju **posamezna storitev FoD**) (v nadaljevanju pogoji uporabe **posameznih storitev FoD**)

Porsche Sales & Marketplace GmbH (prej Porsche Smart Mobility GmbH), Porscheplatz 1, 70435 Stuttgart, Nemčija (v nadaljevanju: **Porsche Sales & Marketplace, PSM** ali **mi**), na strani [www.porsche.com](http://www.porsche.com) upravlja (1) portal My Porsche in (2) različne funkcije spletne tržnice (v nadaljevanju: **Tržnica**) za (i) prodajo vozil Porsche, delov, opreme in drugih z vozili povezanih in od vozil neodvisnih izdelkov ter (ii) zagotavljanje z vozili povezanih in od vozil neodvisnih storitev. Na Tržnici PSM upravlja tudi Trgovino Porsche Connect. Za uporabo Tržnice, vključno s Trgovino Porsche Connect, veljajo Splošni pogoji za uporabo portala My Porsche in spletnih funkcij Tržnice Porsche (vključno s Trgovino Porsche Connect) ter prodajo Storitvev Porsche Connect in izdelkov Porsche Sales & Marketplace (v nadaljevanju: **Splošni pogoji**). Trenutna različica Splošnih pogojev je kadar koli na voljo za dostop, prenos in tiskanje na <https://connect-store.porsche.com/si/en/t/termsandconditions>.

V trgovini Porsche Connect lahko uporabnik kupi tudi posamezne storitve FoD (1.) „Porsche Intelligent Range Manager“, (2.) „Funkcija Power Steering Plus“, (3.) „Porsche InnoDrive“, (4.) „Aktivno vodenje po voznem pasu“, (5.) „Komfortno odpiranje“ in (6.) „Porsche Dynamic Light System Plus“. Ti Pogoji uporabe posameznih storitev funkcije na zahtevo veljajo za uporabo Posameznih storitev funkcije na zahtevo ter za naročanje, uporabo in/ali podaljšanje Posameznih storitev funkcije na zahtevo. Vsaka Posamezna storitev funkcije na zahtevo predstavlja samostojno storitev in se lahko naroči posebej. Ti Pogoji uporabe posameznih storitev funkcije na zahtevo veljajo poleg Splošnih pogojev. Če je določilo Splošnih pogojev v nasprotju s temi Pogoji uporabe posameznih storitev funkcije na zahtevo, prevladajo Pogoji uporabe posameznih storitev funkcije na zahtevo.

Izrazi, opredeljeni v Splošnih pogojih, imajo enak pomen v teh Pogojih uporabe posameznih funkcij na zahtevo. To zlasti velja za naslednje izraze:

- Stranka: opredeljeno v členu 1.3 Splošnih pogojev;
- Trgovina Porsche Connect in Storitve Porsche Connect: opredeljeno v členu 3.1.1 Splošnih pogojev;
- Stranka PSM: opredeljeno v členu 3.1.2 Splošnih pogojev.

Posamezne storitve FoD so na voljo le za vozila Taycan do modelnega leta 2023 v določenih državah. Posamezna razpoložljivost je še posebej odvisna od trenutnega programskega stanja vozila in jo lahko pregledate v prijavljenem stanju v trgovini Porsche Connect. Porsche Connect Store lahko najdete na naslednji povezavi: <https://connect-store.porsche.com/si/en/>.

### 1. Porsche Intelligent Range Manager

1.1 **Opis:** Posamezna storitev funkcije na zahtevo »Porsche Intelligent Range Manager« glede na pot, izbrano v navigacijskem sistemu vozila, prilagaja najvišjo hitrost in delovanje klimatske naprave, da doseže najkrajši čas vožnje z največjim udobjem. Poleg tega vas sistem proaktivno vodi

med potovanjem, če je čas vožnje mogoče zmanjšati z uporabo drugačnih nastavitvev vozila.

- 1.2 **Zahteve:** Aktivna pogodba za Posamezno storitev funkcije na zahtevo »Porsche Intelligent Range Manager«, ki je lahko (i) za nedoločen čas ali (ii) v obliki mesečnega obdobja. Za zagotavljanje uporabe te storitve v celoti (tj. za prejetje aktualnih prometnih informacij in informacij o polnilnih postajah) morate imeti aktivirano tudi »Porsche Connect«.
- 1.3 **Obdobje uporabe:** Posamezna storitev funkcije na zahtevo »Porsche Intelligent Range Manager« je na voljo kot Posamezna storitev funkcije na zahtevo, ki je lahko (i) za nedoločen čas in je tako Stranki PSM na voljo za celotno obdobje uporabe vozila ali (ii) v obliki mesečnega obdobja, ki se avtomatično podaljšuje vsak mesec, dokler je Primarni uporabnik ne odpove z dvomesečnim odpovednim rokom ob koncu koledarskega meseca.
- 1.4 **Aktivacija:** Po nakupu posamezne storitve FoD „Porsche Intelligent Range Manager“ v trgovini Porsche Connect je v vozilu treba aktivirati funkcijo; v ta namen mora biti vozilo povezano z mobilnim omrežjem prek vgrajene kartice eSIM, zasebni način pa mora biti izklopljen, dokler postopek aktivacije ni zaključen. Če želite zaključiti aktivacijo, morate slediti navodilom v sistemu Porsche Communication Management (v nadaljevanju PCM).
- 1.5 **Cene/plačilni pogoji:** Cene in plačilni pogoji so navedeni v Trgovini Porsche Connect.

### 2. Power Steering Plus

- 2.1 **Opis:** Posamezna storitev funkcije na zahtevo »Power Steering Plus« dinamično prilagaja krmiljenje vaši hitrosti: Pri visoki hitrosti se krmiljenje odziva neposredno in z veliko natančnostjo. Pri nizki hitrosti omogoča posebej gladko manevriranje in parkiranje.
- 2.2 **Zahteve:** Aktivna pogodba za Posamezno storitev funkcije na zahtevo »Power Steering Plus« za nedoločen čas.
- 2.3 **Obdobje uporabe:** Posamezna storitev funkcije na zahtevo »Power Steering Plus« se lahko naroči kot Posamezna storitev funkcije na zahtevo za nedoločen čas in je tako Stranki PSM na voljo za celotno obdobje uporabe vozila.
- 2.4 **Aktivacija:** Po nakupu posamezne storitve FoD „Funkcija Power Steering Plus“ v trgovini Porsche Connect je v vozilu treba aktivirati funkcijo; v ta namen mora biti vozilo povezano z mobilnim omrežjem prek vgrajene kartice eSIM, zasebni način pa mora biti izklopljen, dokler postopek aktivacije ni zaključen. Če želite zaključiti aktivacijo, morate slediti navodilom v sistemu PCM.
- 2.5 **Cene/plačilni pogoji:** Cene in plačilni pogoji so navedeni v Trgovini Porsche Connect.

### 3. Porsche InnoDrive

- 3.1 **Opis:** Posamezna storitev FoD „Porsche InnoDrive“ dopolnjuje funkcijo avtomatskega uravnavanja razdalje (ACC). Omogoča

izboljšano uravnavanje hitrosti vožnje na podlagi več podatkov, npr. navigacijskih podatkov ter radarske in videosenzorske tehnologije.

- 3.2 **Pogoji:** veljavna pogodba za posamezno storitev FoD „Porsche InnoDrive“, ki se lahko sklene (i) za nedoločen čas ali (ii) v obliki mesečnega obdobja. Poleg tega mora biti posamezno vozilo opremljeno s funkcijo avtomatskega uravnavanja razdalje (ACC).
- 3.3 **Obdobje uporabe:** posamezno storitev FoD „Porsche InnoDrive“ je mogoče kupiti (i) kot časovno neomejeno posamezno storitev FoD, ki je na ta način stranki PSM na voljo za celotno obdobje uporabe vozila, ali (ii) v obliki mesečnega obdobja, ki se vsak mesec samodejno podaljša, dokler glavni uporabnik ne odpove uporabi storitve v roku 2 tednov pred iztekom koledarskega meseca.
- 3.4 **Aktivacija:** Po nakupu posamezne storitve FoD „Porsche InnoDrive“ v trgovini Porsche Connect je v vozilu treba aktivirati funkcijo; v ta namen mora biti vozilo povezano z mobilnim omrežjem prek vgrajene kartice eSIM, zasebni način pa mora biti izklopljen, dokler postopek aktivacije ni zaključen. Če želite zaključiti aktivacijo, morate slediti navodilom v sistemu PCM. Zaključitev aktivacije bi se morala inicializirati pri naslednji uporabi vozila.
- 3.5 **Cene/plačilni pogoji:** Cene in plačilni pogoji so navedeni v Trgovini Porsche Connect.

#### 4. Active Lane Keeping

- 4.1 **Opis:** Posamezna storitev FoD „Aktivno vodenje po voznem pasu“ dopolnjuje funkcijo avtomatskega uravnavanja razdalje (ACC). Funkcija za ohranjanje smeri na voznem pasu omogoča, da vozilo z nenehnimi prilagoditvami volana ostane na sredini voznega pasu.
- 4.2 **Pogoji:** veljavna pogodba za posamezno storitev FoD „Aktivno vodenje po voznem pasu“, ki se lahko sklene (i) za nedoločen čas ali (ii) v obliki mesečnega obdobja. Poleg tega mora biti posamezno vozilo opremljeno s funkcijo avtomatskega uravnavanja razdalje (ACC).
- 4.3 **Obdobje uporabe:** posamezno storitev FoD „Aktivno vodenje po voznem pasu“ je mogoče kupiti (i) kot časovno neomejeno posamezno storitev FoD, ki je na ta način stranki PSM na voljo za celotno obdobje uporabe vozila, ali (ii) v obliki mesečnega obdobja, ki se vsak mesec samodejno podaljša, dokler glavni uporabnik ne odpove uporabi storitve v roku 2 tednov pred iztekom koledarskega meseca.
- 4.4 **Aktivacija:** Po nakupu posamezne storitve FoD „Aktivno vodenje po voznem pasu“ v trgovini Porsche Connect je v vozilu treba aktivirati funkcijo; v ta namen mora biti vozilo povezano z mobilnim omrežjem prek vgrajene kartice eSIM, zasebni način pa mora biti izklopljen, dokler postopek aktivacije ni zaključen. Če želite zaključiti aktivacijo, morate slediti navodilom v sistemu PCM.
- 4.5 **Cene/plačilni pogoji:** Cene in plačilni pogoji so navedeni v Trgovini Porsche Connect.

#### 5. Komfortno odpiranje

5.1 **Opis:** Posamezna storitev FoD „Komfortno odpiranje“ omogoča odklepanje in zaklepanje vozila brez aktivne uporabe ključa, vključno z brezstičnim odpiranjem in zapiranjem pokrova prtljajnika z gesto z nogo ter sprednjega prtljajnika z gesto z roko.

5.2 **Pogoji:** Aktivna pogodba za posamezno storitev FoD „Komfortno odpiranje“, ki je sklenjena bodisi (i) za nedoločen čas ali (ii) v obliki mesečnega obdobja.

5.3 **Obdobje uporabe:** Posamezno storitev FoD „Komfortno odpiranje“ je mogoče kupiti (i) kot časovno neomejeno posamezno storitev FoD, ki je na ta način stranki PSM na voljo za celotno obdobje uporabe vozila, ali (ii) v obliki mesečnega obdobja, ki se vsak mesec samodejno podaljša, dokler glavni uporabnik ne odpove uporabi storitve v roku 2 tednov pred iztekom koledarskega meseca.

5.4 **Aktiviranje:** Po nakupu posamezne storitve FoD „Komfortno odpiranje“ v trgovini Porsche Connect je treba funkcijo aktivirati v vozilu; v ta namen mora biti vozilo povezano z mobilnim omrežjem prek vgrajene kartice eSIM, način varstva osebnih podatkov pa mora biti izklopljen, dokler postopek aktivacije ni zaključen. Če želite zaključiti aktivacijo, morate slediti navodilom v sistemu PCM.

5.5 **Cene in plačilni pogoji:** Cene in plačilni pogoji so opisani v trgovini Porsche Connect.

#### 6. Porsche Dynamic Light System Plus

- 6.1 **Opis:** Posamezna storitev FoD „Porsche Dynamic Light System Plus“ prilagodi svetlobni snop luči glede na različne situacije, npr. osvetlitev v mestu/izven mesta/na avtocesti.
- 6.2 **Pogoji:** veljavna pogodba za posamezno storitev FoD „Porsche Dynamic Light System Plus“, ki se lahko sklene (i) za nedoločen čas ali (ii) v obliki mesečnega obdobja.
- 6.3 **Obdobje uporabe:** posamezno storitev FoD „Porsche Dynamic Light System Plus“ je mogoče kupiti (i) kot časovno neomejeno posamezno storitev FoD, ki je na ta način stranki PSM na voljo za celotno obdobje uporabe vozila, ali (ii) v obliki mesečnega obdobja, ki se vsak mesec samodejno podaljša, dokler glavni uporabnik ne odpove uporabi storitve v roku 2 tednov pred iztekom koledarskega meseca.
- 6.4 **Aktivacija:** Po nakupu posamezne storitve FoD „Porsche Dynamic Light System Plus“ v trgovini Porsche Connect je v vozilu treba aktivirati funkcijo; v ta namen mora biti vozilo povezano z mobilnim omrežjem prek vgrajene kartice eSIM, način varstva osebnih podatkov pa mora biti izklopljen, dokler postopek aktivacije ni zaključen. Če želite zaključiti aktivacijo, morate slediti navodilom v sistemu PCM.
- 6.5 **Cene/plačilni pogoji:** Cene in plačilni pogoji so opisani v trgovini Porsche Connect.

#### 7. Posodobitve

Posodobitve zadevne posamezne storitve FoD vam bomo zagotavljali vsaj v zakonsko predpisanem obsegu (i) ves čas uporabe v primeru posamezne storitve FoD, v obliki mesečnega obdobja, ali (ii) vsaj v zakonsko predpisanem obdobju v primeru posamezne storitve FoD, rezervirane kot časovno neomejena posamezna storitev FoD, razen če se z vami v skladu z zakonskimi zahtevami dogovorimo drugače.

#### 8. Pravica potrošnika do odstopa od pogodbe

Če je Stranka potrošnik v smislu 13. člena nemškega civilnega zakonika (*Bürgerliches Gesetzbuch*, v nadaljevanju: »BGB«), ima pravico do odstopa od pogodbe v roku 14 dni v primeru sklenitve pogodbe. Potrošnik v smislu 13. člena BGB je vsaka fizična oseba, ki sklene pravni posel za namen, ki je pretežno izven področja njene dejavnosti, poslovanja ali poklica. V nadaljevanju izraz »pogodba« pomeni naročilo ene izmed zgoraj navedenih Posameznih storitev funkcije na zahtevo. V nadaljevanju so podana navodila za Stranko glede njene pravice do odstopa:

##### Navodila glede odstopa od pogodbe

##### Pravica do odstopa od pogodbe

Pravico imate, da odstopite od te pogodbe v 14 dneh brez navedbe razloga. Odstopni rok se izteče po 14 dneh od dneva, ko vam je Posamezna storitev funkcije na zahtevo na voljo za uporabo (dan aktivacije). Za uveljavljanje pravice do odstopa nas morate obvestiti (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Nemčija, telefonska številka: 0800 80638, elektronski naslov: smartmobility@si.porsche.com) o svoji odločitvi glede odstopa od te pogodbe z nedvoumno izjavo (npr. z dopisom po pošti ali elektronski pošti). Lahko uporabite priloženi obrazec za odstop, ni pa obvezno. Šteje se, da je odstop

podan v roku, če je sporočilo glede uveljavljanja pravice do odstopa oddano pred potekom odstopnega roka.

#### **Učinki odstopa od pogodbe**

Če odstopite od te pogodbe, vam bomo povrnili vsa plačila, ki smo jih prejeli z vaše strani, vključno s stroški dostave (razen dodatnih stroškov, ki bi nastali zaradi vaše izbire dostave, ki ne bi bila najcenejša standardna dostava, ki jo ponujamo), in sicer nemudoma, v vsakem primeru pa najkasneje v 14 dneh od dneva, ko prejmemo vašo izjavo o odstopu od te pogodbe. Povračilo stroškovbo izvedeno na enak način, kot ste prvotno plačilo opravili vi, razen če izrecno soglašate z drugačnim načinom; v vsakem primeru vam za takšno povračilo ne bodo nastali nikakršni stroški. Če ste želeli, da se opravljanje storitev začne že med odstopnim rokom, vam bomo zaračunali sorazmerni znesek za že opravljene storitve do trenutka, ko ste nas obvestili o odstopu od te pogodbe, v razmerju do celotne pogodbene vrednosti.

#### **Obrazec za odstop od pogodbe**

(ta obrazec izpolnite in vrnete le, če želite odstopiti od pogodbe)

- Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Nemčija, elektronski naslov: smartmobility@si.porsche.com
- Podpisani (\*) podajam/-o izjavo o odstopu od (\*) pogodbe o prodaji za naslednje blago (ki vključuje Posamezno storitev funkcije na zahtevo) (\*)/za opravljanje naslednjih storitev (\*),
- Naročeno dne (\*)/prejeto dne (\*),
- Ime potrošnika/-ov,
- Naslov potrošnika/-ov
- Podpis potrošnika/-ov (le če je obrazec v tiskani obliki),
- Datum

\_\_\_\_\_ (\*) po potrebi izbrišite



PORSCHE

## Porsche Sales & Marketplace GmbH

Pogoji uporabe  
za Storitve Porsche Connect »Porsche Connect Care«  
(v nadaljevanju: **Pogoji uporabe Porsche Connect Care**)

Porsche Sales & Marketplace GmbH (prej Porsche Smart Mobility GmbH), Porscheplatz 1, 70435 Stuttgart, Nemčija (v nadaljevanju: **Porsche Sales & Marketplace, PSM ali mi**), na strani [www.porsche.com](http://www.porsche.com) upravlja (1) portal My Porsche in (2) različne funkcije spletne tržnice (v nadaljevanju: **Tržnica**) za (i) prodajo vozil Porsche, delov, opreme in drugih z vozili povezanih in od vozil neodvisnih izdelkov ter (ii) zagotavljanje z vozili povezanih in od vozil neodvisnih storitev. Na Tržnici PSM upravlja tudi Trgovino Porsche Connect. Za uporabo Tržnice, vključno s Trgovino Porsche Connect, veljajo Splošni pogoji za uporabo portala My Porsche in spletnih funkcij Tržnice Porsche (vključno s Trgovino Porsche Connect) ter prodajo Storitve Porsche Connect in Izdelkov Porsche Sales & Marketplace (v nadaljevanju: **Splošni pogoji**). Trenutna različica Splošnih pogojev je kadar koli na voljo za dostop, prenos in tiskanje na <https://connect-store.porsche.com/si/en/termsandconditions>.

V Trgovini Porsche Connect lahko uporabnik naroči tudi »Porsche Connect Care«. Ti Pogoji uporabe Porsche Connect Care veljajo za uporabo storitev Porsche Connect Care ter za naročanje, uporabo in/ali podaljšanje storitev Porsche Connect Care. Ti Pogoji uporabe Porsche Connect Care veljajo poleg Splošnih pogojev. Če je določilo Splošnih pogojev v nasprotju s temi Pogoji uporabe Porsche Connect Care, prevladajo Pogoji uporabe Porsche Connect Care.

Izrazi, opredeljeni v Splošnih pogojih, imajo enak pomen v teh Pogojih uporabe Porsche Connect Care. To zlasti velja za naslednje izraze:

- Stranka: opredeljeno v členu 1.3 Splošnih pogojev;
- Primarni in Sekundarni uporabnik: opredeljeno v členu 3.2 Splošnih pogojev;
- Trgovina Porsche Connect in Storitve Porsche Connect: opredeljeno v členu 3.1.1 Splošnih pogojev.

### »Porsche Connect Care«

Porsche Connect Care (v nadaljevanju: **Paket storitev**) je na voljo za naslednje modele vozil:

- Taycan,
- Cayenne (od modelskega leta 2022),
- 911 (od modelskega leta 2022),
- Panamera (od modelskega leta 2022).

Vendar pa je pri vozilih Taycan letnik 2020 Paket storitev Porsche Connect Care mogoče naročiti šele po brezplačni posodobitvi programske opreme, ki se izvede pri pooblaščenem servisu Porsche (posamezne storitve iz Paketa storitev kljub takšni posodobitvi morda ne bodo na voljo). Vozila Taycan letnik 2020 so tista, ki imajo črko L na 10. mestu identifikacijske številke vozila (VIN). Za več informacij o posodobitvi programske opreme se obrnite na svoj center Porsche.

Paket storitev je na voljo le v določenih državah in je odvisen od razpoložljivosti omrežja. Trenutna geografska razpoložljivost Paketa storitev je navedena v Trgovini Porsche Connect na <https://connect-store.porsche.com/si/en/>. Geografska razpoložljivost različnih funkcij Paketa storitev je navedena tudi v naslednjih določilih teh Pogojev uporabe Porsche Connect Care.

**Trajanje:** od 1 meseca

**Obdobje brezplačne uporabe:** Porsche Connect Care lahko ob nakupu novega vozila, ki podpira funkcijo Connect, brezplačno rezervirate za 10 let.

**Povezava:** Povezava, ki je zahtevana za zagotavljanje Paketa storitev, se vzpostavi prek vdelane kartice SIM. Povezava je sestavni del Paketa storitev in se ne zaračunava posebej.

Porsche Connect Care vključuje različne funkcije (v nadaljevanju: **Storitve**), ki so opisane spodaj:

### 1. Klic ob okvari

Ko je storitev "Klic ob okvari" sprožena, vzpostavi glasovno in podatkovno povezavo s podporno enoto Porsche, ki je dodeljena vozilu, ter ji posreduje vašo lokacijo vozila in vse pomembne informacije o vozilu. Te podatke o vozilu lahko uporabite za osebni pogovor z zaposlenimi v podporni enoti Porsche. Storitve "Klic ob okvari" je neodvisna od storitve EU eCall. V nujnih primerih lahko v svojem vozilu uporabite storitev EU eCall, da vzpostavite stik s pristojnim centrom za klic v sili. oz. se v nujnem primeru prek EU eCall samodejno sproži ustrezen klic v sili.

### 1.1 Podroben opis Storitve

1.1.1 Storitve lahko sprožite prek sistema Porsche Communication Management vozila, ki podpira funkcijo Connect (v nadaljnjem besedilu **PCM**), ali prek aplikacije My Porsche. Aktivacijo lahko tako izvede kateri koli glavni in sekundarni uporabnik ter vsakdo, ki ima dostop do notranjosti vozila. Po aktivaciji storitve se samodejno vzpostavi glasovna in podatkovna povezava iz vozila z dodeljeno podporno enoto Porsche. Podatki, poslani iz vozila podporni enoti Porsche, lahko vsebujejo informacije, kot so identifikacijska številka vozila (VIN), model vozila, leto proizvodnje in posebna oprema, lokacija vozila, nastop nezgode, nivo goriva, tlak v pnevmatikah, preostali doseg z razpoložljivim gorivom, stanje vozila in sporočila o napakah (v nadaljnjem besedilu podatki o vozilu). S strani podporne enote Porsche in/ali prek pogovornega okna v aplikaciji My Porsche in/ali v informacijsko-razvedrilnem sistemu vozila ste lahko zaproseni za vaše soglasje za priklic identifikacijske številke vozila in/ali drugih podatkov o vozilu.

1.1.2 Med glasovno povezavo vam bo podpora enota Porsche zastavljala vprašanja za nadaljnjo oceno vaše okvare. Glede na konkretno situacijo v zvezi z okvaro vam lahko podpora enota Porsche ponudi različne možnosti pomoči, kot sledi:

- 1.) Podpora enota Porsche lahko svetuje, kako naprej (npr. "Prosimo, dolijte olje na najbližji bencinski črpalki"); in/ali
- 2.) podpora enota Porsche lahko natančneje analizira prejete podatke o vozilu in poskuša identificirati težavo. Zbrane podatke lahko posreduje posameznemu centru Porsche, kar temu omogoči pripravo na vaš obisk servisne delavnice ali sprožitev nadaljnjih ukrepov. Če je težavo mogoče rešiti s popravilom na daljavo, lahko to izvede podpora enota Porsche. Za to morajo biti izpolnjeni različni predpogoji, povezani s težavo, na primer: ugasnjen motor, vozilo miruje, aktivna blokada premikanja, zaprta okna, ni aktivnega procesa polnjenja. Po potrebi se odčitajo še dodatni podatki o vozilu, potrebni za ta namen. Poleg tega je možno, da funkcija okvare in/ali klica v sili med reševanjem težave s popravilom na daljavo ne obstaja ali je omejena. Podpora enota Porsche vas bo obvestila o vseh takih predpogojih in/ali omejitvah uporabe, preden začne odpravljati težavo s popravilom na daljavo, kar morate nato potrditi. To je le poskus odpravljanja težave, zato bodo morda potrebni dodatni koraki; in/ali

- 3.) Podporna enota Porsche lahko naroči zunanjo podporo, npr. pomoč na cesti ali vleko nedelujočega vozila. Vaš klic ne bo posredovan drugim ponudnikom storitev. Če je treba vaše vozilo popraviti, lahko podporna enota Porsche z vašim predhodnim soglasjem centru Porsche posreduje podatke o vozilu.
- 1.1.3 Vse storitve, ki jih nudi podporna enota Porsche po klicu ob okvari, zahtevajo ločeno pogodbo, kar lahko povzroči dodatne stroške. Več informacij o podporni enoti Porsche in še posebej o komponentah storitev, ki jih pokriva, lahko dobite v svojem centru Porsche ali pri svojem ponudniku podpornih storitev "AXA Assistance Deutschland GmbH/Inter Partner Assistance S.A." Podporna enota Porsche lahko ugotovi status podpome enote Porsche vašega vozila.
- 1.1.4 Če imate dostop ali uporabljate izdelke ali storitve tretjih oseb, veljajo pogodbeni določila, ki so veljavna za takšne izdelke ali storitve. PSM ne odgovarja za kakršen koli dostop ali uporabo teh izdelkov ali storitev.
- 1.1.5 Upoštevajte, da lahko sprožitev storitve prek aplikacije My Porsche na vaši mobilni napravi povzroči dodatne stroške, odvisno od pogojev pogodbe za mobilno napravo, ki ste jo sklenili z drugim ponudnikom telekomunikacijskih storitev.
- 1.2 **Omejitve uporabe in omejitve sistema**
- 1.2.1 Storitve se izvajajo preko telematske enote, nameščene v vozilu, ki sprejema satelitske signale GPS in prek brezžičnih komunikacijskih sistemov in komunikacijskih omrežij komunicira s podporno enoto Porsche. Zaradi narave tehnologij, ki se uporabljajo za funkcije storitve in jih vsebuje telematska enota, funkcije storitve (ali deli storitve) morda občasno niso na voljo na vseh delih pogodbenega ozemlja, navedenega v pogojih uporabe Porsche Connect Care, in/ali nanje negativno vplivajo fizični pogoji, kar med drugim vključuje odstranitev ali poseganje v telematsko enoto ali njeno anteno, elektromagnetizem, vozilo v garaži, podhodu ali na kateri koli drugi lokaciji, kjer GPS ali brezžična komunikacijska omrežja niso razpoložljiva, atmosferske razmere in druge vzroke motenj, ki so zunaj našega nadzora (npr. izpad GPS ali komunikacijskih omrežij). Zlasti je delovanje telematske enote in s tem zagotavljanje funkcij storitve v skladu s temi pogoji uporabe Porsche Connect odvisno od delovanja omrežij GPS ter brezžičnih in fiksni komunikacijskih omrežij, s katerimi se telematska enota upravlja. Zato vse funkcije storitve niso na voljo kadar koli in kjer koli in ni nobenega zagotovila, da bodo delovale kadar koli in kjer koli.
- 1.2.2 Storitve ne vključuje zavarovanja vozila ali katerega koli drugega zavarovanja. Upoštevajte, da ste morda po zakonu dolžni skleniti zavarovanje; poleg tega je vaša odgovornost, da poskrbite za drugo zavarovalno kritje, če se vam to zdi razumno. Pristojbine, plačane za storitev, niso povezane z vrednostjo vozila ali kakršne koli lastnine v vozilu ali s stroški morebitnih poškodb ali škode, ki ste jo utrpeli vi ali drugi.
- 1.2.3 V primeru, da se težavo rešuje s popravilom na daljavo v skladu s točko 1.1.2 teh pogojev uporabe Porsche Connect, mora stranka predhodno dati soglasje podporni enoti Porsche.

## 2. Pametno vzdrževanje

- 2.1 **Podroben opis:** Storitve »Pametno vzdrževanje« vas v sistemu PCM in na portalu My Porsche s sporočili in prikazom stanja obvešča o vzdrževanju in popravilih, ki so. Gre za predvidevanje, zlasti na področjih podvozja, pogona in baterij, ki temelji na sprotni analizi podatkov o vozilu. Prizadevamo si, (i) da bi bila predvidevanja sčasoma natančnejša, zlasti z optimizacijo modelov predvidevanja in/ali zbiranjem uporabljenih podatkov o vozilu, (ii) da bi razširili obseg zajetih potreb po vzdrževalnih in popravilnih delih in/ali (iii) da bi obseg razširili tudi na druge komponente vozila. Ustrezni podatki o vozilu se samodejno posredujejo v sisteme Porsche, center Porsche pa lahko po potrebi priključite te podatke.

## 2.2 Omejitve uporabe in omejitve sistema

Storitve deluje le v zvezi z originalnimi deli vozila Porsche.

## 2.3 Pogodbeno območje

Porsche Sales & Marketplace vam zagotavlja Storitve v skladu s temi Pogoji uporabe Porsche Connect Care na naslednjih geografskih območjih (v nadaljevanju: **Pogodbeno območje za Pametno vzdrževanje**):

Andora, Belgija, Bosna in Hercegovina, Bolgarija, Danska, Nemčija, Estonija, Finska, Francija, Gibraltar, Grčija, Velika Britanija, Irska, Islandija, Italija, Hrvaška, Latvija, Liechtenstein, Litva, Luksemburg, Malta, Monako, Nizozemska, Norveška, Avstrija, Poljska, Portugalska, Romunija, Švedska, Švica, Slovaška, Slovenija, Španija, Češka republika, Madžarska, Ciper, Avstralija, Kanada, Kitajska, Hongkong, Japonska, Malezija, Mehika, Nova Zelandija, Singapur, Južna Koreja, Tajvan, ZDA

## 3. Dobro vedeti – Priročnik za voznike

S storitvijo „Dobro vedeti - Priročnik za voznike“ vam je v sistemu Porsche Communication Management (PCM) na voljo digitalna različica navodil za uporabo vozila. Poleg natisnjenih navodil za uporabo, ki so priložena vozilu, storitev ponuja dodatne funkcije, ki so opisane v razdelku 3.1.

### 3.1 Podroben opis storitve

- 3.1.1. S to storitvijo so vam v sistemu PCM na voljo vsebine navodil za uporabo v besedilni in vizualni obliki (kot slike, interaktivne grafike, animacije).
- 3.1.2. Morebitne prihodnje prilagoditve vsebine navodil za uporabo je mogoče prenesti in posodobiti.
- 3.1.3. Storitve poleg tega ponuja proaktivne reference na navodila za uporabo na podlagi opozoril in informacijskih obvestil vozila. Na ta način boste prejeli dodatne informacije o sporočilih o napakah.
- 3.1.4. Storitve med drugim omogoča sinhrono uporabo digitalnih navodil za uporabo, ki ni odvisna od naprave. To pomeni, da bodo strani, ki so v vozilu označene in izbrane kot priljubljene, ter nazadnje obiskane strani prikazane tudi na digitalnih izhodnih kanalih družbe Porsche AG, odvisno od države (pogoj za to sta spletna dostopnost vozila in prijava v izhodne kanale).
- 3.1.5. Poleg tega lahko prek možnosti Voice Pilot priključite tudi "Dobro vedeti - Priročnik za voznike".

### 3.2 Omejitve uporabe in sistema

Vsebine navodil za uporabo, opisane v razdelku 3.1.1, so na voljo tudi brez povezave v sistemu PCM in aplikaciji My Porsche (potreben je prenos). Za vse dodatne funkcije je potrebna podatkovna povezava. Prikaz vsebin navodil za uporabo v obliki dodatnih animacij je del storitve „Dobro vedeti – Priročnik za voznike plus“, ki je sestavni del paketa storitev Porsche Connect, ki ga je treba kupiti ločeno.

## 4. Spletna posodobitev programske opreme

Spletna posodobitev programske opreme se v vozilo namesti s tehnologijo Over-The-Air, pri čemer vam ni treba obiskati servisne delavnice. Posodobitve se pri tem prenesejo v ozadju in jih lahko namestite kadar koli, na primer po izklopu vozila in njegovem mirovanju čez noč.

### 4.1 Podroben opis

Z rednim izvajanjem posodobitev je vozilo posodobljeno na najnovejšo različico programske opreme, posodobitve pa se izvajajo na podoben način kot že znani poteki posodobitev v drugih medijih/napravah. Če je za vaše vozilo na voljo posodobitev, se bo ta prenesla v ozadju. Po uspešnem prenosu vam bo sistem PCM vozila ponudil namestitev posodobitve. Za začetek namestitve morate izvesti korake, navedene v sistemu PCM (npr. izklopiti vozilo, vklopiti parkirno zavoro itd.) Med izvajanjem posodobitve vozila ni mogoče uporabljati. Po uspešni posodobitvi boste v sistemu PCM prejeli sporočilo. Storitve spletnega posodabljanja programske opreme na portalu My Porsche lahko kadar koli deaktivirate in znova aktivirate.

### 4.2 Omejitve uporabe in sistema

Funkcije, opisane v razdelku 4.1, so v sistemu PCM vedno na voljo, če je v vašem vozilu vzpostavljena povezljivost, torej zanesljiva mobilna povezava. Namestitve spletne posodobitve programske opreme ne more delovati, če je vaše vozilo v zasebnem načinu. Drugi predpogoji (npr. da je vozilo varno

parkirano ali da vozilo ni na polnilni postaji) so specifični za posodobitev in se v sistemu PCM prikažejo pred vsako namestitvijo.

## 5. Posodobitve

V obdobju zagotavljanja paketa storitev, ki sovпада s trajanjem pogodbe o paketu storitev, vam bomo zagotovili posodobitve vsaj v zakonsko predpisanim obsegu, razen če se z vami v skladu z zakonskimi zahtevami dogovorimo drugače.

## 6. Uporaba podatkov

V zvezi z naročanjem Paketa storitev se nekateri podatki – lahko tudi osebni podatki – zbirajo z namenom izvajanja določene Storitve. Odvisno od Storitve je lahko na primer za zagotavljanje takšne Storitve potrebno zbirati in obdelovati podatke o sestavnih delih (npr. 12 V akumulator, metlice brisalcev) in jih analizirati.

Družba Porsche Sales & Marketplace lahko takšne podatke uporablja – potencialno v anonimizirani obliki – za (i) upravljanje in izboljševanje kakovosti in varnosti Paketa storitev in/ali Izdelkov PSM (vključno z vozili Porsche) in (ii) v druge komercialne namene. Uporabo določenih podatkov za upravljanje in izboljševanje kakovosti in varnosti Paketa storitev in/ali Izdelkov PSM (vključno z vozili Porsche) je mogoče vključiti ali izključiti s pomočjo ustreznih nastavitvev v vozilu Porsche in/ali na portalu My Porsche.

Za zgoraj navedene namene se lahko takšni podatki posredujejo tudi drugim družbam Porsche in drugim tretjim osebam, ki jih najame družba Porsche Sales & Marketplace ali druge družbe Porsche s tem v zvezi in – kolikor so ti podatki anonimizirani – drugim tretjim osebam.

Uporaba takšnih podatkov bo v skladu z veljavno zakonodajo o varstvu podatkov. V primerih, ko zakon tako zahteva, bo družba Porsche Sales & Marketplace pridobila ustrezna soglasja. Dodatne informacije so na voljo v informacijah o varstvu podatkov in zasebnosti pod <https://connect.store.porsche.com/si/en/t/privacy>.

## 7. Pravica potrošnika do odstopa od pogodbe

Če je Stranka potrošnik v smislu 13. člena nemškega civilnega zakonika (*Bürgerliches Gesetzbuch*, v nadaljevanju: »BGB«), ima pravico do odstopa od pogodbe v roku 14 dni v primeru sklenitve pogodbe. Potrošnik v smislu 13. člena BGB je vsaka fizična oseba, ki sklene pravni posel za namen, ki je pretežno izven področja njene dejavnosti, poslovanja ali poklica. V nadaljevanju izraz »pogodba« pomeni nakup Paketa Storitve »Porsche Connect Care«. V nadaljevanju so podana navodila za Stranko glede njene pravice do odstopa:

### Navodila glede odstopa od pogodbe

#### Pravica do odstopa od pogodbe

Pravico imate, da odstopite od te pogodbe v 14 dneh brez navedbe razloga.

Odstopni rok se izteče po 14 dneh od dneva, ko vam je Paket storitev na voljo za uporabo (dan aktivacije). Za uveljavljanje pravice do odstopa nas morate obvestiti (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Nemčija, telefonska številka: 0800 80638, elektronski naslov: [smartmobility@si.porsche.com](mailto:smartmobility@si.porsche.com)) o svoji odločitvi glede odstopa od te pogodbe z nedvoumno izjavo (npr. z dopisom po pošti ali elektronski pošti). Lahko uporabite priloženi obrazec za odstop, ni pa obvezno.

Šteje se, da je odstop podan v roku, če je sporočilo glede uveljavljanja pravice do odstopa oddano pred potekom odstopnega roka.

#### Učinki odstopa od pogodbe

Če odstopite od te pogodbe, vam bomo povrnili vsa plačila, ki smo jih prejeli z vaše strani, vključno s stroški dostave (razen dodatnih stroškov, ki bi nastali zaradi vaše izbire dostave, ki ne bi bila najcenejša standardna dostava, ki jo ponujamo), in sicer nemudoma, v vsakem primeru pa najkasneje v 14 dneh od dneva, ko prejmemo vašo izjavo o odstopu od te pogodbe. Povračilo stroškov bo izvedeno na enak način, kot ste prvotno plačilo opravili vi, razen če izrecno soglašate z drugačnim načinom; v vsakem primeru vam za takšno povračilo ne bodo nastali nikakršni stroški. Če ste želeli, da se opravljanje storitev začne že med odstopnim rokom, vam bomo zaračunali sorazmerni znesek za že opravljene storitve do trenutka, ko ste nas obvestili o odstopu od te pogodbe, v razmerju do celotne pogodbene vrednosti.

### Obrazec za odstop od pogodbe

(ta obrazec izpolnite in vmetete le, če želite odstopiti od pogodbe)

- Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Nemčija, elektronski naslov: [smartmobility@si.porsche.com](mailto:smartmobility@si.porsche.com)
- Podpisani (\*) podajam/-o izjavo o odstopu od (\*) pogodbe o prodaji za naslednje blago (\*)/za opravljanje naslednjih storitev (\*)
- Naročeno dne (\*)/prejeto dne (\*)
- Ime potrošnika/-ov
- Naslov potrošnika/-ov
- Podpis potrošnika/-ov (le če je obrazec v tiskani obliki)
- Datum

(\*) po potrebi izbršite



PORSCHE

**PORSCHE SALES & MARKETPLACE GmbH**

Pogoji uporabe

za storitve Porsche Connect "Porsche Connect"

(v nadaljnjem besedilu **pogoji uporabe Porsche Connect**)

Družba Porsche Sales & Marketplace GmbH (prej Porsche Smart Mobility GmbH), Porscheplatz 1, DE-70435 Stuttgart (v nadaljnjem besedilu **Porsche Sales & Marketplace, PSM** ali **Mi**) na naslovu [www.porsche.com](http://www.porsche.com) (1) nudi portal My Porsche in (2) različne funkcije spletne tržnice (v nadaljnjem besedilu **tržnica**) za (i) prodajo vozil Porsche, njihovih delov, dodatne opreme in drugih izdelkov, povezanih in nepovezanih z vozili, ter (ii) zagotavljanje storitev, povezanih in nepovezanih z vozili. PSM upravlja tudi Porsche Connect Store na tržnici. Za uporabo tržnice, vključno s trgovino Porsche Connect Store, veljajo splošni pogoji za uporabo portala My Porsche in funkcij spletne tržnice Porsche (vključno s trgovino Porsche Connect Store) ter za prodajo storitev Porsche Connect in produktov Porsche Sales & Marketplace (v nadaljnjem besedilu splošni pogoji uporabe). Do trenutne različice splošnih pogojev uporabe lahko kadar koli dostopate, jo prenesete in natisnete na <https://connect-store.porsche.com/si/sl/t/termsandconditions>.

Uporabnik lahko "Porsche Connect" (v nadaljnjem besedilu paket storitev) rezervira tudi v trgovini Porsche Connect Store. Ti pogoji uporabe Porsche Connect urejajo uporabo Porsche Connect in veljajo za naročanje, uporabo in/ali podaljšanje Porsche Connect. Ti pogoji uporabe Porsche Connect veljajo poleg splošnih pogojev uporabe. Če je določba splošnih pogojev uporabe v nasprotju s temi pogoji uporabe Porsche Connect, imajo prednost pogoji uporabe Porsche Connect.

Pojmi, opredeljeni v splošnih pogojih uporabe, imajo enak pomen tudi v zvezi s temi pogoji uporabe Porsche Connect. To velja zlasti za naslednje pojme:

- Stranka: opredeljena v točki 1.3 splošnih pogojev uporabe;
- Trgovina Porsche Connect Store in storitve Porsche Connect: opredeljene v točki 3.1.1 splošnih pogojev uporabe;
- Stranka PSM: opredeljena v točki 3.1.2 splošnih pogojev uporabe.

**"Porsche Connect"**

Ti pogoji uporabe Porsche Connect se nanašajo na naslednje modele vozil:

- Macan (od modelskega leta 2024)

Glede na geografsko razpoložljivost Porsche Connect vključuje spodaj opisane storitve. Trenutno geografsko razpoložljivost v trgovini Porsche Connect Store lahko preverite na <https://connect-store.porsche.com/si/sl/>.

**Trajanje:** od 1 meseca

**Obdobje brezplačne uporabe:** Porsche Connect lahko ob nakupu novega vozila, ki podpira funkcijo Connect, brezplačno rezervirate za 10 let.

Vaše vozilo je do storitev Porsche Connect upravičeno 10 let, kar pomeni, da lahko v tem času v svojem vozilu uporabljate storitve Porsche Connect. Potrebno povezljivost za uporabo aplikacij zunanjih ponudnikov in dostopno točko W-LAN imate brezplačno zagotovljeno (s strani našega pogodbenega

partnerja) 4 leta od predaje vozila. Več informacij najdete na <https://connect-store.porsche.com/si/sl>. PSM ves čas razvija svoje storitve in funkcionalnosti. Zato se lahko zgodi, da v vašem vozilu ni mogoče uporabljati vseh programskih funkcij ali novih funkcij, ki jih Porsche uvaja za novejša ali druge modele, oziroma da ne delujejo.

**Še en predpogoj za uporabo vseh storitev, vključenih v paket storitev:** sistem Porsche Communication Management vozila, ki podpira funkcijo Connect (v nadaljnjem besedilu **PCM**), mora omogočati povezljivost. Povezljivost je zagotovljena prek vgrajene SIM kartice sistema PCM, uporaba povezljivosti za ta paket storitev (z izjemo storitev "App Center", "Online/Hybrid Radio" in dostopa do interneta prek dostopne točke Wifi) pa je vključena v ceno paketa storitev. Za storitve "App Center", "Online/Hybrid Radio" in dostop do interneta prek dostopne točke Wifi je potreben tudi (a) podatkovni paket ali (b) povezava prek mobilnega telefona (tethering) z ustrežno naročnino za mobilni prenos podatkov. Za to je potrebna ločena pogodba z mobilnim operaterjem. S tem lahko nastanejo dodatni stroški vključno s stroški gostovanja za uporabo storitve v tujini, odvisno od pogodbe, ki ste jo sklenili z mobilnim operaterjem. Če sistem PCM povežete prek mobilnega telefona, se prepričajte, da vaša naročnina na mobilni prenos podatkov to omogoča. Razpoložljivost in hitrost storitev, vključenih v paket storitev, sta odvisni od razpoložljivosti in hitrosti podatkovne povezave, ki jo zagotavlja vaš mobilni operater. V nekaterih državah lahko pri našem izbranem sodelujočem partnerju za 4 leta naročite brezplačno storitev Data Pass 5 GB.

**1 Finder**

**Opis:** S storitvijo "Finder" lahko prek sistemsko določenega spletnega iskalnika v vnaprej določeni bazi podatkov iščete posebne točke (npr. polnilne postaje, bencinske črpalke, restavracije, hotele in parkirišča). Rezultati iskanja včasih vsebujejo dodatne informacije, kot so telefonske številke, odpiralni časi, cene goriva, parkirnine ali ocene drugih uporabnikov. Posebne točke lahko iščete, shranjujete, upravljate in prenašate v sistem PCM tudi v storitvi My Porsche in v aplikaciji My Porsche.

**2 Voice Pilot**

**2.1 Opis:**

S storitvijo "Voice Pilot" lahko različne funkcije sistema PCM in druge storitve upravljate z glasovnim vnosom. Dodatne funkcije, kot so iskanje medijev, zanimivosti ali vreme, so omogočene s pomočjo spletnega glasovnega prepoznavanja.

**2.2 Omejitve uporabe:**

Delovanje storitve Voice Pilot je omejeno na podprte jezike. Brez spletne povezave so lahko rezultati omejeni. **Glasovno prepoznavanje** zaradi zunanjih vplivov, kot je npr. šum v ozadju, morda ne bo vedno prineslo želenih rezultatov.



### 3 Navigation Plus

**Opis:** S storitvijo "Navigation Plus" je preračunavanje poti sistema PCM v vozilu dopolnjeno s spletnimi storitvami.

Navigacijski sistem PCM uporablja trenutne podatke GPS in prometne podatke za optimizacijo poti do določenega cilja do minute natančno. Ceste so na prikazu zemljevida označene z barvami glede na prometne razmere. Zemljevidi navigacijskega sistema PCM se posodablajo prek spleta.

Navigacijski sistem PCM lahko zemljevid prikaže v satelitskem pogledu. S predpomnjenjem naloženih podatkov zemljevidov trenutne okolice vozila se satelitski pogled ohrani, tudi če je povezava začasno prekinjena.

### 4 Načrtovanje polnjenja Porsche

#### 4.1 Opis:

Storitev "Charging Planner" izboljša potovalni načrt navigacijskega sistema PCM na podlagi izbranega cilja, preostalega dosega, profila vožnje, razpoložljivih prometnih podatkov v realnem času in razpoložljivih polnilnih postaj ter njihove polnilne zmogljivosti, in sicer na najkrajši možen skupni čas potovanja (čas vožnje in postanki za polnjenje). Potrebni postanki za polnjenje so samodejno upoštevani v potovalnem načrtu.

#### 4.2 Omejitve uporabe:

Storitev nima vedno na voljo natančnih informacij. Zaradi tega so lahko informacije o razpoložljivosti polnilne postaje netočne.

### 5 Radio Plus

#### 5.1 Opis:

S storitvijo "Radio Plus" lahko dostopate do spletnih kanalov radijskih postaj. Če je storitev Radio Plus aktivirana in je sprejem radijskih virov FM ali Digital Audio Broadcasting (DAB) trenutno moten, sistem PCM samodejno preklopi na ustrezni spletni kanal postaje (če je na voljo). Storitev prikazuje tudi metapodatke o skladbah in postajah, ki jih predvajate. Ti podatki so na voljo prek sistema PCM.

#### 5.2 Omejitve uporabe:

Funkcije spletnega in hibridnega radia so na voljo samo v izbranih državah. Podatkovna povezava za to storitev zahteva (a) podatkovni paket (na voljo ločeno pri sodelujočem partnerju v izbranih državah) ali (b) povezavo prek mobilnega telefona, povezanega s sistemom PCM (tethering), z ustrežno naročnino za mobilni prenos podatkov.

### 6 Koledar

#### 6.1 Opis:

Storitev "Koledar" omogoča neposredno povezavo koledarjev zunanjih ponudnikov, ki so na voljo na spletu, s sistemom PCM. Poleg tega je mogoče koledarje, ki so za ta namen odobreni na pametnem telefonu, povezati s sistemom PCM prek aplikacije My Porsche. Storitev ponuja pregled po dnevih. Načrtovane dogodke lahko prebere Voice Pilot. Možno je tudi prepoznavanje naslovov v koledarskih vnosih in neposredno prevzemanje kot cilj za navigacijo. Lahko se tudi neposredno vključite v telefonske konference, vendar samo z mobilnim telefonom, ki je povezan s sistemom PCM prek Bluetootha.

#### 6.2 Omejitve uporabe:

Neposredno vključevanje v telekonference (tj. vključevanje brez vnosa kode PIN ali druge oznake konference) je možno samo s podprtimi oblikami vabil na sestanek in z mobilnim telefonom, povezanim s sistemom PCM prek Bluetootha.

### 6.3 Pogoji:

Pogoj je, da je aplikacija My Porsche naložena na pametni telefon stranke PSM, ki bo povezan z avtomobilom. Da bi lahko storitev dostopala do koledarja pametnega telefona, mora biti dostop do koledarja izrecno odobren za aplikacijo My Porsche v nastavitvah operacijskega sistema.

### 7 App Center

#### 7.1 Opis:

Stranka ima s storitvijo App Center možnost iskanja, prenosa, posodabljanja in upravljanja aplikacij. To so aplikacije, zasnovane posebej za vozilo, ki jih ponuja in upravlja Porsche ali drugi ponudniki.

#### 7.2 Omejitve uporabe:

Portfelj App Center je prilagojen za uporabo v avtomobilu in se ne more primerjati z raznolikostjo App Center za pametne telefone. Odvisno od aplikacije je lahko prikaz med vožnjo omejen na sovoznikov zaslon. Portfelj aplikacij se lahko nenehno spreminja.

Podatkovna povezava za to storitev zahteva (a) podatkovni paket (na voljo ločeno pri sodelujočem partnerju v izbranih državah) ali (b) povezavo prek mobilnega telefona, povezanega s sistemom PCM (tethering), z ustrežno naročnino za mobilni prenos podatkov.

#### 7.3 Pogodbena ozemlje:

Porsche Sales & Marketplace omogoča storitev v skladu s temi pogoji uporabe na naslednjih geografskih ozemljih (v nadaljnjem besedilu pogodbeno ozemlje): Andora, Avstralija, Avstrija, Belgija, Bolgarija, Bosna in Hercegovina, Ciper, Češka republika, Črna gora, Danska, Estonija, Finska, Francija, Gibraltar, Grčija, Hrvaška, Irska, Islandija, Italija, Japonska, Južna Afrika, Južna Koreja, Kanada, Kitajska, Latvija, Lihtenštajn, Litva, Luksemburg, Madžarska, Malezija, Malta, Mehika, Monako, Nemčija, Nizozemska, Norveška, Nova Zelandija, Poljska, Portugalska, Romunija, Singapur, Slovaška, Slovenija, Španija, Srbija, Švedska, Švica, Tajvan, Velika Britanija in ZDA

#### 7.4 Informacije o razvrstitvi produktov in priporočilih:

Naša priporočila za aplikacije v središču za aplikacije se posodablajo redno in najmanj vsake 4 tedne. Naša priporočila so lahko izbrana naključno, da vam prikažemo čim več različnih aplikacij iz ponudbe središča za aplikacije, ali pa temeljijo na plačanem sodelovanju z našimi partnerji. Sponzorirana priporočila so označena kot taka.

Pri iskanju po središču za aplikacije se prikažejo tako posamezne aplikacije kot tudi ustrezne aplikacije iz vnaprej določenih kategorij aplikacij (npr. »Glasba«, »Igre« itd.) Iskanje temelji izključno na besedilu vnesenega iskanega izraza, rezultati pa so prikazani po abecednem vrstnem redu.

### 8 Porsche2X

#### 8.1 Opis:

Storitev "Porsche2X" prikazuje razpoložljive informacije o lokalnih nevarnostih, npr. nevarnost akvaplaninga, kot infografiko v sistemu PCM.

#### 8.2 Pogodbena ozemlje:

Porsche Sales & Marketplace omogoča storitev v skladu s temi pogoji uporabe na naslednjih geografskih ozemljih (v nadaljnjem besedilu pogodbeno ozemlje): Andora, Avstrija, Belgija, Bolgarija, Bosna in Hercegovina, Ciper, Češka republika, Danska, Estonija, Finska, Francija, Gibraltar, Grčija, Hrvaška, Irska, Islandija, Italija, Kanada, Kitajska, Latvija, Lihtenštajn, Litva, Luksemburg, Madžarska, Malta, Nemčija, Nizozemska, Norveška, Poljska, Portugalska, Romunija,

## 9 Car Control

### 9.1 Opis:

Na pametnem telefonu lahko na daljavo preverite stanje svojega vozila. Storitev vključuje prikaz stanja zunanjega ovoja (npr. stanja vrat), prikaz servisnih intervalov ali prevoženih kilometrov.

### 9.2 Omejitve uporabe:

Zaslón za dodatne informacije, specifične za PHEV (npr. doseg na električni pogon), je na voljo samo za ustrezna vozila.

## 10 Trip Control

### 10.1 Opis:

Na pametnem telefonu lahko na daljavo preverite podatke o vožnji vašega vozila. To vključuje: čas vožnje, razdaljo, povprečno hitrost in povprečno porabo goriva za vse vrste potovanja (kratka, ponavljajoča, dolga).

### 10.2 Omejitve uporabe:

Razpoložljive informacije se posodobijo šele, ko se spremeni stanje vžiga.

## 11 Hupanje in utripanje

### 11.1 Opis:

Na daljavo lahko sprožite kratko hupanje ali utripanje vašega vozila. Po postopku boste prejeli potrditveno sporočilo ali potisno obvestilo.

### 11.2 Omejitve uporabe:

Ta storitev je na voljo samo, kadar vozilo miruje in so kontakt in opozorilne utripajoče luči izklopljeni. V skladu z nacionalnimi predpisi lahko veljajo dodatne omejitve.

## 12 Odpiranje in zaklepanje

### 12.1 Opis:

Na daljavo lahko odprete in zaklenete vrata in prtljažnik svojega vozila. Po postopku boste prejeli potrditveno sporočilo ali potisno obvestilo.

### 12.2 Omejitve uporabe:

Ta storitev je na voljo samo, ko vozilo miruje in so voznikova vrata zaprta ter motor izklopljen, ključ pa ni v kontaktni ključavnici. V skladu z nacionalnimi predpisi lahko veljajo dodatne omejitve.

### 12.3 Opozorilo:

Uporaba funkcije odpiranja brez vaše prisotnosti v vozilu poveča tveganje kraje vozila ali kraje predmetov v vozilu. Da bi preprečili nepooblaščen uporabo, je zato za izvajanje funkcije odpiranja potreben vnos štirimestne varnostne kode. Varnostno kodo boste določili ob prvi registraciji in nastavitvi storitve Porsche Connect. To varnostno kodo lahko pozneje spremenite na portalu My Porsche.

## 13 Car Finder

### 13.1 Opis:

Na daljavo lahko preverite lokacijo in položaj svojega vozila. Poleg tega je na zemljevidu prikazan trenutni položaj mobilne naprave, ki se uporablja za to funkcijo. Če trenutni položaj vozila ni na voljo (npr. ker je parkirano v podzemni garaži), se uporabi zadnji shranjeni položaj GPS. Z aktiviranjem načina zasebnosti lahko deaktivirate prenos podatkov.

## 13.2 Omejitve uporabe:

Ta storitev je na voljo le, če se podatki prenašajo brez motenj. Sicer je ta storitev v celoti na voljo med vožnjo in ko vozilo miruje.

## 14 E-Control

### 14.1 Opis:

Na daljavo lahko preverite stanje svojega vozila in zaženete ali ustavite postopek polnjenja, kot je opisano v nadaljevanju. Preverite lahko stanje priključenosti, preostalo trajanje polnjenja in trenutni doseg na električni pogon. Doseg na električni pogon je na zemljevidu prikazan v obliki kroga. Prav tako lahko optimizirate postopek polnjenja visokonapetostnega akumulatorja svojega vozila za določen čas odhoda. Nastavite lahko časovnik odhoda in ob dogodkih (npr. prekinitve postopka polnjenja) in ko aktiviran e-časovnik poteče, prejmete potrditveno sporočilo ali potisno obvestilo.

### 14.2 Omejitve uporabe:

Doseg, ki je na zemljevidu prikazan v obliki kroga, predstavlja le ocenjeno vrednost. Vrednosti na zemljevidu ne predstavljajo dejanskih razdalj poti. Zato bi bile v resničnem stanju določene lokacije lahko zunaj dosega na električni pogon, čeprav so navedene znotraj kroga električnega dosega. Ta storitev je na voljo izključno za električna in hibridna vozila.

## 15 Klimatiziranje

### 15.1 Opis:

Stanje ogrevanja ali klimatske naprave lahko preverite na daljavo in ju aktivirate ali deaktivirate. Ko sta ogrevanje in/ali klimatska naprava uspešno aktivirana ali deaktivirana, boste prejeli potrditveno sporočilo ali potisno obvestilo. Poleg tega lahko na daljavo nastavite časovnik klimatiziranja za daljinsko krmiljeno ogrevanje in/ali klimatiziranje. Ko je časovnik uspešno nastavljen, boste na mobilno napravo prejeli potrditveno sporočilo ali potisno obvestilo, ko aktivirani časovnik klimatiziranja poteče.

### 15.2 Omejitve uporabe:

Ta storitev je na voljo za električna in hibridna vozila. Storitve je na voljo za vozila z motorjem z notranjim zgorevanjem, ki so opremljena z ogrevanjem mirujočega vozila. Storitve je na voljo samo, ko vozilo miruje, pri tem pa je kontakt lahko vklopljen. Več informacij o uporabi ogrevanja mirujočega vozila lahko najdete v navodilih za uporabo vozila. V skladu s predpisi v posamezni državi lahko veljajo nadaljnje omejitve.

## 16 Car Alarm

### 16.1 Opis:

Če se v vašem vozilu sproži protivlomni alarm, boste prejeli sporočilo ali potisno obvestilo. Sporočilo vsebuje informacije o sproženem alarmu in časovni žig.

### 16.2 Omejitve uporabe:

Ta storitev lahko pošlje sporočilo ali potisno obvestilo samo, če se lahko vozilo poveže s sistemi Porsche. Če se protivlomni alarm sproži, vendar krmilna enota vašega vozila nima povezave (npr. ker je parkirano v podzemni garaži), bo sporočilo ali potisno obvestilo poslano takoj, ko bo povezava na voljo.

### 16.3 Opozorilo:

Če je vozilo v načinu zasebnosti, v primeru alarma ne bo poslano nobeno obvestilo.

## 17 Location Alarm

### 17.1 Opis:

Na daljavo lahko nastavite krožno geografsko mejo. Ko vozilo zapusti to območje ali vstopi vanj, boste prejeli obvestilo. Upravljate lahko do štiri ozemlja hkrati. V primeru dogodka (zapuščenje območja ali vstop vanj) boste prejeli sporočilo ali potisno obvestilo, vključno z zemljevidom, ki prikazuje lokacijo, kjer se je dogodek zgodil.

### 17.2 Omejitve uporabe:

Ta storitev bo poslala sporočilo samo, ko je vklopljen motor in je zaznano premikanje koles.

## 18 Klic ob okvari

Ko je storitev "Klic ob okvari" sprožena, vzpostavi glasovno in podatkovno povezavo s podporno enoto Porsche, ki je dodeljena vozilu, ter ji posreduje vašo lokacijo vozila in vse pomembne informacije o vozilu. Te podatke o vozilu lahko uporabite za osebni pogovor z zaposlenimi v podporni enoti Porsche. Storitve "Klic ob okvari" je neodvisna od storitve EU eCall. V nujnih primerih lahko v svojem vozilu uporabite storitev EU eCall, da vzpostavite stik s pristojnim centrom za klic v sili. oz. se v nujnem primeru prek EU eCall samodejno sproži ustrezen klic v sili.

### 18.1 Opis:

#### 18.1.1

Storitev lahko sprožite prek sistema Porsche Communication Management vozila, ki podpira funkcijo Connect (v nadaljnjem besedilu **PCM**), ali prek aplikacije Porsche Connect. Aktivacijo lahko tako izvede kateri koli glavni in sekundarni uporabnik ter vsakdo, ki ima dostop do notranjosti vozila. Po aktivaciji storitve se samodejno vzpostavi glasovna in podatkovna povezava iz vozila z dodeljeno podporno enoto Porsche. Podatki, poslani iz vozila podporni enoti Porsche, lahko vsebujejo informacije, kot so identifikacijska številka vozila (VIN), model vozila, leto proizvodnje in posebna oprema, lokacija vozila, nastop nezgode, nivo goriva, tlak v pnevmatikah, preostali doseg z razpoložljivim gorivom, stanje vozila in sporočila o napakah (v nadaljnjem besedilu podatki o vozilu). S strani podporne enote Porsche in/ali prek pogovornega okna v aplikaciji My Porsche in/ali v informacijsko-razvedrilnem sistemu vozila ste lahko zaproseni za vaše soglasje za priklic identifikacijske številke vozila in/ali drugih podatkov o vozilu.

#### 18.1.2

Med glasovno povezavo vam bo podpora enota Porsche zastavljala vprašanja za nadaljnjo oceno vaše okvare. Glede na konkretno situacijo v zvezi z okvaro vam lahko podpora enota Porsche ponudi različne možnosti pomoči, kot sledi:

##### 18.1.2.1

podpora enota Porsche lahko svetuje, kako naprej (npr. "Prosimo, dolijte olje na najbližji bencinski črpalki"); in/ali

##### 18.1.2.2

podpora enota Porsche lahko natančneje analizira prejete podatke o vozilu in poskuša identificirati težavo. Zbrane podatke lahko posreduje posameznemu centru Porsche, kar temu omogoči pripravo na vaš obisk servisne delavnice ali sprožitev nadaljnjih ukrepov. Če je težavo mogoče rešiti s popravilom na daljavo, lahko to izvede podpora enota Porsche. Za to morajo biti izpolnjeni različni predpogoji, povezani s težavo, na primer: ugasnjen motor, vozilo miruje, aktivna blokada premikanja, zaprta okna, ni aktivnega procesa polnjenja. Po potrebi se odčitajo še dodatni podatki o vozilu, potrebni za ta namen. Poleg tega je možno, da funkcija okvare in/ali klica v sili med reševanjem težave s popravilom na daljavo ne obstaja ali je omejena. Podpora enota Porsche vas bo obvestila o vseh takih predpogojih in/ali omejitvah uporabe, preden začne odpravljati težavo s popravilom na daljavo, kar

morate nato potrditi. To je le poskus odpravljanja težave, zato bodo morda potrebni dodatni koraki; in/ali

#### 18.1.2.3

Podpora enota Porsche lahko naroči zunanjo podporo, npr. pomoč na cesti ali vleko nedelujočega vozila. Vaš klic ne bo posredovan drugim ponudnikom storitev. Če je treba vaše vozilo popraviti, lahko podpora enota Porsche z vašim predhodnim soglasjem centru Porsche posreduje podatke o vozilu.

#### 18.1.3

Vse storitve, ki jih nudi podpora enota Porsche po klicu ob okvari, zahtevajo ločeno pogodbo, kar lahko povzroči dodatne stroške. Več informacij o podporni enoti Porsche in še posebej o komponentah storitev, ki jih pokriva, lahko dobite v svojem centru Porsche ali pri svojem ponudniku podpornih storitev "AXA Assistance Deutschland GmbH/Inter Partner Assistance S.A." Podpora enota Porsche lahko ugotovi status podporne enote Porsche vašega vozila.

#### 18.1.4

Če imate dostop do produktov ali storitev zunanjih ponudnikov oziroma jih uporabljate, veljajo pogoji in določila teh izdelkov ali storitev. Sistem PSM ni odgovoren za dostop do teh izdelkov ali storitev ali njihovo uporabo.

#### 18.1.5

Upoštevajte, da lahko sprožitev storitve prek aplikacije My Porsche na vaši mobilni napravi povzroči dodatne stroške, odvisno od pogojev pogodbe za mobilno napravo, ki ste jo sklenili z drugim ponudnikom telekomunikacijskih storitev.

## 18.2 Omejitve uporabe:

### 18.2.1

Storitev se izvaja preko telematske enote, nameščene v vozilu, ki sprejema satelitske signale GPS in prek brezžičnih komunikacijskih sistemov in komunikacijskih omrežij komunicira s podporno enoto Porsche. Zaradi narave tehnologij, ki se uporabljajo za funkcije storitve in jih vsebuje telematska enota, funkcije storitve (ali deli storitve) morda občasno niso na voljo na vseh delih pogodbenega ozemlja, navedenega v pogojih uporabe Porsche Connect, in/ali nanje negativno vplivajo fizični pogoji, kar med drugim vključuje odstranitev ali poseganje v telematsko enoto ali njeno anteno, elektromagnetizem, vozilo v garaži, podhodu ali na kateri koli drugi lokaciji, kjer GPS ali brezžična komunikacijska omrežja niso razpoložljiva, atmosferske razmere in druge vzroke motenj, ki so zunaj našega nadzora (npr. izpad GPS ali komunikacijskih omrežij). Zlasti je delovanje telematske enote in s tem zagotavljanje funkcij storitve v skladu s temi pogoji uporabe Porsche Connect odvisno od delovanja omrežij GPS ter brezžičnih in fiksni komunikacijskih omrežij, s katerimi se telematska enota upravlja. Zato vse funkcije storitve niso na voljo kadar koli in kjer koli in ni nobenega zagotovila, da bodo delovale kadar koli in kjer koli.

### 18.2.2

Storitev ne vključuje zavarovanja vozila ali katerega koli drugega zavarovanja. Upoštevajte, da ste morda po zakonu dolžni skleniti zavarovanje; poleg tega je vaša odgovornost, da poskrbite za drugo zavarovalno kritje, če se vam to zdi razumno. Pristojbine, plačane za storitve, niso povezane z vrednostjo vozila ali kakršne koli lastnine v vozilu ali s stroški morebitnih poškodb ali škode, ki ste jo utrpeli vi ali drugi.

### 18.2.3

V primeru, da se težavo rešuje s popravilom na daljavo v skladu s točko 18.1.2.2 teh pogojev uporabe Porsche Connect, mora stranka predhodno podati soglasje podporni enoti Porsche.

## 19 Pametni servis

### 19.1 Opis:

Storitev "Pametni servis" vas v vašem sistemu PCM, na portalu My Porsche in v aplikaciji My Porsche prek sporočil in prikazov stanja obvešča o posameznih potrebah po vzdrževalnih in popravilnih delih za izbrane komponente vozila. Gre za predvidevanje, zlasti na področjih podvozja, pogona in akumulatorjev, ki temelji na sprotni analizi podatkov o vozilu. Prizadevamo si, da bi predvidevanja zlasti z optimizacijo modelov predvidevanja in/ali zbiranjem uporabljenih podatkov o vozilu sčasoma postala (i) natančnejša, (ii) da bi razširili obseg zajetih potreb po vzdrževalnih in servisnih opravilih in/ali (iii) da bi obseg razširili tudi na druge komponente vozila. Ustrezni podatki o vozilu se samodejno posredujejo v sisteme Porsche, center Porsche pa lahko po potrebi priključite te podatke. Na podlagi teh podatkov o vozilu lahko vaš center Porsche proaktivno stopi v stik z vami prek kanala, ki ste ga izbrali.

### 19.2 Omejitve uporabe:

Funkcionalnost storitve obstaja izključno v povezavi z originalnimi komponentami vozila Porsche.

### 19.3 Pogodbeno ozemlje:

Porsche Sales & Marketplace omogoča storitev v skladu s temi pogoji uporabe Porsche Connect na naslednjih geografskih ozemljih (v nadaljnjem besedilu pogodbeno ozemlje za Pametni servis): Andora, Avstralija, Avstrija, Belgija, Bolgarija, Bosna in Hercegovina, Ciper, Češka republika, Črna gora, Danska, Estonija, Finska, Francija, Gibraltar, Grčija, Hrvaška, Irska, Islandija, Italija, Japonska, Južna Afrika, Južna Koreja, Kanada, Latvija, Lihtenštajn, Litva, Luksemburg, Madžarska, Malezija, Malta, Mehika, Monako, Nemčija, Nizozemska, Norveška, Nova Zelandija, Poljska, Portugalska, Romunija, Singapur, Slovaška, Slovenija, Španija, Švedska, Švica, Tajvan, Velika Britanija in ZDA

## 20 Dobro vedeti – Priročnik za voznike

S storitvijo „Dobro vedeti – Priročnik za voznike“ vam je v sistemu Porsche Communication Management (PCM) na voljo digitalna različica navodil za uporabo vozila. Poleg natisnjenih navodil za uporabo, ki so priložena vozilu, storitev ponuja dodatne funkcije, ki so opisane v razdelku 20.1.

### 20.1 Opis:

#### 20.1.1

S to storitvijo so vam v sistemu PCM na voljo vsebine navodil za uporabo v besedilni in vizualni obliki (kot slike, interaktivne grafike, animacije).

#### 20.1.2

Morebitne prihodnje prilagoditve vsebine navodil za uporabo je mogoče prenesti in posodobiti.

#### 20.1.3

Storitev poleg tega ponuja proaktivne sklice na navodila za uporabo na podlagi opozoril in informacijskih obvestil vozila. Na ta način boste prejeli dodatne informacije o sporočilih o napakah.

#### 20.1.4

Storitev med drugim omogoča sinhrono uporabo digitalnih navodil za uporabo, ki ni odvisna od naprave. To pomeni, da bodo strani, ki so v vozilu označene in izbrane kot priljubljene, ter nazadnje obiskane strani prikazane tudi na digitalnih izhodnih kanalih družbe Porsche AG, odvisno od države (pogoj za to sta spletna dostopnost vozila in prijava v izhodne kanale).

#### 20.1.5

Poleg tega lahko "Dobro vedeti – Priročnik za voznike" priključite tudi prek možnosti Voice Pilot.

## 20.2 Omejitve uporabe:

Vsebine navodil za uporabo, opisane v razdelku 20.1.1, so na voljo tudi brez povezave v sistemu PCM in aplikaciji My Porsche (potreben je prenos). Za vse dodatne funkcije je potrebna podatkovna povezava.

## 21 Spletna posodobitev programske opreme

Spletna posodobitev programske opreme se v vozilo namesti s tehnologijo Over-The-Air, za kar vam ni treba obiskati servisne delavnice. Posodobitve se pri tem prenesejo v ozadju in jih lahko namestite kadar koli, na primer med mirovanjem vozila čez noč.

### 21.1 Opis:

Z rednim izvajanjem posodobitev je vozilo posodobljeno na najnovejšo različico programske opreme, posodobitve pa se izvajajo na podoben način kot že znani poteki posodobitev v drugih medijih/napravah. Če je za vaše vozilo na voljo posodobitev, se bo ta prenesla v ozadju. Po uspešnem prenosu vam bo sistem PCM vozila ponudil namestitve posodobitve. Za začetek namestitve morate izvesti korake, navedene v sistemu PCM (npr. izklopiti vozilo, vklopiti parkirno zavoro itd.) Med izvajanjem posodobitve vozila ni mogoče uporabljati. Po uspešni posodobitvi boste v sistemu PCM prejeli sporočilo. Storitev spletnega posodabljanja programske opreme na portalu My Porsche lahko kadar koli deaktivirate in znova aktivirate.

### 21.2 Omejitve uporabe:

Funkcije, opisane v razdelku 21.1, so v sistemu PCM na voljo vedno, kadar je v vašem vozilu vzpostavljena povezljivost, torej zanesljiva mobilna povezava. Namestitve spletne posodobitve programske opreme ne more delovati, če je vaše vozilo v zasebnem načinu. Drugi predpogoji (npr. da je vozilo varno parkirano ali da vozilo ni na polnilni postaji) so specifični za posodobitev in se v sistemu PCM prikažejo pred vsako namestitvijo.

## 22 Posodobitve

V obdobju zagotavljanja paketa storitev, ki sovпада s trajanjem pogodbe o paketu storitev, vam bomo zagotovili posodobitve najmanj v zakonsko predpisanem obsegu, razen če se z vami v skladu z zakonskimi zahtevami dogovorimo drugače.

## 23 Uporaba podatkov

V zvezi z rezervacijo paketa storitev se lahko zbirajo določeni podatki, morda tudi osebni podatki, za zagotovitev zadevne storitve. Odvisno od storitve bo morda treba za izvajanje te storitve zbrati, shraniti in analizirati podatke o komponentah (npr. 12-V akumulator, metlice brisalcev).

Porsche Sales & Marketplace bo te podatke – po možnosti v anonimni obliki – uporabil za (i) upravljanje in izboljšanje kakovosti in varnosti paketa storitev in/ali izdelkov PSM (vključno z vozili Porsche) ter (ii) druge komercialne namene. Uporabo določenih podatkov za namene upravljanja in izboljšanja kakovosti in varnosti paketa storitev in/ali izdelkov PSM (vključno z vozili Porsche) je mogoče aktivirati in deaktivirati z uporabo ustreznih funkcij v vozilu Porsche in/ali na portalu My Porsche.

Za zgoraj navedene namene se lahko ti podatki posredujejo tudi drugim podjetjem Porsche in drugim zunanjim ponudnikom, ki jim v tej zvezi naročilo poda Porsche Sales & Marketplace ali druga podjetja Porsche, ter drugim zunanjim ponudnikom, če so ti podatki anonimizirani.

Podatki se uporabljajo v skladu z veljavnimi predpisi o varstvu podatkov. V obsegu, ki ga zahteva zakon, bo družba Porsche Sales & Marketplace pridobila ustrezna soglasja. Dodatne informacije najdete med informacijami o varstvu podatkov na <https://connect-store.porsche.com/si/sl/t/privacy>.

## 24 Pravica do umika pravic

Če je stranka potrošnik v skladu s 13. členom nemškega civilnega zakonika, ima v primeru sklenitve pogodbe pravico do odstopa od pogodbe v 14 dneh. Potrošnik je v skladu s 13. členom nemškega civilnega zakonika vsaka fizična oseba, ki opravi pravni posel za namene, ki jih v glavnem ni mogoče pripisati niti njeni poslovni dejavnosti niti njeni samostojni poklicni dejavnosti. V nadaljevanju izraz "pogodba" zajema nakup storitve Porsche Connect. V nadaljevanju je stranka poučena o svoji pravici do odstopa od pogodbe:

### Informacije o odstopu od pogodbe

#### Pravica do odstopa od pogodbe

Imate pravico, da v 14 dneh brez navedbe razlogov odstopite od te pogodbe.

Odpovedni rok je štirinajst dni od dneva, ko vam je storitev Porsche Connect na voljo za uporabo (dan aktivacije).

Če želite uveljavljati svojo pravico do odstopa, nas (Contact Porsche – c/o Porsche Sales & Marketplace GmbH – poštni predal 41 42, 73744 Ostfildern, Nemčija, telefonska številka: 0800 80638, e-poštni naslov: [smartmobility@si.porsche.com](mailto:smartmobility@si.porsche.com)) moratez nedvoumno izjavo (npr. z dopisom, poslanim po pošti ali e-pošti) obvestiti o svoji odločitvi, da preklicujete to pogodbo. V ta namen lahko uporabite priloženi vzorec obrazca za odstop od pogodbe, ki pa ni obvezen.

V smislu upoštevanja roka za odstop zadošča, da pred iztekom tega roka pošljete sporočilo o uveljavljanju pravice do odstopa od pogodbe.

#### Posledice odstopa od pogodbe

Če odstopite od te pogodbe, vam povrnemo vsa plačila, ki smo jih prejeli od vas, vključno s stroški dostave (z izjemo dodatnih stroškov, ki bi nastali zato, ker ste izbrali vrsto dostave, ki je bila drugačna kot najcenejša vrsta standardne dostave, ki smo vam jo ponudili), takoj in najkasneje v štirinajstih dneh od dne, ko smo prejeli vaše sporočilo o odstopu od te pogodbe. Za to vračilo uporabimo isto plačilno sredstvo, kot ste ga uporabili pri prvotni transakciji, razen če se z vami izrecno dogovorimo drugače; v nobenem primeru vam zaradi tega vračila ne zaračunamo nadomestila. Če ste zahtevali, da se storitve začnejo opravljati v roku za odstop od pogodbe, nam morate plačati ustrezen znesek, ki krije delež storitev, ki smo jih že zagotovili do trenutka, ko ste nas obvestili o svoji odločitvi o uveljavitvi pravice do odstopa od te pogodbe, glede na celotni obseg storitev, ki so predvidene v pogodbi.

### Vzorec obrazca za odstop od pogodbe

(Če želite odstopiti od pogodbe, izpolnite ta obrazec in nam ga pošljite nazaj.)

- Contact Porsche – c/o Porsche Sales & Marketplace GmbH – poštni predal 41 42, 73744 Ostfildern, Nemčija, e-poštni naslov: [smartmobility@si.porsche.com](mailto:smartmobility@si.porsche.com):
- S tem dopisom odstopam(-o) od pogodbe o nakupu spodaj navedenega blaga (\*)/zagotavljanju spodaj navedene storitve (\*), ki sem/smo (\*) jo sklenil(-i).
- Naročeno dne (\*)/prejeto dne (\*)
- Ime potrošnika/potrošnikov
- Naslov potrošnika/potrošnikov
- Podpis potrošnika/potrošnikov (samo v primeru sporočila v papirni obliki)
- Datum

(\*) Neustrezno črtajte.



PORSCHE

**Porsche Sales & Marketplace GmbH**

Terms of Use  
for the Porsche Connect Service "Navigation & Infotainment Package"  
(hereafter referred to as **TU**)

These Terms of Use govern the use of the Porsche Connect "Navigation & Infotainment Package". These Terms of Use apply in addition to the Terms and Conditions for My Porsche Portal, the Porsche Connect Store and the Porsche Connect Services as well as Porsche Products (T&C). Insofar a provision of the T&C conflicts with these Terms of Use, the Terms of Use shall prevail.

**"Navigation & Infotainment Package"**

The "Navigation & Infotainment Package" includes - dependent on the equipment of your vehicle and the geographic availability - 18 package of services components described hereafter or less. The current geographic availability can be found in the Porsche Connect Store at <https://connect-store.porsche.com/si/en/>.

**Term:** 1 year

**Inclusive term:** In case of the purchase of a new Connect-able vehicle including the option "Connect Plus" or the purchase of a 718 model from May 2018 onwards including the option "Navigation incl. Porsche Connect", the "Navigation & Infotainment Package" can be booked free of charge for a term of 2 years.

**Additional requirement of use for all service package components:** The Porsche Communication Management of a Connect-able vehicle (hereinafter **PCM**) has to be connected to the internet. To the extent such internet connection is established using the PCM's integrated SIM-card, the use of such internet connection for this package of services (excluding the service package component "Radio Plus") is included in the price of this package of services. To the extent such internet connection is not established using the PCM's integrated SIM-card (i.e. because the vehicle is not equipped with an integrated SIM-card or because the internet connection using the PCM's integrated SIM-card is not available in every country), a separate contract with a mobile services provider on an internet data plan is required, which may accrue additional costs, including roaming costs for using the service abroad. Either a SIM-card with a respective internet data plan may be plugged into the SIM-card reader of the PCM, or a connection with a mobile phone with respective internet data plan can be established. If you connect the PCM with your mobile phone, please make sure that this is permitted by your internet data plan. The availability and speed of the service package components are subject to the availability and speed of the internet connection.

**For models featuring Porsche Connect except the new Cayenne (MY 2018), the new Macan (MY 2018) and the new 911 (MY2019) (more details on this model see below) the following applies:**

**1. Real Time Traffic Information**

**Services:** The navigation system of the PCM is using current GPS data and data on volume of traffic to optimize the route to the entered destination by the minute. The volume of traffic

will additionally be highlighted in colours in the displayed map: going from green for low traffic, to yellow for slow moving traffic, to red for traffic jams.

**2. Online Map Update**

**Services:** The maps of the PCM navigation system can be updated via the internet. The PCM will display available updates.

**3. Satellite Map**

**Services:** The PCM navigation system can display the map in satellite view. By a buffering of loaded map data of the current surroundings of the vehicle the display of the satellite view will be kept even if the internet connection is temporarily interrupted. Vehicles up to model year 2019 may need an update in order to be able to use the service. For more information, please contact your Porsche partner.

**4. Online Search**

**Services:** With the "Online Search" service package component, you can find addresses or special destinations using a system-defined internet search engine. Partly, the search results include in addition further information like phone numbers, opening hours or ratings by other internet users.

**5. Parking Information**

**Services:** With the "Parking Information" service package component, you will be displayed the nearest available parking possibilities of integrated commercial parking facilities and car parks (including parking fees and opening hours), reported by the operators, in the surroundings of the vehicle or at the navigation destination of the PCM navigation system. The located parking possibility can be selected for the PCM navigation system as navigation destination.

**6. Fuel Prices**

**Services:** With the service package component "Fuel Prices", participating gas stations in the surrounding of the vehicle, on the route to or at the navigation destination of the PCM navigation system will be displayed suitable to the type of fuel of the respective Connect-able vehicle. The results list can be sorted by distance or most favourable price reported by the gas station operator or other users. Via free text search also a specific brand can be searched purposefully. Found gas stations can be selected as navigation destination of the PCM navigation system.

## 7. E-Charging

**Services:** With the service package component "E-Charging", participating E-Charging stations in the surrounding of the vehicle, on the route to or at the navigation destination of the PCM navigation system will be displayed. The results list can be sorted by distance or most favourable price reported by the E-charging operator or other users. Via free text search also stations of a particular power supplier can be searched purposefully. Found E-Charging stations can be selected as navigation destination on the PCM navigation system. In order to ensure the necessary data validity in our E-Charging directory and/or the reliability of the charging process at the respective E-Charging, charging data is collected anonymously and used for appropriate corrections and/or additions to the E-Charging directory.

## 8. News

8.1 **Services:** News services that are available via the Internet using RSS feeds can be called up in the vehicle via PCM and read out using the voice function.

8.2 **Restrictions of use:** The service will be available during the ride fully, partly or only when the vehicle is stationary, depending on country-specific provisions.

## 9. Message Dictation

9.1 **Services:** With the service package component "Message Dictation" SMS messages can be drafted via voice entry in the PCM and incoming messages can be played back via the voice output of the Connect-able vehicle.

9.2 **Restrictions of use:** The SIM card inserted in the PCM or the mobile phone connected with the PCM requires a separately offered mobile service plan with a mobile service provider which allows sending and receiving SMS.

## 10. Weather

**Services:** The service package component "Weather" displays the current weather situation and the forecast for the next hours and days in the form of an infographic in the PCM. The forecast includes temperature, number of hours of sunshine, probability of rain, wind speed and weather warnings.

## 11. Gracenote Online

**Services:** The service package component "Gracenote Online" displays information about the songs you play on the PCM.

**For the new Cayenne (MY 2018), the new Macan (MY 2018) and the new 911 (MY 2019) the following service packages apply:**

### 1. Finder

**Services:** With the service package component "Finder", you can find addresses or points-of-interest (e.g. charging stations, gas stations, restaurants, hotels and parking possibilities) using a system-defined internet search engine. Partly, the search results include in addition further information like phone numbers, opening hours, fuel prices, parking prices or ratings by other internet users. Also on My Porsche Portal and the My Porsche App, POIs can be searched, saved, managed and sent to the PCM.

### 2. Voice Pilot

2.1 **Services:** With the service package component "Voice Pilot", several functions of the PCM and of other service package

components can be operated by voice control. Through online speech recognition, natural language can be supported. Additionally, SMS and E-Mail messages can be drafted via voice entry in the PCM and incoming messages can be played back via the voice output of the Connect-able vehicle. Furthermore, online media services can be controlled.

2.2 **Restrictions of use:** The speech recognition result will match the speech recognition request only for a portion of the requests and is limited to supported languages. For the service of drafting and playing SMS and E-Mail messages via the service "Voice Pilot", the SIM card inserted in the PCM or the mobile phone connected with the PCM requires a separately offered mobile service plan with a mobile service provider which allows sending and receiving SMS. The service is only available with phones supporting the SIM access profile standard.

### 3. Navigation Plus

**Services:** With the service package component "Navigation Plus" the PCM's on-board route calculation will be complemented by an online route calculation.

The navigation system of the PCM is using current GPS data and data on volume of traffic to optimize the route to the entered destination by the minute. The volume of traffic will additionally be highlighted in colours in the displayed map. The maps of the PCM navigation system can be updated via the internet. The PCM will indicate available updates. The PCM navigation system can display the map in satellite view. By a buffering of loaded map data of the current surroundings of the vehicle the display of the satellite view will be kept even if the internet connection is temporarily interrupted. The PCM navigation system can display street pictures of a selected destination where available.

### 4. Radio Plus

4.1 **Services:** The service package component "Radio Plus" will enable you to listen to available online streams of radio stations. When Radio Plus is enabled and the current FM or Digital Audio Broadcasting (DAB) radio station is no longer available, the PCM will switch seamlessly to the respective online stream of such radio station, if available. The service component also enables the PCM to display meta data about the songs you play.

4.2 **Restrictions of use:** The data connection for this service package component requires (a) the purchase of the Porsche Connect Service "Data Package" (available separately in selected countries) or (b) inserting a SIM-card into the PCM or (c) a mobile phone connected with the PCM. For options (b) and (c) a separate contract with an internet data plan is required, which may accrue additional costs, including roaming costs for using the service abroad (see also above).

### 5. News

**Services:** News services that are available via the Internet using RSS feeds can be called up in the vehicle via PCM and read out using the voice function.

### 6. Weather

**Services:** The service package component "Weather" displays the current weather situation and the forecast for the next hours and days in the form of an infographic in the PCM. The forecast includes temperature, number of hours of sunshine, probability of rain, wind speed and weather warnings.

## 7. Risk Radar

**Services:** The service package component “Risk Radar” displays selected local traffic regulations in the form of traffic signs, e.g. speed limitations, in an infographic in the PCM. It further displays available information on local hazards, e.g. aquaplaning risk, where available in the form of an infographic in the PCM.

### Right of withdrawal for consumers

If you are a consumer according to Sec. 13 of the German Civil Code (BGB), you have a right of withdrawal for a period of 14 days in case of the conclusion of the contract. Consumer pursuant to Sec 13 of the German Civil Code (BGB) means every natural person who enters into a legal transaction for purposes that predominantly are outside his/her trade, business or profession. In the following, the Customer is instructed on his/her right of withdrawal:

#### Instructions on withdrawal

##### Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire after 14 days from the day of the conclusion of the contract. To exercise the right of withdrawal, you must inform us (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Germany, phone number: 0800 80638, e-mail address: [smartmobility@si.porsche.com](mailto:smartmobility@si.porsche.com)) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). You may use the attached model withdrawal form, but it is not obligatory. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

##### Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. If you requested to begin the performance of services during the withdrawal period, you shall pay us an amount which is in proportion to what has been provided until you have communicated us your withdrawal from this contract, in comparison with the full coverage of the contract.

#### Model withdrawal form

(complete and return this form only if you wish to withdraw from the contract)

- To Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Germany, e-mail address: [smartmobility@si.porsche.com](mailto:smartmobility@si.porsche.com):
- I/We (\*) hereby give notice that I/We (\*) withdraw from my/our (\*) contract of sale of the following goods (\*)/for the provision of the following service (\*),
- Ordered on(\*)/received on (\*),
- Name of consumer(s),
- Address of the consumer(s),
- Signature of the consumer(s) (only if this form is notified on paper),
- Date





## Porsche Sales & Marketplace GmbH

### Terms of Use for the Porsche Connect Service "Car Remote Package" (hereafter referred to as **TU**)

These Terms of Use govern the use of the Porsche Connect "Car Remote Package". These Terms of Use apply in addition to the Terms and Conditions for the My Porsche portal, the Porsche Connect Store and the Porsche Connect Services as well as Porsche Products (T&C). Insofar a provision of the T&C conflicts with these Terms of Use, the Terms of Use shall prevail.

#### Car Remote Package

The "Car Remote Package" includes - dependent on the geographic availability - 12 or less service components described hereafter. The current geographic availability can be found in the Porsche Connect Store at <https://connect-store.porsche.com/si/en/>. The internet connection in the vehicle necessary for the use of the "Car Remote Package" is established using an integrated SIM-card, the use of such internet connection for this service is included in the price of this service.

**Term:** 1 year

**Inclusive term:** In case of the purchase of a new Connect-able vehicle including the option "Connect Plus", the "Car Remote Package" can be booked free of charge for a term of 5 years for plug-in hybrid vehicles (hereafter PHEV) and for a term of 1 year for combustion engine vehicles.

**Additional requirement of use for all service package components:** For some functions of the service a smartphone including an internet connection is required. Therefore, a separate contract with a mobile service provider on an internet data plan is required, which may accrue additional costs, including roaming costs for using the service abroad. The availability and speed of the services package components are subject to the availability and speed of this internet connection. Furthermore, the 'My Porsche app' (hereinafter 'My Porsche app') is required for some functions, which is available for iPhone and Android. All services and functions are available via the My Porsche app and in the My Porsche portal, unless otherwise stated in the service descriptions.

Porsche Sales & Marketplace may further develop the My Porsche app and the My Porsche portal in order to meet future customer requirements.

**Updates:** During the service package availability period, which coincides with the term of the service package contract, we will provide you with updates to at least the extent required by law, unless otherwise agreed with you in accordance with the legal requirements.

#### 1. Car Control

1.1 **Service:** You have the ability to remotely check your vehicle's status including information on: mileage, remaining range (fuel and electrical), service interval (main service and oil service

interval), status (opened or closed) of doors, windows, hood, trunk and sunroof (if fitted), parking light status, vehicle time, tire pressure, time of last query. The component tire pressure will only be available from the first half of 2018 onwards.

1.2 **Restrictions of use:** The display of additional PHEV specific information (e.g. electrical range) is only available for such vehicles.

#### 2 Trip Control

2.1 **Service:** You have the ability to remotely check the trip data of your vehicle. This includes: Travel time, mileage, average speed and average consumption (fuel and electrical) for all trip types (short, cyclic, long).

2.2 **Restrictions of use:** Retrievable information is only updated after the ignition status changes.

#### 3 Horn & Blinker

3.1 **Service:** You have the ability to remotely trigger a short horn or blink of your vehicle. After the event, you will receive a confirmation message or a push notification.

3.2 **Restrictions of use:** The service will only be available when the vehicle is stationary and ignition and hazard lights are off. Further restrictions may apply depending on country-specific provisions.

#### 4 Lock & Unlock

4.1 **Service:** You have the ability to remotely lock and unlock the doors and the trunk of your vehicle. After the event, you will receive a confirmation message or a push notification.

4.2 **Restrictions of use:** The service will only be available when the vehicle is stationary, the driver door is closed, ignition is off and the key is not in the ignition lock. Further restrictions may apply depending on country-specific provisions.

**Limited Responsibility:** The usage of the unlock function without your presence at the car increases the risk of vehicle theft or theft of items located within the vehicle. Therefore, executing the unlock function requires a four digit security code to prevent the unauthorized usage. You will set the security code during the initial registration for and setup of the Car Remote Package. This code can be changed in the My Porsche portal later on.

#### 5 Carfinder

5.1 **Service:** You have the ability to remotely display the location and position of your vehicle. Furthermore, the current position

of the used mobile device is displayed on a map. If no current position of the vehicle is available (e.g. due to underground parking), the last stored GPS position will be used. You can disable the transmission of any data by activating the privacy mode.

- 5.2 **Restrictions of use:** The service will only be available, if there is no interruption of data broadcast. Otherwise the service will be available during the ride fully and also when the vehicle is stationary.

## 6 Pre-heater

- 6.1 **Service:** You have the ability to remotely check the status, activate, deactivate and program a timer for the auxiliary heater (if fitted in the vehicle). Before executing the function, you must accept a legal disclaimer. You will receive a confirmation message and a push notification on your mobile device, once an activated pre-heating timer has passed off. The service Pre-heater will only be available from the second half of 2018 onwards.

- 6.2 **Restrictions of use:** The service is only available for combustion engine vehicles fitted with an auxiliary heater. The service will only be available when the vehicle is stationary, however the ignition may be switched on. Further restrictions may apply depending on country-specific provisions.

## 7 E-Control

- 7.1 **Service:** You have the ability to remotely check the status of your PHEV as follows and start or stop the charging process. You can check the plug status, the remaining charging time and the current electric range. The electric range is displayed by a circle on the map. Furthermore, you have the ability to remotely optimize the charging process of the high-voltage battery of your PHEV for a specific departure time. You can set departure timers and will receive a confirmation message or a push notification in case of any events (e.g. charging externally interrupted) and once an activated e-timer has passed off.

- 7.2 **Restrictions of use:** The display of PHEV specific information (e.g. electrical range) is only available for such vehicles. The circle indicating the range in the map is schematic only. Actual road distances are not reflected in the range map. Therefore, locations may in reality be beyond the electric range even if they are displayed within the circle indicating the electric range.

## 8 Climate

- 8.1 **Service:** You have the ability to remotely check the status of and activate or deactivate the remote heating and/or air conditioning. Once successfully activated or deactivated the remote heating and/or air conditioning, you will receive a confirmation message or a push notification. Furthermore, you have the ability to remotely program the climate timer for remote heating or air conditioning. Once successfully set, you will receive a confirmation message and a push notification on your mobile device, once an activated climate timer has passed off.

- 8.2 **Restrictions of use:** The display of PHEV specific information is only available for such vehicles.

## 9 Car Alarm

- 9.1 **Service:** You will receive a message or push notification when the vehicle's anti-theft alarm is triggered. The message contains information about the alarm triggered and a time

stamp. In comparison to the "Car Security Package", third parties will not be informed about the alarm triggered.

- 9.2 **Restrictions of use:** The service can only trigger a message or push notification if the vehicle can establish a connection to the internet. In case the vehicle alarm device is triggered but the vehicle control unit does not have an internet connection (e.g. due to underground parking), the message or push notification will be sent as soon as a connection is available.

**Limited Responsibility:** If the vehicle is set in private mode, there will be no notification in case of any alarms.

## 10 Location Alarm

- 10.1 **Service:** You have the ability to remotely define a circular geographic area. You will be notified in case the vehicle leaves or enters this area. You can manage up to four areas simultaneously. In case of any event (leaving or entering an area) you will receive a message or push notification including a map indicating the location where the event took place.

- 10.2 **Restrictions of use:** The service will only trigger a notification when the ignition is turned on and wheel movement is detected.

## 11 Speed Alarm

- 11.1 **Service:** You have the ability to remotely define a speed value. You will be notified in case the vehicle's speed exceeds the speed value set. You can manage up to four speed values. In case of any event (vehicle exceeds a speed value set) you will receive a message or a push notification including a map indicating the location where the event took place.

- 11.2 **Restrictions of use:** The service will only trigger a notification when the ignition is turned on and wheel movement is identified.

## 12 Valet Alarm

- 12.1 **Service:** You have the ability to remotely activate or deactivate the Valet Alarm (combination of Location Alarm and Speed Alarm) with pre-set settings (e.g. Radius: 1 Km, Speed 50 Km/h) regarding the geographic area and speed value. You will be notified in case the vehicle leaves or enters the area or exceeds the speed value.

- 12.2 **Restrictions of use:** The service will only trigger a push notification when the ignition is turned on and wheel movement is identified. This service is only available via App.

## Right of withdrawal for consumers

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### Instructions on withdrawal

#### Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire after

14 days from the day of the conclusion of the contract. To exercise the right of withdrawal, you must inform us (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Germany, phone number: 0800 80638, e-mail address: [smartmobility@si.porsche.com](mailto:smartmobility@si.porsche.com)) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). You may use the attached model withdrawal form, but it is not obligatory. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

#### **Effects of withdrawal**

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. If you requested to begin the performance of services during the withdrawal period, you shall pay us an amount which is in proportion to what has been provided until you have communicated us your withdrawal from this contract, in comparison with the full coverage of the contract.

#### **Model withdrawal form**

(complete and return this form only if you wish to withdraw from the contract)

- To Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Germany, e-mail address: [smartmobility@si.porsche.com](mailto:smartmobility@si.porsche.com):
- I/We (\*) hereby give notice that I/We (\*) withdraw from my/our (\*) contract of sale of the following goods (\*)/for the provision of the following service (\*),
- Ordered on(\*)/received on (\*),
- Name of consumer(s),
- Address of the consumer(s),
- Signature of the consumer(s) (only if this form is notified on paper),
- Date \_\_\_\_\_

(\*) Delete as appropriate



PORSCHE

## Porsche Sales & Marketplace GmbH

### Terms of Use for the Porsche Connect Service "Car Security Package" (hereafter referred to as **TU**)

These Terms of Use govern the use of the Porsche Connect "Car Security Package". These Terms of Use apply in addition to the Terms and Conditions for the My Porsche portal, the Porsche Connect Store and the Porsche Connect Services as well as Porsche Products (T&C). Insofar a provision of the T&C conflicts with these Terms of Use, the Terms of Use shall prevail.

The "Car Security Package" is provided in cooperation with National Service Providers, which provide the Security Operation Centers (hereafter referred to as **SOC**).

#### **Security Operation Centre (24 hours) Telephone number +381 21 472 2790**

National Service Provider:  
Monitoring d.o.o.  
Cara Lazara 88  
21000 Novi Sad  
Serbia

#### **"Car Security Package"**

Depending on geographic and technical availability, the 'Car Security Package' (hereinafter 'package') includes either the 'Porsche Vehicle Tracking System' (hereinafter PVTS) or the 'Porsche Vehicle Tracking System Plus' (hereinafter PVTS Plus). The current geographic availability can be found in the Porsche Connect Store at povezavi <https://connect-store.porsche.com/si/en/>. The connectivity necessary for the provision of the Package is established using an integrated SIM-card. The connectivity is an integrated element of the Package and is not charged separately.

For the full use of the functionalities of the Package additional steps might be required, such as download and use of the My Porsche App which may be subject to other provisions and not provided by Porsche Sales & Marketplace.

**Term:** 1 year.

**Additional requirement of use for the service Package component PVTS Plus:** PVTS Plus requires additional Hardware (e.g. Driver Card). Further information can be found in the user manual for the respective vehicle.

The functionalities may vary depending on a number of factors, including the model, production year, country of service, and availability of optional equipment (further information can be found on: povezavi <https://connect-store.porsche.com/si/en/>).

#### **1. Territory**

Porsche Sales & Marketplace shall provide the Package to you in the following geographic territory (hereafter referred to as **Territory**) in accordance to these TU: Andorra, Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark,

Estonia, Finland, France, Germany, Great Britain, Northern Ireland, Greece, Hungary, Ireland, Italy (including San Marino, Vatican City), Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain (including Canary Islands), Sweden, Switzerland, Turkey, Ukraine.

#### **2. Service scope, functionalities**

2.1 The package relies on a mobile data network (e.g. GSM) / GPS-based system that can allow the SoC to locate the vehicle in the event of theft (see below for more details). In case a theft is recognized the PVTS or the PVTS Plus can report the position of the vehicle to the SOC.

2.2 The following activities may result in the PVTS or the PVTS Plus recognizing a theft:

- Unauthorized vehicle movement: The vehicle is moving/is moved (including slope) with the ignition switched off and/or, in case of a Driver Card, the vehicle is moving/is moved without the Driver Card;
- Manipulation: The PVTS or the PVTS Plus (including its hardware) is manipulated;
- Alarm: The alarm system is triggered and active for 15 seconds or longer.

Note that also other events may result in the PVTS or the PVTS Plus recognizing a theft, such as low battery. Additional information on the functionality of the PVTS or the PVTS Plus can be found in the user manual for the respective vehicle.

2.3 A theft can also be manually reported by contacting the SOC via telephone or via the My Porsche App. The SOC may use security questions in order to verify the caller's identity or authorization.

2.4 If the SOC receives a theft notification the SOC will try to communicate with you using the contact information you have provided to Porsche Sales & Marketplace. The SOC may use security questions in order to verify your identity. After the theft of your vehicle has been confirmed by you, the SOC shall activate the theft mode.

2.5 Upon a theft of the vehicle, you remain responsible for notifying the public safety authorities as soon as reasonably possible that the vehicle has been stolen. In case you obtain a reference number for the theft report from the public safety authorities you should provide the theft report reference number to the SOC without delay and the contact details (including address, phone number and the officer in charge of the theft investigation, if known) of the investigating public safety authorities. Thus, the SOC is generally able to contact

the public safety authorities. By identification via the file number, the SOC may support the public safety authorities for seizing the vehicle. If requested, the SOC may forward the vehicle positioning data to the public safety authorities and triggers further functions and/or activities in the vehicle (e.g. prohibits engine restart), where applicable.

2.6 Porsche Sales & Marketplace cannot be held responsible for any acts or omissions of the public safety authorities.

2.7 To prevent any false theft notification to the SOC you are obliged to notify the SOC prior to any (i) transport of the vehicle (such as transport by ferry, trailer, train), (ii) maintenance at garage (such as inspection service, when the battery is disconnected), or (iii) in case of PVTs Plus if the vehicle is used without a valid Driver Card. You are obliged to notify the SOC (i) by calling the number indicated above, (ii) via the My Porsche portal or (iii) via the My Porsche App (your personal security code might be required). Further details – e.g. on the different modes the vehicle can be set to for transport, maintenance etc. – can be found in the user manual for the respective vehicle or the manual for the My Porsche App or here povezavi <https://connect-store.porsche.com/si/en/>.

2.8 You are responsible for any false theft notification raised by you or any other person authorized by you and you have to bear the costs incurred by the SOC following a false alarm. Porsche Sales & Marketplace is entitled to charge you (in addition to the Package Fees) with these costs.

2.9 You shall report to Porsche Sales & Marketplace directly any change in name, address, telephone number, e-mail address or any other items submitted to Porsche Sales & Marketplace as set forth in No. 1.3 of the T&C. Porsche Sales & Marketplace shall not be liable for any adverse consequence due to failure to file such report.

**3. Updates:** During the service package availability period, which coincides with the term of the service package contract, we will provide you with updates to at least the extent required by law, unless otherwise agreed with you in accordance with the legal requirements.

#### **4. Limitation of liability and System Limitations**

4.1 For the avoidance of doubt, the provisions on limitation of liability according to No. 10 of the T&C shall apply.

4.2 With regard to the functionalities of the Package you remain responsible that the hardware within the vehicle used for the Package is maintained and are in good conditions.

4.3 The Package is provided by using a telematics unit installed in the vehicle that receives GPS satellite signals and communicates with the response centres using wireless communication systems and communication networks. Owing to the nature of the technologies used to provide the functionalities of the Package and comprised in the unit, the functionalities of the Package (or part of the Package) may from time to time not be available in all areas of the Territory and/or be adversely affected by physical features, including, without limitation, removal or manipulation of the unit or its antenna, electromagnetism, the vehicle being in a garage, in an underpass or in other places not covered by the GPS or wireless communication networks, atmospheric conditions and other causes of interference beyond our control (e.g. failure of GPS or communication networks). In particular, the operation of the unit and, therefore, the provision of the functionalities of the Package in accordance with the TU depend upon the operation of the GPS, wireless and landline communication networks with which the unit operates, and these networks are not operational in all parts of the Territory. As a result, not all functionalities of the Package are available

everywhere and at all times and there can be no guarantee that all functionalities of the Package are operational.

4.4 The Package does not provide any vehicle or other insurance. Please be informed that you may be legally required to take insurance; further it is your own responsibility to take additional insurance protection where you deem it reasonable. Any fees paid for the Package are not related to the value of the vehicle or any property in the vehicle or the cost of any injury or damages suffered by you or anyone else.

#### **5. Right of withdrawal for consumers**

If the Customer is a consumer according to Sec. 13 of the German Civil Code (BGB), he/she has a right of withdrawal for a period of 14 days in case of the conclusion of the contract. Consumer pursuant to Sec. 13 of the German Civil Code (BGB) means every natural person who enters into a legal transaction for purposes that predominantly are outside his/her trade, business or profession. In the following, the Customer is instructed on his/her right of withdrawal:

##### **Instructions on withdrawal**

###### **Right of withdrawal**

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire after 14 days from the day of the conclusion of the contract. To exercise the right of withdrawal, you must inform us (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Germany, phone number: 0800 80638, e-mail address: smartmobility@si.porsche.com) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). You may use the attached model withdrawal form, but it is not obligatory. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

###### **Effects of withdrawal**

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. If you requested to begin the performance of services during the withdrawal period, you shall pay us an amount which is in proportion to what has been provided until you have communicated us your withdrawal from this contract, in comparison with the full coverage of the contract.

##### **Model withdrawal form**

(complete and return this form only if you wish to withdraw from the contract)

- To Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Germany, e-mail address: smartmobility@si.porsche.com
- I/We (\*) hereby give notice that I/We (\*) withdraw from my/our (\*) contract of sale of the following goods (\*)/for the provision of the following service (\*),
- Ordered on(\*)/received on (\*),
- Name of consumer(s),
- Address of the consumer(s),

- Signature of the consumer(s) (only if this form is notified on paper),
- Date

\_\_\_\_\_  
*(\*) Delete as appropriate*



**PORSCHE**

**Porsche Sales & Marketplace GmbH**

Terms of Use

for the Porsche Connect Service "Breakdown Call"

(hereafter referred to as **TU**)

These Terms of Use govern the use of the Porsche Connect Service "Breakdown Call". These Terms of Use apply in addition to the Terms and Conditions for the My Porsche Portal, the Porsche Connect Store and the Porsche Connect Services as well as Porsche Products (T&C). Insofar a provision of the T&C conflicts with these terms of use, the terms of use shall prevail.

### "Breakdown Call"

After the "Breakdown Call" service has been triggered, the service establishes a voice and data connection to the Porsche Support instance assigned to the vehicle and transmits your vehicle location and all relevant vehicle information to the Porsche Support instance. You can use this vehicle information to personally talk to employees at the Porsche Support instance.

The Service is available in certain countries and depends on network availability. The current geographic availability of the Service can be found in the Porsche Connect Store at <https://connect-store.porsche.com/si/en/>. The connectivity necessary for the provision of the Service is established using an integrated SIM-card. The connectivity is an integrated element of the Service and is not charged separately.

**Term:** 10 years

**Inclusive term:** In case of the purchase of a new Connect-able vehicle including the option "Connect Plus", the Service can be booked free of charge for a term of 10 years.

## 1. Detailed Description of Service

1.1 You can trigger the service either via the Porsche Communication Management of a vehicle with Connect capabilities (hereinafter **PCM**) or via the My Porsche app. Activation can therefore be carried out by any main- or secondary user, as well as by anyone who has access to the vehicle interior. After the service has been triggered, a voice and data connection is automatically established from the vehicle to the assigned Porsche Support instance. The data sent from the vehicle to the Porsche Support instance can contain information such as the vehicle identification number (Vehicle ID), vehicle model, year of production and special equipment, vehicle location, occurrence of an accident, fuel level, tyre pressure, remaining range with the available fuel, vehicle status and error messages (hereinafter car data). The Porsche Support instance and/or a dialogue in the My Porsche App and/or in the vehicle infotainment system might ask you for your consent for calling up the vehicle identification number and/or other car data.

1.2 During the voice connection, the Porsche Support instance will ask you questions to further assess your breakdown situation. Depending on the particular breakdown situation, the Porsche Support instance can offer you various assistance options as follows:

1.2.1 The Porsche Support instance can give advice on how to proceed (e.g. "Please top up oil at the nearest gas station"); and/or

1.2.2 The Porsche Support instance can analyse the received car data in more detail and try to identify the problem. The findings gathered can be passed on to the respective Porsche Centre, which enables them to prepare for the vehicle's visit to the workshop or to initiate further measures. If a problem can be solved via remote repair, the Porsche Support instance can carry this out. The prerequisite for this is the fulfilment of various problem-dependent preconditions such as: engine switched off, vehicle is stationary, engine immobiliser is active, windows are closed, no active charging process. If necessary, further car data required for this purpose are read out. In addition, it is possible that the breakdown and/or emergency call functionality will not exist or be limited during the problem solving via remote repair. Before starting to troubleshoot the problem via remote repair, the Porsche Support instance will inform you of any such preconditions and/or usage restrictions, which you must then confirm. This is only a troubleshooting attempt, so additional steps may be necessary; and/or

1.2.3 The Porsche support instance can request external support, e.g. breakdown assistance or towing of the non-functional vehicle. Your call will not be forwarded to other service providers. If your vehicle needs to be repaired, the Porsche Support instance can, subject to your prior consent, forward the car data to a Porsche Centre.

1.3 Any services provided by the Porsche Support instance after the breakdown call require a separate contract, which could result in additional costs. You can find more information about the Porsche Support instance and in particular about the service components covered by contacting your Porsche Centre or by inquiring with your support service provider "AXA Assistance Deutschland GmbH/Inter Partner Assistance SA". The Porsche Support instance can determine the Porsche Support instance status of your vehicle.

1.4 If you access or use third-party products or services, the terms and conditions of those products or services apply. PSM is not responsible for access to or use of these products or services.

1.5 Please note that triggering the service via the My Porsche app on your mobile device may incur additional costs, depending on the terms of the mobile phone contract that you have concluded with a third-party telecommunications provider.

## 2. Restrictions of Use and System Limitations

2.1 The service is provided via a telematics unit installed in the vehicle, which receives GPS satellite signals and communicates with the Porsche Support instance via wireless communication systems and communication networks. Due to the nature of

the technologies used for the functions of the service and contained in the telematics unit, the functions of the service (or parts of the service) may from time to time not be available in all parts of the contract territory of these ToU and/or may be negatively affected by physical conditions, including but not limited to removal or tampering with the telematics unit or its antenna, electromagnetism, the vehicle being in a garage, underpass or any other location where the GPS or wireless communication networks are not available, atmospheric conditions and other causes of interference that are beyond our control (e.g. failure of GPS or communication networks). In particular, the operation of the telematics unit and thus the provision of the functions of the service in accordance with these ToU depends on the GPS networks and the wireless and fixed communication networks used by the telematics unit being operational. Therefore, not all functions of the service are available anytime and anywhere, and there is no guarantee that all functions of the service will be operational anytime and anywhere.

- 2.2 The service does not include vehicle insurance or any other insurance. Please note that you may be required by law to have insurance; furthermore, it is your responsibility to arrange for such other insurance cover as you deem reasonable. The fees paid for the service are unrelated to the value of the vehicle or any property in the vehicle, or the cost of any injury or damage suffered by you or others.
- 2.3 In the event that a problem is to be solved by remote repair as per point 1.2 of these ToU, the customer must give consent to the Porsche Support instance in advance.
3. **Updates:** During the service package availability period, which coincides with the term of the service package contract, we will provide you with updates to at least the extent required by law, unless otherwise agreed with you in accordance with the legal requirements.
4. **Right of withdrawal for consumers**

If you are a consumer according to Sec. 13 of the German Civil Code (BGB), you have a right of withdrawal for a period of 14 days in case of the conclusion of the contract. Consumer pursuant to Sec 13 of the German Civil Code (BGB) means every natural person who enters into a legal transaction for purposes that predominantly are outside his/her trade, business or profession. In the following, the Customer is instructed on his/her right of withdrawal:

<p><b>Instructions on withdrawal</b></p> <p><b>Right of withdrawal</b>            You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire after 14 days from the day of the conclusion of the contract. To exercise the right of withdrawal, you must inform us (Contact Porsche - c/o Porsche Sales &amp; Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Germany, phone number: 0800 80638, e-mail address: smartmobility@si.porsche.com) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). You may use the attached model withdrawal form, but it is not obligatory. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.</p> <p><b>Effects of withdrawal</b>            If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this</p>
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<p>contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. If you requested to begin the performance of services during the withdrawal period, you shall pay us an amount which is in proportion to what has been provided until you have communicated us your withdrawal from this contract, in comparison with the full coverage of the contract.</p>
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<p><b>Model withdrawal form</b></p>
<p>(complete and return this form only if you wish to withdraw from the contract)</p> <ul style="list-style-type: none"> <li>- To Contact Porsche - c/o Porsche Sales &amp; Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Germany, e-mail address: smartmobility@si.porsche.com</li> <li>- I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*)/for the provision of the following service (*),</li> <li>- Ordered on(*)/received on (*),</li> <li>- Name of consumer(s),</li> <li>- Address of the consumer(s),</li> <li>- Signature of the consumer(s) (only if this form is notified on paper),</li> <li>- Date _____</li> </ul> <p>(*) Delete as appropriate</p>





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## Porsche Sales & Marketplace GmbH

### Terms of Use for the Porsche Connect "Porsche Charging Service" (hereinafter also referred to as **ToU**)

These Terms of Use govern the use of the Porsche Connect Service "Porsche Charging Service". These Terms of Use also apply in addition to the General Terms and Conditions for the My Porsche Portal, the Porsche Connect Store and the Porsche Connect Services, as well as Porsche Products (GTC). Insofar as any provision of the GTCs is in conflict with these Terms of Use, the Terms of Use shall prevail.

These Terms of Use generally apply to each charging process performed within the Porsche Charging Service (i.e., the individual charging services - see below - are subject to these Terms of Use).

It is only possible to make full use of the Porsche Charging Service with a smartphone app – the **My Porsche App** (hereinafter referred to as the **App**). The **app** is available for mobile devices with a supported operating system and can be downloaded free of charge in the app store of the respective provider of the mobile devices or the operating system. To use the app on your mobile device, it is necessary for your mobile device to be connected to the Internet. This requires a separate contract with a mobile service provider for an Internet data plan is required, for which additional costs and roaming costs, if used abroad, may arise.

#### "Porsche Charging Service" service

**Term:** 1 month (with automatic renewal)

The contract for the 'Porsche Charging Service' service (hereinafter referred to as the contract) has a term of one month. It ends at the end of this 1-month period, unless you have selected the 'Automatic renewal' option for this service in the Porsche Connect Store.

However, if you have selected the "Automatic renewal" option for this service in the Porsche Connect Store, the contract will automatically be extended for an indefinite period after the initial term of one month, unless the contract is cancelled by one of the parties with a notice period of 2 weeks to the end of the initial one month term. If the contract has been automatically renewed for an indefinite period, it can be terminated by either party at any time with 2 weeks' notice.

If it is a contract with automatic renewal, you can terminate the contract via the My Porsche Portal using the 'Terminate' function.

#### Updates

During the service package availability period, which coincides with the term of the service package contract, we will provide you with updates to at least the extent required by law, unless otherwise agreed with you in accordance with the legal requirements.

#### Services of the Porsche Charging Service:

##### 1. Access to the charging network and compatibility

1.1 The Porsche Charging Service allows access to and use of charging stations operated by Porsche Sales & Marketplace

and third parties (hereinafter referred to as **charging stations**) for normal charging with alternating current (**AC**) and for fast charging with direct current (**DC**). For this we cooperate with selected charging station operators, as well as selected e-roaming partners in Europe, who provide the locations of public charging stations as bundles (see also section 2).

1.2 All charging stations are equipped with a Type 2 plug or connector (for AC charging) and/or the Combined Charging System (CCS) (for DC charging) in accordance with European standards. Individual charging stations are also equipped with the CHAdeMO standard (for DC charging)

#### Charging station compatibility:

- In general, charging stations with a Type 2 connection are compatible with plug-in hybrid and electric vehicles equipped with a Type 2 charging socket or a CCS charging socket. Charging also requires a charging cable (mode 3).
- In general, charging stations with a CCS connection are compatible with electric vehicles equipped with a CCS charging socket. An additional charging cable is not required.
- In general, charging stations that support the CHAdeMO standard are compatible with vehicles equipped with a CHAdeMO charging socket. An additional charging cable is not required.

Information about the charging socket available on your particular vehicle can be obtained from the operating manual for your vehicle or from your vehicle manufacturer. If your vehicle does not have any of the aforementioned charging sockets/connector types, charging (even using an adapter) may not be possible. You are responsible for the charging capability of your vehicle and must observe the regulations and instructions for using the charging stations at local level.

1.3 To unlock the respective charging station at the charging location, the authentication method stated when booking the Porsche Charging Service must be used (For authentication via app, Porsche Charging Card or the Plug & Charge vehicle function, see section 3 below). Please note that it may not be possible to use all authentication methods at all charging stations and authentication may only be possible using the app or Porsche Charging Card. The Plug & Charge vehicle function is also only available at certain charging stations. Plug & Charge-capable charging stations are visible in the app and can be identified using the filter function.

1.4 Use of the charging stations depends on various factors, including vacant spaces at the charging station and the charging station being in working order (this applies, for example, to recognizably damaged charging stations, which may not be used).

1.5 Charging services are provided by Porsche Sales & Marketplace GmbH (Porsche Sales & Marketplace).

## 2. Information about the charging stations contained in the charging network

2.1 An overview of the charging stations provided by selected charging station operators and e-roaming partners can be found in the app.

2.2 Depending on availability, the following static and dynamic information about charging stations is available in the app: Location, AC and/or DC charging options, available connector types, indication of whether charging points are occupied or vacant, indication of prices for AC and/or DC charging, number of charging points per charging location. Porsche Sales & Marketplace assumes no liability for the accuracy and timeliness of the data and information supplied by these partners.

## 3. Authentication and charging at the charging station

3.1 **Starting the charging process:** to start the charging process at the charging station, you must first authenticate yourself by means of the app, the My Porsche Charging Card or Plug & Charge. There is usually a cost for starting the charging process (for prices and billing, see section 4 below).

The Intercharge QR code displayed on the relevant charging station, which is scanned using the app and the camera of the user's mobile device, is used to unlock the charging station and start the charging process. If it is not possible to scan the QR code, the charging station ID can also be entered manually via the app to start the charging process. Alternatively, the charging station can also be unlocked remotely, i.e. by selecting the relevant charging station in the app. Some charging stations have special features when starting. For this reason you should always follow the instructions on the charging station. You can use the app to monitor the duration of the present charging process; this may differ from the actual duration of the charging process for technical reasons.

After the Porsche Charging Service has been booked, the Porsche Charging Card will be sent by post to the shipping address provided by the customer in the customer portal. The Porsche Charging Card has an RFID chip that enables the charging station to be unlocked.

The certificates required to use Plug & Charge are automatically generated after the service is booked. They are transmitted to the vehicle the first time a compatible charging station is used.

3.2 **Ending the charging process:** The charging process can be stopped manually by unlocking the vehicle and unplugging the charging cable. On some charging stations, the charging process can also be ended manually using the app or by presenting the Porsche Charging Card again. As soon as the car's battery is fully charged, the charging process will stop automatically. Some charging stations have special features when charging is ended. For this reason you should always follow the instructions on the charging station. After successful completion of the charging process, the information from the last charging process (location where charging took place, date, time and cost) will be displayed in the app charging history and in the My Porsche portal (for technical reasons, the charging history in the app and in the My Porsche portal may not always reflect the current status).

## 4. Prices and billing

4.1 Depending on the tariff you have booked, the costs you incur for this service consist of (i) an annual or monthly basic fee

and (ii) usage fees per charging process, which are made up as follows:

All tariffs (except 'Porsche Charging Service (for Taycan J1 (2019-2024))')

- the amount of energy charged in kWh and
- a minute-based fee, which is charged additionally from a certain point in time after charging begins.

Porsche Charging Service (for Taycan J1 (2019-2024))

- the amount of energy charged in kWh and
- the connection time in minutes

The basis for billing by time (per minute) is the connection time (charging cable connected to the charging station and vehicle). In other words, charges are incurred as long as the vehicle is connected to the charging station.

4.2 The valid price list and an overview of the billing type can now be found under the following link: <https://connect-store2.porsche.com>. The price list for the Porsche Charging Service (for Taycan J1 (2019-2024)) can be found under the following link: <https://connect-store2.porsche.com> (in particular in respect of different prices and billing types in different countries and service categories). In addition, the prices and billing types will be displayed in the app prior to the start of the charging process.

4.3 At the end of the month, you will receive an aggregated bill for the charging processes that we have recorded within a billing period; this information can be viewed in the app or the My Porsche portal and will be sent by email to the email address you have provided. Please note that due to technical circumstances, we are only able to record some charging processes at a later point, so that the billing statement may also include charging processes not yet billed from before the current billing period, for which you will be charged. You will also see the costs accumulated for the current billing period in the app (please note that this view may not always be up-to-date).

### Right of withdrawal for consumers

If you are a consumer according to Sec. 13 of the German Civil Code (BGB), you have a right of withdrawal for a period of 14 days in case of the conclusion of the contract. Consumer pursuant to Sec 13 of the German Civil Code (BGB) means every natural person who enters into a legal transaction for purposes that predominantly are outside his/her trade, business or profession. In the following, the Customer is instructed on his/her right of withdrawal:

#### Instructions on withdrawal

##### Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire after 14 days from the day of the conclusion of the contract. To exercise the right of withdrawal, you must inform us (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Germany, phone number: 0800 80638, e-mail address: [smartmobility@si.porsche.com](mailto:smartmobility@si.porsche.com)) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). You may use the attached model withdrawal form, but it is not obligatory. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

##### Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed

about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. If you requested to begin the performance of services during the withdrawal period, you shall pay us an amount which is in proportion to what has been provided until you have communicated us your withdrawal from this contract, in comparison with the full coverage of the contract.

#### **Model withdrawal form**

(complete and return this form only if you wish to withdraw from the contract)

- To Contact Porsche - c/o Porsche Sales & Marketplace GmbH -P.O. Box 41 42, 73744 Ostfildern, Germany, e-mail address: [smartmobility@si.porsche.com](mailto:smartmobility@si.porsche.com):
- I/We (\*) hereby give notice that I/We (\*) withdraw from my/our (\*) contract of sale of the following goods (\*),for the provision of the following service (\*),
- Ordered on(\*)/received on (\*),
- Name of consumer(s),
- Address of the consumer(s),
- Signature of the consumer(s) (only if this form is notified on paper),
- Date\_\_\_\_\_

(\*) Delete as appropriate



PORSCHE

**PORSCHE SALES & MARKETPLACE GmbH**

Terms of Use  
for the Porsche Connect Services "Porsche Connect"  
(hereafter referred to as **ToU Porsche Connect**)

Porsche Sales & Marketplace GmbH (formerly Porsche Smart Mobility GmbH), Porscheplatz 1, 70435 Stuttgart, Germany, (hereafter referred to as **Porsche Sales & Marketplace, PSM** or **We**) operates under www.porsche.com (1) the My Porsche Portal and (2) various online marketplace functionalities (hereafter referred to as **Marketplace**) for the (i) sale of Porsche vehicles, parts, equipment and other vehicle related and vehicle independent products and (ii) provision of vehicle related and vehicle independent services. On the Marketplace, PSM also operates the Porsche Connect Store. For the use of the Marketplace including the Porsche Connect Store, the Terms and Conditions for the use of My Porsche Portal and Porsche's Online Marketplace Functionalities (incl. the Porsche Connect Store) as well as the sale of Porsche Connect Services and Porsche Sales & Marketplace Products (hereafter referred to as **T&C**) apply. The current version of the T&C can be accessed, downloaded and printed at any time at <https://connect-store.porsche.com/si/en/t/termsandconditions>.

In the Porsche Connect Store, the user may also book "Porsche Connect" (hereafter **Service Package**). These ToU Porsche Connect govern the use of Porsche Connect and apply to the order, use and/or renewal of Porsche Connect. These ToU Porsche Connect apply in addition to the T&C. Insofar as a provision of the T&C conflicts with these ToU Porsche Connect, the ToU Porsche Connect prevail.

Any terms defined in the T&C shall have the same meaning in these ToU Porsche Connect. This shall in particular apply to the following terms:

- Customer: defined in section 1.3 of the T&C;
- Porsche Connect Store and Porsche Connect Services: defined in section 3.1.1 of the T&C;
- PSM Customer: defined in section 3.1.2 of the T&C.

**„Porsche Connect“**

Porsche Connect is only available for the following vehicle models:

- Taycan
- 911 (from model year 2022)
- Cayenne (from model year 2022)
- Panamera (from model year 2022)

**Note on Taycan:**

**The services offered vary depending on the model year and software update. For vehicles of the model year 2020 (you can identify the model year from the tenth digit of the vehicle identification number (VIN) with the letter L), the "Lock & Unlock" service and the "Horn & Indicator" services are not available. For the vehicles model year 2020 a software update in the workshop is required to use in particular the service Apple Podcasts® (feature of Media Streaming service). Model year 2022 vehicles also require a software update in the workshop, in particular to enable use of the Spotify service (media streaming service function). Contact your dealer for further information.**

Porsche Connect includes – depending on the geographic availability – the services described in the following. The current geographic availability can be found in the Porsche Connect Store at <https://connect-store.porsche.com/si/en/>.

**Term:** from 1 month

**Free-of-charge inclusive period:** When buying a new Connect-able vehicle, Porsche Connect may be booked free-of-charge for 36 months.

**Further requirements for the use of all services included in the Service Package:** The Porsche Communication Management of a Connect-able vehicle (hereafter referred to as **PCM**) must have connectivity. If the connectivity is provided via the embedded SIM card of the PCM, the use of such connectivity for this Service Package is included in the price of the Service Package. If the connectivity is not provided via the embedded SIM card of the PCM (e.g. because connectivity via the embedded SIM card of the PCM is not available in all countries), connectivity may be established using a mobile phone with an appropriate mobile data plan. This requires a separate contract with a mobile service provider. Depending on the contract concluded with the mobile phone provider, this may result in additional costs, including roaming costs when the service is used abroad. If you connect the PCM via your mobile phone, please ensure that this is permitted according to your mobile plan. The availability and speed of the services included in the Service Package depends on the availability and speed of the data connection provided by your mobile service provider.

**The following applies to models with Porsche Connect:**

**1. Finder**

**Description:** With the service "Finder" you can search for points of interest (e.g. charging stations, petrol stations, restaurants, hotels, and parking spaces) via a system-defined online search engine in a pre-defined database. The search results may provide additional information such as telephone numbers, opening hours, fuel prices, parking fees, or ratings by other users. Points of interest may also be searched, stored, managed and forwarded to the PCM in My Porsche and in the My Porsche App.

**2. Voice Pilot**

**2.1 Description:** With the "Voice Pilot" service, various functions of the PCM and other services can be operated using voice input. Additional functionalities, such as media searches, points of interest or weather information, are made possible by means of online speech recognition.

**2.2 Restrictions of use:** Operation of the Voice Pilot is limited to the supported languages. The lack of an online connection can limit the results. Due to external influences, such as background noise, for example, the **speech recognition** may not always produce the desired results.

### 3. Navigation Plus

**Description:** With the "Navigation Plus" service, route calculation by the PCM in the vehicle is supplemented by online services.

The PCM's navigation system uses current GPS and traffic data to optimize the route to the entered destination to the minute. In the map view, the roads are marked in color according to the traffic situation. The maps of the PCM navigation system are updated online.

The PCM navigation system can display the map in satellite view. By caching the loaded map data of the current vehicle environment, the satellite view will be maintained even if the connectivity is interrupted temporarily.

### 4. Charging Planner (Only available in: Austria, Belgium, Croatia, Czech Republic, Denmark, Finland, France, Germany, Gibraltar, Hungary, Ireland, Italy, Latvia, Montenegro, Netherlands, Norway, Poland, Romania, Serbia, Slovakia, Spain, Sweden, Switzerland, USA, New Zealand, Australia, Japan, Malaysia, Mexico, Puerto Rico, Singapore, South Korea, South Africa and Taiwan)

4.1 **Description:** The service "Charging Planner" improves the travel route of the PCM navigation system based on the destination chosen, the remaining range, the driving profile, available real-time traffic information as well as available charging stations and their charging capacity to achieve the shortest total travel time possible (driving time and charging stops). Required charging stops are automatically included in the travel route.

4.2 **Restrictions of use:** This service does not always receive precise information and therefore the availability of the charging stations can be inaccurate.

### 5. Radio Plus

5.1 **Description:** The "Radio Plus" service can be used to access online channels provided by radio stations. If Radio Plus is active and the reception of the radio sources FM or Digital Audio Broadcasting (DAB) is currently disrupted, the PCM automatically switches to the respective online channel from the station (if available). The service also displays metadata available via the PCM about the songs and stations you are playing.

5.2 **Restrictions of use:** The online and hybrid radio functions are only available in select countries. The data connection for this service requires (a) a data package (available separately from the cooperation partner in selected countries) or (b) a connection via the mobile phone connected to the PCM (tethering), with a corresponding mobile data tariff.

### 6. News

6.1 **Description:** The service allows to call up the latest news by subscribing to RSS feeds directly in the PCM. With the Voice Pilot you can have the articles read to you. Via keyword search, the subscribed channels may be browsed for information on preferred topics or keywords.

6.2 **Requirements:** For a personalized use the customer can subscribe to feeds under his or her Porsche ID. In this case, these feeds, are available in the vehicle only.

### 7. Weather

7.1 **Description:** The service "Weather" displays the current weather situation and the forecast for the following hours and days for the current position, the activated destination as well as any stored favorites. The forecast comprises for example temperature, number of hours of sunshine, probability of rain, wind speed and air quality. Reading aloud via Voice Pilot is possible, too.

7.2 **Restrictions of use:** The air quality is displayed in China only.

### 8. Porsche2X (only available in: Andorra, Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Gibraltar, Hungary, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Slovakia, Spain, Sweden, Switzerland and United Kingdom)

**Description:** The "Porsche2X" service shows available information about local hazards, e.g. the risk of aquaplaning, as an infographic in the PCM.

### 9. Car Control

**Services:** You have the option to check the status of your vehicle remotely on the smartphone. The service comprises the display of the outer casing status (e.g. status of the doors), the display of service intervals or the mileage.

### 10. Trip Control

10.1 **Services:** You have the option to check the trip data of your vehicle remotely. This includes: Driving time, route, average speed and average consumption for all types of journey (short, recurring, long).

10.2 **Restrictions of use:** Accessible information is updated only after the ignition status has changed.

### 11. Horn & Indicator (available for the Taycan only from model year 2021)

11.1 **Services:** You have the option to briefly activate the horn or the indicators of your vehicle remotely. You receive a confirmation message or a push notification after the process.

11.2 **Restrictions of use:** This service is only available if the vehicle is stationary and the ignition and the hazard lights are switched off. Further restrictions may apply according to country-specific regulations.

### 12. Lock & Unlock (available for the Taycan only from model year 2021)

12.1 **Services:** You have the option to remotely lock and unlock the doors and the trunk of your vehicle. You receive a confirmation message or a push notification after the process.

12.2 **Restrictions of use:** This service is only available if the vehicle is stationary, the driver's door is closed, the ignition is switched off and the key is not inserted into the ignition lock. Further restrictions may apply according to country-specific regulations.

12.3 **Note:** Using the unlock function in your absence from the vehicle increases the risk of vehicle theft or theft of items placed in the vehicle. To prevent unauthorized use, a four-digit security code must be entered to use the unlock function. You will determine the security code when you register and set up Porsche Connect for the first time. The security code can be changed subsequently in the My Porsche Portal.

### 13. Car Finder

13.1 **Services:** You can have the location and position of your vehicle displayed remotely. The current position of the mobile end device used for this function is also displayed on a map. If no current position of the vehicle is available (e.g. because it is parked in an underground garage), the most recently saved GPS position is used. By activating the privacy mode, you can deactivate the transfer of data.

13.2 **Restrictions of use:** This service is exclusively available when data transfer works failure-free. Other than that, the

service is fully available during the journey and when the vehicle is stationary.

#### 14. E-Control (only available for electric and hybrid vehicles)

- 14.1 **Services:** You can remotely check the status of your vehicle and start or stop the charging process as follows. You can check the connection status, the remaining charging time and the current electric range. The electric range is indicated by a circle on the map. You also have the option of optimising the charging process of the high-voltage battery of your vehicle for a certain departure time. You can set departure timers and receive a confirmation message or push notification when events occur (for example, charging interrupted) and when an activated E-Timer has expired
- 14.2 **Use restrictions:** The range indicated by the circle on the map is only an estimated value. The values on the map do not reflect the actual route distances. Therefore, in reality, locations could be beyond the electric range even if they appear within the electric range circle. This service is available exclusively for electric and hybrid vehicles.

#### 15. Climate (only available for electric and hybrid vehicles)

- 15.1 **Services:** You can remotely check the status of the heating and/or air conditioning system and activate or deactivate them as follows. Once the heating and/or air conditioning has been successfully activated or deactivated, you will receive a confirmation message or a push notification. You also have the option to remotely set the Climate Timer for remote heating and/or air conditioning. Once it is set, you will receive a confirmation message or a push notification on your mobile device when an activated Climate Timer has expired.
- 15.2 **Use restrictions:** This service is available exclusively for electric and hybrid vehicles.

#### 16. Pre-heater

- 16.1 **Services:** You can remotely check the status of the pre-heater, activate it and use a timer function. You receive a confirmation message or a push notification on your mobile device once an activated timer for the pre-heater has expired. This service will be available only from the second half of 2018.
- 16.2 **Use restrictions:** The service is only available for vehicles with combustion engine equipped with a pre-heater. The service is only available when the vehicle is stationary, but the ignition may be switched on. For further information on using the pre-heater, please refer to the owner's manual for the vehicle. Further restrictions may apply as a result of country-specific regulations

#### 17. Car Alarm

- 17.1 **Services:** You receive a message or a push notification when the anti-theft alarm of your vehicle is triggered. The message provides information on the triggered alarm and a timestamp. Contrary to the "Car Security Package", no third parties are informed about the triggered alarm.
- 17.2 **Restrictions of use:** This service can only send a message or a push notification if the vehicle can connect to the Porsche-systems. If the anti-theft alarm is triggered but the control unit of your vehicle has no connectivity (e.g. because it is parked in an underground garage), the message or the push notification is sent as soon as connectivity is available.

**Note:** If the vehicle is set to privacy mode, no message is sent in case of an alarm.

#### 18. Location Alarm

- 18.1 **Services:** You can set a geographic border remotely in the form of a circle. You receive a message as soon as the vehicle leaves or enters this area. You can maintain up to four areas at the same time. In the case of an event (the vehicle leaves or enters an area), you receive a message or a push notification including a map displaying the location where the event took place.
- 18.2 **Restrictions of use:** This service will only send a message if the ignition is switched on and a wheel movement is detected.

#### 19. Speed Alarm

- 19.1 **Services:** You can remotely set a speed value. You receive a message if the speed of the vehicle exceeds the set speed value. You can maintain up to four speed values at the same time. In the case of an event (the vehicle exceeds a speed value), you receive a message or a push notification including a map displaying the location where the event took place.
- 19.2 **Restrictions of use:** This service will only send a message if the ignition is switched on and a wheel movement is detected.

#### 20. Valet Alarm

- 20.1 **Services:** You can activate or deactivate the Valet Alarm (a combination of Location Alarm and Speed Alarm) remotely with presettings for a geographic area and a speed value. You receive a message if the vehicle leaves or enters the area or exceeds the speed value.
- 20.2 **Restrictions of use:** This service will only send a push message if the ignition is switched on and a wheel movement is detected. The service is only available via the App.

#### 21. Calendar

- 21.1 **Description:** The "Calendar" service makes it possible to directly link the PCM with third-party calendars that are available online. In addition, via the My Porsche App, calendars shared with the app on the smartphone can be connected to the PCM. The service offers a day view. Appointments can be read out by the Voice Pilot. Furthermore, addresses can also be recognised in calendar entries and used directly as navigation destinations. It is also possible to dial in directly to conference calls, however, you can only dial in with a mobile phone connected to the PCM via Bluetooth.
- 21.2 **Restrictions of use:** Direct dialling into telephone conferences (i.e. dialling in without entering a PIN or other conference ID) is only possible with supported meeting invitation formats and with a mobile phone connected to the PCM via Bluetooth.
- 21.3 **Requirements:** A prerequisite is that the My Porsche app has been downloaded onto the PSM customer's smartphone, which is to be connected to the car. To enable the service to access the smartphone calendar, access to the calendar must be explicitly granted for the My Porsche app in the operating system settings.

#### 22. Media Streaming

- 22.1 **Description:** The music streaming (Apple Music®) and podcasts (Apple Podcasts®) and Spotify services offer direct and personalised access to the customer's linked media library and features of the respective third-party music streaming provider and podcast provider, provided they are supported in the vehicle. After the initial setup, the PSM customer no longer needs their smartphone and can use the service with their Porsche ID in all supported vehicles. The services can also be used in guest mode if third-party provider accounts are linked. Exclusive

features such as direct storage of radio titles in the customer-specific media library or navigation via Voice Pilot are available with selected providers.

**22.2 Restrictions of use:** These services may only be used in countries where the service is also offered by the third-party provider. An exception applies to the countries of Andorra and Bosnia-Herzegovina, where the services cannot be used. In guest mode, the service of a third-party provider may only be used locally in the respective vehicle, but not in any other vehicle.

**22.3 Requirements:** In order to use the contents of the service Music Streaming, the PSM Customer must have an account as well as an active subscription of the Service Package. Additionally an active subscription of the respective third-party provider is necessary. The data required for using the service are included in the Service Package. In order to be able to use the service in a personalized manner, the PSM Customer must link his/her third-party account to the Porsche account once.

### 23. Good to know – Driver's Manual Plus

**23.1 Description:** The "Good to know – Driver's Manual Plus" service includes display of the contents of the Driver's Manual in the form of additional animations and can also be called up via the Voice Pilot.

**23.2 Use restrictions:** Use of the service requires an existing data connection in the vehicle.

### 24. In-Car Video

**24.1 Description:** The in-car video service gives you access to video content from a third-party provider, provided that it is supported by the vehicle. The service can also be used in guest mode.

**24.2 Use restrictions:** While driving, videos can only be viewed on the front passenger display (depending on equipment). In-car video can only be used in countries where the services are offered by the third-party provider. Before in-car Video can be used, a data connection must be established via an external Wi-Fi hotspot (tethering). The third-party provider and some streaming services may require a paid subscription. To use this service, an account with a content aggregator supported by Porsche is required. Furthermore, an additional account with a streaming provider – which may be subject to a fee – may be required for certain content.

### Right of Withdrawal for Consumers

If the Customer is a consumer pursuant to Sec. 13 of the German Civil Code (*Bürgerliches Gesetzbuch*, "**BGB**"), he/she has a right of withdrawal for a period of 14 days in case of the conclusion of the contract. Consumer pursuant to Sec. 13 BGB means every natural person who enters into a legal transaction for purposes that predominantly are outside his/her trade, business or profession. Hereafter, the term "contract" means the purchase of Porsche Connect. In the following, the Customer is instructed on his/her right of withdrawal:

#### Instructions on withdrawal

##### Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period will expire after 14 days from the day on which Porsche Connect is made available to you for use (activation day).

To exercise the right of withdrawal, you must inform us (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Germany, phone number: 0800 80638, email address: smartmobility@si.porsche.com) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or email). You may use the attached model withdrawal form, but it is not obligatory.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

##### Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. If you requested to begin the performance of services during the withdrawal period, you shall pay us an amount which is in proportion to what has been provided until you have communicated us your withdrawal from this contract, in comparison with the full coverage of the contract.

#### Model withdrawal form

(complete and return this form only if you wish to withdraw from the contract)

- To Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Germany, email address: smartmobility@si.porsche.com
- I/We (\*) hereby give notice that I/We (\*) withdraw from my/our (\*) contract of sale of the following goods (\*)/for the provision of the following service (\*),
- Ordered on(\*)/received on (\*),
- Name of the consumer(s),
- Address of the consumer(s),
- Signature of the consumer(s) (only if this form is notified on paper),
- Date

(\*) *Delete as appropriate*



PORSCHE

## Porsche Sales & Marketplace GmbH

### Terms of Use

for the Porsche Connect Services: Porsche Intelligent Range Manager, Power Steering Plus, Porsche InnoDrive, Active Lane Keeping, Comfort Access and Porsche Dynamic Light System Plus (hereinafter each **FoD individual service**)  
(hereafter referred to as the **ToU FoD individual services**)

Porsche Sales & Marketplace GmbH (formerly Porsche Smart Mobility GmbH), Porscheplatz 1, 70435 Stuttgart, Germany (hereafter referred to as **Porsche Sales & Marketplace, PSM or We**), operates under www.porsche.com (1) the My Porsche Portal and (2) various online marketplace functionalities (hereafter referred to as **Marketplace**) for the (i) sale of Porsche vehicles, parts, equipment and other vehicle-related and vehicle-independent products and (ii) provision of vehicle-related and vehicle-independent services. On the Marketplace, PSM also operates the Porsche Connect Store. For the use of the Marketplace including the Porsche Connect Store, the Terms and Conditions for the use of My Porsche Portal and Porsche's Online Marketplace Functionalities (incl. the Porsche Connect Store) as well as the sale of Porsche Connect Services and Porsche Sales & Marketplace Products (hereafter referred to as the **T&C**) apply. The current version of the T&C can be accessed, downloaded and printed at any time at <https://connect-store.porsche.com/sl/en/t/termsandconditions>.

The user can also book the FoD individual services (1.) "Porsche Intelligent Range Manager", (2.) "Power Steering Plus", (3.) "Porsche InnoDrive", (4.) "Active Lane Keeping", (5.) "Comfort Access" and (6.) Porsche Dynamic Light System Plus in the Porsche Connect Store. These ToU FoD Single Services shall govern the use of these FoD Single Services and shall apply to the order, use and/or renewal of the respective FoD Single Service. Each FoD Single Service shall represent an independent service and may be ordered separately. These ToU FoD Single Services shall apply in addition to the T&C. Insofar as a provision of the T&C conflicts with these ToU FoD Single Services, the ToU FoD Single Services shall prevail.

Any terms defined in the T&C shall have the same meaning in these ToU FoD Single Services. This shall in particular apply to the following terms:

- Customer: defined in section 1.3 of the T&C;
- Porsche Connect Store and Porsche Connect Services: defined in section 3.1.1 of the T&C;
- PSM Customer: defined in section 3.1.2 of the T&C.

The respective FoD individual services are only available for the Taycan vehicle series up to model year 2023 in certain countries. Individual availability is particularly dependent on the current software status of the vehicle and can be viewed in the logged-in state in the Porsche Connect Store. You can find the Porsche Connect Store at the following link: <https://connect-store.porsche.com/sl/en/>.

### 1. Porsche Intelligent Range Manager

1.1 **Description:** The FoD Single Service "Porsche Intelligent Range Manager" adjusts the maximum speed as well as the air conditioning depending on the route selected in the vehicle's navigation system in order to achieve the shortest travel time with maximum comfort. In addition, the system

proactively provides you with guidance during the trip if your travel time could be reduced using a different vehicle setup.

- 1.2 **Requirements:** An active contract for the FoD Single Service "Porsche Intelligent Range Manager" either: (i) for an unlimited period of time; or (ii) as a monthly contract term. To ensure full use of this service (i.e. to get the latest information on the traffic situation and charging stations), "Porsche Connect" must be purchased and activated as well.
- 1.3 **Period of use:** The FoD Single Service "Porsche Intelligent Range Manager" may be purchased as a FoD Single Service either (i) for an unlimited period of time and therefore available to the PSM Customer for the entire period of use of the vehicle; or (ii) as a monthly contract term, which renews automatically on a monthly basis, until terminated by the Primary User by giving 2 weeks' notice before the end of any calendar month.
- 1.4 **Activation:** After booking the FoD individual service "Porsche Intelligent Range Manager" in the Porsche Connect Store, initial activation of the function in the vehicle is required; for this purpose, the vehicle must be connected to the mobile network via the integrated eSIM and private mode must be switched off until the activation process is completed. You must follow the instructions in Porsche Communication Management (hereinafter PCM) to complete the activation.
- 1.5 **Prices/payment terms:** The prices and payment terms are described in the Porsche Connect Store.

### 2. Power Steering Plus

- 2.1 **Description:** The FoD Single Service "Power Steering Plus" dynamically adjusts the steering to your speed: At high speeds, the steering responds directly and with greater precision. At low speeds, it enables particularly smooth maneuvering and parking.
- 2.2 **Requirements:** An active contract for the FoD Single Service "Power Steering Plus" for an unlimited period of time.
- 2.3 **Period of use:** The FoD Single Service "Power Steering Plus" may be purchased as a FoD Single Service for an unlimited period of time and is therefore available to the PSM Customer for the entire period of use of the vehicle.
- 2.4 **Activation:** After booking the FoD individual service "Power Steering Plus" in the Porsche Connect Store, initial activation of the function in the vehicle is required; for this purpose, the vehicle must be connected to the mobile network via the integrated eSIM and private mode must be switched off until the activation process is completed. You must follow the instructions in the PCM to complete the activation.
- 2.5 **Prices/payment terms:** The prices and payment terms are described in the Porsche Connect Store.

### 3. Porsche InnoDrive

- 3.1 **Description:** The FoD individual service "Porsche InnoDrive" expands Adaptive Cruise Control (ACC). It offers improved



driving speed regulation based on multiple data, such as navigation data, radar and video sensor technology.

- 3.2 **Prerequisites:** An active contract for the "Porsche InnoDrive" FoD individual service, which can be concluded either (i) for an unlimited period or (ii) as a monthly contract term. The vehicle in question must also be equipped with Adaptive Cruise Control (ACC).
- 3.3 **Period of use:** The "Porsche InnoDrive" FoD individual service can be booked either (i) as a time-unlimited FoD individual service, making it available to the PSM customer for the entire period of use of the vehicle, or (ii) as a monthly contract term, which is automatically renewed on a monthly basis until it is cancelled by the main user with a notice period of 2 weeks to the end of a calendar month.
- 3.4 **Activation:** After booking the FoD individual service "Porsche InnoDrive" in the Porsche Connect Store, initial activation of the function in the vehicle is required; for this purpose, the vehicle must be connected to the mobile network via the integrated eSIM and private mode must be switched off until the activation process is completed. You must follow the instructions in the PCM to complete the activation. Completion of the activation should be initialised the next time you use your vehicle.
- 3.5 **Prices/payment terms:** The prices and payment terms are described in the Porsche Connect Store.

#### 4. Active Lane Keeping

- 4.1 **Description:** The FoD individual service "Active Lane Keeping" expands Adaptive Cruise Control (ACC). The lane keeping function helps to keep the vehicle in the centre of the lane using continuous steering adjustments.
- 4.2 **Prerequisites:** An active contract for the "Active Lane Keeping" FoD individual service, which can be concluded either (i) for an unlimited period or (ii) as a monthly contract term. The vehicle in question must also be equipped with Adaptive Cruise Control (ACC).
- 4.3 **Period of use:** The "Active Lane Keeping" FoD individual service can be booked either (i) as a time-unlimited FoD individual service, making it available to the PSM customer for the entire period of use of the vehicle, or (ii) as a monthly contract term, which is automatically renewed on a monthly basis until it is cancelled by the main user with a notice period of 2 weeks to the end of a calendar month.
- 4.4 **Activation:** After booking the FoD individual service "Active Lane Keeping" in the Porsche Connect Store, initial activation of the function in the vehicle is required; for this purpose, the vehicle must be connected to the mobile network via the integrated eSIM and private mode must be switched off until the activation process is completed. You must follow the instructions in the PCM to complete the activation.
- 4.5 **Prices/payment terms:** The prices and payment terms are described in the Porsche Connect Store.

#### 5. Comfort Access

5.1 **Description:** The FoD individual service "Comfort Access" permits unlocking and locking of the vehicle without active use of the key, including contactless opening and closing of the rear hatch by means of a foot gesture and the front luggage compartment by means of a hand gesture.

5.2 **Requirements:** An active contract for the FoD individual service "Comfort Access", which is either (i) valid for an unlimited period or (ii) a monthly contract term.

5.3 **Period of use:** The FoD individual service "Comfort Access" may be booked either (i) as an FoD individual service valid for an unlimited period, making it available to the PSM customer for the entire period of use of the vehicle or (ii) as a monthly contract term that is automatically renewed on a monthly basis until it is cancelled by the main user with a notice period of two weeks to the end date of a calendar month.

5.4 **Activation:** After booking the FoD individual service "Comfort Access" in the Porsche Connect Store, initial activation of the function in the vehicle is required; for this purpose, the vehicle must be connected to the mobile network via the integrated eSIM and data protection mode must be switched off until the activation process has been completed. You must follow the instructions in the PCM to complete the activation.

5.5 **Prices/Terms of payment:** The prices and terms of payment are set out in the Porsche Connect Store.

#### 6. Porsche Dynamic Light System Plus

- 6.1 **Description:** The FoD individual service "Porsche Dynamic Light System Plus" adjusts the light range to different situations, for example city / country / motorway lighting.
- 6.2 **Prerequisites:** An active contract for the "Porsche Dynamic Light System Plus" FoD individual service, which can be concluded either (i) for an unlimited period or (ii) as a monthly contract term.
- 6.3 **Period of use:** The "Porsche Dynamic Light System Plus" FoD individual service can be booked either (i) as a time-unlimited FoD individual service, making it available to the PSM customer for the entire period of use of the vehicle, or (ii) as a monthly contract term, which is automatically renewed on a monthly basis until it is cancelled by the main user with a notice period of 2 weeks to the end of a calendar month.
- 6.4 **Activation:** After booking the FoD individual service "Porsche Dynamic Light System Plus" in the Porsche Connect Store, initial activation of the function in the vehicle is required; for this purpose, the vehicle must be connected to the mobile network via the integrated eSIM and data protection mode must be switched off until the activation process is completed. You must follow the instructions in the PCM to complete the activation.
- 6.5 **Prices/payment terms:** The prices and terms of payment are described in the Porsche Connect Store.

#### 7. Updates

We will provide you with updates to the relevant FoD individual service to at least the extent required by law (i) throughout the entire period of use in the case of an FoD individual service that is booked as a monthly contract term or (ii) for at least the period required by law in the case of an FoD individual service booked as an unlimited FoD individual service, unless otherwise agreed with you in accordance with the legal requirements.

#### 8. Right of Withdrawal for Consumers

If the Customer is a consumer pursuant to Sec. 13 of the German Civil Code (*Bürgerliches Gesetzbuch*, "BGB"), he/she has a right of withdrawal for a period of 14 days in case of the conclusion of the contract. Consumer pursuant to Sec. 13 BGB means every natural person who enters into a legal transaction for purposes that predominantly are outside his/her trade, business or profession. Hereafter, the term "contract" means the booking of one of the FoD Single Services mentioned above. In the following, the Customer is instructed on his/her right of withdrawal:

##### Instructions on withdrawal

##### Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire after 14 days from the day on which the FoD Single Service is made available to you for use (activation day). To exercise the right of withdrawal, you must inform us (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Germany, phone number: 0800 80638, email address: smartmobility@si.porsche.com)

of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or email). You may use the attached model withdrawal form, but it is not obligatory. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

#### **Effects of withdrawal**

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. If you requested to begin the performance of services during the withdrawal period, you shall pay us an amount which is in proportion to what has been provided until you have communicated us your withdrawal from this contract, in comparison with the full coverage of the contract.

#### **Model withdrawal form**

(Complete and return this form only if you wish to withdraw from the contract)

- To Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Germany, e-mail address: smartmobility@si.porsche.com
- I/We (\*) hereby give notice that I/We (\*) withdraw from my/our (\*) contract of sale of the following goods (including FoD Single Service) (\*)/for the provision of the following service (\*),
- Ordered on(\*)/received on (\*),
- Name of the consumer(s),
- Address of the consumer(s),
- Signature of the consumer(s) (only if this form is notified on paper),
- Date

(\*) Delete as appropriate



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## Porsche Sales & Marketplace GmbH

Terms of Use  
for the Porsche Connect Service „Porsche Connect Care“  
(hereafter referred to as **ToU Porsche Connect Care**)

Porsche Sales & Marketplace GmbH (formerly Porsche Smart Mobility GmbH), Porscheplatz 1, 70435 Stuttgart, Germany, (hereafter referred to as **Porsche Sales & Marketplace, PSM** or **We**) operates under [www.porsche.com](http://www.porsche.com) (1) the My Porsche Portal and (2) various online marketplace functionalities (hereafter referred to as **Marketplace**) for the (i) sale of Porsche vehicles, parts, equipment and other vehicle related and vehicle independent products and (ii) provision of vehicle related and vehicle independent services. On the Marketplace, PSM also operates the Porsche Connect Store. For the use of the Marketplace including the Porsche Connect Store, the Terms and Conditions for the use of My Porsche Portal and Porsche's Online Marketplace Functionalities (incl. the Porsche Connect Store) as well as the sale of Porsche Connect Services and Porsche Sales & Marketplace Products (hereafter referred to as **T&C**) apply. The current version of the T&C can be accessed, downloaded and printed at any time at <https://connect-store.porsche.com/si/en/t/termsandconditions>.

In the Porsche Connect Store, the user may also book "Porsche Connect Care". These ToU Porsche Connect Care govern the use of Porsche Connect Care and apply to the order, use and/or renewal of Porsche Connect Care. These ToU Porsche Connect Care apply in addition to the T&C. Insofar as a provision of the T&C conflicts with these ToU Porsche Connect Care, the ToU Porsche Connect Care prevail.

Any terms defined in the T&C shall have the same meaning in these ToU Porsche Connect Care. This shall in particular apply to the following terms:

- Customer: defined in section 1.3 of the T&C;
- Primary and Secondary User: defined in section 3.2 of the T&C;
- Porsche Connect Store and Porsche Connect Services: defined in section 3.1.1 of the T&C.

### "Porsche Connect Care"

Porsche Connect Care (hereafter referred to as **Service Package**) is available for the following vehicle models:

- Taycan
- Cayenne (from model year 2022)
- 911 (from model year 2022)
- Panamera (from model year 2022)

Taycan vehicles of the model year 2020, however, require a free software update in an authorized Porsche workshop to be able to book the Service Package "Porsche Connect Care" (individual services of the Service Package may not be available despite this software update). You can recognize Taycan vehicles of the model year 2020 by the letter L at the 10th position of the vehicle identification number (VIN). For further information on the software update, please contact your Porsche Center.

The Service Package is only available in certain countries and depends on the network availability. You can find the current geographical availability of the Service Package in the Porsche Connect Store at <https://connect-store.porsche.com/si/en/>. You will also find the respective geographical availability of the various functions of the Service Package in the following provisions of these ToU Porsche Connect Care.

**Term:** from 1 Month

**Free inclusive period:** Porsche Connect Care can be booked free of charge for 10 years when purchasing a new vehicle with Connect Care capabilities.

**Connectivity:** The connectivity that is required to provide the Service Package is established by an embedded SIM card. The connectivity is an integral part of the Service Package and is not charged separately.

Porsche Connect Care includes various functions (hereinafter referred to as **Services**), which are described below:

### 1. Breakdown Call

After the "Breakdown Call" service has been triggered, the service establishes a voice and data connection to the Porsche Support instance assigned to the vehicle and transmits your vehicle location and all relevant vehicle information to the Porsche Support instance. You can use this vehicle information to personally talk to employees at the Porsche Support instance. The "Breakdown Call" service is independent of the EU eCall. In emergencies, you should use the EU eCall in your vehicle to contact the responsible emergency call centre or, in an emergency, a corresponding emergency call is automatically triggered via the EU eCall.

#### 1.1 Detailed description of the Service

1.1.1 You can trigger the service either via the Porsche Communication Management of a vehicle with Connect capabilities (hereinafter **PCM**) or via the My Porsche app. Activation can therefore be carried out by any main- or secondary user, as well as by anyone who has access to the vehicle interior. After the service has been triggered, a voice and data connection is automatically established from the vehicle to the assigned Porsche Support instance. The data sent from the vehicle to the Porsche Support instance can contain information such as the vehicle identification number (Vehicle ID), vehicle model, year of production and special equipment, vehicle location, occurrence of an accident, fuel level, tyre pressure, remaining range with the available fuel, vehicle status and error messages (hereinafter car data). The Porsche Support instance and/or a dialogue in the My Porsche App and/or in the vehicle infotainment system might ask you for your consent for calling up the vehicle identification number and/or other car data.

1.1.2 During the voice connection, the Porsche Support instance will ask you questions to further assess your breakdown situation. Depending on the particular breakdown situation, the Porsche Support instance can offer you various assistance options as follows:

- 1.) The Porsche Support instance can give advice on how to proceed (e.g. "Please top up oil at the nearest gas station"); and/or
- 2.) The Porsche Support instance can analyse the received car data in more detail and try to identify the problem. The findings gathered can be passed on to the respective Porsche Centre, which enables them to prepare for the vehicle's visit to the workshop or to initiate further measures. If a problem can be solved via remote repair, the Porsche Support instance can carry this out. The prerequisite for this is the fulfilment of various problem-dependent preconditions such as: engine switched off, vehicle is stationary, engine immobiliser is active, windows are closed, no active charging process. If necessary, further car data required for this purpose are read out. In addition, it is possible

sible that the breakdown and/or emergency call functionality will not exist or be limited during the problem solving via remote repair. Before starting to troubleshoot the problem via remote repair, the Porsche Support instance will inform you of any such preconditions and/or usage restrictions, which you must then confirm. This is only a troubleshooting attempt, so additional steps may be necessary; and/or

- 3.) The Porsche support instance can request external support, e.g. breakdown assistance or towing of the non-functional vehicle. Your call will not be forwarded to other service providers. If your vehicle needs to be repaired, the Porsche Support instance can, subject to your prior consent, forward the car data to a Porsche Centre.
- 1.1.3 Any services provided by the Porsche Support instance after the breakdown call require a separate contract, which could result in additional costs. You can find more information about the Porsche Support instance and in particular about the service components covered by contacting your Porsche Centre or by inquiring with your support service provider "AXA Assistance Deutschland GmbH/Inter Partner Assistance SA". The Porsche Support instance can determine the Porsche Support instance status of your vehicle.
  - 1.1.4 If you have access to or use third-party products or services, the contractual terms applicable to these products or services apply. PSM is not responsible for any access to or usage of these products or services.
  - 1.1.5 Bitte beachten Sie, dass durch die Auslösung des Dienstes über die My Porsche App auf Ihrem Mobilgerät, abhängig von den Bedingungen des Mobilfunkvertrages, den Sie mit einem Telekommunikationsanbieter als Dritten geschlossen haben, zusätzliche Kosten entstehen können.
- 1.2 **Restrictions on use and system restrictions**
    - 1.2.1 The service is provided via a telematics unit installed in the vehicle, which receives GPS satellite signals and communicates with the Porsche Support instance via wireless communication systems and communication networks. Due to the nature of the technologies used for the functions of the service and contained in the telematics unit, the functions of the service (or parts of the service) may from time to time not be available in all parts of the contract territory of these ToU Porsche Connect Care and/or may be negatively affected by physical conditions, including but not limited to removal or tampering with the telematics unit or its antenna, electromagnetism, the vehicle being in a garage, underpass or any other location where the GPS or wireless communication networks are not available, atmospheric conditions and other causes of interference that are beyond our control (e.g. failure of GPS or communication networks). In particular, the operation of the telematics unit and thus the provision of the functions of the service in accordance with these ToU Porsche Connect Care depends on the GPS networks and the wireless and fixed communication networks used by the telematics unit being operational. Therefore, not all functions of the service are available anytime and anywhere, and there is no guarantee that all functions of the service will be operational anytime and anywhere.
    - 1.2.2 The Service does not include vehicle insurance or any other insurance. Please note that you may be legally required to take out insurance; furthermore, it is your responsibility to procure further insurance protection, insofar as you consider it reasonable. The fees paid for the Service are unrelated to the value of the vehicle or any property in the vehicle, or to the cost of injury or damage that you or others may suffer.
    - 1.2.3 In the event that a problem is to be solved by remote repair as per point 1.1.2. of these ToU Porsche Connect Care, the customer must give consent to the Porsche Support instance in advance.

## 2. Smart Service

### 2.1 Description

The "Smart Service" service informs you about individual maintenance and repair requirements for selected vehicle components through messages and status displays in your PCM, in the My Porsche portal and in the My Porsche app. It is a prediction, especially in terms of the chassis, drive and batteries, and is based on ongoing evaluations of your car data. We endeavour (i) to make the prediction more precise over time, particularly by optimising the prediction models and/or the composition of the car data used and/or (ii) to expand the scope of the maintenance and repair needs covered and/or (iii) to expand this scope to other vehicle components. The corresponding car data is automatically transmitted to Porsche's systems and your Porsche Centre can retrieve this data if required. Based on this car data, your Porsche Centre can proactively contact you via the channel you have chosen.

### 2.2 Restrictions on use and system restrictions

The functionality of the Service exists only in relation to original Porsche vehicle components.

### 2.3 Contractual territory

Porsche Sales & Marketplace provides you with the Service in accordance with these ToU Porsche Connect Care in the following geographical areas (hereinafter referred to as **Contractual Area Smart Service**): Andorra, Belgium, Bosnia and Herzegovina, Bulgaria, Denmark, Germany, Estonia, Finland, France, Gibraltar, Greece, Great Britain, Ireland, Iceland, Italy, Croatia, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Austria, Poland, Portugal, Romania, Sweden, Switzerland, Slovakia, Slovenia, Spain, Czech Republic, Hungary, Cyprus, Australia, Canada, China, Hong Kong, Japan, Malaysia, Mexico, New Zealand, Singapore, South Korea, Taiwan, USA

## 3. Good to know – Driver's Manual

Good to know - Driver's Manual provides you with a digital version of the driver's manual for your vehicle in Porsche Communication Management (PCM). In addition to the printed Driver's Manual included with the vehicle, the service offers additional functions described in section 3.1.

### 3.1 Detailed description of the service

- 3.1.1. The service provides you with Driver's Manual content in text and visual form (i.e. images, interactive graphics, animations) in PCM.
- 3.1.2. Any future changes to the contents of the Driver's Manual can be downloaded and updated.
- 3.1.3. The service also provides proactive references to the Driver's Manual based on the vehicle's warning and information messages. This provides you with more detailed information on the error messages.
- 3.1.4. The service also permits device-independent and synchronous use of the digital Driver's Manual. This means that pages bookmarked and selected as favourites in the vehicle, as well as those most recently visited, are also displayed on the digital output channels of Porsche AG, depending on country (assuming online availability of the vehicle, as well as login to the output channels).
- 3.1.5. In addition, "Good to know – Driver's Manual" can also be called up via the Voice Pilot.

### 3.2 Use and system restrictions

The Driver's Manual content described in 3.1.1 is also available offline in PCM and the My Porsche App (download required). All other functions require a data connection. The display of Driver's Manual content in the form of additional animations is part of the Good to know – Driver's Manual Plus service, which is part of the Porsche Connect service package that can be booked separately.

## 4. Online Software Update

The Online Software Update is installed in your vehicle using over-the-air technology, without a workshop visit being required. Updates are downloaded

in the background and can then be installed by you at any time, for example, when parking the vehicle overnight.

#### 4.1 Detailed description

Regularly performing the updates means that the vehicle always has the latest software version. The updates are carried out in a similar manner to the update processes that you already know from other media/devices. If an update is available for your vehicle, it will be downloaded in the background. Once successfully downloaded, the update will be available for you to install in your vehicle's PCM. To start the installation, you must carry out the steps listed in the PCM (e.g. park the vehicle, switch on the handbrake, etc.). The vehicle cannot be used while the update is being carried out. You will receive a message in the PCM once the update has been successfully installed. You can deactivate and reactivate the Online Software Update service in the My Porsche portal at any time.

#### 4.2 Use and system restrictions

The functions described in 4.1 can be accessed in the PCM at any time, provided that your vehicle has connectivity, i.e. a reliable mobile phone connection. It is not possible to install an Online Software Update if your vehicle is in private mode. Additional requirements (e.g. parking the vehicle safely or not connecting the vehicle to a charging station) are update-specific and will be displayed in the PCM before each installation.

#### 5. Updates

During the service package availability period, which coincides with the term of the service package contract, we will provide you with updates to at least the extent required by law, unless otherwise agreed with you in accordance with the legal requirements.

#### 6. Usage of data

In connection with the booking of the Service Package, certain data - potentially also personal data - may be collected in order to perform the respective Service. Depending on the Service, it may, for example, be necessary for the provision of such Service to collect and process data of components (e.g. 12 V battery, wiper blades) and to analyze such data.

Porsche Sales & Marketplace may use such data - potentially in an anonymized form - for (i) the purpose of managing and improving quality, safety and security of the Service Package and/or PSM Products (including Porsche vehicles), and (ii) for other commercial purposes. The usage of certain data for the purpose of managing and improving quality, safety and security of the Service Package and/or PSM Products (including Porsche vehicles) can be activated and deactivated using appropriate functionalities in the Porsche vehicle and/or My Porsche Portal.

For the above purposes, such data may also be transferred to other Porsche entities and other third parties that are engaged by Porsche Sales & Marketplace or other Porsche entities in this context and - to the extent such data is anonymized - to other third parties.

The usage of such data will be in compliance with applicable data protection law. Where required by law, Porsche Sales & Marketplace will obtain the relevant consents. Further information can be found in the data protection and privacy information at <https://connect-store.porsche.com/si/en/t/privacy>.

#### 7. Right of Withdrawal for Consumers

If the Customer is a consumer pursuant to Sec. 13 of the German Civil Code (*Bürgerliches Gesetzbuch*, "BGB"), he/she has a right of withdrawal for a period of 14 days in case of the conclusion of the contract. Consumer pursuant to Sec. 13 BGB means every natural person who enters into a legal transaction for purposes that predominantly are outside his/her trade, business or profession. Hereafter, the term "contract" means the purchase of the Service Package "Porsche Connect Care". In the following, the Customer is instructed on his/her right of withdrawal:

##### Instructions on withdrawal

###### Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period will expire after 14 days from the day on which the Service Package is made available to you for use (activation day). To exercise the right of withdrawal, you must inform us (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Germany, phone number: 0800 80638, email address: [smartmobility@si.porsche.com](mailto:smartmobility@si.porsche.com)) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or email). You may use the attached model withdrawal form, but it is not obligatory.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

###### Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. If you requested to begin the performance of the services during the withdrawal period, you shall pay us an amount which is in proportion to what has been provided until you have communicated us your withdrawal from this contract, in comparison with the full coverage of the contract.

##### Model withdrawal form

(Complete and return this form only if you wish to withdraw from the contract)

- To Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Germany, email address: [smartmobility@si.porsche.com](mailto:smartmobility@si.porsche.com)
- I/We (\*) hereby give notice that I/we (\*) withdraw from my/our (\*) contract of sale of the following goods (\*)/for the provision of the following service (\*)
- Ordered on(\*)/received on (\*)
- Name of the consumer(s)
- Address of the consumer(s)
- Signature of the consumer(s) (only if this form is notified on paper)
- Date

(\*) Delete as appropriate



PORSCHE

## PORSCHE SALES & MARKETPLACE GmbH

### Terms of Use

for the Porsche Connect services "Porsche Connect"  
(hereinafter referred to as **ToU Porsche Connect**)

Porsche Sales & Marketplace GmbH (formerly Porsche Smart Mobility GmbH), Porscheplatz 1, DE-70435 Stuttgart (hereinafter **Porsche Sales & Marketplace, PSM** or **We**) operates, at [www.porsche.com](http://www.porsche.com), (1) the My Porsche portal and (2) various online marketplace functionalities (hereinafter **Marketplace**) for (i) the sale of Porsche vehicles, parts, accessories and other vehicle-related and vehicle-independent products and (ii) the provision of vehicle-related and vehicle-independent services. PSM also operates the Porsche Connect Store on the Marketplace. For the use of the Marketplace, including the Porsche Connect Stores, the General Terms and Conditions (hereinafter **GTC**) for the use of the My Porsche portal and the Porsche Online Marketplace functionalities (including the Porsche Connect Store), as well as for the sale of Porsche Connect services and Porsche Sales & Marketplace products apply. The current version of the GTC can be accessed, downloaded and printed out at any time at <https://connect-store.porsche.com/si/en/t/termsandconditions>.

The user can also book "Porsche Connect" (hereinafter Service Package) in the Porsche Connect Store. These ToU Porsche Connect govern the use of Porsche Connect and apply to the ordering, use and/or extension of Porsche Connect. The ToU Porsche Connect apply in addition to the GTC. Insofar as any provision of the GTC is in conflict with these ToU Porsche Connect, the ToU Porsche Connect shall prevail.

Terms defined in the GTC have the same meaning with regard to these Porsche Connect ToU. This applies in particular to the following terms:

- Customer: defined in point 1.3 of the GTC;
- Porsche Connect Store and Porsche Connect services: defined in point 3.1.1 of the GTC;
- PSM Customer: defined in point 3.1.2 of the GTC;

#### "Porsche Connect"

These ToU Porsche Connect apply to the following vehicle models:

- Macan (from model year 2024)

Depending on geographic availability, Porsche Connect includes the services described below. The current geographical availability can be found in the Porsche Connect Store at <https://connect-store.porsche.com/si/en/>.

**Duration:** from 1 month

**Free inclusive period:** Porsche Connect can be booked free of charge for 10 years when purchasing a new vehicle with Connect capabilities.

Your vehicle remains Porsche Connect-enabled for 10 years, which means that the Porsche Connect services can be used in your vehicle. The required connectivity for the use of 3rd party apps and the Wi-Fi hotspot will be provided to you free of charge (by our contractual partner) for 4 years from the

vehicle handover. More details can be found at <https://connect-store.porsche.com/si/en>. PSM is continuously developing its services and functionalities. It is therefore possible under certain circumstances that not all software functions or new features that Porsche introduces for newer or different models will be usable or functional in your vehicle.

#### Another precondition for using all the services included in the Service Package:

The Porsche Communication Management (hereinafter **PCM**) in a Connect-enabled vehicle must have connectivity. Connectivity is provided via the PCM's integrated SIM card. The use of connectivity for this Service Package (with the exception of the "App Centre", "Online/Hybrid Radio" services and Internet access via WiFi hotspot) is included in the price of the Service Package. For the services "App Centre", "Online/Hybrid Radio" and Internet access via WiFi hotspot, (a) a data package or (b) a connection via a mobile phone (tethering) with a corresponding mobile data tariff is also required. A separate contract must be concluded with a mobile service provider for this purpose. This may incur additional costs, including roaming charges for using the service abroad, depending on the contract concluded with the mobile service provider. If you connect the PCM via your mobile phone, please make sure that this is permitted by your mobile data plan. The availability and speed of the services included in the Service Package are subject to the availability and speed of the data connection provided by your mobile service provider. In some countries, you can book a free Data Pass 5GB for 4 years with our respective cooperation partner.

## 1 Finder

**Description:** With the "Finder" service, you can use a system-defined online search engine in a predefined database for points of interest (e.g. charging stations, petrol stations, restaurants, hotels, and parking spaces). The search results sometimes contain additional data, such as telephone numbers, opening times, fuel prices, parking fees or reviews by other users. Points of interest can also be searched for, saved, managed and transmitted to the PCM in My Porsche and in the My Porsche app.

## 2 Voice Pilot

### 2.1 Description:

With the "Voice Pilot" service, various functions of the PCM and other services can be operated using voice input. Additional functionalities, such as media searches, points of interest or weather information, are made possible by means of online speech recognition.

## 2.2 Use restrictions:

Operation of the Voice Pilot is limited to the supported languages. The lack of an online connection can limit the results. Due to external influences, such as background noise, for example, the **speech recognition** may not always produce the desired results.

## 3 Navigation Plus

**Description:**With the "Navigation Plus" service, route calculation by the PCM in the vehicle is supplemented by online services.

The PCM navigation system uses current GPS data and traffic data to optimise the route to the specified destination down to the minute. Roads are shown in colour in the map display according to the traffic situation. The maps of the PCM navigation system are updated online.

The PCM navigation system can display the map in satellite view. By caching the loaded map data of the current environment of the vehicle, the satellite view is retained even if the connection is temporarily interrupted.

## 4 Charging Planner

### 4.1 Description:

The "Charging Planner" service improves the route of the PCM navigation system to achieve the shortest possible total travel time (journey time and charging stops), based on the selected destination, the remaining range, the driving profile, available real-time traffic data, as well as available charging stations and their charging capacity. Necessary charging stops are automatically planned into the itinerary.

### 4.2 Use restrictions:

The service does not always have precise information. As a result, information regarding charging station availability may be inaccurate.

## 5 Radio Plus

### 5.1 Description:

The "Radio Plus" service can be used to access online channels provided by radio stations. If Radio Plus is active and the reception of the radio sources FM or Digital Audio Broadcasting (DAB) is currently disrupted, the PCM automatically switches to the respective online channel from the station (if available). The service also displays metadata available via the PCM about the songs and stations you are playing.

### 5.2 Use restrictions:

The online and hybrid radio functions are only available in select countries. The data connection for this service requires (a) a data package (available separately from the cooperation partner in selected countries) or (b) a connection via the mobile phone connected to the PCM (tethering), with a corresponding mobile data tariff.

## 6 Calendar

### 6.1 Description:

The "Calendar" service makes it possible to directly link the PCM with third-party calendars that are available online. In addition, via the My Porsche App, calendars shared with the app on the smartphone can be connected to the PCM. The service offers a day view. Appointments can be read out by the Voice Pilot. Furthermore, addresses can also be recognised in calendar entries and used directly as navigation destinations. It is also possible to dial in directly to conference calls, however, you can only dial in with a mobile phone connected to the PCM via Bluetooth.

## 6.2 Use restrictions:

Direct dialling into telephone conferences (i.e. dialling in without entering a PIN or other conference ID) is only possible with supported meeting invitation formats and with a mobile phone connected to the PCM via Bluetooth.

## 6.3 Prerequisites:

A prerequisite is that the My Porsche app has been downloaded onto the PSM customer's smartphone, which is to be connected to the car. To enable the service to access the smartphone calendar, access to the calendar must be explicitly granted for the My Porsche app in the operating system settings.

## 7 App Centre

### 7.1 Description:

The App Centre enables the customer to search for, download, update and manage apps. These are apps specially designed for the vehicle, and are offered and managed by either Porsche or third-party providers.

### 7.2 Use restrictions:

The portfolio of the App Centre has been adapted for automotive use and cannot be compared with the variety of an App Centre for smartphones. Depending on the app, the information display may be limited to the passenger-side display while driving. The app portfolio is subject to constant changes.

The data connection for this service requires (a) a data package (available separately from the cooperation partner in selected countries) or (b) a connection via the mobile phone connected to the PCM (tethering), with a corresponding mobile data tariff.

### 7.3 Contract territory:

Porsche Sales & Marketplace provides you with the service, subject to these ToU, in the following geographical areas (hereinafter referred to as the "Contractual Territory"): Andorra, Australia, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Great Britain, Hungary, Iceland, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Monaco, Montenegro, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, USA.

### 7.4 Information about the ranking of products and recommendations:

Our app recommendations in the App Centre are updated regularly, at least every 4 weeks. Our recommendations can be randomly selected to show you as many different apps as possible from the App Centre offering, or they can be based on paid partnerships with our partners. Sponsored recommendations are marked as such.

For search queries in the App Centre, both individual apps and matching apps from predefined app categories are displayed (for example, 'Music', 'Gaming', etc.). The search is based solely on the wording of the search term entered and the results are displayed in alphabetical order.

## 8 Porsche2X

### 8.1 Description:

The "Porsche2X" service shows available information about local hazards, e.g. the risk of aquaplaning, as an infographic in the PCM.

## 8.2 Contract territory:

Porsche Sales & Marketplace provides you with the service, subject to these ToU, in the following geographical areas (hereinafter referred to as the Contract Territory): Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Great Britain, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, USA.

## 9 Car Control

### 9.1 Description:

It is possible to check the status of your vehicle remotely on your smartphone. The service includes display of information regarding the outer shell status (e.g. status of the doors), service intervals or the current mileage.

### 9.2 Use restrictions:

The screen for additional PHEV information (e.g. electric range) is available solely for such vehicles.

## 10 Trip Control

### 10.1 Description:

It is possible to check the driving data of your vehicle remotely on your smartphone. This includes: travel time, distance, average speed and average consumption for all trip types (short, repetitive, long).

### 10.2 Use restrictions:

Retrievable information is only updated when the ignition status changes.

## 11 Horn & Indicator

### 11.1 Description:

It is possible to trigger a short sounding of the horn or flashing of the indicator lights on your vehicle remotely. Afterward, you will receive a confirmation message or a push notification.

### 11.2 Use restrictions:

This service is only available when the vehicle is stationary and the ignition and hazard warning lights are off. Further restrictions may apply as a result of country-specific regulations.

## 12 Lock & Unlock

### 12.1 Description:

It is possible to open the doors and luggage compartment of your vehicle remotely. Afterward, you will receive a confirmation message or a push notification.

### 12.2 Use restrictions:

This service is only available when the vehicle is stationary, the driver's door is closed, the ignition is switched off and the key is not in the ignition switch. Further restrictions may apply depending on country-specific regulations.

### 12.3 Note:

Using the unlock function when you are not present in the vehicle increases the risk of vehicle theft or theft of items in the vehicle. To prevent unauthorised use, execution of the open function therefore requires the entry of a four-digit security code. You specify the security code when you register and set up Porsche Connect for the first time. This security code can be changed at a later point in the My Porsche portal.

## 13 Car Finder

### 13.1 Description:

It is possible to view the location and position of your vehicle remotely. The current position of the mobile device used for this function is also displayed on a map. If no current position of the vehicle is available (e.g., because it is parked in an underground car park), the last saved GPS position is used. You can deactivate the transmission of data by activating the privacy mode.

### 13.2 Use restrictions:

This service is only available with uninterrupted data transmission. Furthermore, this service is fully available while driving as well as when the vehicle is stationary.

## 14 E-Control

### 14.1 Description:

You can check the status of your vehicle remotely as well as start or stop the charging process as follows. You can check the connection status, the remaining charging time, and the current electric range. The electric range is indicated by a circle on the map. You also have the option of optimising the charging process of the high-voltage battery of your vehicle for a certain departure time. You can set departure timers and receive a confirmation message or push notification when events occur (for example, charging interrupted) and when an activated E-Timer has expired.

### 14.2 Use restrictions:

The range indicated by the circle on the map is only an estimated value. The values on the map do not reflect the actual route distances. Therefore, in reality, locations could be beyond the electric range even if they appear within the electric range circle. This service is available exclusively for electric and hybrid vehicles.

## 15 Climate

### 15.1 Description:

You can check the status of the heating/air-conditioning system remotely, and activate or deactivate them as follows. Once the heating and/or air-conditioning has been successfully activated or deactivated, you will receive a confirmation message or a push notification. You can also set the Climate Timer for remote-controlled heating and/or air-conditioning remotely. Once you have configured this setting, you will receive a confirmation message or a push notification on your mobile device as soon as an activated Climate Timer has expired.

### 15.2 Use restrictions:

This service is available for electric and hybrid vehicles. The service is available for vehicles with a combustion engine equipped with a pre-heater. The service is only available when the vehicle is stationary, but the ignition may be switched on. For further information on using the pre-heater, please refer to the driver's manual for the vehicle. Further restrictions may apply as a result of country-specific regulations.

## 16 Car Alarm

### 16.1 Description:

You will receive a message or a push notification if your vehicle's anti-theft alarm is triggered. The message contains information about the triggered alarm and a time stamp.

### 16.2 Use restrictions:

This service can only send a message or a push notification if the vehicle is able to connect to the Porsche systems. If the anti-theft alarm is triggered, but your vehicle's control unit has no connectivity (e.g. because it is parked in an underground



car park), the message or push notification will be sent as soon as a connection is available.

### 16.3 Note:

If the vehicle is in privacy mode, no notification will be sent in the event of an alarm.

## 17 Location Alarm

### 17.1 Description:

You can set a circular geographic boundary remotely. You will receive a notification as soon as the vehicle leaves or enters this area. You can manage up to four areas at the same time. In case of an event (leaving or entering an area), you will receive a message or a push notification, including a map showing the location where the event took place.

### 17.2 Use restrictions:

This service will only send a message when the ignition is on and wheel movement is detected.

## 18 Breakdown Call

After the "Breakdown Call" service has been triggered, the service establishes a voice and data connection to the Porsche Support instance assigned to the vehicle and transmits your vehicle location and all relevant vehicle information to the Porsche Support instance. You can use this vehicle information to personally talk to employees at the Porsche Support instance. The "Breakdown Call" service is independent of the EU eCall. In emergencies, you should use the EU eCall in your vehicle to contact the responsible emergency call centre or, in an emergency, a corresponding emergency call is automatically triggered via the EU eCall.

### 18.1 Description:

#### 18.1.1

You can trigger the service either via the Porsche Communication Management of a vehicle with Connect capabilities (hereinafter **PCM**) or via the Porsche Connect app. Activation can therefore be carried out by any main- or secondary user, as well as by anyone who has access to the vehicle interior. After the service has been triggered, a voice and data connection is automatically established from the vehicle to the assigned Porsche Support instance. The data sent from the vehicle to the Porsche Support instance can contain information such as the vehicle identification number (Vehicle ID), vehicle model, year of production and special equipment, vehicle location, occurrence of an accident, fuel level, tyre pressure, remaining range with the available fuel, vehicle status and error messages (hereinafter car data). The Porsche Support instance and/or a dialogue in the My Porsche App and/or in the vehicle infotainment system might ask you for your consent for calling up the vehicle identification number and/or other car data.

#### 18.1.2

During the voice connection, the Porsche Support instance will ask you questions to further assess your breakdown situation. Depending on the particular breakdown situation, the Porsche Support instance can offer you various assistance options as follows:

##### 18.1.2.1

The Porsche Support instance can give advice on how to proceed (e.g. "Please top up oil at the nearest gas station"); and/or

##### 18.1.2.2

The Porsche Support instance can analyse the received car data in more detail and try to identify the problem. The findings gathered can be passed on to the respective Porsche Centre, which enables them to prepare for the vehicle's visit to the workshop or to initiate further measures. If a problem can be

solved via remote repair, the Porsche Support instance can carry this out. The prerequisite for this is the fulfilment of various problem-dependent preconditions such as: engine switched off, vehicle is stationary, engine immobiliser is active, windows are closed, no active charging process. If necessary, further car data required for this purpose are read out. In addition, it is possible that the breakdown and/or emergency call functionality will not exist or be limited during the problem solving via remote repair. Before starting to troubleshoot the problem via remote repair, the Porsche Support instance will inform you of any such preconditions and/or usage restrictions, which you must then confirm. This is only a troubleshooting attempt, so additional steps may be necessary; and/or

##### 18.1.2.3

The Porsche support instance can request external support, e.g. breakdown assistance or towing of the non-functional vehicle. Your call will not be forwarded to other service providers. If your vehicle needs to be repaired, the Porsche Support instance can, subject to your prior consent, forward the car data to a Porsche Centre.

### 18.1.3

Any services provided by the Porsche Support instance after the breakdown call require a separate contract, which could result in additional costs. You can find more information about the Porsche Support instance and in particular about the service components covered by contacting your Porsche Centre or by inquiring with your support service provider "AXA Assistance Deutschland GmbH/Inter Partner Assistance SA". The Porsche Support instance can determine the Porsche Support instance status of your vehicle.

### 18.1.4

If you access or use third-party products or services, the terms and conditions of those products or services apply. PSM is not responsible for access to or use of these products or services.

### 18.1.5

Please note that triggering the service via the My Porsche app on your mobile device may incur additional costs, depending on the terms of the mobile phone contract that you have concluded with a third-party telecommunications provider.

### 18.2 Use restrictions:

#### 18.2.1

The service is provided via a telematics unit installed in the vehicle, which receives GPS satellite signals and communicates with the Porsche Support instance via wireless communication systems and communication networks. Due to the nature of the technologies used for the functions of the service and contained in the telematics unit, the functions of the service (or parts of the service) may from time to time not be available in all parts of the contract territory of these ToU Porsche Connect and/or may be negatively affected by physical conditions, including but not limited to removal or tampering with the telematics unit or its antenna, electromagnetism, the vehicle being in a garage, underpass or any other location where the GPS or wireless communication networks are not available, atmospheric conditions and other causes of interference that are beyond our control (e.g. failure of GPS or communication networks). In particular, the operation of the telematics unit and thus the provision of the functions of the service in accordance with these ToU Porsche Connect depends on the GPS networks and the wireless and fixed communication networks used by the telematics unit being operational. Therefore, not all functions of the service are available anytime and anywhere, and there is no guarantee that all functions of the service will be operational anytime and anywhere.

### 18.2.2

The service does not include vehicle insurance or any other insurance. Please note that you may be required by law to have insurance; furthermore, it is your responsibility to arrange for such other insurance cover as you deem reasonable. The fees paid for the service are unrelated to the value of the vehicle or any property in the vehicle, or the cost of any injury or damage suffered by you or others.

### 18.2.3

In the event that a problem is to be solved by remote repair as per point 18.1.2.2 of these ToU Porsche Connect, the customer must give consent to the Porsche Support instance in advance.

## 19 Smart Service

### 19.1 Description:

The "Smart Service" service informs you about individual maintenance and repair requirements for selected vehicle components through messages and status displays in your PCM, in the My Porsche portal and in the My Porsche app. It is a prediction, especially in terms of the chassis, drive and batteries, and is based on ongoing evaluations of your car data. We endeavour (i) to make the prediction more precise over time, particularly by optimising the prediction models and/or the composition of the car data used and/or (ii) to expand the scope of the maintenance and repair needs covered and/or (iii) to expand this scope to other vehicle components. The corresponding car data is automatically transmitted to Porsche's systems and your Porsche Centre can retrieve this data if required. Based on this car data, your Porsche Centre can proactively contact you via the channel you have chosen.

### 19.2 Use restrictions:

The functionality of the service is limited exclusively to original Porsche vehicle components.

### 19.3 Contract territory:

Porsche Sales & Marketplace provides you with the service, subject to these ToU Porsche Connect, in the following geographical areas (hereinafter referred to as the Smart Service contract territory): Andorra, Belgium, Bosnia and Herzegovina, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Great Britain, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, USA.

## 20 Good to know – Driver's Manual

Good to know - Driver's Manual provides you with a digital version of the driver's manual for your vehicle in Porsche Communication Management (PCM). In addition to the printed Driver's Manual included with the vehicle, the service offers additional functions described in paragraph 20.1.

### 20.1 Description:

#### 20.1.1

The service provides you with Driver's Manual content in text and visual form (i.e. images, interactive graphics, animations) in PCM.

#### 20.1.2

Any future changes to the contents of the Driver's Manual can be downloaded and updated.

#### 20.1.3

The service also provides proactive references to the Driver's Manual based on the vehicle's warning and information messages. This provides you with more detailed information on the error messages.

### 20.1.4

The service also permits device-independent and synchronous use of the digital Driver's Manual. This means that pages bookmarked and selected as favourites in the vehicle, as well as those most recently visited, are also displayed on the digital output channels of Porsche AG, depending on the country (assuming online availability of the vehicle, as well as login to the output channels).

### 20.1.5

In addition, "Good to know – Driver's Manual" can also be called up via the Voice Pilot.

### 20.2 Use restrictions:

The Driver's Manual content described in 20.1.1 is also available offline in PCM and the My Porsche App (download required). All other functions require a data connection.

## 21 Online Software Update

Online Software Update is installed in your vehicle using over-the-air technology, without a workshop visit being required. Updates are downloaded in the background and can then be installed by you at any time, for example, when parking the vehicle overnight.

### 21.1 Description:

Regularly performing updates means that the vehicle always has the latest software version. The updates are carried out in a similar manner to the update processes that you already know from other media/devices. If an update is available for your vehicle, it will be downloaded in the background. Once successfully downloaded, the update will be available for you to install in your vehicle's PCM. To start the installation, you must carry out the steps listed in the PCM (e.g. park the vehicle, switch on the handbrake, etc.). The vehicle cannot be used while the update is being carried out. You will receive a message in the PCM once the update has been successfully installed. You can deactivate and reactivate the Online Software Update service in the My Porsche portal at any time.

### 21.2 Use restrictions:

The functions described in 21.1 can be accessed in the PCM at any time, provided that your vehicle has connectivity, i.e. a reliable mobile phone connection. It is not possible to install an Online Software Update if your vehicle is in private mode. Additional requirements (e.g. parking the vehicle safely or not connecting the vehicle to a charging station) are update-specific and will be displayed in the PCM before each installation.

## 22 Updates

During the Service Package availability period, which coincides with the term of the Service Package contract, we will provide you with updates to at least the extent required by law, unless otherwise agreed with you in accordance with the legal requirements.

## 23 Usage of Data

In connection with booking the Service Package, certain data, which possibly includes personal data, can be collected in order to fulfil the respective service. Depending on the service, it may be necessary, for example, to collect, store and analyse data about components (e.g. 12 V battery, wiper blades) in order to provide the service.

Porsche Sales & Marketplace may use this data – possibly in anonymised form – for (i) the management and improvement of the quality and safety of the Service Package and/or PSM products (including Porsche vehicles) and (ii) other commercial purposes. The use of certain data for management purposes and for improving the quality and safety of the Service Package and/or the PSM products (including Porsche vehicles) can

be activated and deactivated using the corresponding functionalities in the Porsche vehicle and/or in the My Porsche portal.

For the aforementioned purposes, this data can also be passed on to other Porsche companies and other third parties commissioned by Porsche Sales & Marketplace or other Porsche companies in this context and – if this data is anonymised – disclosed to third parties.

The use of data as described takes place in accordance with the applicable data protection regulations. To the extent required by law, Porsche Sales & Marketplace will obtain the appropriate consent. Further information can be found in the data privacy policy at <https://connect-store.porsche.com/si/en/t/privacy>.

## 24 Right of withdrawal for consumers

If a customer is a consumer within the meaning of Article 13 of the German Civil Code (BGB), the customer has a 14-day right of cancellation when a contract is concluded. Consumers according to Article 13 of the BGB are any natural persons who conclude a legal transaction for purposes that can be attributed predominantly neither to their business activities nor their independent professional activities. In the following, the term "contract" means the purchase of Porsche Connect. The customer is informed of their right of cancellation below:

### Cancellation policy

#### Right of cancellation

You have the right to cancel this contract within 14 days without specifying a reason.

The cancellation period is fourteen days from the day on which Porsche Connect is made available to you for use (day of activation).

To exercise your right of cancellation, you are required to inform us of this (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - Postfach 41 42, 73744 Ostfildern, Germany, telephone number: 0800 806 38, email address: [smartmobility@si.porsche.com](mailto:smartmobility@si.porsche.com)) by submitting a clear statement (e.g. a letter sent by post or email) detailing your decision to cancel this contract. You can use the enclosed sample cancellation letter for this, but it is not obligatory.

In order to cancel within the cancellation period, it is sufficient for your notice to cancel to have been sent before the period expires.

#### Effects of cancellation

If you cancel this contract, we shall reimburse all payments received from you, including the costs of delivery (with the exception of the additional costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), immediately and no later than 14 days from the day on which we receive your letter concerning your decision to cancel this contract. We will reimburse all payments using the same method of payment you used for the original transaction, unless we have expressly agreed otherwise with you; in any event, you will not incur any charges as a result of this reimbursement. If you have requested that the services should begin during the cancellation period, you must pay us an appropriate amount to cover the share of services already provided up to the time at which you inform us of your intention to exercise your right of cancellation for this contract, as compared with the total scope of services included in the contract.

### Sample cancellation form

(If you wish to cancel the contract, please complete and return this form.)

- To Contact Porsche - c/o Porsche Sales & Marketplace GmbH - Postfach 41 42, 73744 Ostfildern, Germany, email address: [smartmobility@si.porsche.com](mailto:smartmobility@si.porsche.com):

- I/we(\*) hereby cancel the contract concluded by me/us(\*) for the purchase of the following goods(\*)/the provision of the following service(\*)
- Ordered on(\*)/received on(\*)
- Name of the consumer(s)
- Address of the consumer(s)
- Signature of the consumer(s) (required for paper notifications only)
- Date

(\*) *Strike out if not applicable.*