



PORSCHE

PORSCHE SALES & MARKETPLACE GmbH

Uslovi korištenja za Porsche Connect uslugu "Paket navigacije i infotainment" (u nastavku **Uslovi korištenja**)

Ovi Uslovi korištenja reguliraju korištenje Porsche Connect usluge "Paket navigacije i infotainment". Ovi Uslovi korištenja se primjenjuju uz Uslove i odredbe portala My Porsche, prodavnice Porsche Connect i Porsche Connect usluga kao i Porsche proizvoda (Uslovi i odredbe). U slučaju da su Uslovi i odredbe u suprotnosti s Uslovima korištenja, Uslovi korištenja će imati prednost.

"Paket navigacije i infotainment"

"Paket navigacije i infotainment" uključuje, u zavisnosti od opreme vašeg vozila i geografske dostupnosti, 18 paketa s komponentama usluga ili manje koji su opisani u nastavku. Trenutna geografska dostupnost se može pronaći u prodavnici Porsche Connect na web lokaciji <https://connect-store.porsche.com/ba/en/>.

Trajanje: Jedna godina

Uslov za učešće: Ako kupite novo vozilo s mogućnošću povezivanja koje ima opciju „Connect Plus“ ili ako kupite model 718 koji ima opciju „Navigation incl. Porsche Connect“ počev od maja 2018. godine, opcija „Navigation & Infotainment Package“ se može besplatno rezervirati na period od 2 godine.

Dodatni zahtjevi pri korištenju svih komponenti paketa usluga: Usluga Porsche Communication Management povezivog vozila (u nastavku **PCM**) mora biti povezana s internetom. Ukoliko se internetska veza uspostavlja pomoću PCM integrirane SIM kartice, korištenje takve internetske veze za ovaj paket usluga (ne uključujući komponente paketa usluga "Radio Plus") je uključeno u cijenu ovog paketa usluga. Ukoliko se takva internetska veza ne uspostavlja pomoću PCM integrirane SIM kartice (npr. iz razloga što vozilo nema integriranu SIM karticu ili zato što internetska veza uspostavljena pomoću PCM integrirane SIM kartice nije dostupna u svim zemljama), potreban je dodatni internetski podatkovni paket ugovoren s davaocem mobilnih usluga što može uzrokovati dodatne troškove, uključujući troškove roaminga za korištenje usluge van zemlje. Umetnite SIM karticu s odgovarajućim internetskim podatkovnim paketom u čitač SIM kartice na PCM-u ili uspostavite vezu s odgovarajućim internetskim podatkovnim paketom pomoću mobilnog telefona. Ako povezujete PCM s mobilnim telefonom, uvjerite se da vam to internetski podatkovni paket dozvoljava. Dostupnost i brzina komponenti paketa usluga zavise od dostupnosti i brzine internetske veze.

Sljedeće se odnosi na modele s funkcijom Porsche Connect osim na novi Cayenne (MY 2018), na novi Macan (MY 2018) i na novi 911 (MY 2019) (više detalja o ovom modelu pogledajte u nastavku):

1. Informacije o saobraćaju u realnom vremenu

Usluge: Sistem navigacije PCM-a koristi trenutne GPS podatke i podatke o količini saobraćaja da bi optimizirao rutu do unesenog odredišta tačnu u minutu. Količina saobraćaja će

dobitno bojama biti istaknuta na mapi: od zelene za slab saobraćaj, preko žute za sporo kretanje u saobraćaju, do crvene za gužvu u saobraćaju.

2. Ažuriranje mape na mreži

Usluge: Mape sistema PCM navigacije se mogu ažurirati putem interneta. PCM će prikazati dostupna ažuriranja.

3. Satelitska Karta

Usluge: Sistem PCM navigacije može prikazivati mapu u satelitskom prikazu. Privremenim pohranjivanjem podataka učitanе mape trenutnog okruženja vozila, zadržat će se satelitski prikaz čak i ako dođe do privremenog prekida internetske veze. Vozila koja su proizvedena prije modelske godine 2019 se možda moraju ažurirati za korištenje ove usluge. Za dodatne informacije kontaktirajte svog lokalnog Porsche partnera.

4. Pretraživanje na mreži

Usluge: Uz komponentu paketa usluge "Pretraživanje na mreži" možete pronaći adrese ili posebna odredišta pomoću sistemski definiranog internetskog pretraživača. Rezultati pretraživanja djelimično uključuju dodatne informacije kao što su brojevi telefona, radno vrijeme ili ocjene drugih korisnika interneta.

5. Informacije o parkingu

Usluge: Uz komponentu paketa usluge "Informacije o parkingu", vidjet ćete najbližu dostupnu mogućnost za parkiranje na komercijalnim parking prostorima i parkiralištima (uključujući naknade za parkiranje i radno vrijeme), koju dostavlja operater, u okruženju vozila ili na navigacijskom odredištu sistema PCM navigacije. Možete izabrati lociranu mogućnost za parkiranje na sistemu PCM navigacije kao navigacijsko odredište.

6. Cijene goriva

Usluge: Uz komponentu paketa usluge "Cijene goriva", prikazat će se benzinske pumpe koje učestvuju u programu u blizini vozila, duž rute ili na navigacijskom odredištu sistema PCM navigacije, u odnosu na gorivo dotičnog povezivog vozila. Lista rezultata se može poredati po udaljenosti ili najpovoljnijoj cijeni koju su dostavili operater benzinske pumpe ili drugi korisnici. Putem besplatnog tekstualnog pretraživanja možete pretražiti čak i određenog proizvođača. Možete izabrati pronađene benzinske pumpe kao navigacijska odredišta na sistemu PCM navigacije.

7. E-punjenje

Usluge: Uz komponentu paketa usluge "E-punjenje", prikazat će se stanice za E-punjenje koje učestvuju u programu u blizini vozila, duž rute ili na navigacijskom odredištu sistema PCM navigacije. Lista rezultata se može poredati po udaljenosti ili najpovoljnijoj cijeni koju su dostavili operater stanice za E-punjenje ili drugi korisnici. Putem besplatnog tekstualnog pretraživanja možete pretražiti čak i stanice određenog dobavljača struje. Možete izabrati pronađene stanice za E-punjenje kao navigacijska odredišta na sistemu PCM navigacije. Kako bi se postigla potrebna validnost podataka u našem popisu e-punionica i/li pouzdanost postupka punjenja na dotičnoj e-punionici, podaci o punjenju se prikupljaju anonimno i koriste za odgovarajuće ispravke i/li dopune popisa e-punionica.

8. Novosti

8.1 **Usluge:** Usluge novosti koje su dostupne putem interneta preko RSS sadržaja mogu se pozvati u vozilu putem PCM-a i pročitati s pomoću glasovne funkcije.

8.2 **Ograničenja korištenja:** Usluga će u vožnji biti dostupna u cjelini, djelimično ili samo kada vozilo miruje i to u zavisnosti od regulativa specifičnih za određenu zemlju.

9. Diktiranje poruka

9.1 **Usluge:** Uz komponentu paketa usluge "Diktiranje poruka", možete kreirati SMS poruke putem glasovnog unosa na PCM-u a dolazne poruke možete ponovo reproducirati putem glasovnog izvora povezivog vozila.

9.2 **Ograničenja korištenja:** SIM kartica umetnuta u PCM ili mobilni telefon povezan s PCM-om zahtijevaju odvojeni paket mobilne usluge ugovoren s davaocem mobilnih usluga koji omogućava slanje i primanje SMS poruka.

10. Informacije o letovima (dostupno do juna 2021)

Usluge: Uz komponentu paketa usluge "Informacije o letovima", prikazat će se detaljne informacije o letovima na PCM-u. Informacije o letovima uključuju na primjer vremena polazaka i odlazaka, terminale, aviokompanije i vrstu aviona. Pored toga, usluga će pronaći glavne aerodrome u blizini vozila koji se mogu izabrati kao navigacijska odredišta na sistemu PCM navigacije.

11. Informacije o vozovima (dostupno do juna 2021)

Usluge: Komponenta paketa usluge "Informacije o vozovima" prikazuje na PCM-u raspored vožnje, vremena odlazaka, brojeve vozova kao i kašnjenja i otkazivanja vozova ako su ona prijavljena.

12. Informacije o događajima (dostupno do juna 2021)

Usluge: Uz komponentu paketa usluge "Informacije o događajima", događaji u kategorijama kao što su pozorište, kino, opera, festival, umjetnost, književnosti i druge se mogu pretraživati na PCM-u. U odnosu na informacije koje nam se pružaju o relevantnim događajima, prikazujemo ih na spisku poredane po udaljenosti, cijeni, vremenu ili vrsti događaja. Možete izabrati identificirane događaje kao navigacijska odredišta na sistemu PCM navigacije.

13. Vrijeme

Usluge: Komponenta paketa usluge "Vrijeme" prikazuje trenutno vrijeme i vremensku prognozu za sljedećih nekoliko sati i dana u obliku infografike na PCM-u. Prognoza uključuje temperaturu, broj sunčanih sati, mogućnost kiše, brzinu vjetra i upozorenja za vremenske neprilike.

14. Gracenote Online

Usluge: Komponenta paketa usluge "Gracenote Online" prikazuje informacije o pjesmama koje se reproduciraju na PCM-u.

Sljedeći paketi usluga se odnose na novi Cayenne (MY 2018), na novi Macan (MY 2018) i na novi 911 (MY 2019):

1. Tražilo

Usluge: Uz komponentu paketa usluge "Tražilo" možete pronaći adrese ili tačke interesovanja (npr. stanice za punjenje, benzinske pumpe, restorane, hotele i mogućnosti parkiranja) pomoću sistemski definiranog internetskog pretraživača. Rezultati pretraživanja djelimično uključuju dodatne informacije kao što su brojevi telefona, radno vrijeme, cijene goriva, cijene parkiranja ili ocjene drugih korisnika interneta. Na portalu My Porsche i u aplikaciji Porsche Connect, tačke interesovanja na portalu se mogu pretraživati, pohranjivati te možete upravljati njima i slati ih na PCM.

2. Glasovni pilot

2.1 **Usluge:** Uz komponentu paketa usluge "Glasovni pilot", nekolicinom funkcija PCM-a i drugih paketa usluga možete upravljati putem glasovne kontrole. Putem prepoznavanja govora na mreži, podržan je prirodni jezik. Pored toga, možete kreirati SMS poruke i e-poruke putem glasovnog unosa na PCM-u a dolazne poruke možete ponovo reproducirati putem glasovnog izvora povezivog vozila. Pored toga, mogu se kontrolirati usluge medija na mreži.

2.2 **Ograničenja korištenja:** Rezultati prepoznavanja govora će odgovarati zahtjevu za prepoznavanje govora samo u zatraženom dijelu i mogu biti ograničeni na podržane jezike. Za uslugu kreiranja i reproduciranja SMS poruka i e-poruka putem usluge "Glasovni pilot", umetnuta SIM kartica u PCM-u ili mobilni telefon povezan s PCM-om zahtijevaju odvojeni paket mobilne usluge ugovoren s davaocem mobilnih usluga koji omogućava slanje i primanje SMS poruka. Usluga je dostupna samo na telefonima koji podržavaju standard profila SIM pristupa.

3. Navigacija Plus

Usluge: Uz komponentu paketa usluge "Navigacija Plus", izračunavanje rute na PCM-u će biti dovršeno putem izračunavanja rute na mreži.

Sistem navigacije PCM-a koristi trenutne GPS podatke i podatke o količini saobraćaja da bi optimizirao rutu do unesenog odredišta tačnu u minutu. Količina saobraćaja će dodatno bojama biti istaknuta na mapi.

Mape sistema PCM navigacije se mogu ažurirati putem interneta. PCM će označiti dostupna ažuriranja.

Sistem PCM navigacije može prikazivati mapu u satelitskom prikazu. Privremenim pohranjivanjem podataka učitane mape trenutnog okruženja vozila, zadržat će se satelitski prikaz čak i ako dođe do privremenog prekida internetske veze. Sistem PCM navigacije može prikazivati slike ulica odabranog odredišta ukoliko su dostupne.

4. Radio Plus

4.1 **Usluge:** Komponenta paketa usluge "Radio Plus" će vam omogućiti slušanje dostupnog prijenosa radio stanica na mreži. Kada je Radio Plus omogućen, a trenutna FM radio stranica ili radio stanica Digitalnog audio emitiranja (DAB, Digital Audio Broadcasting) nije dostupna, PCM će bez problema preći na odgovarajući prijenos date radio stanice na mreži ako je dostupan. Komponenta usluge također omogućuje PCM-u prikaz metapodataka o reproduciranim pjesmama.

4.2 **Ograničenja korištenja:** Podatkovna veza za ovu komponentu paketa usluge zahtijeva (a) kupovinu Porsche Connect usluge "Podatkovni paket" (dostupno odvojeno u izabranim zemljama), (b) umetanje SIM kartice u PCM ili (c) vezu mobilnog telefona s PCM-om. Za opcije (b) i (c) potreban je zaseban internetski podatkovni paket što može uzrokovati dodatne troškove uključujući troškove roaminga za korištenje usluge u inostranstvu (vidi u nastavku).

5. Vijesti

Usluge: Uz komponentu paketa usluga "Vijesti", možete upravljati i dodavati na listu različite izvore vijesti, npr. RSS sažetke sadržaja ili vijesti s Twitter računa. Tada su vijesti, sadržane na listi izvora vijesti, direktno dostupne putem PCM-a i mogu se ponovo reproducirati putem glasovnog izvora.

6. Vrijeme

Usluge: Usluge novosti koje su dostupne putem interneta preko RSS sadržaja mogu se pozvati u vozilu putem PCM-a i pročitati s pomoću glasovne funkcije.

7. Radar rizika

Usluge: Komponenta paketa usluge "Radar rizika" prikazuje saobraćajne propise izabrane lokacije u obliku saobraćajni znakova, kao što su ograničenja brzine, putem infografike na PCM-u.

Pored toga se prikazuju dostupne informacije o lokalnim opasnostima, kao što su opasnosti od prevelike količine vode na cesti u obliku infografike na PCM-u.

Pravo na odustanak za korisnike

Ukoliko ste potrošač shodno odredbama odjeljka 13. Njemačkog građanskog zakonika (BGB), onda imate pravo na odustanak od ugovora u roku od 14 dana u slučaju zaključenja ugovora. Potrošač u skladu sa odredbama odjeljka 13. Njemačkog građanskog zakonika (BGB) podrazumijeva svaku fizičku osobu koja zaključuje pravni posao u svrhe koje su uglavnom izvan njegovih okvira poslovanja ili profesije. U nastavku se nalaze upute potrošaču za korištenje njegovog prava odustanka:

Upute o odustanku

Pravo na odustanak od ugovora

Imate pravo na odustanak od ovog ugovora u roku od 14 dana, bez navođenja bilo kojeg razloga. Pravo na odustanak ističe protekom roka od 14 dana od dana sklapanja ugovora. Kako biste ostvarili pravo na odustanak, morate nas obavijestiti (Contact Porsche - c / o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Njemačka, broj telefona: 0800 828 46, e-mail adresa: smartmobility@ba.porsche.com) o svojoj odluci da odustajete od ovog ugovora putem nedvosmislene izjave (npr. pismom poslanim putem pošte ili e-maila). Možete koristiti priloženi obrazac za odustanak, s tim što njegovo korištenje nije obavezno. Kako biste blagovremeno postupili, dovoljno je da pošaljete vašu izjavu vezano za korištenje prava na odustanak prije isteka predviđenog roka za odustanak.

Učinci odustanka

Ukoliko odustanete od ovog ugovora, mi ćemo Vam odmah vratiti sav novac koji smo primili od Vas, uključujući i troškove dostave (uz iznimku dodatnih troškova nastalih uslijed Vašeg izbora dostave pored najjeftinijeg standardnog tipa dostave koji nudimo) u roku od 14 dana od dana zaprimanja Vaše odluke o odustanku od ovog ugovora. Povrat ćemo izvršiti koristeći isti način plaćanja koji ste koristili za plaćanje, osim ukoliko nije drugačije ugovoreno; u svakom slučaju, za Vas neće nastati bilo kakvi troškovi na ime takvog povrata. Ukoliko ste zahtijevali korištenje usluga tokom

period odustanka, dužni ste nam platiti iznos koji je proporcionalan pruženim uslugama do momenta obavijesti o odustanku od ugovora, u odnosu na ukupnu vrijednost ugovora.

Obrazac za odustanak od ugovora

(Molimo da ispunite i pošaljete ovaj obrazac samo u slučaju da želite odustati od ugovora)

- Za Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Njemačka, e-mail adresa: smartmobility@ba.porsche.com;
- Ja / Mi (*) ovim putem dajem(o) izjavu da odustajem / odustajemo (*) od svog / našeg (*) ugovora o prodaji sljedećih proizvoda (*) / za pružanje sljedeće usluge (*),
- Naručene dana (*) / primljene dana (*),
- Naziv potrošača (ili više njih),
- Adresa potrošača (ili više njih),
- Potpis potrošača (ili više njih) (samo u slučaju ako se ovaj obrazac podnosi na papiru),
- Datum

(*) Izbrisati prema potrebi



PORSCHE

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Uslovi Korištenja
za Porsche Connect Usluge "Porsche Connect"
(u daljem tekstu **Uslovi Korištenja Porsche Connect**)

Porsche Sales & Marketplace GmbH (ranije Porsche Smart Mobility GmbH), Porscheplatz 1, 70435 Stuttgart, Njemačka, PDV br. DE815578978 (u daljem tekstu **Porsche Sales & Marketplace, PSM** ili **Mi**) putem www.porsche.com upravlja raznim mrežnim tržišnim funkcionalnostima (u daljem tekstu **Tržište**) radi (i) prodaje Porsche vozila, dijelova, opreme i drugih proizvoda bilo povezanih sa vozilima ili neovisnih od njih, i (ii) pružanja usluga povezanih sa vozilima ili neovisnih od njih. Na tržištu, PSM također ima Porsche Connect Trgovinu. Za korištenje Tržišta, uključujući i Porsche Connect Trgovine, Odredbe i Uslovi za korištenje Porsche Mrežnih Tržišnih Funkcionalnosti (uključujući i Porsche Connect Trgovinu) kao i za prodaju Porsche Connect Usluga i Porsche Sales & Marketplace Proizvoda (u daljem tekstu **Uslovi**) se primjenjuju. Trenutno važeću verziju Uslova možete pronaći, skinuti i isprintati u bilo koje vrijeme na <https://connect-store.porsche.com/ba/ba/termsandconditions>.

U Porsche Connect Trgovini, korisnik također može kupiti "Porsche Connect" (u daljem tekstu **Servisni Paket**). Ovi Uslovi Korištenja Porsche Connect uređuju korištenje Porsche Connect, te se primjenjuju na narudžbu, korištenje i/ili obnovu Porsche Connect. Ovi Uslovi Korištenja Porsche Connect se primjenjuju pored Uslova. U slučaju da je bilo koja odredba Uslova u suprotnosti sa ovim Uslovima Korištenja Porsche Connect, odredbe Uslova Korištenja Porsche Connect će biti mjerodavne.

Svi termini definisani u Uslovima će imati isto značenje u ovim Uslovima Korištenja Porsche Connect. Ovo će se naročito odnositi na sljedeće termine:

- Klijent: definisano u članu 1.3 Uslova;
- Porsche Connect Trgovina i Porsche Connect Usluge: definisano u članu 3.1.1 Uslova;
- PSM Klijent: definisano u članu 3.1.2 Uslova.

„Porsche Connect“

Usluge Porsche Connect dostupne su samo za sljedeće modele vozila:

- Taycan
- 911 (od modelske godine 2022.)
- Cayenne (od modelske godine 2022.)
- Panamera (od modelske godine 2022.)

Napomena za Taycan:

Ponudene usluge ovise o godini modela i ažuriranju softvera. Usluga "Otključavanje i zaključavanje" i "Sirena i žmigavac" nije dostupna za vozila godine modela 2020. godine (model godine možete prepoznati pomoću desete cifre identifikacijskog broja vozila (VIN) sa slovom L). Za vozila čija je godina modela 2020. potrebno je ažuriranje softvera u servisu kako bi se mogla koristiti usluga Apple Podcasts® (osobina usluge Prijenos medijskih sadržaja). Kontaktirajte svog zastupnika za više informacija. Za vozila modelske godine 2022. također je potrebno provesti ažuriranje softvera u radionici, naročito zato da biste mogli upotrebljavati uslugu Spotify (funkcija usluge strujanja medijskih sadržaja). Za dodatne informacije obratite se svom prodajnom zastupniku.

Porsche Connect uključuje – ovisno o geografskoj dostupnosti – usluge pojašnjenje u nastavku. Trenutna geografska dostupnost se može pronaći na Porsche Connect Trgovini na <https://connect-store.porsche.com/ba/en>.

Rok trajanja: od 1 mjeseca

Besplatni period: Pri kupovini novog vozila koje se može priključiti na Connect, Porsche Connect se može besplatno uključiti za period od 36 mjeseca.

Dodatni uslovi za korištenje svih usluga navedenih u Servisnom

Paketu: Porsche Uprava za Komunikaciju vozila koje se može priključiti na Connect (u daljem tekstu **PCM**) mora biti podobna za priključivanje. Ukoliko se priključivanje osigurava putem ugrađene SIM kartice u PCM, korištenje tog priključenja za ovaj Servisni Paket je uračunato u cijenu Servisnog Paketa. Ukoliko se priključivanje ne osigurava putem ugrađene SIM kartice u PCM (npr. iz razloga što priključivanja putem ugrađene SIM kartice u PCM nije dostupno u svim državama), priključivanje se može osigurati putem mobilnog telefona koji ima zadovoljavajući plan podataka. Navedeno zahtijeva poseban ugovor sa pružaocem mobilnih usluga. Ovisno o zaključenom ugovoru sa pružaocem mobilnih usluga, ovo može dovesti do dodatnih troškova, uključujući troškove roaminga kada se usluga koristi u inozemstvu. Ukoliko priključite PCM putem vašeg mobilnog uređaja, molimo da osigurate da je to dozvoljeno u skladu sa vašim ugovorom. Dostupnost i brzina pružanja usluga uključenih u Servisni Paket ovisi o dostupnosti i brzini podatkovne konekcije pružene od strane pružaoca mobilnih usluga.

Sljedeće se odnosi na modele s uslugom Porsche Connect:

1. Tražilo

Opis: Putem usluge "Tražilo" možete pretraživati interesne tačke (npr. stanice za punjenje, pumpe, restorane, hotele i parking mjesta) putem sistemski određene mrežne platforme u predodređenoj bazi podataka. Rezultati pretrage mogu dati dodatne informacije kao što su brojevi telefona, radno vrijeme, cijenu goriva, cijenu parkinga, ili ocjene date od drugih korisnika. Interesne tačke također možete pretraživati, pohranjivati, mijenjati i prosljeđivati na PCM u My Porsche Aplikaciji.

2. Glasovni Pilot

2.1 Opis: Putem Usluga „Glasovni pilot“ omogućuje upravljanje različitim funkcijama PCM-a i drugim uslugama putem glasovnog unosa. Putem internetskog prepoznavanja govora omogućuju se dodatne funkcije, npr. pretraživanje medija, tačke interesa ili vrijeme.

2.2 Ograničenja korištenja: Korištenje glasovnog pilota ograničeno je na podržane jezike. Zbog nedostatka internetske veze može doći do ograničenja rezultata. **Prepoznavanje**

govora zbog vanjskih utjecaja, npr. zvučne pozadine, možda neće uvijek dati željene rezultate.

3. Navigacija Plus

Opis: Uz uslugu "Navigacija plus", izračunavanje rute koje vrši PCM u vozilu se dopunjava uslugama na mreži.

PCM sistem navigacije koristi postojeće GPS i saobraćajne podatke radi optimiziranja putanje tražene destinaciju u minut. Kada se koristi prikaz mape, ulice su označene bojom u skladu sa situacijom u saobraćaju. Mape PCM sistema navigacije se ažuriraju mrežnim putem.

PCM sistem navigacije može prikazati mapu u satelitskom prikazu. Pohranom učitane mape postojećeg okruženja vozila, satelitski prikaz će biti dostupan čak i ukoliko je konekcija privremeno onemogućena.

4. Planer Punjenja (Dostupno samo u: Austriji, Belgiji, Hrvatskoj, Češkoj, Danskoj, Finskoj, Francuskoj, Nemačkoj, Gibraltaru, Mađarskoj, Irskoj, Italiji, Letoniji, Crnoj Gori, Holandiji, Norveškoj, Poljskoj, Rumuniji, Srbiji, Slovačkoj, Španiji, Švedskoj, Švajcarskoj, SAD, Kanadi, Novom Zelandu, Australiji, Japanu, Maleziji, Meksiku, Portoriku i, Singapuru, Južnoj Koreji, Južnoj Africi i Tajvanu)

4.1 **Opis:** Usluga "Planer Punjenja" poboljšava putnu putanju PCM sistema navigacije na osnovu izabrane destinacije, preostalog raspona, profila vožnje, dostupnih podataka o saobraćaju u stvarnom vremenu, kao i dostupnih stanica za punjenje i njihovim kapacitetom za punjenje kako bi se postiglo najkraće moguće ukupno vrijeme putovanja (vrijeme vožnje i zaustavljanja za punjenje). Potrebna zaustavljanja za punjenje su automatski uključena u putanju putovanja.

4.2 **Ograničenja korištenja:** Ova usluga ne prima uvijek tačne informacije, stoga informacije o dostupnosti stanica za punjenje mogu biti netačne.

5. Radio Plus

5.1 **Opis:** Preko usluge „Radio Plus” možete posegnuti za internetskim kanalima radio postaja. Ako dođe do smetnje u prijemu radijskih izvora FM ili Digital Audio Broadcasting (DAB) dok je usluga Radio Plus aktivirana, PCM se automatski prebacuje na internetski kanal postaje (ako je dostupan). Osim toga, usluga putem PCM-a prikazuje dostupne metapodatke o pjesmama i stanicama koje reproducirate.

5.2 **Ograničenje korištenja:** Funkcije usluga Online i Hybrid Radio dostupne su samo u odabranim zemljama. Podatkovna veza za tu uslugu zahtijeva (a) paket podataka (u odabranim zemljama dostupan zasebno od partnera) ili (b) vezu preko mobilnog telefona povezanog s PCM-om (tethering) s odgovarajućom mobilnom podatkovnom tarifom.

6. Vijesti

6.1 **Opis:** Usluga omogućava pristup najnovijim vijestima ako se pretplatite na RSS sažetke sadržaja direktno u PCM-u. Funkcija Porsche glasovni pilot može vam čitati članke. Putem traženja po ključnim riječima možete pregledati kanale na koje ste pretplaćeni radi informacija o preferiranim temama ili ključnim riječima.

6.2 **Zahtjevi:** Za personaliziranu upotrebu klijent se može pretplatiti na sažetke sadržaja pomoću svog Porsche ID-a. U ovom slučaju ti sažeci sadržaja dostupni su samo u vozilu.

7. Vrijeme

7.1 **Opis:** Usluga "Vrijeme" prikazuje trenutnu vremensku situaciju i prognozu za naredne sate i dane za postojeću lokaciju, aktiviranu destinaciju i pohranjene najdraže destinacije. Prognoza se sastoji od, na primjer, temperature, broja

sunčanih sati, mogućnosti kiše, brzine vjetera i kvalitete zraka. Moguće je i čitanje naglas, putem Glasovnog Pilota.

7.2 **Ograničenje korištenja:** Kvalitet zraka je dostupan samo u Kini.

8. Porsche2X (dostupno samo u: Andori, Austriji, Belgiji, Češkoj, Danskoj, Finskoj, Francuskoj, Njemačkoj, Gibraltaru, Mađarskoj, Italiji, Luksemburgu, Holandiji, Norveškoj, Poljskoj, Portugalu, Slovačkoj, Španiji, Švedskoj, Švajcarskoj i Velikoj Britaniji.)

Opis: Usluga „Porsche2X” prikazuje dostupne informacije o lokalnim opasnostima, npr. rizik od vodenog klina, kao infografiku u PCM-u.

9. Kontrola Vozila

Usluge: Imate mogućnost da daljinski provjerite status vašeg vozila, putem vašeg pametnog telefona. Ova usluga se sastoji od prikaza statusa vanjskog dijela (npr. status vrata), prikaza servisnih intervala ili kilometraže.

10. Kontrola Putovanja

10.1 **Usluge:** Imate mogućnost da daljinski provjerite podatke o putovanju vašeg vozila. Ovo uključuje: Vrijeme putovanja, putanju, prosječnu brzinu i prosječnu potrošnju za sve vrste putovanja (kratka, ponovna, duga).

10.2 **Ograničenja korištenja:** Dostupne informacije se ažuriraju samo nakon što se promijeni status pokretanja.

11. Sirena i žmigavac (dostupno samo za Taycan čija je godina modela 2021. i kasnije)

11.1 **Usluge:** Imate mogućnost da daljinski na kratko aktivirate sirenu ili žmigavac vašeg vozila. Primit ćete poruku sa potvrdom ili notifikaciju nakon toga.

11.2 **Ograničenje korištenja:** Ova usluga je dostupna samo ako vozilo stoji i ukoliko nije upaljeno, te ukoliko nisu upaljena sigurnosna svjetla. Dalja ograničenja se mogu primjenjivati u skladu sa pravilima pojedine države.

12. Zaključavanje i otključavanje (dostupno samo za Taycan čija je godina modela 2021. i kasnije)

12.1 **Usluge:** Imate mogućnost da daljinski otključate i zaključate vrata i gepek vašeg vozila. Primit ćete poruku sa potvrdom ili notifikaciju nakon toga.

12.2 **Ograničenje korištenja:** Ova usluga je dostupna samo ukoliko vozilo stoji, ukoliko su vozačeva vrata zatvorena, vozilo je ugašeno i ključ nije umetnut u bravu za paljenje. Dalja ograničenja se mogu primjenjivati u skladu sa pravilima pojedine države.

12.3 **Napomena:** Korištenje funkcije otključavanja pri vašem odsustvu iz vozila povećava rizik od krađe vozila ili krađe imovine iz vozila. Radi sprječavanja neovlaštene upotrebe, četverocifreni sigurnosni kod mora biti unesen da otključa funkciju. Vi ćete odrediti sigurnosni kod kada se registrujete i prvi put uspostavite Porsche Connect. Ovaj sigurnosni kod možete kasnije promijeniti u korisničkom profilu.

13. Tražilo Vozila

13.1 **Usluge:** Lokacija i pozicija vašeg vozila vam mogu biti prikazane daljinski. Trenutna pozicija mobilnog uređaja koji se koristi za ovu funkciju je također prikazana na mapi. Ukoliko nije dostupna trenutna pozicija vozila (npr. jer je parkirano u podzemnoj garaži), posljednja spašena GPS pozicija se koristi. Aktiviranjem privatnog načina rada možete deaktivirati prenos podataka.

- 13.2 **Ograničenje korištenja:** Ova usluga je isključivo dostupna kada prenos podataka radi bez greške. Pored toga, usluga je u cijelosti dostupna tokom putovanja i kada vozilo nije u pokretu.
- 14. E-kontrola (dostupno samo za električna i hibridna vozila)**
- 14.1 **Usluge:** Na daljinu možete provjeriti stanje svog vozila i pokrenuti ili zaustaviti proces punjenja kako slijedi. Možete **provjeriti** status veze, preostalo vrijeme za punjenje i trenutni električni domet. Električni domet je označen kružnicom na karti. Također imate opciju optimizacije procesa punjenja visokonaponskog akumulatora vašeg vozila za određeno vrijeme polaska. Možete postaviti mjerače vremena za polaske i primiti potvrđnu poruku ili automatsku obavijest kad dođe do događaja (npr. prekinuto punjenje) i kad istekne aktivirani E-mjerač vremena.
- 14.2 **Ograničenja upotrebe:** Domet označen kružnicom na karti je samo procijenjena vrijednost. Vrijednosti na karti ne odražavaju stvarne udaljenosti ruta. Stoga bi u stvarnosti lokacije mogle biti izvan električnog dometa čak i ako se prikazuju unutar kružnice električnog dometa. Ova je usluga dostupna isključivo za električna i hibridna vozila.
- 15. Kontrola klimatizacije (dostupno samo za električna i hibridna vozila)**
- 15.1 **Usluge:** Na daljinu možete provjeriti stanje sistema za grijanje i/ili klimatizaciju i aktivirati ih ili deaktivirati kako slijedi. Nakon što se grijanje i/ili klimatizacija uspješno aktivira ili deaktivira, primit ćete potvrđnu poruku ili automatsku obavijest. Također imate opciju postavljanja Mjerača vremena klima uređaja na daljinu za daljinsko grijanje i/ili klimatizaciju. Nakon što se postavi, primit ćete potvrđnu poruku ili automatsku obavijest na svom mobilnom uređaju kada istekne aktivirani Mjerač vremena klima uređaja.
- 15.2 **Ograničenja upotrebe:** Ova je usluga dostupna isključivo za električna i hibridna vozila.
- 16. Predgrijanje**
- 16.1 **Usluge:** Na daljinu možete provjeriti stanje predgrijanja, aktivirati ga i koristiti funkciju mjerača vremena. Primit ćete potvrđnu poruku ili automatsku obavijest na svom mobilnom uređaju kada istekne aktivirani mjerač vremena za predgrijanje. Ova će usluga biti dostupna tek od druge polovine 2018. godine.
- 16.2 **Ograničenja upotrebe:** Ova je usluga dostupna samo za vozila s motorom s unutrašnjim sagorijevanjem koji je opremljen predgrijanjem. Ova je usluga dostupna samo kad vozilo nije u pokretu, ali se može upaliti. Dodatne informacije o upotrebi predgrijanja potražite u vlasničkom priručniku za vozilo. Mogu se primjenjivati dodatna ograničenja zbog propisa specifičnih za državu.
- 17. Auto Alarm**
- 17.1 **Usluge:** Kada se protuprovalni alarm na vašem vozilu aktivira, primit ćete poruku ili notifikaciju. Poruka pruža informacije o alarmu i vremenski pečat. Suprotno "Paketu Sigurnosti Vozila", treća lica se ne obavještavaju o aktiviranju alarma.
- 17.2 **Ograničenje korištenja:** Ova usluga može poslati poruku ili notifikaciju samo ukoliko se vozilo može povezati sa Porsche-sistemima. Ukoliko se aktivira protuprovalni alarm, ali kontrolni uređaj u vašem vozilu nije priključen (npr. zato što je parkirano u podzemnoj garaži), poruka ili notifikacija će biti poslana čim se uspostavi konekcija.
- 17.3 **Napomena:** Ukoliko je vozilo podešeno na privatni način rada, poruka u slučaju aktiviranja alarma neće biti poslana.
- 18. Alarm Lokacije**
- 18.1 **Usluge:** Iz daljine možete podesiti geografsku granicu u vidu kruga. Primit ćete poruku čim vozilo izađe ili uđe u ovaj prostor. Možete održati do četiri oblasti u isto vrijeme. U slučaju događaja (vozilo izađe ili uđe u oblast) primit ćete poruku ili notifikaciju uključujući i mapu koja prikazuje lokaciju gdje je došlo do događaja.
- 18.2 **Ograničenje korištenja:** Ova usluga će poslati poruku samo ukoliko je vozilo upaljeno i detektovano je kretanje točkova.
- 19. Alarm za brzinu**
- 19.1 **Usluge:** Daljinski možete odrediti vrijednost brzine. Primit ćete poruku ukoliko brzina vozila prekorači zadanu vrijednost brzine. U datom trenutku možete imati četiri vrijednosti brzine. U slučaju događaja (vozilo prekorači zadanu vrijednost brzine) primit ćete poruku ili notifikaciju uključujući i mapu koja prikazuje lokaciju gdje je došlo do događaja.
- 19.2 **Ograničenje korištenja:** Ova usluga će poslati poruku samo ukoliko je vozilo upaljeno i detektovano je kretanje točkova.
- 20. Alarm za Parkiranje**
- 20.1 **Usluge:** Daljinski možete aktivirati ili deaktivirati Alarm za Parkiranje (kombinacija Alarma Lokacije i Alarma za Brzinu), putem postavljanja postavki za geografsku oblast i vrijednost brzine. Primit ćete poruku ukoliko vozilo izađe iz ili uđe u oblast, ili prekorači vrijednost brzine.
- 20.2 **Ograničenja korištenja:** Ova usluga će poslati poruku samo ukoliko je vozilo upaljeno i detektovano je kretanje točkova. Ova usluga je dostupna samo putem Aplikacije.
- 21. Kalendar**
- 21.1 **Opis:** Usluga „Kalendar“ omogućuje direktno povezivanje mrežno dostupnih kalendara trećih strana s PCM-om. Usluga pruža pregled dana. Termine može pročitati glasovni pilot. Nadalje, adrese u kalendarskim unosima mogu se prepoznati i direktno preuzeti kao navigacijsko odredište. Moguće je i direktno spajanje u telefonske konferencije, pri čemu spajanje možete vršiti samo Vi preko Bluetootha putem mobilnog telefona povezanog s PCM-om.
- 21.2 **Ograničenje korištenja:** Direktno spajanje u telefonske konferencije (spajanje bez unosa PIN-a ili drugog identifikatora konferencije) moguće je samo pri podržanim formatima pozivanja na konferencije te preko Bluetootha putem mobilnog telefona povezanog s PCM-om.
- 22. Prijenos medijskih sadržaja**
- 22.1 **Opis:** Usluge Prijenosa muzike (Apple Music®) i Podcasts (Apple Podcasts®) i Spotify nude direktan i personalizirani pristup povezanoj biblioteci medija klijenta i funkcijama odgovarajućeg trećeg pružaoca usluge Prijenosa muzike i pružaoca usluge Podcast, pod uslovom da su podržani u vozilu. Nakon početnog postavljanja klijent PSM-a više ne treba pametni telefon i može se koristiti uslugom sa svojim Porsche ID-om u svim podržanim vozilima. Osim toga, usluge se također mogu koristiti u načinu gosta ako su povezani računici trećeg pružaoca usluge. Kod odabranih pružalaca usluge ekskluzivne funkcije poput direktnog spremanja radijskih pjesama u biblioteku medija klijenta ili navigacije dostupne su preko funkcije „Glasovni pilot“.
- 22.2 **Ograničenja korištenja:** Ove se usluge mogu koristiti samo u zemljama u kojima uslugu nudi i pružatelj usluga treće strane. Izuzetak se odnosi na zemlje Andoru i Bosnu i Hercegovinu, gdje se usluge ne mogu koristiti. U načinu rada za gosta usluga pružatelja usluga treće strane može se koristiti samo lokalno u određenom vozilu, ali ne nekom drugom vozilu.

22.3 **Zahtjevi:** Za korištenje sadržaja usluge Prijenos muzike, klijent sistema PSM mora imati račun i aktivnu pretplatu na paket usluga. Uz to je i aktivnu pretplatu određenog pružatelja usluga treće strane ako je to potrebno. Podaci koji su potrebni za korištenje usluge uključeni su u paket usluga. Za korištenje personalizirane usluge, klijent sistema PSM mora jednom povezati svoj račun pružatelja usluga treće strane s Porsche računom.

23. Dobro je znati – Priručnik za vozače Plus

23.1 **Opis:** Usluga “Dobro je znati –Priručnik za vozače Plus” obuhvaća prikaz sadržaja uputa za rad u obliku dodatnih animacija, a može se dohvatiti i pomoću funkcije Glasovni pilot.

23.2 **Ograničenja upotrebe:** Za upotrebu usluge potrebna je postojeća podatkovna veza u vozilu.

24. In Car-Video

24.1. **Opis:** usluga In-Car Video vam pruža pristup video sadržajima davaoca usluga treće strane, pod uslovom da vozilo podržava te sadržaje. Osim toga, usluga se može koristiti i u načinu rada za gosta.

24.2. **Ograničenje upotrebe:** tokom vožnje videozapisi se mogu gledati samo na displeju suvozača (ovisno o opremi). In-Car Video se može koristiti samo u zemljama u kojima te usluge nude i davaoci usluga treće strane. Prije upotrebe usluge In-Car Video mora se uspostaviti podatkovna veza putem eksterne WLAN pristupne tačke (tethering). Za davaoca usluga treće strane i neke usluge prijenosa možda će biti potrebna plaćena pretplata. Za korištenje je potreban račun za agregatora sadržaja koji podržava Porsche. Osim toga, za određene sadržaje može biti potreban dodatni račun kod davaoca usluga prijenosa, za koji će možda biti potrebno platiti naknadu.

Pravo na Odustanak Klijenta

Ukoliko je Klijent potrošač u skladu sa Članom 1. stav 3. Zakona o zaštiti potrošača Bosne i Hercegovine (“CPA”), on/ona ima pravo da odustane of ugovora u roku od 15 radnih dana od dana zaključenja ugovora. Klijent, u skladu sa članom 1. stav 3. CPA znači bilo koje fizičko lice koje kupi, stekne ili koristi proizvode ili usluge za vlastite potrebe i za potrebe kućanstva. U daljem tekstu, termin “ugovor” će značiti kupovinu Porsche Connect. U nastavku, Klijentu se daju uputstva o njegovom pravu na odustanak:

Instrukcije za odustanak

Pravo na odustanak

Imate pravo da odustanete od ovog ugovora u roku od 15 radnih dana bez navođenja bilo kakvog razloga.

Period za odustanak će proteći nakon 15 radnih dana od dana kada vam je Porsche Connect učinjen dostupnim za korištene (dan aktivacije), tj. od dana zaključenja ugovora.

Da biste iskoristili svoje pravo na odustanak, morate nas obavijestiti (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Njemačka, broj telefona: 0800 828 46, email adresa: smartmobility@ba.porsche.com) o vašoj odluci o odustanku od ovog ugovora putem nedvosmislene izjave (npr. pismom poslanim putem pošte ili e-mail). Možete koristiti priloženi formular za odustanak, ali to nije obavezno.

Kako biste ispoštovali rok za odustanak, dovoljno je da pošaljete svoje saopćenje o korištenju prava na odustanak prije isteka vremena za odustanak.

Posljedice odustanka

Ukoliko odustanete od ovog ugovora, izvršit ćemo povrat svih naknada koje smo od vas primili, uključujući i troškove dostave (osim dodatnih troškova koji su nastali kao rezultat vašeg izbora načina dostave koji odstupa od najjeftinijeg načina standardne dostave koji nudimo), bez odlaganja, a u svakom slučaju ne kasnije od 15 radnih dana od dana kada ste nas informisali o vašoj odluci da odustanete od ugovora. Povrat naknade ćemo izvršiti na isti način koji je korišten prilikom inicijalne transakcije, osim ukoliko ste izričito drugačije ugovorili; u svakom slučaju, za vas neće nastati nikakve naknade

uslijed takvog povrata. Ukoliko ste zahtijevali otpočinjanje pružanja usluga tokom perioda odustanka, platit ćete nam iznos koji je proporcionalan onome što je pruženo do momenta kada ste nam saopćili svoj odustanak od ugovora, u odnosu na izmirenje cjelokupne naknade za ugovor.

Primjerak forme za odustanak

(ispunite i pošaljite ovaj formular samo ukoliko želite da odustanete od ugovora)

- Za Contact Porsche - c/o Porsche Sales & Marketplace GmbH - - P.O. Box 41 42, 73744 Ostfildern, Njemačka, email adresa: smartmobility@ba.porsche.com
- Ja/Mi (*) ovim putem dajem/o obavještenje da Ja/Mi (*) odustajem/o od svog/našeg (*) ugovora za prodaju slijedećih dobara (*)/ pružanje slijedećih usluga (*),
- Naručenih dana (*)/ primljenih dana (*),
- Ime klijenta,
- Adresa klijenta,
- Potpis klijenta (samo ukoliko se ovo dostavlja papirnim putem),
- Datum

(*) Izbrisati kako je primjenjivo



Porsche Sales & Marketplace GmbH

Uslovi Korištenja

Za Porsche Connect usluge Porsche Intelligent Range Manager, Power Steering Plus, Porsche InnoDrive, Aktivno zadržavanje trake, Udoban pristup i Porsche Dynamic Light System Plus (dalje u tekstu svaka **FoD pojedinačna usluga**) (dalje u tekstu **ToU FoD pojedinačne usluge**)

Porsche Sales & Marketplace GmbH (ranije Porsche Smart Mobility GmbH), Porscheplatz 1, 70435 Stuttgart, Njemačka, PDV br. 131905001339 (u daljem tekstu **Porsche Sales & Marketplace, PSM** ili **Mi**) putem www.porsche.com upravlja (1) My Porsche Portalom i (2) raznim mrežnim tržišnim funkcionalnostima (u daljem tekstu **Tržište**) radi (i) prodaje Porsche vozila, dijelova, opreme i drugih proizvoda bilo povezanih sa vozilima ili neovisnih od njih, i (ii) pružanja usluga povezanih sa vozilima ili neovisnih od njih. Na tržištu, PSM također ima Porsche Connect Trgovinu. Za korištenje Tržišta, uključujući i Porsche Connect Trgovine, Odredbe i Uslovi za korištenje My Porsche Portala i Porsche Mrežnih Tržišnih Funkcionalnosti (uključujući i Porsche Connect Trgovinu) kao i za prodaju Porsche Connect Usluga i Porsche Sales & Marketplace Proizvoda (u daljem tekstu **Uslovi**) se primjenjuju. Trenutno važeću verziju Uslova možete pronaći, skinuti i isprintati u bilo koje vrijeme na <https://connect-store.porsche.com/ba/en/t/termsandconditions>.

Korisnik može i rezervirati FoD pojedinačne usluge (1.) "Porsche Intelligent Range Manager", (2.) "Power Steering Plus", (3.) "Porsche InnoDrive", (4.) "Aktivno zadržavanje trake", (5.) „Udoban pristup“ i (6.) „Porsche Dynamic Light System Plus“ u prodavnici Porsche Connect. Ovi Uslovi Korištenja FoD Jedinstvenih Usluga će biti primjenjivi na korištenje FoD Jedinstvenih Usluga, te će se primjenjivati na narudžbu, korištenje i/ili obnovu predmetne FoD Jedinstvene Usluge. Svaka od FoD Jedinstvenih Usluga će predstavljati neovisnu uslugu te može biti naručena zasebno. Ovi Uslovi Korištenja FoD Jedinstvenih Usluga se primjenjuju pored Uslova. U slučaju da je bilo koja odredba Uslova u suprotnosti sa ovim Uslovima Korištenja FoD Jedinstvenih Usluga, odredbe Uslova Korištenja FoD Jedinstvenih Usluga će biti mjerodavne.

Svi termini definisani u Uslovima će imati isto značenje u ovim Uslovima Korištenja FoD Jedinstvenih Usluga. Ovo će se naročito odnositi na sljedeće termine:

- Klijent: definisano u članu 1.3 Uslova;
- Porsche Connect Trgovina i Porsche Connect Usluge: definisano u članu 3.1.1 Uslova;
- PSM Klijent: definisano u članu 3.1.2 Uslova.

Određene usluge FoD pojedinačno dostupne su samo za seriju vozila Taycan do modelne godine 2023. u određenim zemljama. Individualna dostupnost posebno zavisi od trenutnog softverskog stanja vozila i može se pregledati u prijavljenom stanju u Porsche Connect Store. Porsche Connect Store možete pronaći na sledećem linku: <https://connect-store.porsche.com/ba/en>.

1. Porsche Intelligent Range Manager

1.1 **Opis:** FoD Jedinstvena Usluga "Porsche Intelligent Range Manager" prilagođava maksimalnu brzinu kao i hlađenje ovisno o putanji odabranoj u sistemu navigacije vozila radi dostizanja najkraćeg vremena putovanja sa maksimalnom udobnošću. Pored navedenog, sistem vam proaktivno dostavlja sugestije

tokom putovanja u slučaju da bi se moglo skratiti vrijeme putovanja korištenjem drugačijih postavki vozila.

- 1.2 **Preduslovi:** Aktivan ugovor za FoD Jedinstvenu Uslugu "Porsche Intelligent Range Manager" koji (i) nije vremenski ograničen ili (ii) je u obliku mjesečne pretplate. Kako bi osigurali potpuno korištenje ove usluge (tj. kako biste dobili ažurne informacije o situaciji u saobraćaju i stanicama za nadopunu), "Porsche Connect" usluga mora biti kupljena i aktivirana također.
- 1.3 **Period korištenja:** FoD Jedinstvena Usluga "Porsche Intelligent Range Manager" može biti kupljena kao (i) vremenski neograničena, te stoga dostupna PSM Klijentu tokom cjelokupnog perioda korištenja vozila ili (ii) u obliku mjesečne pretplate, koja se automatski produžava na mjesečnoj osnovi, do otkazivanja od strane Primarnog Korisnika uz otkazni rok od 2 sedmice do kraja bilo kojeg kalendarskog mjeseca.
- 1.4 **Aktivacija:** Nakon rezervacije FoD pojedinačne usluge "Porsche Intelligent Range Manager" u prodavnici Porsche Connect, potrebna je početna aktivacija funkcije u vozilu; za ovu svrhu se vozilo mora povezati s mobilnom mrežom putem integrirane eSIM kartice i privatni način rada mora biti isključen sve do završetka procesa aktivacije. Za završetak aktivacije morate slijediti upute u usluzi Porsche Communication Management (dalje u tekstu PCM).
- 1.5 **Cijena/uslovi plaćanja:** Cijena i uslovi plaćanja su opisani u Porsche Connect Trgovini.

2. Power Steering Plus

- 2.1 **Opis:** FoD Jedinstvena Usluga "Power Steering Plus" dinamički prilagođava upravljanje vašom brzinom: pri većim brzinama, volan odgovara direktno sa većom preciznošću. Pri manjim brzinama, omogućava naročito glatko manevrisanje i parking.
- 2.2 **Preduslovi:** Aktivan ugovor za FoD Jedinstvenu Uslugu "Power Steering Plus" koji nije vremenski ograničen.
- 2.3 **Period korištenja:** FoD Jedinstvena Usluga "Power Steering Plus" može biti kupljena kao FoD Jedinstvena Usluga koja nije vremenski ograničena te je stoga dostupna PSM Klijentu tokom cjelokupnog perioda korištenja vozila.
- 2.4 **Aktivacija:** Nakon rezervacije FoD pojedinačne usluge "Power Steering Plus" u prodavnici Porsche Connect, potrebna je početna aktivacija funkcije u vozilu; za ovu svrhu se vozilo mora povezati s mobilnom mrežom putem integrirane eSIM kartice i privatni način rada mora biti isključen sve do završetka procesa aktivacije. Za završetak aktivacije morate slijediti upute u PCM-u.
- 2.5 **Cijena/uslovi plaćanja:** Cijena i uslovi plaćanja su opisani u Porsche Connect Trgovini.

3. Porsche InnoDrive

3.1 **Opis:** FoD pojedinačna usluga "Porsche InnoDrive" proširuje Prilagodljivi tempomat (ACC). Ona pruža poboljšano

podešavanje brzine vožnje na osnovu brojnih podataka poput navigacijskih podataka, radara i tehnologije video senzora.

- 3.2 **Preduslovi:** aktivan ugovor za pojedinačnu uslugu funkcije na zahtjev „Porsche InnoDrive“, bilo kao (i) vremenski neograničenu uslugu ili (ii) uslugu s mjesečnim trajanjem. Dodatno dotično vozilo mora biti opremljeno adaptivnim tempomatom (ACC).
- 3.3 **Period korištenja:** pojedinačna usluga funkcije na zahtjev „Porsche InnoDrive“ može se ugovoriti kao (i) vremenski neograničena pojedinačna usluga funkcije na zahtjev, koja je na taj način dostupna PSM kupcu tokom cijelog perioda korištenja vozila, ili (ii) usluga s mjesečnim trajanjem, koja se automatski produžava svaki mjesec sve dok glavni korisnik ne raskine ugovor uz otkazni rok od 2 sedmice do kraja kalendarskog mjeseca.
- 3.4 **Aktivacija:** Nakon rezervacije FoD pojedinačne usluge "Porsche InnoDrive" u prodavnici Porsche Connect, potrebna je početna aktivacija funkcije u vozilu; za ovu svrhu se vozilo mora povezati s mobilnom mrežom putem integrirane eSIM kartice i privatni način rada mora biti isključen sve do završetka procesa aktivacije. Za završetak aktivacije morate slijediti upute u PCM-u. Završetak aktivacije bi trebao započeti sljedeći put kad budete koristili svoje vozilo.
- 3.5 **Cijena/uslovi plaćanja:** Cijena i uslovi plaćanja su opisani u Porsche Connect Trgovini.

4. Active Lane Keeping

- 4.1 **Opis:** FoD pojedinačna usluga "Aktivno zadržavanje trake" proširuje Prilagodljivi tempomat (ACC). Funkcija zadržavanja trake olakšava zadržavanje vozila na sredini trake pomoću kontinuiranih podešavanja volana.
- 4.2 **Preduslovi:** Aktivan ugovor za pojedinačnu uslugu funkcije na zahtjev „Aktivno zadržavanje trake“, bilo kao (i) vremenski neograničenu uslugu ili (ii) uslugu s mjesečnim trajanjem. Dodatno dotično vozilo mora biti opremljeno adaptivnim tempomatom (ACC).
- 4.3 **Period korištenja:** Pojedinačna usluga funkcije na zahtjev „Aktivno praćenje“ može se ugovoriti kao (i) vremenski neograničena pojedinačna usluga funkcije na zahtjev, koja je na taj način dostupna PSM kupcu tokom cijelog perioda korištenja vozila, ili (ii) usluga s mjesečnim trajanjem, koja se automatski produžava svaki mjesec sve dok glavni korisnik ne raskine ugovor uz otkazni rok od 2 sedmice do kraja kalendarskog mjeseca.
- 4.4 **Aktivacija:** Nakon rezervacije FoD pojedinačne usluge "Aktivno zadržavanje trake" u prodavnici Porsche Connect, potrebna je početna aktivacija funkcije u vozilu; za ovu svrhu se vozilo mora povezati s mobilnom mrežom putem integrirane eSIM kartice i privatni način rada mora biti isključen sve do završetka procesa aktivacije. Za završetak aktivacije morate slijediti upute u PCM-u.
- 4.5 **Cijena/uslovi plaćanja:** Cijena i uslovi plaćanja su opisani u Porsche Connect Trgovini.

5. Udoban pristup

- 5.1 **Opis:** Pojedinačna FoD usluga "Udoban pristup" omogućava da se vozilo zaključa i zaključava bez aktivne upotrebe ključeva, uključujući beskontaktno otvaranje i zatvaranje zadnjeg prtljažnika stopalom i prednjeg prtljažnika rukom.
- 5.2 **Preduslovi:** Aktivni ugovor za pojedinačnu FoD uslugu "Udoban pristup", koji se može sklopiti ili (i) na neograničen vremenski period ili (ii) kao usluga sa mjesečnim trajanjem.
- 5.3 **Period korištenja:** Pojedinačna FoD usluga "Udoban pristup" može se rezervirati ili (i) kao neograničena pojedinačna FoD usluga, koja je na taj način dostupna korisnicima PSM-a tijekom cijelog vijeka upotrebe vozila, ili (ii) kao usluga s mjesečnim trajanjem, što se automatski produžava sve dok je glavni korisnik ne otkáže uz rok od 2 sedmice do kraja kalendarskog mjeseca.
- 5.4 **Aktivacija:** Nakon rezervacije pojedinačne FoD usluge "Udobni pristup" u trgovini Porsche Connect Store funkcija se mora aktivirati u vozilu; u tu svrhu vozilo mora biti povezano s

mobilnom mrežom pomoću integriranog eSIM-a, a način zaštite podataka mora biti isključen sve dok se ne završi proces aktivacije. Morate slijediti upute u PCM-u da biste dovršili aktivaciju.

- 5.5 **Cijene/uslovi plaćanja:** Cijene i uslovi plaćanja opisani su u trgovini Porsche Connect Store.

6. Porsche Dynamic Light System Plus

- 6.1 **Opis:** FoD pojedinačna usluga "Porsche Dynamic Light System Plus" podešava svjetlosni domet različitim situacijama, npr. svjetlo u gradu / izvan grada / na autoputu.
- 6.2 **Preduslovi:** aktivan ugovor za pojedinačnu uslugu funkcije na zahtjev „Porsche Dynamic Light System Plus“, bilo kao (i) vremenski neograničenu uslugu ili (ii) uslugu s mjesečnim trajanjem.
- 6.3 **Period korištenja:** pojedinačna usluga funkcije na zahtjev „Porsche Dynamic Light System Plus“ može se ugovoriti kao (i) vremenski neograničena pojedinačna usluga funkcije na zahtjev, koja je na taj način dostupna PSM kupcu tokom cijelog perioda korištenja vozilom, ili (ii) usluga s mjesečnim trajanjem, koja se automatski produžava svaki mjesec sve dok glavni korisnik ne raskine ugovor uz otkazni rok od 2 sedmice do kraja kalendarskog mjeseca.
- 6.4 **Aktivacija:** Nakon rezervacije FoD pojedinačne usluge "Porsche Dynamic Light System Plus" u prodavnici Porsche Connect, potrebna je početna aktivacija funkcije u vozilu; za ovu svrhu se vozilo mora povezati s mobilnom mrežom putem integrirane eSIM kartice i način zaštite podataka mora biti isključen sve do završetka procesa aktivacije. Za završetak aktivacije morate slijediti upute u PCM-u.
- 6.5 **Cijene/uslovi plaćanja:** Cijene i uslovi plaćanja su opisani u prodavnici Porsche Connect.

7. Ažuriranja

Pružamo vam (i) FoD individualnu uslugu, na koju se možete pretplatiti mjesečno, tokom cijelog perioda korištenja ili (ii) FoD individualnu uslugu koja važi kao FoD individualna usluga bez vremenskog ograničenja, najmanje tokom zakonom predviđenog vremenskog perioda ažuriranja odgovarajuće FoD individualne usluge u mjeri propisanoj zakonom, osim ako se s vama ne postigne drugačiji dogovor u skladu sa zakonskim zahtjevima.

8. Pravo na Odustanak Klijenta

Ukoliko je Klijent potrošač u skladu sa Članom 1. stav 3. Zakona o zaštiti potrošača Bosne i Hercegovine ("CPA"), on/ona ima pravo da odustane od ugovora u roku od 15 dana od dana zaključenja ugovora. Klijent, u skladu sa članom 1. stav 3. CPA znači bilo koje fizičko lice koje kupi, stekne ili koristi proizvode ili usluge za vlastite potrebe i za potrebe kućanstva. U daljem tekstu, termin "ugovor" će značiti kupovinu jedne od FoD Jedinstvenih Usluga. U nastavku, Klijentu se daju uputstva o njegovom pravu na odustanak:

Instrukcije za odustanak

Pravo na odustanak

Imate pravo da odustanete od ovog ugovora u roku od 15 dana bez navođenja bilo kakvog razloga.

Period za odustanak će proteći nakon 15 dana od dana kada vam je FoD Jedinstvena Usluga učinjena dostupnom za korištenje (dan aktivacije), tj. od dana zaključenja ugovora.

Da biste iskoristili svoje pravo na odustanak, morate nas obavijestiti (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Njemačka, broj telefona: 0800 828 46, email adresa: smartmobility@ba.porsche.com) o vašoj odluci o odustanku od ovog ugovora putem nedvosmislene izjave (npr. pismom poslanim putem pošte ili e-mail). Možete koristiti priloženi formular za odustanak, ali to nije obavezno.

Kako biste ispoštovali rok za odustanak, dovoljno je da pošaljete svoje saopćenje o korištenju prava na odustanak prije isteka vremena za odustanak.

Posljedice odustanka

Ukoliko odustanete od ovog ugovora, izvršit ćemo povrat svih naknada koje smo od vas primili, uključujući i troškove dostave (osim dodatnih troškova koji su nastali kao rezultat vašeg izbora načina dostave koji odstupa od najjeftinijeg načina standardne dostave koji nudimo), bez odlaganja, a u svakom slučaju ne kasnije od 15 dana od dana kada ste nas informisali o vašoj odluci da odustajete od ugovora. Povrat naknade ćemo izvršiti na isti način koji je korišten prilikom inicijalne transakcije, osim ukoliko ste izričito drugačije ugovorili; u svakom slučaju, za vas neće nastati nikakve naknade uslijed takvog povrata. Ukoliko ste zahtijevali otpočinjanje pružanja usluga tokom perioda odustanka, platit ćete nam iznos koji je proporcionalan onome što je pruženo do momenta kada ste nam saopćili svoj odustanak od ugovora, u odnosu na izmirenje cjelokupne naknade za ugovor.

Primjerak forme za odustanak

(Ispunite i pošaljite ovaj formular samo ukoliko želite da odustanete od ugovora)

- Za Contact Porsche - c/o Porsche Sales & Marketplace GmbH
- P.O. Box 41 42, 73744 Ostfildern, Njemačka, email adresa:
smartmobility@ba.porsche.com
- Ja/Mi (*) ovim putem dajem/o obavještenje da Ja/Mi (*) odustajem/o od svog/našeg (*) ugovora za prodaju slijedećih dobara uključujući FoD Jedinstvene Usluge (*)/ pružanje slijedećih usluga (*),
- Naručenih dana (*)/ primljenih dana (*),
- Ime klijenta,
- Adresa klijenta,
- Potpis klijenta (samo ukoliko se ovo dostavlja papirnim putem),
- Datum

(*) Izbrisati kako je primjenjivo



Porsche Sales & Marketplace GmbH

Uslovi korištenja
za Porsche Connect Uslugu „Porsche Connect Care“
(u daljem tekstu **Uslovi Korištenja Porsche Connect Care**)

Porsche Sales & Marketplace GmbH (ranije Porsche Connect GmbH), Porscheplatz 1, 70435 Stuttgart, Njemačka, PDV broj 131905001339 (u daljem tekstu **Porsche Sales & Marketplace, PSM** ili **Mi**) putem www.porsche.com upravlja (1) My Porsche Portalom i (2) raznim mrežnim tržišnim funkcionalnostima (u daljem tekstu **Tržište**) radi (i) prodaje Porsche vozila, dijelova, opreme i drugih proizvoda bilo povezanih sa vozilima ili neovisnih od njih i (ii) pružanja usluga povezanih sa vozilima ili neovisnih od njih. Na tržištu, PSM također ima Porsche Connect Trgovinu. Za korištenje Tržišta, uključujući i Porsche Connect Trgovine, Odredbe i Uslovi za korištenje My Porsche Portala i Porsche Mrežnih Tržišnih Funkcionalnosti (uključujući i Porsche Connect Trgovinu) kao i za prodaju Porsche Connect Usluga i Porsche Sales & Marketplace Proizvoda (u daljem tekstu **Uslovi**) se primjenjuju. Trenutno važeću verziju Uslova možete pronaći, skinuti i isprintati u bilo koje vrijeme na <https://connectstore.porsche.com/ba/en/t/termsandconditions>.

U Porsche Connect Trgovini, korisnik također može kupiti "Porsche Connect Care". Ovi Uslovi Korištenja Porsche Connect Care će biti primjenjivi na korištenje Porsche Connect Care, te će se primjenjivati na narudžbu, korištenje i/ili obnavljanje Porsche Connect Care. Ovi Uslovi Korištenja Porsche Connect Care se primjenjuju pored Uslova. U slučaju da je bilo koja odredba Uslova u suprotnosti sa ovim Uslovima Korištenja Porsche Connect Care, odredbe Uslova Korištenja Porsche Connect Care će biti mjerodavne.

Svi termini definisani u Uslovima će imati isto značenje u ovim Uslovima Korištenja Porsche Connect Care. Ovo će se naročito odnositi na slijedeće termine:

- Klijent: definisano u članu 1.3 Uslova;
- Primarni i Sekundarni Korisnik: definisano u članu 3.2 Uslova;
- Porsche Connect Trgovina i Porsche Connect Usluge: definisano u članu 3.1.1 Uslova.

"Porsche Connect Care"

Porsche Connect Care (u daljem tekstu **Servisni Paket**) je dostupan za slijedeće modele vozila:

- Taycan
- Cayenne (od godine modela 2022)
- 911 (od godine modela 2022)
- Panamera (od godine modela 2022)

Međutim, Taycan modeli vozila iz 2020. godine, zahtijevaju besplatno ažuriranje softvera u ovlaštenoj Porsche radionici kako bi bila omogućena kupovina Servisnog Paketa "Porsche Connect Care" (pojedinačne usluge Servisnog Paketa možda neće biti dostupne uprkos ažuriranju softvera). Možete identificirati Taycan modele vozila iz 2020. godine po slovu L na 10toj poziciji identifikacionog broja vozila (VIN). Za dodatne informacije o ažuriranju softvera, molimo da kontaktirate svoj Porsche Centar.

Servisni Paket je dostupan u samo određenim državama, i ovisi o mrežnoj dostupnosti. Možete pronaći trenutnu geografsku dostupnost Servisnog Paketa u Porsche Connect Trgovini na <https://connectstore.porsche.com/ba/en>. Tu također možete pronaći geografsku dostupnost različitih funkcija Servisnog Paketa u slijedećim odredbama ovih Uslova Korištenja Porsche Connect Care.

Period važenja: od 1 mjeseca

Besplatan period upotrebe: Prilikom kupovine novog vozila koje podržava usluge Connect Care možete se pretplatiti na usluge Porsche Connect Care besplatno u trajanju od 10 godina.

Konektivnost: Konektivnost koja je potrebna za pružanje Servisnog Paketa se uspostavlja putem ugrađene SIM kartice. Konektivnost je integralni dio Servisnog Paketa i ne naplaćuje se odvojeno.

Porsche Connect Care uključuje razne funkcije (u daljem tekstu **Usluge**), koje su opisane dole:

1. Poziv u slučaju kvara

Usluga „Poziv u slučaju kvara“ nakon aktivacije usluge uspostavlja govornu i podatkovnu vezu sa Porscheovom službom za podršku dodijeljenom vozilu i prenosi lokaciju vašeg vozila i sve relevantne informacije o vozilu Porscheovoj službi za podršku. O tim informacijama o vozilu možete lično razgovarati sa zaposlenima Porscheove službe za podršku. Usluga „Poziv u slučaju kvara“ neovisna je od usluge EU eCall. U hitnim slučajevima EU eCall u Vašem vozilu se koristi za uspostavu kontakta s nadležnom centralom za hitne pozive ili u hitnom slučaju se putem usluge EU eCall automatski pokreće odgovarajući SOS poziv.

1.1 Detaljan opis Usluge

1.1.1 Uslugu možete aktivirati putem sistema Porsche Communication Management vozila koje podržava usluge Connect Care (u nastavku PCM) ili putem aplikacije My Porsche. Aktivaciju tako može izvršiti svaki glavni i sporedni korisnik te svatko ko ima pristup unutrašnjosti vozila. Nakon aktivacije usluge automatski se uspostavlja govorna i podatkovna veza vozila sa dodijeljenom Porscheovom službom za podršku. Podaci koje vozilo šalje Porscheovoj službi za podršku mogu sadržavati informacije poput identifikacijskog broja vozila (VIN), modela vozila, godine proizvodnje i posebne opreme, lokacije vozila, slučaja nesreće, razine napunjenosti spremnika, pritiska u gumama, preostalog dometa s dostupnim gorivom, statusa vozila i poruka o grešci (u nastavku podaci o vozilu). Po potrebi će Vas Porscheova služba za podršku i/ili dijalog u aplikaciji My Porsche i/ili informativnozabavni sistem vozila zamoliti

- za pristanak da pristupi identifikacijskom broju vozila i/ili drugim podacima o vozilu.
- 1.1.2 Tokom govorne veze Porscheova služba za podršku postavljat će Vam pitanja kako bi bolje procijenila Vašu situaciju kvara. Ovisno o situaciji kvara, Porscheova služba za podršku može Vam ponuditi različite mogućnosti pomoći kako je navedeno u nastavku:
- 1.) Porscheova služba za podršku može dati prijedloge za daljnje postupanje (npr. „Na sljedećoj benzinskoj stanici dopunite ulje“); i/ili
 - 2.) Porscheova služba za podršku može tačnije analizirati primljene podatke o vozilu i pokušati identificirati problem. Prikupljeni uvidi mogu se proslijediti Porscheovom centru, što mu omogućuje da pripremi zadržavanje u servisnoj radionici ili počne provoditi druge mjere. Ako je moguće otklanjanje problema popravkom na daljinu, Porscheova služba za podršku može ga provesti. Preduslov za to je ispunjavanje različitih preduslova ovisnih o problemu, npr: isključen motor, vozilo miruje, blokada motora je aktivna, prozori su zatvoreni, nije aktivan postupak punjenja. Po potrebi se očitavaju drugi podaci o vozilu potrebni za ovu svrhu. Osim toga je moguće da tokom otklanjanja problema popravkom na daljinu funkcija poziva u slučaju kvara i/ili SOS poziva ne postoji ili je ograničena. Porscheova služba za podršku prije početka otklanjanja problema popravkom na daljinu obavijestit će Vas o mogućnosti takvih preduslova i/ili ograničenja korištenja, koje zatim morate potvrditi. Ovdje je riječ samo o pokušaju otklanjanja problema, za to mogu biti potrebni dodatni koraci; i/ili
 - 3.) Porscheova služba za podršku može zatražiti vanjsku podršku, npr. pomoć na cesti ili vuču vozila izvan funkcije. Vaš poziv ne proslijeđuje se drugim davaocima usluga. Ako je Vašem vozilu potreban popravak, Porscheova služba za podršku može uz uslov Vašeg prethodnog pristanka proslijediti podatke o vozilu Porscheovom centru.
- 1.1.3 Moguće usluge koje Porscheova služba za podršku pruži po pozivu u slučaju kvara zahtijevaju zasebni ugovor na temelju kojeg mogu nastati dodatni troškovi. Više informacija o Porscheovoj službi za podršku, posebno o pokrivenim servisnim komponentama možete pronaći u vašem Porscheovom centru ili na upit kod vašeg davaoca usluge podrške „AXA Assistance Deutschland GmbH/Inter Partner Assistance S.A.“. Porscheova služba za podršku može utvrditi status Porscheove službe za podršku Vašeg vozila.
- 1.1.4 Ukoliko imate pristup ili koristite proizvode ili usluge trećih lica, ugovorni uslovi primjenjivi na ove proizvode ili usluge će se primjenjivati. PSM nije odgovoran za bilo koji pristup ili korištenje ovih proizvoda ili usluga.
- 1.1.5 Molimo imajte na umu da aktivacijom usluge putem aplikacije My Porsche na Vašem mobilnom uređaju ovisno o uslovima mobilnog ugovora koji ste sklopili s teleoperaterom kao trećom stranom mogu nastati dodatni troškovi.
- 1.2 **Ograničenja korištenja i sistemska ograničenja**
- 1.2.1 Pružanje usluge vrši se putem telematske jedinice ugrađene u vozilo koja prima GPS satelitske signale i putem bežičnih komunikacijskih sistema i komunikacijskih mreža komunicira s Porscheovom službom za podršku. Zbog prirode tehnologija koje se koriste za funkcije usluge, a sadržane su u telematskoj jedinici, funkcije usluga (ili dijelova usluga) s vremena na vrijeme možda neće biti dostupne u svim dijelovima ugovornog područja ovog UKa za Porsche Connect Care i/ili mogu biti ograničene zbog fizičkih uslova, uključujući, ali ne ograničeno na uklanjanje telematske jedinice ili manipuliranje njome ili njenom antenom, elektromagnetizam, boravak vozila u garaži, u podvožnjaku ili na nekom drugom mjestu na kojem GPS ili bežične komunikacijske mreže nisu dostupni, atmosferske uslove i druge uzroke smetnji izvan našeg utjecaja (npr. kvar GPSa ili komunikacijskih mreža). Rad telematske jedinice, a time i pružanje funkcija usluge prema ovom UKu za Porsche Connect Care posebno ovisi o tome da su GPS mreže te bežične i fiksne komunikacijske mreže koje pokreću telematsku jedinicu u funkciji. Zbog toga nisu sve funkcije usluge dostupne u svakom trenutku i svugdje i ne može se garantovati da su sve funkcije usluge upotrebljive u svakom trenutku i svugdje.
- 1.2.2 Usluga ne uključuje osiguranje vozila ili drugo osiguranje. Molimo da imate u vidu da za Vas može postojati zakonska obaveza da imate osiguranje; nadalje, Vaša je obaveza da osigurate daljnu pokrivenost osiguranjem, u mjeri u kojoj to smatrate razumnim. Naknade koje plaćate za Uslugu nisu povezane sa vrijednosti Vašeg vozila ili bilo koje imovine u vozilu, ili vrijednosti povreda ili štete koju pretrpíte Vi ili treća lica.
- 1.2.3 U slučaju da se vrši otklanjanje problema popravkom na daljinu iz broja 1.1.2 ovog UKa za Porsche Connect Care, kupac prvo daje pristanak Porscheovoj službi za podršku.
- 2. Smart Usluga**
- 2.1 **Opis**
- Usluga „Pametno održavanje“ informira Vas u Vašem PCMu, u portalu My Porsche i u aplikaciji My Porsche porukama i prikazima statusa o individualnim potrebama za održavanjem i popravcima za odabrane komponente vozila. Riječ je o predviđanju, posebno u područjima šasije, pogona i baterija, zasnovanom na tekućoj analizi podataka o Vašem vozilu. Trudimo se da to predviđanje (i) učinimo preciznijim tokom vremena, posebno optimiziranjem modela predviđanja i/ili sastava korištenih podataka o vozilu i/ili (ii) proširimo obim pokrivenih zahtjeva za održavanje ili popravke i/ili (iii) da ga proširimo na druge komponente vozila. Odgovarajući podaci o vozilu se automatski proslijeđuju Porscheovim sistemima i Vaš Porsche centar može pozvati te podatke ako je potrebno. Vaš Porsche centar može Vas na temelju tih podataka o vozilu proaktivno kontaktirati putem kanala koji ste odabrali.
- 2.2 **Ograničenja korištenja i sistemska ograničenja**
- Funkcionalnost Usluge postoji samo u vezi sa originalnim dijelovima Porsche vozila.
- 2.3 **Ugovorna teritorija**
- Porsche Sales & Marketplace Vam pruža Uslugu u skladu sa ovim Uslovima korištenja Porsche Connect Care u slijedećim geografskim područjima (u daljem tekstu **Ugovorno područje Smart Usluge**):

Andora, Belgija, Bosna i Hercegovina, Bugarska, Danska, Njemačka, Estonija, Finska, Francuska, Gibraltar, Grčka, Velika Britanija, Irska, Island, Italija, Hrvatska, Latvija, Lihtenštajn, Litvanija, Luksemburg, Malta, Monako, Holandija, Norveška, Austrija, Poljska, Portugal, Rumunija, Švedska, Švicarska, Slovačka, Slovenija, Španija, Češka Republika, Mađarska, Kipar, Australija, Kanada, Kina, Hong Kong, Japan, Malezija, Meksiko, Novi Zeland, Singapur, Južna Koreja, Tajvan, USA.

3. Dobro je znati – Priručnik za vozače

Dobro je znati – Priručnik za vozače pruža vam digitalnu verziju priručnika za vozače za vaše vozilo u usluzi Porsche Communication Management (PCM). Pored štampanog Priručnika za vozače uključenog uz vozilo, usluga pruža dodatne funkcije opisane u odjeljku 3.1.

3.1 Detaljan opis usluge

- 3.1.1 Usluga vam pruža sadržaj Priručnika za vozače u tekstualnom i vizualnom obliku (npr. slike, interaktivne grafike, animacije) u PCMu.
- 3.1.2 Sve buduće promjene sadržaja Priručnika za vozače mogu se preuzeti i ažurirati.
- 3.1.3 Usluga također pruža proaktivne reference na Priručnik za vozače na osnovu upozorenja i informativnih poruka vozila. Ovo vam pruža detaljnije informacije o porukama o greškama.
- 3.1.4 Usluga dopušta i istovremenu upotrebu Priručnika za vozače koja ne ovisi od uređaja. To znači da se stranice zabilježene i odabrane kao favoriti u vozilu, kao i nedavno posjećene, prikazuju na digitalnim izlaznim kanalima kompanije Porsche AG, ovisno o državi (pod pretpostavkom da je vozilo dostupno na mreži, kao i da je prijavljeno u izlazne kanale).
- 3.1.5 Pored toga, usluga "Dobro je znati – Priručnik za vozače" također se mogu dohvatiti pomoću funkcije Glasovni pilot.

3.2 Ograničenja korištenja i sistemska ograničenja

Sadržaj Priručnika za vozače opisan u odjeljku 3.1.1 je također dostupan izvan mreže u PCMu i aplikaciji My Porsche (potrebno preuzimanje). Za sve druge funkcije potrebna je podatkovna veza. Prikaz sadržaja Priručnika za vozače u obliku dodatnih animacija je dio usluge Dobro je znati Priručnik za vozače plus, koja je dio paketa usluga Porsche Connect koji se može zasebno rezervirati.

4. Ažuriranja softvera na mreži

Ažuriranje softvera na mreži se instalira u vaše vozilo pomoću bežične tehnologije, bez potrebe za posjetom radionici. Pritom se ažuriranja preuzimaju u pozadini, nakon čega ih možete instalirati u bilo koje vrijeme, na primjer nakon parkiranja vozila preko noći.

4.1 Detaljan opis usluge

Redovnim provođenjem ažuriranja vozilo će biti opremljeno najnovijom verzijom softvera, a ažuriranja se provode na sličan način kao i već poznati procesi ažuriranja na drugim medijima/uređajima. Ako je za vaše vozilo dostupno ažuriranje, ono će se preuzeti u pozadini. Kada se preuzimanje uspješno završi, bit će vam ponuđeno da instalirate to ažuriranje u sistem PCM vašeg vozila. Da biste pokrenuli instalaciju, morate provesti navedene korake u sistemu PCM (npr. parkirati vozilo, uključiti parkirnu kočnicu, itd.). Vozilo se ne može koristiti dok je ažuriranje u toku. Nakon uspješnog ažuriranja primit ćete poruku u sistemu PCM. Na portalu My Porsche u svakom trenutku možete deaktivirati uslugu ažuriranja softvera na mreži i ponovno je aktivirati.

4.2 Ograničenja korištenja i sistemska ograničenja

Funkcije opisane pod 4.1. dostupne su vam u sistemu PCM u svakom trenutku, pod uslovom da se vaše vozilo može povezati odnosno da ima pouzdanu vezu mobilnog telefona. Instaliranje ažuriranja softvera na mreži ne može funkcionirati ako se vaše vozilo nalazi u privatnom načinu rada. Ostali preduslovi (npr. sigurno parkiranje vozila ili vozilo nije na stanici za epunjenje) su specifični za ažuriranje i prikazuju vam se u sistemu PCM prije svake instalacije.

5. Ažuriranja

Tokom perioda pružanja paketa usluga, koji odgovara trajanju ugovora za paket usluga, staviti ćemo vam na raspolaganje ažuriranja barem u obimu propisanom zakonom, osim ako se s vama ne sklopi drugačiji dogovor u skladu sa zakonskim zahtjevima.

6. Korištenje Podataka

U vezi sa kupovinom Servisnog Paketa, određeni podaci – potencijalno i lični podaci – mogu biti prikupljeni radi pružanja date Usluge. Ovisno o Usluzi, može biti neophodno, na primjer, za pružanje te usluge prikupiti i obrađivati podatke o komponentama (npr. 12V bateriji, oštricama brisača) i analizirati te podatke.

Porsche Sales & Marketplace može koristiti te podatke – potencijalno u anonimnom obliku – za (i) usluge upravljanja i poboljšanja kvalitete i sigurnosti Servisnog Paketa i/ili PSM Proizvoda (uključujući Porsche vozila), i (ii) za druge komercijalne svrhe. Korištenje određenih podataka za svrhe upravljanja i poboljšanja kvalitete i sigurnosti Servisnog Paketa i/ili PSM Proizvoda (uključujući Porsche vozila) može biti aktivirano i deaktivirano korištenjem odgovarajućih funkcionalnosti u Porsche vozilu i/ili putem My Porsche Portala.

Za gore navedene svrhe, ti podaci također mogu biti preneseni na druga Porsche pravna lica ili treća lica koji su angažovani od strane Porsche Sales & Marketplace ili drugih Porsche pravnih lica u ovom kontekstu i – u mjeri u kojoj su podaci anonimni – na ostala treća lica.

Korištenje tih podataka će biti u skladu sa primjenjivim zakonima o zaštiti podataka. U mjeri u kojoj je nepodno po zakonu, Porsche Sales & Marketplace će pribaviti potrebna odobrenja. Dalje informacije mogu biti pronađene u informacijama o zaštiti podataka i privatnosti na <https://connectstore.porsche.com/ba/en/t/privacy>.

7. Pravo Klijenta na Odustanak

Ukoliko je Klijent potrošač u skladu sa članom 1. stav 3. Zakona o zaštiti ličnih podataka Bosne i Hercegovine ("CPA"), on/ona ima pravo da odustane od ugovora u roku od 15 dana od dana zaključenja ugovora u slučaju zaključenja ugovora. Potrošač u skladu sa članom 1. stav 3. CPA znači bilo koje fizičko lice koje kupi, stekne ili koristi usluge za vlastite potrebe i za potrebe kućanstva. U daljem tekstu, termin "ugovor" znači kupovinu Servisnog Paketa "Porsche Connect Care". U nastavku, Klijentu se daju instrukcije o njegovom/njenom pravu na odustanak:

Instrukcije za odustanak

Pravo na odustanak

Imate pravo da odustanete od ovog ugovora u roku od 15 dana bez navođenja bilo kakvog razloga. Period za odustanak će proteći nakon 15 dana od dana kada Vam je Servisni Paket učinjenim dostupnim za korištenje (dan aktivacije), tj. od dana zaključenja ugovora.

Da biste iskoristili svoje pravo na odustanak, morate nas obavijestiti (Contact Porsche c/o Porsche Sales & Marketplace GmbH P.O. Box 41 42, 73744 Ostfildern, Njemačka, broj telefona: 0800 828 46, email adresa: smartmobility@ba.porsche.com) o vašoj odluci o odustanku od ovog ugovora putem nedvosmislene izjave (npr. pismom poslanim putem pošte ili email). Možete koristiti priloženi formular za odustanak, ali to nije obavezno. Kako biste ispoštovali rok za odustanak, dovoljno je da pošaljete svoje saopćenje o korištenju prava na odustanak prije isteka vremena za odustanak.

Posljedice odustanka

Ukoliko odustanete od ovog ugovora, izvršit ćemo povrat svih naknada koje smo od vas primili, uključujući i troškove dostave (osim dodatnih troškova koji su nastali kao rezultat vašeg izbora načina dostave koji odstupa od najjeftinijeg načina standardne dostave koji nudimo), bez odlaganja, a u svakom slučaju ne kasnije od 15 dana od dana kada ste nas informisali o vašoj odluci da odustajete od ugovora. Povrat naknade ćemo izvršiti na isti način koji je korišten prilikom inicijalne transakcije, osim ukoliko ste izričito drugačije ugovorili; u svakom slučaju, za vas neće nastati nikakve naknade uslijed takvog povrata. Ukoliko ste zahtijevali otpočinjanje pružanja usluga tokom perioda odustanka, platit ćete nam iznos koji je proporcionalan onome što je pruženo do momenta kada ste

nam saopćili svoj odustanak od ugovora, u odnosu na izmirenje cjelokupne naknade za ugovor.

Primjerak forme za odustanak

(ispunite i pošaljite ovaj formular samo ukoliko želite da odustanete od ugovora)

- Za Contact Porsche c/o Porsche Sales & Marketplace GmbH P.O. Box 41 42, 73744 Ostfildern, Njemačka, email adresa: smartmobility@ba.porsche.com
- Ja/Mi (*) ovim putem dajem/o obavještenje da Ja/Mi (*) odustajem/o od svog/našeg (*) ugovora za prodaju slijedećih dobara (*)/ pružanje slijedećih usluga (*),
- Naručenih dana (*)/ primljenih dana (*),
- Ime klijenta,
- Adresa klijenta,
- Potpis klijenta (samo ukoliko se ovo dostavlja papirnim putem),
- Datum

(*) Izbrisati kako je primjenjivo



PORSCHE

PORSCHE SALES & MARKETPLACE GmbH

Uslovi korištenja
za Porsche Connect usluge „Porsche Connect“
(u nastavku označeni kao **UK za Porsche Connect**)

Društvo Porsche Sales & Marketplace GmbH (prije Porsche Smart Mobility GmbH), Porscheplatz 1, DE-70435 Stuttgart (u nastavku **Porsche Sales & Marketplace, PSM ili mi**) na stranici www.porsche.com vodi (1) portal My Porsche i (2) različite funkcije mrežnog tržišta (u nastavku **tržište**) za (i) prodaju Porsche vozila, dijelova, pribora i drugih proizvoda povezanih s vozilima i neovisnih o vozilima i (ii) pružanje usluga povezanih s vozilima i neovisnih o vozilima. Društvo PSM na tržištu vodi i trgovinu Porsche Connect. Za korištenje tržišta, uključujući trgovinu Porsche Connect, vrijede Opći uslovi poslovanja za korištenje portala My Porsche i funkcija mrežnog tržišta Porsche (uključujući trgovinu Porsche Connect) te za prodaje usluga Porsche Connect i proizvoda društva Porsche Sales & Marketplace (u nastavku **OUP**). Aktualnom izdanju OUP-a možete u svakom trenutku pristupiti te ga preuzeti i ispisati na stranici <https://connect-store.porsche.com/ba/bs/t/termsandconditions>.

U trgovini Porsche Connect korisnik se može pretplatiti i na „Porsche Connect“ (u nastavku paket usluga). Ovaj UK za Porsche Connect reguliše korištenje usluga Porsche Connect i pronalaze primjene na naručivanje, korištenje i/ili pruženje usluga Porsche Connect. Ovaj UK za Porsche Connect vrijedi uz OUP. Ako neka odredba OUP-a proturječi ovom UK-u za Porsche Connect, prednost ima UK za Porsche Connect.

Pojmovi definisani u OUP-u imaju isto značenje u pogledu ovog UK-a za Porsche Connect. To posebno vrijedi za sljedeće pojmove:

- kupac: definirano pod tačkom 1.3 OUP-a;
- trgovina Porsche Connect i usluge Porsche Connect: definirano pod tačkom 3.1.1 OUP-a;
- PSM kupac: definirano pod tačkom 3.1.2 OUP-a.

„Porsche Connect“

Ovaj UK za Porsche Connect se odnosi na sljedeće modele vozila:

- Macan (od godine modela 2024.)

Porsche Connect ovisno o geografskoj dostupnosti obuhvata usluge opisane u nastavku. Trenutna geografska dostupnost može se pronaći pod <https://connect-store.porsche.com/ba/bs/> u trgovini Porsche Connect.

Period važenja: od 1 mjeseca

Besplatan period upotrebe: Prilikom kupovine novog vozila koje podržava usluge Connect možete se pretplatiti na usluge Porsche Connect besplatno u trajanju od 10 godina.

Vaše vozilo podržava Porsche Connect tokom 10 godina, što znači da se usluge Porsche Connect mogu koristiti u vašem vozilu. Neophodne uvjete za povezivanje pri korištenju aplikacija trećih strana i pristupne tačke za WLAN na raspolaganju su vam besplatno (preko našeg ugovornog partnera) u tijekom 4 godine od datuma primopredaje vozila.

Više informacija možete pronaći na <https://connect-store.porsche.com/ba/bs>. PSM konstantno usavršava svoje usluge i funkcije. Stoga se može desiti da sve softverske funkcije ili nove funkcije, koje Porsche uvodi za novije ili druge modele, ne budu upotrebljive ili funkcionalne u vašem vozilu.

Daljnji predušlov za korištenje svih usluga iz paketa usluga:

Sistem Porsche Communication Management vozila koje podržava usluge Connect (u nastavku **PCM**) mora biti poveziv. Povezivost se uspostavlja preko ugrađene SIM kartice PCM-a, a korištenje povezivosti za taj paket usluga (uz iznimku usluga „App Center“, „Online/Hybrid Radio“ i pristupa internetu putem javne pristupne tačke za WiFi) uključeno je u cijenu paketa usluga. Za usluge „App Center“, „Online/Hybrid Radio“ i pristup internetu putem javne pristupne tačke za WiFi dodatno je potreban (a) paket podataka ili (b) veza preko mobilnog telefona (tethering) s odgovarajućom mobilnom podatkovnom tarifom. Za to je potreban zaseban ugovor s mobilnim operaterom. Time mogu nastati dodatni troškovi, uključujući naknade za roaming za korištenje usluge u inozemstvu, što se reguliše ugovorom sklopljenim s mobilnim operaterom. Ako povežete PCM preko mobilnog telefona, pobrinite se da to vaša mobilna podatkovna tarifa dopušta. Dostupnost i brzina usluga iz paketa usluga ovisi o dostupnosti i brzini podatkovne veze koju pruža vaš mobilni operater. U nekim zemljama možete se kod naših partnera besplatno pretplatiti na uslugu Data Pass 5 GB na 4 godine.

1 Tražilo

Opis: Uslugom „Tražilo“ možete pretraživati tačke interesa preko sistemski definiranog internetskog pretraživača u prethodno definiranoj bazi podataka (naprimjer stanice za e-punjenje, benzinske stanice, restorane, hotele i parkirališta). Rezultati pretrage ponekad sadrže dodatne informacije poput telefonskih brojeva, radnih vremena, cijena goriva, naknada za parkiranje ili ocjena drugih korisnika. Tačke interesa mogu se pretraživati, spremati, njima se može upravljati i mogu se prenositi u sistem PCM i na portalu My Porsche i u aplikaciji My Porsche.

2 Glasovni pilot

2.1 Opis:

Usluga „Glasovni pilot“ omogućuje upravljanje različitim funkcijama PCM-a i drugim uslugama putem glasovnog unosa. Putem internetskog prepoznavanja govora omogućuju se dodatne funkcije, npr. pretraživanje medija, tačke interesa ili vrijeme.

2.2 Ograničenja upotrebe:

Korištenje glasovnog pilota ograničeno je na podržane jezike. Zbog nedostatka internetske veze može doći do ograničenja

rezultata. **Prepoznavanje govora** zbog vanjskih utjecaja, npr. zvučne pozadine, možda neće uvijek dati željene rezultate.

3 Navigacija Plus

Opis: Putem usluge „Navigacija Plus” izračun ruta PCM-a u vozilu se nadopunjava internetskim uslugama.

Navigacijski sistem PCM-a koristi trenutne GPS podatke i podatke o prometu za optimizaciju rute do unesenog odredišta do u minutu. Na prikazu karte ceste su označene bojama ovisno o stanju u prometu. Karte PCM navigacijskog sistema ažuriraju se na internetu.

PCM navigacijski sistem može prikazati kartu u satelitskom prikazu. Zbog međuspremanja učitanih podataka karata o trenutnom okruženju vozila satelitski prikaz ostaje očuvan i ako se veza privremeno prekine.

4 Porsche Planer punjenja

4.1 Opis:

Usluga „Porsche Planer punjenja” poboljšava rutu putovanja PCM navigacijskog sistema na temelju odabranog odredišta, preostalog dometa, voznog profila, dostupnih podataka o prometu u stvarnom vremenu te dostupnih stanica za e-punjenje i njihovih kapaciteta punjenja na najkraće moguće ukupno vrijeme putovanja (vrijeme vožnje i stanke za punjenje). Potrebne stanke za punjenje automatski se uračunavaju u rutu putovanja.

4.2 Ograničenja upotrebe:

Usluga ne raspolaže uvijek preciznim informacijama. Zbog toga informacije o dostupnosti stanica za e-punjenje mogu biti netačne.

5 Radio Plus

5.1 Opis:

Preko usluge „Radio Plus” možete posegnuti za internetskim kanalima radio postaja. Ako dođe do smetnje u prijemu radijskih izvora FM ili Digital Audio Broadcasting (DAB) dok je usluga Radio Plus aktivirana, PCM se automatski prebacuje na internetski kanal postaje (ako je dostupan). Osim toga, usluga putem PCM-a prikazuje dostupne metapodatke o pjesmama i stanicama koje reproducirate.

5.2 Ograničenja upotrebe:

Funkcije usluga Online i Hybrid Radio dostupne su samo u odabranim zemljama. Podatkovna veza za tu uslugu zahtijeva (a) paket podataka (u odabranim zemljama dostupan zasebno od partnera) ili (b) vezu preko mobilnog telefona povezanog s PCM-om (tethering) s odgovarajućom mobilnom podatkovnom tarifom.

6 Kalendar

6.1 Opis:

Usluga „Kalendar” omogućuje direktno povezivanje mrežno dostupnih kalendara trećih strana s PCM-om. Osim toga se putem aplikacije My Porsche kalendari kojima ima pristup na pametnom telefonu mogu povezati s PCM-om. Usluga pruža pregled dana. Termine može pročitati glasovni pilot. Nadalje, adrese u kalendarским unosima mogu se prepoznati i direktno preuzeti kao navigacijsko odredište. Moguće je i direktno spajanje u telefonske konferencije, pri čemu spajanje možete vršiti samo Vi preko Bluetootha putem mobilnog telefona povezanog s PCM-om.

6.2 Ograničenja upotrebe:

Direktno spajanje u telefonske konferencije (spajanje bez unosa PIN-a ili drugog identifikatora konferencije) moguće je samo pri podržanim formatima pozivanja na konferencije te

preko Bluetootha putem mobilnog telefona povezanog s PCM-om.

6.3 Preduslovi:

Preduslov je preuzimanje aplikacije My Porsche na pametni telefon PSM kupca, koji treba biti povezan s automobilom. Kako bi usluga mogla pristupiti kalendaru pametnog telefona, pristup kalendaru mora se izričito odobriti aplikaciji My Porsche u postavkama operativnog sistema.

7 App Center

7.1 Opis:

App Center nudi kupcu mogućnost pretraživanja, preuzimanja i ažuriranja aplikacija te upravljanja aplikacijama. Pri tome se radi o aplikacijama predviđenim posebno za vozilo koje nudi i za koje odgovara ili Porsche ili treće strane.

7.2 Ograničenja upotrebe:

Portofolio usluge App Center prilagođen je za upotrebu vezanu uz automobile i nije usporediv sa raznovrsnošću centra za aplikacije pametnog telefona. Ovisno o aplikaciji, prikaz tokom vožnje može biti ograničen na displej suvozača. Portofolio aplikacije može se stalno mijenjati.

Podatkovna veza za tu uslugu zahtijeva (a) paket podataka (u odabranim zemljama dostupan zasebno od partnera) ili (b) vezu preko mobilnog telefona povezanog s PCM-om (tethering) s odgovarajućom mobilnom podatkovnom tarifom.

7.3 Ugovorno područje:

Porsche Sales & Marketplaces na raspolaganje Vam u skladu s ovim UK-om stavlja uslugu u sljedećim geografskim područjima (u nastavku ugovorno područje): Andora, Belgija, Bosna i Hercegovina, Bugarska, Danska, Njemačka, Estonija, Finska, Francuska, Gibraltarska, Grčka, Velika Britanija, Irska, Island, Italija, Hrvatska, Latvija, Lihtenštajn, Litva, Luksemburg, Malta, Monako, Crna Gora, Nizozemska, Norveška, Austrija, Poljska, Portugal, Rumunjska, Švedska, Švicarska, Srbija, Slovačka, Slovenija, Španjolska, Češka, Mađarska, Cipar, Australija, Kina, Japan, Kanada, Malezija, Meksiko, Novi Zeland, Singapur, Južna Afrika, Južna Koreja, Tajvan i SAD.

7.4 Informacije o rangiranju proizvoda i preporuke:

Naše preporuke za aplikacije u usluzi App Center se redovno ažuriraju, najmanje svake četiri sedmice. Naše preporuke mogu biti nasumično odabrane kako bismo vam prikazali što više različitih aplikacija iz ponude usluge App Center ili se mogu zasnivati na plaćenju suradnji s našim partnerima. Sponzorisane preporuke su označene kao takve.

U slučaju zahtjeva za pretraživanje unutar usluge App Center, prikazuju se pojedinačne aplikacije kao i odgovarajuće aplikacije iz unaprijed definisanih kategorija aplikacija (npr. „Muzika”, „Igre” itd.). Pretraživanje se zasniva isključivo na tekstu unesenog pojma za pretraživanje, a rezultati se prikazuju po abecednom redu.

8 Porsche2X

8.1 Opis:

Usluga „Porsche2X” prikazuje dostupne informacije o lokalnim opasnostima, npr. rizik od vodenog klina, kao infografiku u PCM-u.

8.2 Ugovorno područje:

Porsche Sales & Marketplaces na raspolaganje Vam u skladu s ovim UK-om stavlja uslugu u sljedećim geografskim područjima (u nastavku ugovorno područje): Andora, Belgija, Bosna i Hercegovina, Bugarska, Danska, Njemačka, Estonija, Finska, Francuska, Gibraltarska, Grčka, Velika Britanija, Irska, Island, Italija, Hrvatska, Latvija, Lihtenštajn, Litva, Luksemburg, Malta, Nizozemska, Norveška, Austrija, Poljska,

Portugal, Rumunjska, Švedska, Švicarska, Slovačka, Slovenija, Španjolska, Češka, Mađarska, Cipar, Kina, Kanada i SAD.

9 Kontrola vozila

9.1 Opis:

Imate mogućnost provjere statusa Vašeg vozila na daljinu na pametnom telefonu. Usluga obuhvaća prikaz statusa karoserije (npr. status vrata), prikaz servisnih intervala ili kilometražu.

9.2 Ograničenja upotrebe:

Zaslom za dodatne informacije specifične za plug-in hibridna električna vozila (PHEV) (npr. električni domet) na raspolaganju je isključivo za takva vozila.

10 Kontrola putovanja

10.1 Opis:

Imate mogućnost provjere podataka o vožnji Vašeg vozila na daljinu na pametnom telefonu. To obuhvaća: vrijeme vožnje, udaljenost, prosječnu brzinu i prosječnu potrošnju za sve vrste putovanja (kratka, ponavljajuća, duga).

10.2 Ograničenja upotrebe:

Dostupne informacije ažuriraju se tek kad se status paljenja promijeni.

11 Sirena i žmigavac

11.1 Opis:

Imate mogućnost nakratko aktivirati sirenu ili žmigavac Vašeg vozila na daljinu. Nakon postupka dobit ćete poruku potvrde ili proslijeđeno obavještenje.

11.2 Ograničenja upotrebe:

Ova usluga na raspolaganju je samo ako vozilo miruje, a paljenje i trepćuća upozoravajuća svjetla su isključeni. Daljnja ograničenja mogu vrijediti prema propisima specifičnima za pojedine zemlje.

12 Zaključavanje i otključavanje

12.1 Opis:

Imate mogućnost otključavanja i zaključavanja vrata i prtljažnika Vašeg vozila na daljinu. Nakon postupka dobit ćete poruku potvrde ili proslijeđeno obavještenje.

12.2 Ograničenja upotrebe:

Ova usluga na raspolaganju je samo ako vozilo miruje, ako su vrata vozača zatvorena, ako je paljenje isključeno i ako ključ nije u bravi paljenja. Daljnja ograničenja mogu vrijediti ovisno o propisima specifičnima za pojedine zemlje.

12.3 Napomena:

Upotreba funkcije otključavanja bez Vaše prisutnosti pri vozilu povećava rizik od krađe vozila ili krađe predmeta u vozilu. Da bi se spriječila neovlaštena upotreba, izvršavanje funkcije otključavanja stoga zahtijeva unos četverocifrenog sigurnosnog koda. Sigurnosni kod utvrđujete prilikom prve prijave i postavljanja usluga Porsche Connect. Taj sigurnosni kod možete kasnije promijeniti na portalu My Porsche.

13 Nalazač automobila

13.1 Opis:

Imate mogućnost prikaza lokacije i položaja Vašeg vozila na daljinu. Uz to se trenutni položaj mobilnog krajnjeg uređaja koji se koristi za tu funkciju prikazuje na karti. Ako nije dostupan trenutni položaj vozila (npr. zbog parkiranja u podzemnoj garaži), koristi se zadnji spremljeni GPS položaj. Prijenos

podataka možete deaktivirati aktivacijom privatnog načina rada.

13.2 Ograničenja upotrebe:

Ova usluga dostupna je isključivo pri prijenosu podataka bez smetnji. Osim toga je ova usluga potpuno dostupna tokom vožnje i dok vozilo miruje.

14 E-kontrola

14.1 Opis:

Imate mogućnost na način opisan u nastavku provjeriti status Vašeg vozila na daljinu i pokrenuti ili zaustaviti postupak punjenja. Možete provjeriti status priključka, preostalo trajanje punjenja i trenutni električni domet. Električni domet prikazuje se na karti krugom. Osim toga imate mogućnost optimizacije postupka punjenja visokonaponske baterije Vašeg vozila za određeno vrijeme polaska. Možete podesiti tajmer polaska i dobit ćete poruku potvrde ili proslijeđeno obavještenje u slučaju događaja (npr. postupak punjenja prekinut) i čim aktivirani e-tajmer istekne.

14.2 Ograničenja upotrebe:

Domet prikazan krugom na karti predstavlja samo procijenjenu vrijednost. Vrijednosti na karti ne odražavaju stvarne udaljenosti ruta. Zbog toga lokacije u stvarnosti mogu biti izvan električnog dometa čak i ako su navedene unutar kruga električnog dometa. Ova usluga dostupna je isključivo za električna i hibridna vozila.

15 Klima uređaj

15.1 Opis:

Imate mogućnost provjere statusa, aktivacije ili deaktivacije grijanja ili klima uređaja na daljinu kako je opisano u nastavku: Čim se grijanje i/ili klima uređaj uspješno aktivira ili deaktivira, dobit ćete poruku potvrde ili proslijeđeno obavještenje. Uz to imate mogućnost podešavanja mjerača vremena klima uređaja za grijanje i/ili klimatizaciju na daljinsko upravljanje. Čim se podešavanje izvrši, dobit ćete poruku potvrde ili proslijeđeno obavještenje na svoj mobilni uređaj čim istekne aktivirani mjerač vremena klima uređaja.

15.2 Ograničenja upotrebe:

Ova usluga dostupna je za električna i hibridna vozila. Usluga je dostupna za vozila s motorom s unutrašnjim sagorijevanjem koja su opremljena predgrijanjem. Usluga je dostupna samo dok vozilo miruje, no paljenje pritom može biti uključeno. Više informacija o korištenju predgrijanja možete pronaći u uputama za upotrebu vozila. Mogu se pojaviti daljnja ograničenja prema propisima specifičnima za pojedine zemlje.

16 Auto alarm

16.1 Opis:

Dobit ćete poruku ili proslijeđeno obavještenje, ako se alarm za krađu vašeg vozila aktivira. Poruka sadrži podatke o aktiviranom alarmu i vremensku oznaku.

16.2 Ograničenja upotrebe:

Ova usluga može poslati poruku ili proslijeđeno obavještenje samo ako vozilo može uspostaviti vezu sa sistemima društva Porsche. Ako se alarm za krađu aktivira, a upravljačka jedinica Vašeg vozila ipak nije povezana (npr. zbog parkiranja u podzemnoj garaži), poruka ili proslijeđeno obavještenje se šalje čim veza postane dostupna.

16.3 Napomena:

Ako je vozilo u privatnom načinu rada, u slučaju alarma ne šalje se obavijest.

17 Alarm lokacije

17.1 Opis:

Imate mogućnost na daljinu postaviti geografsku granicu u obliku kruga. Dobit ćete obavijest čim vozilo napusti to područje ili uđe u njega. Možete odabrati do četiri područja istovremeno. U slučaju događaja (napuštanje područja ili ulazak u njega) dobit ćete poruku ili proslijeđeno obavještenje s kartom koja prikazuje mjesto događaja.

17.2 Ograničenja upotrebe:

Ova usluga će poslati poruku samo ako je paljenje upaljeno i ako se utvrdi pomjeranje točka.

18 Poziv u slučaju kvara

Usluga „Poziv u slučaju kvara” nakon aktivacije usluge uspostavlja govornu i podatkovnu vezu sa Porscheovom službom za podršku dodijeljenom vozilu i prenosi lokaciju vašeg vozila i sve relevantne informacije o vozilu Porscheovoj službi za podršku. O tim informacijama o vozilu možete lično razgovarati sa zaposlenima Porscheove službe za podršku. Usluga „Poziv u slučaju kvara” neovisna je od usluge EU eCall. U hitnim slučajevima EU eCall u Vašem vozilu se koristi za uspostavu kontakta s nadležnom centralom za hitne pozive ili u hitnom slučaju se putem usluge EU eCall automatski pokreće odgovarajući SOS poziv.

18.1 Opis:

18.1.1

Uslugu možete aktivirati putem sistema Porsche Communication Management vozila koje podržava usluge Connect (u nastavku **PCM**) ili putem aplikacije Porsche Connect. Aktivaciju tako može izvršiti svaki glavni i sporedni korisnik te svatko ko ima pristup unutrašnjosti vozila. Nakon aktivacije usluge automatski se uspostavlja govorna i podatkovna veza vozila sa dodijeljenom Porscheovom službom za podršku. Podaci koje vozilo šalje Porscheovoj službi za podršku mogu sadržavati informacije poput identifikacijskog broja vozila (VIN), modela vozila, godine proizvodnje i posebne opreme, lokacije vozila, slučaja nesreće, razine napunjenosti spremnika, pritiska u gumama, preostalog dometa s dostupnim gorivom, statusa vozila i poruka o greški (u nastavku podaci o vozilu). Po potrebi će Vas Porscheova služba za podršku i/ili dijalog u aplikaciji My Porsche i/ili informativno-zabavni sistem vozila zamoliti za pristanak da pristupi identifikacijskom broju vozila i/ili drugim podacima o vozilu.

18.1.2

Tokom govorne veze Porscheova služba za podršku postavlja će Vam pitanja kako bi bolje procijenila Vašu situaciju kvara. Ovisno o situaciji kvara, Porscheova služba za podršku može Vam ponuditi različite mogućnosti pomoći kako je navedeno u nastavku:

18.1.2.1

Porscheova služba za podršku može dati prijedloge za daljnje postupanje (npr. „Na sljedećoj benzinskoj stanici dopunite ulje”); i/ili

18.1.2.2

Porscheova služba za podršku može tačnije analizirati primljene podatke o vozilu i pokušati identificirati problem. Prikupljeni uvidi mogu se prosljeđiti Porscheovom centru, što mu omogućuje da pripremi zadržavanje u servisnoj radionici ili počne provoditi druge mjere. Ako je moguće otklanjanje problema popravkom na daljinu, Porscheova služba za podršku može ga provesti. Preduslov za to je ispunjavanje različitih preduslova ovisnih o problemu, npr: isključen motor, vozilo miruje, blokada motora je aktivna, prozori su zatvoreni, nije aktivan postupak punjenja. Po potrebi se očitavaju drugi podaci o vozilu potrebni za ovu svrhu. Osim toga je moguće da tokom otklanjanja problema popravkom na daljinu funkcija

poziva u slučaju kvara i/ili SOS poziva ne postoji ili je ograničena. Porscheova služba za podršku prije početka otklanjanja problema popravkom na daljinu obavijestit će Vas o mogućnosti takvih preduslova i/ili ograničenja korištenja, koje zatim morate potvrditi. Ovdje je riječ samo o pokušaju otklanjanja problema, za to mogu biti potrebni dodatni koraci; i/ili

18.1.2.3

Porscheova služba za podršku može zatražiti vanjsku podršku, npr. pomoć na cesti ili vuču vozila izvan funkcije. Vaš poziv ne prosljeđuje se drugim davaocima usluga. Ako je Vašem vozilu potreban popravak, Porscheova služba za podršku može uz uslov Vašeg prethodnog pristanka prosljeđiti podatke o vozilu Porscheovom centru.

18.1.3

Moguće usluge koje Porscheova služba za podršku pruži po pozivu u slučaju kvara zahtijevaju zasebni ugovor na temelju kojeg mogu nastati dodatni troškovi. Više informacija o Porscheovoj službi za podršku, posebno o pokrivenim servisnim komponentama možete pronaći u vašem Porscheovom centru ili na upit kod vašeg davaoca usluge podrške „AXA Assistance Deutschland GmbH/Inter Partner Assistance S.A.”. Porscheova služba za podršku može utvrditi status Porscheove službe za podršku Vašeg vozila.

18.1.4

Ako imate pristup proizvodima ili uslugama trećih strana ili ih koristite, za to vrijede ugovorni uslovi tih proizvoda ili usluga. Društvo PSM nije odgovorno za pristup tim proizvodima ili uslugama ni njihovo korištenje.

18.1.5

Imajte na umu da aktivacijom usluge putem aplikacije My Porsche na Vašem mobilnom uređaju ovisno o uslovima mobilnog ugovora koji ste sklopili s teleoperaterom kao trećom stranom mogu nastati dodatni troškovi.

18.2 Ograničenja upotrebe:

18.2.1

Pružanje usluge vrši se putem telematske jedinice ugrađene u vozilo koja prima GPS satelitske signale i putem bežičnih komunikacijskih sistema i komunikacijskih mreža komunicira s Porscheovom službom za podršku. Zbog prirode tehnologija koje se koriste za funkcije usluge, a sadržane su u telematskoj jedinici, funkcije usluga (ili dijelova usluga) s vremena na vrijeme možda neće biti dostupne u svim dijelovima ugovornog područja ovog UK-a za Porsche Connect i/ili mogu biti ograničene zbog fizičkih uslova, uključujući, ali ne ograničeno na uklanjanje telematske jedinice ili manipuliranje njome ili njenom antenom, elektromagnetizam, boravak vozila u garaži, u podvožnjaku ili na nekom drugom mjestu na kojem GPS ili bežične komunikacijske mreže nisu dostupni, atmosferske uslove i druge uzroke smetnji izvan našeg utjecaja (npr. kvar GPS-a ili komunikacijskih mreža). Rad telematske jedinice, a time i pružanje funkcija usluge prema ovom UK-u za Porsche Connect posebno ovisi o tome da su GPS mreže te bežične i fiksne komunikacijske mreže koje pokreću telematsku jedinicu u funkciji. Zbog toga nisu sve funkcije usluge dostupne u svakom trenutku i svugdje i ne može se garantovati da su sve funkcije usluge upotrebljive u svakom trenutku i svugdje.

18.2.2

Usluga ne sadrži osiguranje vozila ni bilo kakvo drugo osiguranje. Imajte na umu da je moguća zakonska obveza sklapanja osiguranja; nadalje, Vaša je odgovornost pobrinuti se za daljnju osiguravajuću zaštitu ako je smatrate razumnom. Naknade plaćene za uslugu nisu u vezi s vrijednošću vozila ni mogućim predmetima u vozilu ni s troškovima za povrede ili štete nanesene Vama ili drugima.

18.2.3

U slučaju da se vrši otklanjanje problema popravkom na daljinu iz broja 18.1.2.2 ovog UK-a za Porsche Connect, kupac prvo daje pristanak Porscheovoj službi za podršku.

19 Pametno održavanje

19.1 Opis:

Usluga „Pametno održavanje” informira Vas u Vašem PCM-u, u portalu My Porsche i u aplikaciji My Porsche porukama i prikazima statusa o individualnim potrebama za održavanjem i popravcima za odabrane komponente vozila. Riječ je o predviđanju, posebno u područjima šasije, pogona i baterija, zasnovanom na tekućoj analizi podataka o Vašem vozilu. Trudimo se da to predviđanje (i) učinimo preciznijim tokom vremena, posebno optimiziranjem modela predviđanja i/li sastava korištenih podataka o vozilu i/li (ii) proširimo obim pokrivenih zahtjeva za održavanje ili popravke i/li (iii) da ga proširimo na druge komponente vozila. Odgovarajući podaci o vozilu se automatski prosljeđuju Porscheovim sistemima i Vaš Porsche centar može pozvati te podatke ako je potrebno. Vaš Porsche centar može Vas na temelju tih podataka o vozilu proaktivno kontaktirati putem kanala koji ste odabrali.

19.2 Ograničenja upotrebe:

Funkcionalnost usluge postoji isključivo u odnosu na originalne Porsche komponente vozila.

19.3 Ugovorno područje:

Porsche Sales & Marketplace na raspolaganje vam u skladu s ovim UK-om za Porsche Connect stavlja uslugu u sljedećim geografskim područjima (u nastavku ugovorno područje za pametno održavanje): Andora, Belgija, Bosna i Hercegovina, Bugarska, Danska, Njemačka, Estonija, Finska, Francuska, Gibraltar, Grčka, Velika Britanija, Irska, Island, Italija, Hrvatska, Latvija, Lihtenštajn, Litva, Luksemburg, Malta, Monako, Nizozemska, Norveška, Austrija, Poljska, Portugal, Rumunjska, Švedska, Švicarska, Slovačka, Slovenija, Španjolska, Češka, Mađarska, Cipar, Kanada i SAD.

20 Dobro je znati – Priručnik za vozače

Dobro je znati – Priručnik za vozače na raspolaganje Vam stavlja upute za upotrebu Vašeg vozila u sistem Porsche Communication Management (PCM) u digitalnoj verziji. Osim ispisanih uputa za upotrebu priloženih vozilu, usluga nudi dodatne funkcije opisane u tački 20.1.

20.1 Opis:

20.1.1

Usluga Vam nudi sadržaje uputa za upotrebu u tekstualnom i vizuelnom obliku (slike, interaktivne grafike, animacije) u PCM-u.

20.1.2

Moguće buduće sadržajne prilagodbe uputa za upotrebu mogu se preuzeti i ažurirati.

20.1.3

Osim toga, usluga nudi proaktivne reference u upute za upotrebu na temelju upozorenja i informativnih obavijesti vozila. Na taj način dobit ćete dodatne informacije o porukama o greški.

20.1.4

Osim toga usluga omogućuje korištenje digitalnih uputa za upotrebu neovisno o krajnjem uređaju i istovremeno. To znači da Vam se stranice označene u vozilu i označene kao favoriti te zadnje posjećene stranice ovisno o zemlji jednako prikazuju na digitalnim izlaznim kanalima društva Porsche AG (internetska dostupnost vozila i prijava u izlazne kanale su preduslov).

20.1.5

Pored toga, usluga “Dobro je znati – Priručnik za vozače” također se može dohvatiti pomoću funkcije Glasovni pilot.

20.2 Ograničenja upotrebe:

Sadržaji uputa za upotrebu opisani u tački 20.1.1 na raspolaganju su Vam i izvan mreže u PCM-u i u aplikaciji My Porsche (potrebno ih je preuzeti). Sve ostale funkcije zahtijevaju podatkovnu vezu.

21 Ažuriranje softvera na mreži

Ažuriranje softvera na mreži se instalira u vaše vozilo pomoću bežične tehnologije, bez potrebe za posjetom radionici. Pritom se ažuriranja preuzimaju u pozadini, nakon čega ih možete instalirati u bilo koje vrijeme, na primjer nakon parkiranja vozila preko noći.

21.1 Opis:

Redovnim provođenjem ažuriranja vozilo će biti opremljeno najnovijom verzijom softvera, a ažuriranja se provode na sličan način kao i već poznati procesi ažuriranja na drugim medijima/uređajima. Ako je za Vaše vozilo dostupno ažuriranje, ono će se preuzeti u pozadini. Kada se preuzimanje uspješno završi, bit će Vam ponuđeno da instalirate to ažuriranje u sistem PCM Vašeg vozila. Da biste pokrenuli instalaciju, morate provesti navedene korake u sistemu PCM (npr. parkirati vozilo, uključiti parkirnu kočnicu, itd.). Vozilo se ne može koristiti dok je ažuriranje u toku. Nakon uspješnog ažuriranja primit ćete poruku u sistemu PCM. Na portalu My Porsche u svakom trenutku možete deaktivirati uslugu ažuriranja softvera na mreži i ponovno je aktivirati.

21.2 Ograničenja upotrebe:

Funkcije opisane pod 21.1 dostupne su Vam u sistemu PCM u svakom trenutku, pod uslovom da se Vaše vozilo može povezati odnosno da ima pouzdanu vezu mobilnog telefona. Instaliranje ažuriranja softvera na mreži ne može funkcionisati ako se Vaše vozilo nalazi u privatnom načinu rada. Ostali preduslovi (npr. sigurno parkiranje vozila ili vozilo nije na stanici za e-punjenje) su specifični za ažuriranje i prikazuju vam se u sistemu PCM prije svake instalacije.

22 Ažuriranja

Tokom perioda pružanja paketa usluga, koje se podudara s periodom važenja ugovora o paketu usluga, najmanje u zakonski propisanom obimu Vam nudimo ažuriranja, u slučaju da ne sklopite različit ugovor u skladu sa zakonskim zahtjevima.

23 Korištenje Podataka

U vezi s pretplatom na paket usluga mogu se prikupljati određeni podaci, moguće i lični podaci, da bi se pružila određena usluga. Ovisno o usluzi, za njezino pružanje može biti potrebno npr. prikupljati, spremati i analizirati podatke o komponentama (npr. baterija od 12 V, metlice brisača).

Društvo Porsche Sales & Marketplace će te podatke, moguće u anonimnom obliku, koristiti za (i) upravljanje kvalitetom i sigurnošću te poboljšanje kvalitete i sigurnosti paketa usluga i/li PSM proizvoda (uključujući vozila Porsche) i (ii) druge komercijalne svrhe. Korištenje određenih podataka u svrhe upravljanja kvalitetom i sigurnošću te poboljšanja kvalitete i sigurnosti paketa usluga i/li PSM proizvoda (uključujući vozila Porsche) može se aktivirati i deaktivirati preko odgovarajućih funkcija u vozilu Porsche i/li na portalu My Porsche.

Za prethodno navedene svrhe ti podaci mogu se prenositi drugim društvima Porsche i trećim stranama koje u vezi s time zaposli Porsche Sales & Marketplace ili druga društva Porsche i, ako su ti podaci anonimni, trećim stranama.

Korištenje podataka pritom se vrši u skladu s važećim zakonskim odredbama o zaštiti podataka. Ako je to zakonski

propisano, Porsche Sales & Marketplace pribavit će odgovarajuće saglasnosti. Više informacija možete pronaći u napomenama o zaštiti podataka na <https://connect-store.porsche.com/ba/bs/t/privacy>.

24 Pravo Klijenta na Odustanak

Ukoliko je Klijent potrošač u skladu sa članom 1. stav 3. Zakona o zaštiti ličnih podataka Bosne i Hercegovine ("CPA"), on/ona ima pravo da odustane od ugovora u roku od 15 dana od dana zaključenja ugovora u slučaju zaključenja ugovora. Potrošač u skladu sa članom 1. stav 3. CPA znači bilo koje fizičko lice koje kupi, stekne ili koristi usluge za vlastite potrebe i za potrebe kućanstva. U daljem tekstu, termin "ugovor" znači kupovinu Servisnog Paketa "Porsche Connect". U nastavku, Klijentu se daju instrukcije o njegovom/njenom pravu na odustanak:

Informacije o pravu na odustajanje

Pravo na odustajanje

Imate pravo odustati od ovog ugovora u roku od četrnaest dana bez navođenja razloga.

Rok za odustajanje je četrnaest dana od dana kad su Vam usluge Porsche Connect date na raspolaganje (dan aktivacije).

Da biste iskoristili svoje pravo na odustajanje, morate nas obavijestiti (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - Postfach 41 42, 73744 Ostfildern, Njemačka, telefonski broj: 0800 828 46, adresa e-pošte: smartmobility@ba.porsche.com) o Vašoj odluci o odustajanju od ovog ugovora putem jasne izjave (npr. pismom poslanim poštom ili e-poštom). Za to možete koristiti priloženi uzorak obrasca za odustajanje, ali to nije obavezno.

Da biste ispoštovali rok za odustajanje, dovoljno je da prije isteka roka za odustajanje pošaljete obavještenje o ostvarivanju prava na odustajanje od ugovora.

Posljedice odustajanja

Ako odustanete od ovog ugovora, dužni smo izvršiti povrat svih uplata koje smo primili od vas, uključujući troškove isporuke (s izuzetkom dodatnih troškova nastalih zbog toga što ste odabrali drugu vrstu isporuke, a ne najjeftiniju standardnu isporuku koju mi nudimo) odmah, a najkasnije u roku od četrnaest dana od dana kada smo primili obavještenje o Vašem odustajanju od ovog ugovora. Za povrat uplata koristimo isto sredstvo plaćanja koje ste koristili u prvobitnoj transakciji, osim ako smo s Vama izričito dogovorili nešto drugo; ni pod kojim okolnostima Vam neće biti naplaćene naknade za ovaj povrat. Ako ste podnijeli zahtjev da usluge počnu tijekom roka za odustajanje, dužni ste nam platiti prikladan iznos koji odgovara udjelu usluga već izvršenih do trenutka u kojem nas obavještavate o ostvarivanju prava na odustajanje u pogledu ovog ugovora u usporedbi s ukupnim obimom usluga predviđenih ugovorom.

Uzorak obrasca za odustajanje

(Ako želite da odustanete od ugovora, popunite ovaj obrazac i pošaljite ga nazad.)

- Na Contact Porsche - c/o Porsche Sales & Marketplace GmbH - Postfach 41 42, 73744 Ostfildern, Njemačka, adresa e-pošte: smartmobility@ba.porsche.com:
- Ovim putem ja/mi (*) opozivam(o) ugovor koji sam/smo (*) sklopio/li o kupovini sljedeće robe (*) / pružanju sljedeće usluge (*)
- Naručeno dana (*) / primljeno dana (*)
- Ime i prezime potrošača
- Adresa potrošača
- Potpis potrošača (samo ako je obavještenje na papiru)
- Datum

(*) *Nepotrebno precrtati.*



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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/ba/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 (MY 2019) (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. Flight Info (available until June 2021)

Services: With the service package component "Flight Info", detailed flight information will be displayed in the PCM. The flight information includes, for example, arrival and departure times, terminals, airlines and type of aircraft. Furthermore, the service will find major airports in the surroundings of the vehicle which can be selected as navigation destination of the PCM navigation system.

11. Train Info (available until June 2021)

Services: The service package component "Train Info" shows in the PCM timetables, departure times, train numbers as well as delays and train cancellations if these were reported.

12. Event Info (available until June 2021)

Services: With the service package component "Event Info", events in categories as theatre, cinema, opera, festival, arts, literature and others can be searched in the PCM. As far as we were provided with information concerning the relevant event, such will be displayed in a list sorted by distance, price, time or type of event. Identified events can be selected as navigation destination of the PCM navigation system.

13. 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.

14. Gracernote Online

Services: The service package component "Gracernote 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 Porsche 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.

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@ba.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

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 828 46, e-mail address: smartmobility@ba.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



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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, VAT no. DE815578978 (hereafter referred to as **Porsche Sales & Marketplace, PSM or We**) operates under www.porsche.com 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 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/ba/ba/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 My Porsche 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). Please contact your dealer for further information. 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/ba/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 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 online route description "remembers" your habits and suggests routes and destinations

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 and, 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. This security code can be changed at a later date in the customer profile.

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.

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. 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.

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.

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.

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 **Usage restriction:** 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 Article 1, Paragraph 3 of the Consumer Protection Act of Bosnia and Herzegovina ("CPA"), he/she has a right of withdrawal for a period of 15 business days from the date of the conclusion of the contract. Consumer pursuant to Article 1, Paragraph 3 of the CPA means any natural person who buys, acquires or uses products or services for his/her personal needs and for the needs of his/her household. 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 15 business days without giving any reason.

The withdrawal period will expire after 15 business days from the day on which Porsche Connect is made available to you for use (activation day), i.e. from the date 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 828 46, email address: smartmobility@ba.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 15 business 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

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@ba.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 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 (hereinafter each **FoD individual service**)
(hereinafter **ToU FoD individual services**)

Porsche Sales & Marketplace GmbH (formerly Porsche Smart Mobility GmbH), Porscheplatz 1, 70435 Stuttgart, Germany, VAT no. 131905001339 (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/ba/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" (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/ba/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) not limited in time or (ii) as a monthly contract. 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 booked and activated as well.
- 1.3 **Period of use:** The FoD Single Service "Porsche Intelligent Range Manager" may be booked as a FoD Single Service (i) either not limited in 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 prolongs automatically on a monthly basis, until terminated by the Primary User with a 2 weeks notice to 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" not limited in time.
- 2.3 **Period of use:** The FoD Single Service "Power Steering Plus" may be booked as a FoD Single Service not limited in time and 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 **Prerequisites:** 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/payment terms:** The prices and payment terms are described 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 Article 1, Paragraph 3 of the Consumer Protection Act of Bosnia and Herzegovina ("CPA"), he/she has a right of withdrawal for a period of 15 days from the date of the conclusion of the contract. Consumer pursuant to Article 1, Paragraph 3 of the CPA means any natural person who buys, acquires or uses products or services for his/her personal needs and for the needs of his/her household. 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 15 days without giving any reason. The withdrawal period will expire after 15 days from the day on which the FoD Single Service is made available to you for use (activation day), i.e. from the date 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 828 46, email address: smartmobility@ba.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 15 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@ba.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



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 Connect GmbH), Porscheplatz 1, 70435 Stuttgart, Germany, VAT no. 131905001339 (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://connectstore.porsche.com/ba/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

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://connectstore.porsche.com/ba/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.

Duration: 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 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.

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 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 nonfunctional 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 thirdparty 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 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 thirdparty telecommunications provider.

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 of the service

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 updatespecific 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://connectstore.porsche.com/ba/en/privacy>.

7. Right of Withdrawal for Consumers

If the Customer is a consumer pursuant to Article 1, Paragraph 3 of the Consumer Protection Act of Bosnia and Herzegovina ("CPA"), he/she has a right of withdrawal for a period of 15 days from the date of conclusion of the contract in case of the conclusion of the contract. Consumer pursuant to Article 1, Paragraph 3 of the CPA means any natural person who buys, acquires or uses products or services for his/her personal needs and for the needs of his/her household. 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 15 days without giving any reason.

The withdrawal period will expire after 15 days from the day on which the Service Package is made available to you for use (activation day), i.e. from the date 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 828 46, email address: smartmobility@ba.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 15 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@ba.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, (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/ba/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/ba/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/ba/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 Use 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/ba/en/t/privacy>.

- To Contact Porsche - c/o Porsche Sales & Marketplace GmbH - Postfach 41 42, 73744 Ostfildern, Germany, email address: smartmobility@ba.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.*

24 Right of Withdrawal for Consumers

If the Customer is a consumer pursuant to Article 1, Paragraph 3 of the Consumer Protection Act of Bosnia and Herzegovina ("CPA"), he/she has a right of withdrawal for a period of 15 days from the date of conclusion of the contract in case of the conclusion of the contract. Consumer pursuant to Article 1, Paragraph 3 of the CPA means any natural person who buys, acquires or uses products or services for his/her personal needs and for the needs of his/her household. Hereafter, the term "contract" means the purchase of the Service Package "Porsche Connect". In the following, the Customer is instructed on his/her right of withdrawal:

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 828 46, email address: smartmobility@ba.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.)