



PORSCHE

Terms of Use

for the Porsche Connect Services "Porsche Connect" in Puerto Rico
(hereafter referred to as **ToU**)

Porsche Sales & Marketplace, Inc., One Porsche Drive, Atlanta, Georgia, 30354, (hereafter referred to as **Porsche Sales & Marketplace, PSM or We**) operates at www.porsche.com various online marketplace functionalities (hereafter referred to as **Marketplace**) for the (i) sale or marketing of Porsche vehicles, parts, equipment and other vehicle related and vehicle independent products and (ii) provision of vehicle related and vehicle independent services. PSM also operates the Porsche Connect Store via the Marketplace. When you use the Marketplace, which includes the Porsche Connect Store, the Terms and Conditions for the use of Porsche's Online Marketplace Functionalities (including the Porsche Connect Store) as well as the sale of Porsche Connect Services and Porsche Sales & Marketplace Products (hereafter collectively 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/pr/en/t/termsandconditions>.

When you visit the Porsche Connect Store, you may subscribe to "Porsche Connect" services for certain model lines as stated below (hereafter **Service Package**). These ToU apply exclusively to the "Porsche Connect" Service Package and apply to the order, use and/or renewal of the Service Package in Puerto Rico. These ToU apply in addition to the T&C, and, in the event of a conflict with the T&C, these ToU prevail.

Any terms used herein but not otherwise defined shall have the definitions given them in the T&C.

"Porsche Connect"

The Porsche Connect service package is only available for the following vehicle models in Puerto Rico:

- Taycan (MY 2025 forward)
- Cayenne (from model year 2025 forward)
- 911 (from model year 2025 forward)
- Panamera (from model year 2025 forward)

Porsche Connect includes – depending on the geographic availability – the services described in these Porsche Connect ToU. The current availability of Porsche Connect in the US can be found in the Porsche Connect Store at <https://connect-store.porsche.com/pr/en-PR>.

Term: from 1 month

Free-of-charge inclusive period: When you buy a new Connect-able vehicle, you are eligible to subscribe to Porsche Connect at no additional cost for 36 months from the date you purchased your vehicle.

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 data connectivity. If the embedded SIM card of the PCM provides data connectivity, then your use of the data connectivity for this Service Package is included in the price of the Service Package. If the embedded SIM card of the PCM does not provide data connectivity (e.g. because data connectivity via the embedded SIM card of the PCM is not available in all countries), you can use your mobile phone with an appropriate personal mobile data plan to ensure data connectivity. Depending on your contract with your mobile phone provider, you may incur additional costs, including roaming costs when you use the service abroad. If you connect to the PCM via your mobile phone, please ensure your mobile plan permits this type of data connectivity access. If you choose to connect to the PCM via your mobile phone data 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, gas stations, restaurants, hotels, and parking spaces) that are included in specific online databases selected by PSM. 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 service "Voice Pilot", you can operate various functions of the PCM and other services by voice command. 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 service "Navigation Plus", the route calculation of 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. Radio Plus

4.1 Description: With the service "Radio Plus", you can access the online channels of radio stations. When Radio Plus is activated and the reception of the radio sources FM or Digital Audio Broadcasting (DAB) is temporarily impaired, the PCM automatically switches to the corresponding online channel of that station (if available). The service also displays metadata available via the PCM about the songs and stations you are playing.

4.2 Restrictions of use: The online and hybrid radio functionalities are available only in selected countries. The data connection for this service requires a separate data package or a connection via a mobile phone connected to the PCM (corresponding mobile data rates apply).

5. News

5.1 Description: The service allows you to access the latest news by subscribing to RSS feeds directly in the PCM. With the Voice Pilot you can have the articles read to you. You can also use a keyword search to browse channels that you are subscribed to for information on preferred topics or keywords.

- 5.2 **Requirements:** You can search for feeds of interest to you via the search function and subscribe to such feeds under your Porsche ID. These feeds are available only in your vehicle.
6. **Weather**
- 6.1 **Description:** The service "Weather" displays the current weather and an hourly, daily and weekly forecast for the vehicle's current position, the route destination as well as any stored favorite locations. The forecast includes temperature, number of hours of sunshine, probability of rain, and wind speed. You can also use Voice Pilot to have the Weather forecast read to you.
7. **Car Control**
- 7.1 **Services:** You have the option to check the status of your vehicle remotely on a smartphone. The service includes the display of the outer casing status (e.g. status of the doors) and the display of service intervals or the mileage.
8. **Trip Control**
- 8.1 **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 trips (short, recurring, long).
- 8.2 **Restrictions of use:** Accessible information is updated only after the ignition status has changed (i.e. turned on or off).
9. **Carfinder**
- 9.1 **Services:** You can have the location and position of your vehicle displayed remotely. The current position of the mobile device used for this function is also displayed on a map. If the current position of the vehicle is not 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.
- 9.2 **Restrictions of use:** Other than as set forth in Section 11.1, the service is fully available while the vehicle is either in motion and/or stationary.
10. **E-Control (only available for electric and hybrid vehicles)**
- 10.1 **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 optimizing 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.
- 10.2 **Restrictions of use:** 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.
11. **Climate (only available for electric and hybrid vehicles)**
- 11.1 **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.
- 11.2 **Use restrictions:** This service is available exclusively for electric and hybrid vehicles.
12. **Car Alarm**
- 12.1 **Services:** You will 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.
- 12.2 **Restrictions of use:** This service can send a message or a push notification only 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, the messages described in this Section 14 will not be sent.
13. **Location Alarm**
- 13.1 **Services:** You can set a geographic border remotely in the form of a circle. You will 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 (i.e., the vehicle leaves or enters an area), you will receive a message or a push notification including a map displaying the location where the event took place.
- 13.2 **Restrictions of use:** This service will send a message only if the ignition is switched on and a wheel movement is detected.
14. **Speed Alarm**
- 14.1 **Services:** You can remotely set a speed value. You will 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 (i.e., the vehicle exceeds a speed value), you will receive a message or a push notification including a map displaying the location where the event took place.
- 14.2 **Restrictions of use:** This service will send a message only if the ignition is switched on and a wheel movement is detected.
15. **Valet Alarm**
- 15.1 **Services:** You can activate or deactivate the Valet Alarm (a combination of Location Alarm and Speed Alarm) remotely with pre-selected settings for a geographic area and a speed value. You will receive a message if the vehicle leaves or enters the area or exceeds the speed value.
- 15.2 **Restrictions of use:** This service will send a push message only if the ignition is switched on and a wheel movement is detected. The service is available only via the My Porsche App.
16. **Calendar**
- 16.1 **Description:** The service Calendar allows third-party calendars available online to be directly linked to the PCM. The service offers a day view. Appointments can be read to you via the Voice Pilot. Furthermore, addresses contained in calendar entries can be identified and used directly as navigation destinations. Direct dial-in to conference calls is also supported, whereas the dial-in via your mobile phone can only take place if it is connected to the PCM via Bluetooth.
- 16.2 **Restrictions of use:** The direct dial-in to conference calls (i.e. dial-in without entering a PIN or other conference ID) is possible only for supported meeting invitation formats and via Bluetooth with the PCM-connected mobile phone.
17. **Charging Planner (only available for Taycan)**
- 17.1 **Description:** The service Charging Planner improves the travel route of the PCM navigation system to achieve the shortest total travel time (driving time and charging stops) 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. Required charging stops are automatically included in the travel route.

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

18. Media Streaming

18.1 **Description:** Spotify services offer direct and personalized access to the linked customer's media library and the functionalities of the respective third-party music streaming service and podcast provider, as supported in the vehicle. A smartphone is needed for the initial set-up of this service. After setup, only a Porsche ID is required to use the service in all supported vehicles. Moreover, the services can also be used in guest mode, but only if third-party provider accounts are linked. For selected providers, exclusive functions, such as the direct saving of radio titles to the customer-specific media library, or navigation via the Voice Pilot, are available.

18.2 **Restrictions of use:** These services may be used only in countries where the service is also offered by the third-party provider. 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.

18.3 **Requirements:** In order to use the service Music Streaming, you must have an account with, and active subscription to, the Service Package, as well as an active subscription to the respective third-party provider. 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, your third-party account must be linked to the Porsche account.

19. Good to know – Owner's Manual Plus

19.1 **Description:** The "Good to know – Owner's Manual Plus" service includes display of the contents of the Owner's Manual in the form of additional animations.

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

20. In-Car Video

20.1 **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.

20.2 **Restrictions of use:** While driving, videos can only be viewed on the front passenger display (depending on equipment). In-car video can only be used where the services are offered by the third-party provider. 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.

21. Termination right

21.1 All applicable termination rights as set forth in the T&C shall apply.



PORSCHE

Terms of Use

for the Porsche Connect Service "Porsche Connect Care"
(hereafter referred to as **ToU Porsche Connect Care**)

Porsche Sales & Marketplace Inc., One Porsche Drive, Atlanta, Georgia, 30354, (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 or marketing of Porsche vehicles, parts, equipment and other vehicle-related and vehicle-independent products and (ii) provision of vehicle-related and vehicle-independent services. PSM also operates the Porsche Connect Store via the Marketplace. When you use the Marketplace, which includes the Porsche Connect Store, the Terms and Conditions for the use of Porsche's Marketplace as well as the sale of Porsche Connect Services and Porsche Sales & Marketplace Products (hereafter collectively 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/pr/en/t/termsandconditions>.

When you visit the Porsche Connect Store, you may subscribe to "Porsche Connect Care" (hereafter referred to as **Service Package**). These ToU Porsche Connect Care apply exclusively to the Taycan vehicle model and govern the order, use and/or renewal of Porsche Connect Care. These ToU Porsche Connect Care apply in addition to the T&C, and, in the event of a conflict with the T&C, these ToU Porsche Connect Care shall 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 (from model year 2025)
- Cayenne (from model year 2025)
- 911 (from model year 2025)
- Panamera (from model year 2025)

The Service Package may not be available in all U.S. states and territories, depending on the network availability. You can find the current geographical availability of the Service Package in the Porsche Connect Store <https://connect-store.porsche.com/offer/pr/en-PR>.

Term: 1 month (with auto-renewal)

Free Service Package: You are eligible to subscribe to the Service Package for a term of 10 years, and we will waive the standard subscription fees for such period. Please note, however, that you may be subject to charges from your telecommunications carrier when accessing certain features of the Service Package.

Connectivity: In order to use the Service Package, you must have connectivity established through an embedded SIM card. This connectivity is an integral part of the Service Package and is not charged separately.

Porsche Connect Care includes various services (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 center (hereafter referred to as **Porsche Assistance**) and transmits your vehicle location and all relevant vehicle information to the agent. You can use this vehicle information to personally talk to Porsche Assistance agents.

Please note that the "Breakdown Call" Service is independent of emergency services or other third-party roadside assistance programs. In case of an emergency, you must dial 911 using a separate mobile device (e.g., your personal mobile phone).

1.1 Detailed description of the Service

1.1.1 You can activate this Service either via the Porsche Communication Management of a connectable vehicle (hereafter referred to as **PCM**) or via the My Porsche App. The Service can, therefore, be activated by any Primary and Secondary User, as well as by anyone who has access to the vehicle's interior. After the service has been triggered, a voice and data connection is automatically established from the vehicle to Porsche Assistance. Data sent by the vehicle to Porsche Assistance can include information such as the vehicle identification number (VIN), vehicle model, year of production, optional equipment, vehicle location, occurrence of an accident, fuel level or vehicle state of charge, tire pressure, remaining range with the available fuel, vehicle status and error messages (hereinafter referred to as **Vehicle Data**).

1.1.2 During the voice connection, the Porsche Assistance agent may ask you questions to further assess the nature of your breakdown. Depending on the particular circumstances of the breakdown, the agent can offer you various options for assistance, as follows:

- 1.) The agent can give advice on how to proceed (such as "Please add oil at the nearest gas station"); and/or
- 2.) The agent can analyze the received vehicle data in more detail and try to identify the problem. The findings gathered can be passed on to your selected Porsche Center, 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, Porsche Assistance can carry this out. The prerequisite for this is the fulfillment of various problem-dependent preconditions such as: engine switched off, vehicle is stationary, engine immobilizer is active, windows are closed, and/or no active charging process. If necessary, further car data required for this purpose may be collected. Please note that it is possible that the breakdown and/or emergency call functionality will not exist or be limited during this problem solving via remote repair. Before starting to troubleshoot the problem via remote repair, Porsche Assistance will inform you of any such preconditions and/or usage restrictions, which you must then confirm to move forward. This is only a troubleshooting attempt, so additional steps may be necessary; and/or
- 3.) The Porsche Assistance agent can request external support, such as: breakdown assistance or towing the non-functional vehicle. Your call will not be forwarded to other service providers.

1.1.3 Any services provided by Porsche Assistance after the breakdown call require a separate contract, which could result in additional costs.

1.1.4 If you have access to or use third-party products or services, the contractual terms applicable to these products or services apply.

PSM is not responsible for any access to or usage of these products or services.

- 1.1.5 Please note that activating the Service on your mobile device via the My Porsche App may subject you to additional charges from your telecommunications carrier.

1.2 Restrictions on use and system restrictions

- 1.2.1 This Service is provided via a telematics unit installed in the vehicle. The telematics unit receives GPS satellite signals and communicates with the service center via wireless communication systems and networks. Due to the nature of the technologies used in this Service, some functions/parts of the Service may be unavailable from time to time and/or be negatively affected through physical circumstances, including, but not limited to, the removal or manipulation of the telematics unit or its antenna, electromagnetism, the vehicle being in a garage, in an underpass or in another location where the GPS or wireless communication networks are not available, atmospheric conditions and other negative causes beyond our control (e.g. failure of the GPS or the communication networks). In particular, the operation of the telematics unit and, thus, the functioning of the Service in accordance with these ToU Porsche Connect Care may depend on whether the GPS networks and the wireless and fixed communication networks with which the telematics unit is operated, are operational. Therefore, this Service (or parts of the Service) may be unavailable at certain times and places.
- 1.2.2 The Service does not include vehicle insurance or any other insurance. Please note that you may be legally required to procure insurance, and it is your responsibility to do so - whether legally mandated or otherwise. 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 of a troubleshooting via remote repair, the Porsche Assistance agent must be able to verify the identity of the caller before proceeding with assistance.

3. Good to know – Owner's Manual

The "Good to know - Owner's Manual" service provides you with a digital version of the Owner's manual for your vehicle in the Porsche Communication Management (PCM). In addition to the printed Owner'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 Owner'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 Owner's Manual can be downloaded and updated.

- 3.1.3 The service also provides proactive references to the Owner'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 Owner's Manual. This means that pages bookmarked and selected as favorites in the vehicle, as well as those most recently visited, are also displayed on other digital output channels.

3.2 Use and system restrictions

The Owner'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 Owner's Manual content in the form of additional animations is part of the Good to know – Owner's Manual Plus service, which is part of the Porsche Connect service package that can be booked separately.

4. Usage of data

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

Porsche Sales & Marketplace may use such data - in an anonymized form or otherwise - 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 laws. Where required by law, Porsche Sales & Marketplace will obtain the relevant consents. Further information can be found in the data protection and privacy information at <https://connect-store.porsche.com/us/en/tac/t/privacy>.

5. Termination right

All applicable termination rights as set forth in T&C shall apply.

Last Updated

These Terms of Use were last updated in August 2024.

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PORSCHE

Terms of Use

for the Porsche Connect Services "Porsche Connect" – Macan Electric (starting MY24)
(hereafter referred to as **ToU**)

Porsche Sales & Marketplace, Inc., One Porsche Drive, Atlanta, Georgia, 30354, (hereafter referred to as **Porsche Sales & Marketplace, PSM or We**) operates at www.porsche.com various online marketplace functionalities (hereafter referred to as **Marketplace**) for the (i) sale or marketing of Porsche vehicles, parts, equipment and other vehicle related and vehicle independent products and (ii) provision of vehicle related and vehicle independent services. PSM also operates the Porsche Connect Store via the Marketplace. When you use the Marketplace, which includes the Porsche Connect Store, the Terms and Conditions for the use of Porsche's Marketplace as well as the sale of Porsche Connect Services and Porsche Sales & Marketplace Products (hereafter collectively 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/pr/en/t/termsandconditions>.

When you visit the Porsche Connect Store, you may subscribe to "Porsche Connect" services for certain model lines as stated below (hereafter **Service Package**). These ToU apply exclusively to the "Porsche Connect" Service Package and apply to the order, use and/or renewal of the Service Package. These ToU apply in addition to the T&C, and, in the event of a conflict with the T&C, these ToU prevail.

Any terms used herein but not otherwise defined shall have the definitions given them in the T&C.

"Porsche Connect"

The Porsche Connect service package is only available for the following vehicle models:

- Macan Electric (from model year 2024 forward)

Porsche Connect includes the services described in these Porsche Connect ToU. The current availability of Porsche Connect in the US can be found in the Porsche Connect Store at <https://connect-store.porsche.com/offer/pr/en-PR>

Term: 1 month with auto-renewal (varies by service)

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

Porsche Connect remains enabled in your vehicle for 10 years, which means that Porsche Connect services can be used in your vehicle during that time. The required connectivity for the use of third party apps 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/us/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.

Requirements for the use of services included in the Service Package: Connectivity is provided via the Porsche Communication Management (PCM) system's integrated SIM card. The use of connectivity for the Service Package (with the exception of the "App Center", "Online/Hybrid Radio" services)

is included in the price of the Service Package. For the services "App Center" and "Online/Hybrid Radio", the use of connectivity is included for 4 years with the Service Package. After the 4 years have elapsed, (a) a data package or (b) a connection via a mobile phone (tethering) with a corresponding mobile data plan is also required. A separate contract with a mobile service provider is needed for this purpose. This may incur additional costs, including roaming charges for using the service abroad, depending on the data plan with your 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.

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, gas stations, restaurants, hotels, and parking spaces) that are included in specific online databases selected by PSM. 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 service "Voice Pilot", 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

3.1 **Description:** With the service "Navigation Plus", 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 optimize the route to the specified destination. Roads are shown in color 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. Radio Plus

4.1 **Description:** With the service "Radio Plus", you can access the online channels of radio stations. When Radio

Plus is activated and the reception of the radio source FM is temporarily impaired, the PCM automatically switches to the corresponding online channel of that station (if available). The service also displays additional data regarding songs you play via the PCM (i.e. name of artist).

- 4.2 **Restrictions of use:** The data connection for this service requires (a) a data package (the use of connectivity is included for 4 years with the Service Package) or (b) a connection via the mobile phone connected to the PCM (tethering), with corresponding mobile data charges.

5. News

- 5.1 **Description:** The service allows you to access the latest news by subscribing to RSS feeds directly in the PCM. With the Voice Pilot you can have the articles read to you. You can also use a keyword search to browse channels that you are subscribed to for information on preferred topics or keywords.

- 5.2 **Requirements:** You can search for feeds of interest to you via the search function and subscribe to such feeds under your Porsche ID. These feeds are available only in your vehicle.

6. Car Control

- 6.1 **Services:** You have the option to check the status of your vehicle remotely on a smartphone. The service includes the information on the vehicle exterior (e.g. doors are closed and locked) and information service intervals or the current mileage.

7. Trip Control

- 7.1 **Services:** You have the option to check the trip data of your vehicle remotely. This includes: driving time, distance, average speed and average consumption for all types of trips (short, recurring, long).

- 7.2 **Restrictions of use:** Accessible information is updated only after the ignition status has changed (i.e. turned on or off).

8. Horn & Indicator

- 8.1 **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.

- 8.2 **Restrictions of use:** This service is available only if the vehicle is stationary and the ignition and the hazard lights are switched off.

9. Lock & Unlock

- 9.1 **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.

- 9.2 **Restrictions of use:** This service is available only 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.

- 9.3 **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 choose the security code when you register and set up Porsche Connect for the first time. The

security code can be changed subsequently in the My Porsche portal.

10. Carfinder

- 10.1 **Services:** You can have the location and position of your vehicle displayed remotely. The current position of the mobile device used for this function is also displayed on a map. If the current position of the vehicle is not 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.

- 10.2 **Restrictions of use:** This service is only available with uninterrupted data transmission. The service is available while the vehicle is in motion and/or stationary.

11. E-Control

- 11.1 **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 optimizing 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.

- 11.2 **Restrictions of use:** 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.

12. Climate

- 12.1 **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-controlled 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.

- 12.2 **Use restrictions:** This service is available exclusively for electric and hybrid vehicles.

13. Car Alarm

- 13.1 **Services:** You will 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.

- 13.2 **Restrictions of use:** This service can send a message or a push notification only 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. If the vehicle is set to privacy mode, the messages will not be sent.

14. Location Alarm

- 14.1 **Services:** You can set a geographic border remotely in the form of a circle. You will 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 (i.e., the vehicle leaves or enters an area), you will receive a message or a push notification including a map displaying the location where the event took place.

- 14.2 **Restrictions of use:** This service will send a message only if the ignition is switched on and a wheel movement is detected.

15. Charging Planner

- 15.1 **Description:** The service Charging Planner improves the travel route of the PCM navigation system to achieve the shortest total travel time (driving time and charging stops) 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. Required charging stops are automatically included in the travel route.

- 15.2 **Restrictions of use:** This service does not always receive precise information, and therefore the availability of the charging stations may be inaccurate.

16. Good to know – Owner's Manual

- 16.1 **Description:** The "Good to know – Owner's Manual" service provides you with Owner's Manual content in text and visual form (i.e. images, interactive graphics, animations) in your PCM. Any future changes to the contents of the Driver's Manual can be downloaded and updated. The service also provides proactive references to the Owner's Manual based on the vehicle's warning and information messages. This provides you with more detailed information on the error messages.

The service also permits device-independent and synchronous use of the digital Owner's Manual. This means that pages bookmarked and selected as favorites in the vehicle, as well as those most recently visited, are also displayed on the digital output channels (assuming online availability of the vehicle, as well as login to the output channels). In addition, the service can also be called up via the Voice Pilot.

- 16.2 **Use restrictions:** The content is available offline in the PCM and the My Porsche app (download required). All other functions require a data connection.

17. Breakdown Call

- 17.1 **Description:** When the "Breakdown Call" service is triggered, the service establishes a voice and data connection to the Porsche Support center and transmits your vehicle location and all relevant vehicle information to the Porsche Support instance. In emergencies, you should call 911.

You can trigger the service either via the PCM or via the My Porsche app. Activation can therefore be carried out by any main- or secondary user, as well as by anyone who has access to the vehicle interior.

The data sent from the vehicle to the Porsche Support center can contain information such as the vehicle identification number (VIN), vehicle model, year of production and special equipment, vehicle location, occurrence of an accident, fuel level, tire pressure, remaining range with the available fuel, vehicle status and error messages (hereinafter car data).

During the voice connection, the Porsche Support instance may 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 including attempting to analyze the received car data in more detail and try to identify the problem. The findings gathered can be passed on to your dealer, which enables them to prepare for the vehicle's visit to the service center or to initiate further measures. If a problem can be solved via remote repair, the Porsche Support center may be able to carry this out. The Porsche support center can request external support, e.g. breakdown assistance or towing of the non-functional vehicle.

- 17.2 **Note:** Any services provided by the Porsche Support center after the breakdown call require a separate contract, which could result in additional costs. 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. 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.

- 17.3 **Use restrictions:** The service is provided via a telematics unit installed in the vehicle, which receives GPS satellite signals and communicates with the Porsche Support center 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 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. App Center

- 18.1 **Description:** The App Center enables you 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.

Use restrictions: The portfolio of the App Center has been adapted for automotive use and is therefore limited compared to an app center 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 (the use of connectivity is included for 4 years with the Service Package) or (b) a connection via the mobile phone connected to the PCM (tethering), with corresponding mobile data charges.

19. Termination right

- 19.1 All applicable termination rights as set forth in the T&C shall apply.