



PORSCHE

PORSCHE JAPAN K.K.

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 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/jp/en>.

**Term:** 1 year

**Inclusive term:** In case of the purchase of a new Connect-able vehicle including the option "Connect Plus", the "Navigation & Infotainment Package" can be booked free of charge for a term of 3 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. The use of such internet connection for this package of services is included in the price of this package of services.

**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 colors 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 favorable price reported by the E-charging operator or other users. Via free text search also stations of a particular power supplier can be searched purposefully. Found E-Charging stations can be selected as navigation destination on the PCM navigation system. In order to ensure the necessary data validity in our E-Charging directory and/or the reliability of the charging process at the respective E-Charging, charging data is collected anonymously and used for appropriate corrections and/or additions to the E-Charging directory.

**8. News**

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

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

## 9. Message Dictation

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

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

## 10. Weather

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

## 11. Gracenote Online

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

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

### 1. Finder

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

### 2. 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 colors 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.

### 3. 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.

### 4. 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.

## Amendment of the TU

We reserve a right to amend the TU with announcement via our website or other means or notification to you in advance. If you use the Service on and after the effective date of the amendment of the TU, you are deemed to have agreed the amended TU.



**PORSCHE**

**PORSCHE JAPAN KK**

Terms of Use  
for the Porsche Connect Service "Internet Connection Services"  
(hereafter referred to as **TU**)

You have purchased a Porsche brand automobile ("Vehicle"), which was manufactured by Porsche AG ("Porsche"). In the Vehicle, a car navigation terminal ("Device"), in which a data communication module is built in, is installed to be compatible with the Internet Connection Services.

These Terms of Use govern the use of the Porsche Connect Internet Connection Services ("Internet Connection Services"). These Terms of Use apply in addition to the Terms and Conditions for My Porsche, 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.

**Internet Connection Services**

Internet Connection Services connect (a) wireless LAN-compatible information devices and/or (b) the Device to the Internet through the use of the wireless communication feature of the Device.

Internet Connection Services are provided through the 3G and LTE communications network provided by SoftBank Corp. As such, the Internet Connection Services are available within the service area of the 3G and LTE communication network in Japan. These Internet Connection Services, represent a so-called best-effort type service, subject to decreases in speed depending on the particular condition of communications equipment, network traffic conditions, and the environment in which the service is utilized. Therefore, even in the service area the Internet Connection Services may not be available in locations where radio signals do not propagate well, such as tunnels, underground facilities, multi-floor parking garages, a spot shielded by a building, between mountains, and out on the water.

If the total volume of communications for a given month exceeds a limit deemed fair and appropriate by Porsche Connect, Porsche Connect may at Porsche Connect's sole discretion may suspend the Internet Connection Services until the end of the this given month.

You may not allow the use of the Internet Connection Services to third parties, except through occupants of the Vehicle. You may only use the SIM card provided under this TU in the Vehicle for which this TU apply (e.g., no use of the SIM card in other vehicles).

**1. Your Obligations**

1.1 You may not transfer, permit succession to, or offer as collateral the contractual position, either in whole or in part, related to the Internet Connection Services or under the Porsche ID-Contract.

- 1.2 If an Identifier, a password, and/or other identifying information (collectively referred to as "Identifier, etc.") for the use of the Internet Connection Services is assigned, you shall control it (in particular you shall in case the default Identifier, etc. is still assigned assign a new Identifier, etc. different from the default Identifier, etc.) and shall bear all responsibility for any action taken through the use of such Identifier, etc. Porsche Connect shall not be liable for damages to you or any third party due to use of your Identifier, etc. by a third party.
- 1.3 You shall report to Porsche Connect directly any change in name, address, telephone number, e-mail address or any other items submitted to Porsche Connect as set forth in Art. 1.3 of the T&C. Porsche Connect shall not be liable for any adverse consequence due to failure to file such report.
- 1.4 You shall provide, maintain, and manage at your own responsibility and expense any Device and other pieces of equipment, as well as other environmental conditions necessary for the use of the Internet Connection Services.
- 1.5 The information that can be acquired through the use of the Internet Connection Services contains items that are protected by copyrights and other intellectual property rights. You may not use such information for purposes other than private use, through reproduction, alteration, sales, publication, or any other methods without obtaining the approval of the party holding such rights.
- 1.6 You may not use the Internet Connection Services in a manner that violates laws or offends public order and morals.
- 1.7 You shall not take any of the following actions through the use of the Internet Connection Service:
  - a. Action infringing upon, or potentially infringing upon, the copyrights, trademark rights, or other intellectual property rights of Porsche Connect or other parties
  - b. Action infringing upon, or potentially infringing upon, the property, privacy, or portrait rights of other parties
  - c. Action that discriminates, slanders, or offends other parties or fosters discrimination of other parties, or injures their honor or credibility
  - d. Action that is linked to, or highly and potentially linked to crimes such as fraud, abuse of controlled drugs, child prostitution, and illegal selling or buying of savings accounts or mobile telephones
  - e. Action involving the transmission or publication of images and documents that are deemed obscene, of child pornography, or child abuse
  - f. Action establishing or soliciting a pyramid (Ponzi) scheme

- g. Action altering or deleting the information that can be used through the use of the Internet Connection Services
  - h. Action using the Internet Connection Services as an imposter
  - i. Action transmitting or publishing viruses and other harmful computer programs
  - j. Action transmitting advertising, publication, or soliciting mails to others without consent, or action transmitting mail (hate mail) that other parties find offensive
  - k. Action that impairs, or potentially impairs, the use or operation of other parties' equipment or Internet connectivity service equipment
  - l. Action illegally engaging in gambling or inviting others to do the same
  - m. Directly and explicitly contracting for, brokering, or soliciting (including asking others to do the same) an illegal act (transfer of guns, provision of child pornography, forgery of official documents, murder, threat, etc.)
  - n. Publishing or transmitting to an indefinite large number of persons cruel information, such as the site of a murder, information including images depicting cruelty to animals, and any such information that is extremely offensive to others according to social norm
  - o. Action that induces or invites a person to commit suicide
  - p. Pasting links in a manner that fosters, or for the purpose of fostering, an action, knowing that the action belongs to some of the items provided above
  - q. Action that encourages an indefinite number of persons to publish on web pages information that is highly potentially or actually linked to a crime or illegal act or information that unjustifiably slanders, offends, or violates privacy
  - r. In addition, such other actions that Porsche Connect deems to violate the public order and morals and infringes on other persons' rights
- 1.8 If the use of the Internet Connection Service by you violates the provisions of the preceding paragraph, and if a claim or demand is made by another party to Porsche Connect and if Porsche Connect deems it necessary, or if Porsche Connect determines that the use of the Internet Connection Service by you is improper from an Internet Connection Service operation standpoint, Porsche Connect may take any of the actions listed below or a combination thereof with respect to you:
- a. Demanding you to cease to take the action violating the provisions of the items in the preceding paragraph.
  - b. Demanding you to discuss with the other party in order to resolve the claims.
  - c. Demanding you to delete the displayed information.
  - d. Without prior notice, deleting, either in whole or in part, the information that you transmitted or displayed, or putting it in a condition inaccessible to others for viewing.
  - e. Stopping the use of the Internet Connection Service in accordance with the provisions of this Article.
  - f. Termination of the Porsche ID-Contract in accordance with the provisions of the T&C.
- 1.9 With regard to the use of the Internet, the basic principle being the responsibility of yourself, the provisions in the preceding paragraph should not be construed as imposing on Porsche Connect supervision, protection, advice, or obligations with respect to you.
- 1.10 Porsche Connect may cause you to stop using the Internet Connection Services if you are found to be subject to either of the following items. Porsche Connect will advise you on which ground your use of the Internet Connection Service is being stopped, in advance to actually stopping your use. Notwithstanding foregoing, Porsche Connect may stop provision of the Internet Connection Service without any advance notice in case of circumstances beyond Porsche Connect's control due to emergencies and other conditions:
- (i) Your use of the Internet Connection Service violates any of the items in Article 1.7, and you, despite of receiving a demand in accordance with Items a to d in Article 1.8, fail to comply with the demand within a time period specified by Porsche Connect.
  - (ii) Violating any provisions of this TU.
- 2. Modification, termination, suspension, stoppage or restriction of Internet Connection Service**
- 2.1 Porsche Connect may modify or terminate the Internet Connection Services, either in whole or in part, upon notice to you.
- 2.2 Porsche Connect may suspend or stop the provision of or restrict the use of the Internet Connection Services, either in whole or in part, with or without notice to you:
- a. If the facility necessary for the provision of the Internet Connection Services requires maintenance, inspection, construction, repair, etc.;
  - b. In the event of an emergency condition, such as a natural disaster or an incident, or a potential occurrence of such a situation;
  - c. In the event of problems in the Internet Connection Services provided by other electrical communication vendors;
  - d. Due to operational or technical events beyond the control of Porsche Connect;
  - e. In the event of an extreme increase in the volume of data communication traffic; or
  - f. Such other cases as Porsche Connect may deem it necessary to suspend or stop the provision of or restrict the use of Internet Connection Services.
- 2.3 Porsche Connect may restrict the speed or volume of electrical communications by detecting Porsche Connect-prescribed electrical communications that are conducted through the use of a communication procedure that continually utilizes bandwidths in large quantities, by controlling the bandwidths that are allocated to such electrical communications, and by taking other actions.
- 2.4 Porsche Connect may restrict the use of the Internet Connection Service in situations where you exert an excessive load on the equipment used for the Internet Connection Service, by continually generating a traffic volume exceeding the standards established by Porsche Connect, or where you hamper other uses or operations.
- 2.5 In addition to the suspension set forth in the TU, Porsche Connect may also suspend the provision of the Internet Connection Service during the imposition of restrictions on the use of the Internet Connection Service in accordance with the provisions in the preceding Article.
- 2.6 If not otherwise agreed, this TU for the Internet Connection Services will have the same term as other TUs under which other services requiring Internet Connection Services are provided (i.e., this TU for the Internet Connection Services end if other TU which require Internet Connection Services end and no other TU which require Internet Connection Services are still in force and effect).
- 3. Disclaimer**
- 3.1 Porsche Connect and Porsche do not extend any guarantee on the usefulness or accuracy of the Internet Connection Services. Porsche Connect and Porsche shall not be liable for any damage suffered by you due to use, unavailability, modification, termination, suspension, stoppage or restriction of use of the Internet

Connection Services, including without limitation the individual information services that are provided by external providers. Any dispute between you and an external provider shall be resolved solely between you and the external provider and you shall not make any demand against Porsche Connect or Porsche.

- 3.2 Porsche Connect reserves the right to demand damages from you for your violation of the TU or your illegal or unlawful act in relation to the Internet Connection Services.
- 3.3 When gaining access to various websites on the Internet through the use of the Internet Connection Service, you do so at their own judgment and responsibility. Porsche Connect and Porsche shall not be liable for any of damage (including, but not limited to, infection by a computer virus or unintended disclosure of information) to you or any third party from such access.
- 3.4 You shall be solely liable for any damage you cause to a third party due to use of the Internet Connection Services. Any dispute between you and any third party shall be resolved solely between you and the third party and you shall not make any demand against Porsche Connect and Porsche.

#### **4. Amendment of the TU**

We reserve a right to amend the TU with announcement via our website or other means or notification to you in advance. If you use the Service on and after the effective date of the amendment of the TU, you are deemed to have agreed the amended TU.



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Porsche Japan KK

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

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

### Car Remote Package

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

**Term:** 1 year

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

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

Porsche Connect may further develop the My Porsche app in order to meet future customer requirements.

### 1. Car Control

- 1.1 **Service:** You have the ability to remotely check your vehicle's status including information on: mileage, remaining range (fuel and electrical), service interval (main service and oil service interval), status (opened or closed) of doors, windows, hood, trunk and sunroof (if fitted), parking light status, vehicle time, tire pressure, time of last query. The component tire pressure will only be available from the first half of 2018 onwards.
- 1.2 **Restrictions of use:** The display of additional PHEV specific information (e.g. electrical range) is only available for such vehicles.

### 2. Trip Control

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

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

### 3. Horn & Blinker

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

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

### 4. Lock & Unlock

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

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

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

### 5. Carfinder

- 5.1 **Service:** You have the ability to remotely display the location and position of your vehicle. Furthermore, the current position of the used mobile device is displayed on a map. If no current position of the vehicle is available (e.g. due to underground parking), the last stored GPS position will be used. You can disable the transmission of any data by activating the privacy mode.

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

### 6. Pre-heater

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

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

## 7. E-Control

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

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

## 8. Climate

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

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

## 9. Car Alarm

9.1 **Service:** You will receive a message or push notification when the vehicle's anti-theft alarm is triggered. The message contains information about the alarm triggered and a time stamp. In comparison to the "Car Security Package", third parties will not be informed about the alarm triggered.

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

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

## 10. Location Alarm

10.1 **Service:** You have the ability to remotely define a circular geographic area. You will be notified in case the vehicle leaves or enters this area. You can manage up to four areas simultaneously. In case of any event (leaving or entering an

area) you will receive a message or push notification including a map indicating the location where the event took place.

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

## 11. Speed Alarm

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

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

## 12. Valet Alarm

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

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

## Amendment of the TU and Updates

We reserve a right to amend the TU with announcement via our website or other means or notification to you in advance. If you use the Service on and after the effective date of the amendment of the TU, you are deemed to have agreed the amended TU. 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.



PORSCHE

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Terms of Use  
for the Porsche Connect Service “Breakdown Call”  
(hereafter referred to as TU)

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

“Breakdown Call”

After the “Breakdown Call” (hereinafter **Service**) has been triggered, the Service establishes a voice and data connection to the Porsche Assistance (hereinafter **Porsche Assistance**) assigned to the vehicle and transmits your location and all relevant vehicle information to the Porsche Assistance. You can use this vehicle information to personally talk to an agent of the Porsche Assistance.

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

**Term:** 10 years

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

**1. Detailed Description of Service**

1.1 You can trigger the Service either via the Porsche Communication Management of a vehicle with Connect capabilities (hereinafter **PCM**) or via the My Porsche App. Activation can therefore be carried out by any main- or secondary user, as well as by anyone who has access to the vehicle interior. After the Service has been triggered, a voice and data connection is automatically established from the vehicle to the assigned Porsche Assistance. The data sent from the vehicle to the Porsche Assistance can obtain 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, tire pressure, remaining range with available fuel, vehicle status and error messages (hereinafter **Vehicle Data**). The Porsche Assistance and/or a dialogue in the My Porsche App and/or in the vehicle infotainment system might ask you for your consent for calling up the vehicle identification number and/or other car data.

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

- 1) The Porsche Assistance agent can give advice on how to proceed (e.g. “Please, refill oil at the next gas station”): and/or
- 2) The Porsche Assistance 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 Assistance 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 re-mote repair, the Porsche Assistance 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 Assistance agent 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 Assistance can, subject to your prior consent, forward the Vehicle Data to a Porsche Centr.

1.3 Any services provided by Porsche Assistance (which is not part of Porsche Connect; further information on Porsche Assistance and in particular on the covered service components can be found [here: \(https://www.porsche.com/japan/jp/accessoriesandservice/porsche-service/vehicleinformation/assistance/\)](https://www.porsche.com/japan/jp/accessoriesandservice/porsche-service/vehicleinformation/assistance/) following the Breakdown Call require your membership which may cause additional costs. The Porsche Assistance can check the Porsche Assistance status of your vehicle.

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

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

**2. Restrictions of Use and System Limitations**



- 2.1 The Service is provided via a telematics unit installed in the vehicle, which receives GPS satellite signals and communicates with the Porsche Assistance 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 TU and/or may be negatively affected by physical conditions, including, but not limited to, removal or tempering 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 TU depends on the GPS networks and the wireless and fixed communication networks used by the telematics unit being operational. Therefore, not all functions of the Service are available anytime and anywhere, and there is no guarantee that all functions of the Service will be operational anytime and anywhere.
- 2.2 The Service does not include vehicle insurance or any other insurance. Please note that you may be required by law to have insurance; furthermore, it is your responsibility to arrange for such other insurance cover as you deem reasonable. The fees paid for the Service are unrelated to the value of the vehicle or any property in the vehicle or the cost of any injury or damage suffered by you or others.
- 2.3 In the event that a problem is to be solved by remote repair as per point 1.2 of these TU), the customer must give consent to the Porsche Assistance agents to carry out a verification of the identity of the caller in advance.

### **3. Amendment of the TU and Updates**

We reserve a right to amend the TU with announcement via our website or other means or notification to you in advance. If you use the Service on and after the effective date of the amendment of the TU, you are deemed to have agreed the amended TU. 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.



## PORSCHE JAPAN K.K.

### Terms of Use

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

Porsche Japan KK, 29F Toranomom Hills Mori Tower, 23-1, Toranomom 1 cho-me, Minato-ku, Tokyo 105-6329, (hereafter referred to as **Porsche Japan, PJKK or We**) operates under [www.porsche.com/japan/jp/](http://www.porsche.com/japan/jp/) 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, PJKK 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, the Porsche Connect Store and the Porsche Connect Services as well as Porsche 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/jp/en/t/termsandconditions>.

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

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

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

#### "Porsche Connect Care"

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

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

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

The Service Package is only available in certain countries and depends on the network availability. You can find the current geographical availability of the Service Package in the Porsche Connect Store at <https://connect-store2.porsche.com/jp/en>. You will also find the respective geographical availability of the various functions of the Service Package in the following provisions of these ToU Porsche Connect Care.

**Term:** 10 years

**Free Service Package:** The Service Package can be booked free of charge for new Connect-able vehicles, including new Connect-able vehicles that have already been purchased.

**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 Assistance assigned to the vehicle and transmits your vehicle location and all relevant vehicle information to the Porsche Assistance. You can use this vehicle information to personally talk to agents at the Porsche Assistance.

##### 1.1 Detailed description of the Service

1.1.1 You can trigger the Service either via the Porsche Communication Management of a Connect-able vehicle (hereinafter referred to as **PCM**) or via the My Porsche App. The Service can therefore be triggered by every Primary and Secondary User, as well as by anyone who has access to the vehicle interior. After the "Breakdown Call" service has been triggered, the service establishes a voice and data connection to the Porsche Assistance assigned to the vehicle and transmits your vehicle location and all relevant vehicle information to the Porsche Assistance. You can use this vehicle information to personally talk to agents at the Porsche Assistance. The data sent by the vehicle to the Porsche Assistance can include information such as the vehicle identification number (VIN), vehicle model, year of production and optional equipment, vehicle location, occurrence of an accident, fuel level, tire pressure, remaining range with the available fuel, vehicle status and error messages (hereinafter referred to as **Vehicle Data**). The Porsche Assistance 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 Assistance agents will ask you questions to further assess your breakdown situation. Depending on the particular breakdown situation, the Porsche Assistance can offer you various help options as follows:

- 1.) Porsche Assistance agents can give advice on how to proceed (such as "Please add oil at the nearest gas station"); and/or

- 2.) The Porsche Assistance 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 Assistance 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 Assistance will inform you of any such preconditions and/or usage restrictions, which you must then confirm. This is only a troubleshooting at-tempt, so additional steps may be necessary; and/or
- 3.) Porsche Assistance agents can request external support, such as: breakdown assistance or towing the non-functional vehicle. Your call will not be forwarded to other service providers. If your vehicle needs to be repaired, the Porsche Assistance can forward the Vehicle Data to a Porsche Center, subject to your prior consent.
- 1.1.3 Additional services provided by Porsche Assistance (which is not part of Porsche Connect; further information on Porsche Assistance and in particular on the covered service components can be found here: <https://www.porsche.com/japan/jp/accessoriesandservice/porscheservice/porsche-assistance/>) following the Breakdown Call require your membership which may cause additional costs. The Porsche Assistance can check the Porsche Assistance status of your vehicle.
- 1.1.4 If you have access to or use third-party products or services, the contractual terms applicable to these products or services apply. PJKK is not responsible for any access to or usage of these products or services.
- 1.1.5 Please note that the triggering of the Service on your mobile device via the My Porsche App may, depending on the terms of the mobile phone contract, which you have concluded with a telecommunications provider as a third party, result in additional costs.

## 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 Assistance via wireless communication systems and communication networks. Due to the nature of the technologies that are used for the functions of the Service and are 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 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 provision of the functions of the Service in accordance with these ToU Porsche Connect Care depends on the fact that the GPS networks and the wireless and fixed communication net-

works, with which the telematics unit is operated, are operational. Therefore, not all functions of the Service are available at all times and everywhere, and it cannot be guaranteed that all functions of the Service can be used 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 of a troubleshooting via remote repair (see number 2.) of section 1.1.2 of these ToU Porsche Connect Care), the Porsche Assistance agents will carry out a verification of the identity of the caller in advance.

Japan

## 2. 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 2.1.

### 2.1. Detailed description of the service

- 2.1.1. The service provides you with Driver's Manual content in text and visual form (i.e. images, interactive graphics, animations) in PCM.
- 2.1.2. Any future changes to the contents of the Driver's Manual can be downloaded and updated.
- 2.1.3. 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.
- 2.1.4. 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).
- 2.1.5. In addition, "Good to know – Driver's Manual" can also be called up via the Voice Pilot.

### 2.2. Use and system restrictions

The Driver's Manual content described in 2.1.1 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.

## 3. Online Software Updates

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.

### 3.1 Detailed description

Regularly performing the updates means that the vehicle always has the latest software version. The updates are carried out in a similar

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

### 3.2 Use and system restrictions

The functions described in 3.1 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.

## 4. Amendment of the ToU

We reserve a right to amend the ToU with announcement via our website or other means or notification to you in advance. If you use the Service Package on and after the effective date of the amendment of the ToU, you are deemed to have agreed the amended ToU.

## 5. 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 Japan 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 PJKK 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 PJKK Products (including Porsche vehicles) can be activated and deactivated using appropriate functionalities in the Porsche vehicle and/or My Porsche App.

For the above purposes, such data may also be transferred to other Porsche entities and other third parties that are engaged by Porsche Japan 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 Japan will obtain the relevant consents. Further information can be found in the data protection and privacy information at <https://connect-store.porsche.com/jp/en/t/privacy>.



PORSCHE

PORSCHE JAPAN K.K.

Terms of Use

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

Porsche Japan KK, located at 29F Toranomon Hills Mori Tower, 23-1, Toranomon 1 cho-me, Minato-ku, Tokyo 105-6329 (hereafter referred to as **Porsche Japan, PJP** or **We**) operates under [www.porsche.com/japan/jp/](http://www.porsche.com/japan/jp/) 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, PJP also operates the Store. For the use of the Marketplace including the Store, the Terms and Conditions for the use of Porsche's Online Marketplace Functionalities (incl. the Store) as well as the sale of Porsche Connect Services and Porsche Japan 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/jp/en/t/termsandconditions>.

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

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

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

**„Porsche Connect“**

Porsche Connect is exclusively available for the following vehicle models:

- Taycan
- Cayenne (from model year 2022)
- 911 (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/jp/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 and 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 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 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 may 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 in selected countries only. 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.

#### 5. News

5.1 **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.

5.2 **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.

#### 6. Weather

6.1 **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.

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

#### 7. 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.

#### 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 journey (short, recurring, long).

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

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

9.1 **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.

9.2 **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.

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

10.1 **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.

10.2 **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.

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

#### 11. Carfinder

11.1 **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.

11.2 **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.

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

12.1 **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.

12.2 **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.

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

13.1 **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.

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

#### 14. Car Alarm

14.1 **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.

14.2 **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.

#### 15. Location Alarm

15.1 **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.

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

#### 16. Speed Alarm

16.1 **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.

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

#### 17. Valet Alarm

17.1 **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.

17.2 **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 My Porsche App.

#### 18. Calendar

18.1 **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 by the Voice Pilot. Furthermore, addresses contained in calendar entries can be identified and used directly as navigation destination. Direct dial-in to conference calls is also possible,

whereas the dial-in can only take place via your mobile phone connected to the PCM via Bluetooth.

18.2 **Restrictions of use:** The direct dial-in to conference calls (i.e. dial-in without entering a PIN or other conference ID) is only possible for supported meeting invitation formats and via Bluetooth with the PCM-connected mobile phone.

#### 19. Charging Planner

19.1 **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.

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

#### 20. Media Streaming

20.1 **Description:** The music streaming (Apple Music®), podcasts (Apple Podcasts®) and Spotify services offer direct and personalized access to the linked customer's media library and the functionalities of the respective third-party music streaming as well as podcast provider, as supported in the vehicle. Following the initial set-up, the PJP Customer no longer requires a smartphone for its use and can use the service with his/her Porsche ID 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.

20.2 **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. For the model year 2020 vehicles the account linking between Porsche ID and Apple ID for the service Podcasts is only available in the vehicle.

20.3 **Requirements:** In order to use the contents of the service Music Streaming, the PJP 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 PJP Customer must link his/her third-party account to the Porsche account once.

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

21.1 **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.

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

#### 22. In-Car Video

22.1 **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.

- 22.2 **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 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.

#### **Amendment of the ToU**

We reserve a right to amend the ToU with announcement via our website or other means or notification to you in advance. If you use the Service on and after the effective date of the amendment of the ToU, you are deemed to have agreed the amended ToU.





## PORSCHE JAPAN K.K.

### Terms of Use

for the Porsche Connect Services Porsche Dynamic Light System Plus and Power Steering Plus (hereafter each referred to as **FOD Single Service**) (hereafter referred to as **ToU FOD Single Services**)

Porsche Japan KK, located at 29F Toranomon Hills Mori Tower, 23-1, Toranomon 1 cho-me, Minato-ku, Tokyo 105-6329 (hereafter referred to as **Porsche Japan, PJP** or **We**), operates under [www.porsche.com/japan/jp/](http://www.porsche.com/japan/jp/) 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, PJP 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 Japan 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/jp/en/t/termsandconditions>.

The user can also book the FoD individual services (1.) "Power Steering Plus" and (2.) 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;
- PJP Customer: defined in section 3.1.2 of the T&C.

**Requirements:** To activate a FoD (Function on Demand) individual service in the vehicle, the desired function must be purchased from the Porsche Connect Store and subsequently activated in the vehicle.

**Activation:** After booking a FoD individual service in the Porsche Connect Store, the function must be activated in the vehicle. To do this, the vehicle must be connected to the mobile network via the integrated eSIM, and the private mode must remain disabled until the activation process is complete. The instructions in the Porsche Communication Management (PCM) must be followed to successfully complete the activation.

**Usage Period:** The FoD individual service is available to the Porsche customer as a perpetual service for the entire duration of the vehicle's use.

**Prices/Payment Conditions:** The prices and payment conditions for the FoD individual services are described and available in the Porsche Connect Store.

**Availability:** The respective FoD individual services are available exclusively for the Taycan model series up to the 2023 model year in certain countries. The individual availability and offering concept depend particularly on the current software status of the vehicle and can be viewed in the Porsche Connect Store when logged in. Visit the Porsche Connect Store at the following link: <https://connect-store2.porsche.com/jp/en>.

#### 1. Power Steering Plus

**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. Porsche Dynamic Light System Plus

**Description:** The FoD individual service "Porsche Dynamic Light System Plus" adjusts the light range to different situations, for example city / country / motorway lighting.

#### Amendment of the ToU and Updates

We reserve a right to amend the ToU with announcement via our website or other means or notification to you in advance. If you use the Service on and after the effective date of the amendment of the ToU, you are deemed to have agreed the amended ToU. We provide updates for your FoD individual service for at least the legally required period and to at least the legally required extent, unless a different agreement is made with you in accordance with legal requirements.



PORSCHE

PORSCHE JAPAN K.K.

Terms of Use

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

Porsche Japan KK, located at 29F Toranomon Hills Mori Tower, 23-1, Toranomon 1 cho-me, Minato-ku, Tokyo 105-6329 (hereafter referred to as **Porsche Japan, PJP or We**) operates under [www.porsche.com/japan/jp/](http://www.porsche.com/japan/jp/), and 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. PJP also operates the Porsche Connect Store on the Marketplace. For the use of the Marketplace, including the Porsche Connect Stores, the Terms and Conditions (hereinafter **T&C**) for the use of 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 T&C can be accessed, downloaded and printed out at any time at <https://connect-store.porsche.com/jp/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 T&C. Insofar as any provision of the T&C is in conflict with these ToU Porsche Connect, the ToU Porsche Connect shall prevail.

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

- Customer: defined in point 1.3 of the T&C;
- Porsche Connect Store and Porsche Connect services: defined in point 3.1.1 of the T&C;
- PJP Customer: defined in point 3.1.2 of the T&C;

#### "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/jp/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/jp/en/>. PJP 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", and Internet access via WiFi hotspot) is included in the price of the Service Package. For the services "App Centre", 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 3GB for 4 years with our respective cooperation partner.

## 1 Finder

**Description:** With the service "Finder" you can use a system-defined online search engine in a predefined database for points of interest (e.g. 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 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 App Centre

#### 5.1 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.

#### 5.2 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.

#### 5.3 Contract territory:

PJP 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.

#### 5.4 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.

### 6 Car Control

#### 6.1 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.

#### 6.2 Use restrictions:

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

### 7 Trip Control

#### 7.1 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).

#### 7.2 Use restrictions:

Retrievable information is only updated when the ignition status changes.

### 8 Horn & Indicator

#### 8.1 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.

#### 8.2 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.

### 9 Lock & Unlock

#### 9.1 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.

#### 9.2 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.

#### 9.3 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 customer profile.

### 10 Car Finder

#### 10.1 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.

#### 10.2 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.

### 11 E-Control

#### 11.1 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.

#### 11.2 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.

### 12 Climate

#### 12.1 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.

#### 12.2 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.

### 13 Car Alarm

#### 13.1 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.

#### 13.2 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.

#### 13.3 Note:

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

### 14 Location Alarm

#### 14.1 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.

#### 14.2 Use restrictions:

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

### 15 Breakdown Call

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

#### 15.1 Description:

##### 15.1.1

You can trigger the service either via 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 Assistance. The data sent from the vehicle to the Porsche Assistance 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 Assistance 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.

##### 15.1.2

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

##### 15.1.2.1

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

##### 15.1.2.2

The Porsche Assistance 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 Assistance 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 Assistance 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

### 15.1.2.3

The Porsche Assistance 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 Assistance can, subject to your prior consent, forward the car data to a Porsche Centre.

### 15.1.3

Any services provided by the Porsche Assistance after the breakdown call require a separate contract, which could result in additional costs. You can find more information about the Porsche Assistance and in particular about the service components covered by contacting your Porsche Centre or by inquiring with your support service provider "PRESTIGE Core Solution inc.". The Porsche Assistance can determine the Porsche Assistance status of your vehicle.

### 15.1.4

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

### 15.1.5

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.

## 15.2 Use restrictions:

### 15.2.1

The service is provided via a telematics unit installed in the vehicle, which receives GPS satellite signals and communicates with the Porsche Assistance 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.

### 15.2.2

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.

### 15.2.3

In the event that a problem is to be solved by remote repair as per point 17.1.2.2 of these ToU Porsche Connect, the customer must give consent to the Porsche Assistance in advance.

## 16 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 18.1.

## 16.1 Description:

### 16.1.1

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

### 16.1.2

Any future changes to the contents of the Driver's Manual can be downloaded and updated.

### 16.1.3

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.

### 16.1.4

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 PJP, depending on the country (assuming online availability of the vehicle, as well as login to the output channels).

### 16.1.5

In addition, "Good to know – Driver's Manual" can also be called up via the Voice Pilot.

## 16.2 Use restrictions:

The Driver's Manual content described in 18.1.1 is also available offline in PCM and the My Porsche App (download required). All other functions require a data connection.

## 17 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.

## 18 Data usage

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.

PJP 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 PJP 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 PJP products (including Porsche vehicles) can be activated and deactivated using the corresponding functionalities in the Porsche vehicle and/or in the My Porsche App.

For the aforementioned purposes, this data can also be passed on to other Porsche companies and other third parties commissioned by PJP 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, PJP will obtain the appropriate consent. Further information can be found in the data privacy policy at <https://connect-store.porsche.com/jp/en/t/privacy>