



PORSCHE

## PORSCHE SALES & MARKETPLACE GmbH

Termini tal-Użu  
għall-“Pakkett Navigation & Infotainment” tal-Porsche Connect Service  
(minn hawn 'il quddiem imsejja bhala TU)

Dawn it-Termini tal-Użu jirregolaw l-użu tal-“Pakkett ta' Navigation & Infotainment” ta' Porsche Connect. Dawn it-Termini tal-Użu japplikaw flimkien mat-Termini u l-Kundizzjonijiet il-Porsche Connect Store u l-Porsche Connect Services kif ukoll għal Prodotti ta' Porsche (T&C). Fejn dispozizzjoni tat-T&C tmur kontra dawn it-Termini tal-Użu, għandhom jipprevalu t-Termini tal-Użu.

### “Pakkett Navigation & Infotainment”

Il-“Pakkett Navigation & Infotainment” jinkludi - skont it-tagħmir tal-vettura tiegħek u d-disponibbiltà ġeografika tiegħek - 18-il komponent ta' pakkett ta' servizzi deskritti hawnhekk jew inqas. Id-disponibbiltà ġeografika attwali tista' tinstab fil-Porsche Connect Store fuq <https://connect-store.porsche.com/mt/en/>.

**Terminu:** Sena

**Terminu inkluziv:** F'każ tax-xiri ta' vettura ġdida Connect-able, inkluz l-għażla “Connect Plus”, jew ix-xiri ta' mudell 718 minn Mejju 2018 'il quddiem, inkluz l-għażla “Navigazzjoni li tinkludi l-Porsche Connect”, “il-Pakkett ta' Navigazzjoni u Inforikreazzjoni” jista' jiġi prenotat bla hlas għal perjodu ta' sentejn.

**Rekwiziti addizzjonali għall-użu għall-komponenti kollha tal-pakkett ta' servizz:** Il-Maniġment tal-Komunikazzjoni ta' Porsche ta' vettura Connect-able (minn hawn 'il quddiem **PCM**) għandu jkun imqabba mal-internet. Sa fejn tali konnessjoni mal-internet tiġi stabbilita permezz tas-SIM-card integrata tal-PCM, l-użu ta' tali konnessjoni mal-internet għal dan il-pakkett ta' servizzi (eskluz il-komponent tal-pakkett ta' servizz “Radio Plus”) hu inkluz fil-prezz ta' dan il-pakkett ta' servizzi. Sa fejn tali konnessjoni mal-internet ma tiġix stabbilita permezz tas-SIM-card integrata tal-PCM (jiġifieri minhabba li l-vettura mhijiex mghammra b'SIM-card integrata jew minhabba li l-konnessjoni mal-internet li tuża s-SIM-card integrata tal-PCM mhijiex disponibbli fil-pajjiżi kollha), hu mehtieg kuntratt separat ma' fornitur ta' servizzi mobbli jew pjan tad-data tal-internet, li jista' jinvolvi spejjeż addizzjonali, inkluzi spejjeż ta' roaming talli s-servizz jintuża l-barra mill-pajjiż. Tista' jew tiddaħnal SIM-card bi pjan tad-data tal-internet rispettiv fil-qarrej tas-SIM-card tal-PCM, jew tista' tiġi stabbilita konnessjoni ma' mowbajl bi pjan tad-data rispettiv. Jekk tqabba il-PCM mal-mowbajl tiegħek, jekk jogħġbok kun ċert li dan ikun permess mill-pjan tad-data tal-internet tiegħek. Id-disponibbiltà u l-veloċità tal-komponenti tal-pakkett ta' servizz huma soġġetti għad-disponibbiltà u l-veloċità tal-konnessjoni mal-internet.

**Għall-mudelli li għandhom Porsche Connect minbarra l-Cayenne l-ġdida (MY 2018) u l-Macan l-ġdida (MY 2018) l-911 l-ġdida (MY 2019) (ara hawn taht għal aktar dettalji dwar dan il-mudell) japplika dan li ġej:**

#### 1. Informazzjoni dwar it-Traffiku f'Hin Reali

**Servizzi:** Is-sistema tan-navigazzjoni tal-PCM qed tuża data tal-GPS u data dwar il-volum tat-traffiku attwali biex tottimizza r-rotta għad-destinazzjoni li dahhalt kull minuta. Il-volum tat-

traffiku ser jiddawwal ukoll b'kuluri fil-mappa li qed tintwera: jeqleb minn aħdar għal ftit traffiku, għal isfar għal traffiku li jimxi bil-mod, għal aħmar għal kongestjonijiet tat-traffiku.

#### 2. Aġġornament tal-Mappa Online

**Servizzi:** Il-mapep tas-sistema ta' navigazzjoni tal-PCM jistgħu jiġu aġġornati permezz tal-internet. Il-PCM ser juri aġġornamenti disponibbli.

#### 3. Mappa satellitari

**Servizzi:** Is-sistema ta' navigazzjoni tal-PCM tista' turi l-mappa f'dehra ta' satellita. Permezz ta' buffering ta' data tal-mapep illovdjata tal-inhawi attwali tal-vettura, id-displej tad-dehra tas-satellita ser jinżamm anki jekk il-konnessjoni mal-internet tiġi temporanjament interrotta. Vetturi sal-mudell tas-sena 2019 jista' jkun jehtieġu update sabiex ikunu jistgħu jużaw is-servizz. Għal aktar informazzjoni, jekk jogħġbok ikkuntattja lis-sieheb tal-Porsche tiegħek.

#### 4. Tiftixa Online

**Servizzi:** Bil-komponent tal-pakkett ta' servizz “Tiftixa Online”, int tista' ssib indirizzi jew destinazzjonijiet speċjali billi tuża magna tat-tiftix tal-internet iddefinita mis-sistema. Parzjalment, ir-rizultati tat-tiftix jinkludu wkoll informazzjoni addizzjonali bħal numri tat-telefon, hinijiet tal-ftuħ jew klassifikazzjonijiet minn utenti oħra tal-internet.

#### 5. Informazzjoni dwar il-Parkeġġ

**Servizzi:** Bil-komponent tal-pakkett ta' servizz “Informazzjoni dwar il-Parkeġġ”, int ser tintwera l-possibbiltajiet ta' parkeġġ disponibbli l-aktar qrib tiegħek ta' facilitajiet ta' parkeġġ u parkeġġi kummerċjali integrati (inkluzi spejjeż għall-parkeġġ u hinijiet tal-ftuħ), irrappurtati mill-operaturi, fl-inhawi tal-vettura jew fid-destinazzjoni ta' navigazzjoni tas-sistema ta' navigazzjoni tal-PCM. Il-possibbiltà ta' parkeġġ li tkun instabet tista' tintgħazel bhala d-destinazzjoni ta' navigazzjoni għas-sistema ta' navigazzjoni tal-PCM.

#### 6. Prezzijiet tal-Fjuwil

**Servizzi:** Bil-komponent tal-pakkett ta' servizz “Prezzijiet tal-Fjuwil”, il-pompi tal-petrol li jippartecipaw fl-inhawi tal-vettura, fit-triq lejn jew fid-destinazzjoni ta' navigazzjoni tas-sistema ta' navigazzjoni tal-PCM ser jintwerew bhala xierqa għat-tip ta' fjuwil tal-vettura Connect-able rispettiva. Il-lista ta' rizultati tista' tiġi ssortjata skont id-distanza jew l-aktar prezz favorevoli rrapportat mill-operatur tal-pompa tal-petrol jew minn utenti oħra. Permezz ta' tiftixa b'test liberu tista' tftitex apposta għal ditte speċifika. Il-pompi tal-petrol li jinstabu jistgħu jintgħażlu bhala d-destinazzjoni ta' navigazzjoni tas-sistema ta' navigazzjoni tal-PCM.

## 7. Iċċarġjar Elettriku

**Servizzi:** Bil-komponent tal-pakkett ta' servizz "Iċċarġjar Elettriku", l-istazzjonijiet tal-iċċarġjar Elettriku li jippartecipaw fil-inħawi tal-vettura, fit-triq lejn jew fid-destinazzjoni ta' navigazzjoni tas-sistema ta' navigazzjoni tal-PCM ser jintwerew. Il-lista ta' riżultati tista' tiġi ssortjata skont id-distanza jew l-aktar prezz favorevoli rrapportat mill-operatur tal-iċċarġjar Elettriku jew minn utenti oħra. Permezz ta' tiftixa b'test liberu tista' tftitx apposta għal stazzjonijiet ta' fornitur tal-enerġija partikolari. L-istazzjonijiet tal-iċċarġjar Elettroniku li jinstabu jistgħu jintgħażlu bħala d-destinazzjoni ta' navigazzjoni fuq is-sistema ta' navigazzjoni tal-PCM. Sabiex tinkiseb il-validità tad-dejta meħtieġa fid-direttorju tal-istazzjon tal-iċċarġjar tagħna u/jew l-affidabbiltà tal-proċess tal-iċċarġjar fl-istazzjon tal-iċċarġjar rispettiv, id-dejta tal-iċċarġjar tingabar b'mod anonimu u tintuża għal korrezzjonijiet u/jew zidiet xierqa fid-direttorju tal-istazzjon tal-iċċarġjar.

## 8. Aħbarijiet

8.1 **Servizzi:** Is-servizzi ta' aħbarijiet huma disponibbli permezz tal-internet bl-użu ta' RSS feeds li jistgħu jiġi attivati fil-vettura tiegħek permezz tal-PCM u jinqaraw bl-użu tal-funzjoni tal-vuċi.

8.2 **Restrizzjonijiet tal-użu:** Is-servizz ser ikun disponibbli matul il-vjaġġ kompletament, parzjalment jew meta l-vettura tkun wieqfa biss, skont id-dispożizzjonijiet speċifiċi tal-pajjiż.

## 9. Dettatura tal-Messaġġi

9.1 **Servizzi:** Bil-komponent tal-pakkett ta' servizz "Dettatura tal-Messaġġi", messaġġi SMS jistgħu jiġu abbozzati permezz tad-dhul bil-vuċi fil-PCM u messaġġi li jidhlu jistgħu jerġgħu jindaqqu permezz tal-output bil-vuċi tal-vettura Connect-able.

9.2 **Restrizzjonijiet tal-użu:** Is-SIM card imdahħla fil-PCM jew fil-mowbajl imqabba mal-PCM teħtieġ pjan ta' servizz tal-mobile offrut b'mod separat ma' fornitur ta' servizzi mobbli li jippermettitek tibgħat u tircievi SMS.

## 10. Temp

**Servizzi:** Il-komponent tal-pakkett ta' servizz "Temp" juri s-sitwazzjoni attwali tat-temp u l-previzjoni għas-sigħat u l-granet li ġejjin fil-forma ta' infografika fil-PCM. Il-previzjoni tinkludi t-temperatura, in-numru ta' sigħat ta' xemx, il-probabbiltà ta' xita, il-velocità tar-riħ u twissijiet dwar it-temp.

## 11. Gracenote Online

**Servizzi:** Il-komponent tal-pakkett ta' servizz "Gracenote Online", juri informazzjoni dwar il-kanzunetti li ddoqq fuq il-PCM.

**Għall-Cayenne (MY 2018) l-ġdida u l-Macan l-ġdida (MY 2018) l-911 l-ġdida (MY 2019) japplikaw il-pakketti ta' servizz li ġejjin:**

### 1. Finder

**Servizzi:** Bil-komponent tal-pakkett ta' servizz "Finder", int tista' ssib indirizzi jew punti ta' interess (eż. stazzjonijiet tal-iċċarġjar, pompi tal-petrol, ristoranti, lukandi u possibbiltajiet ta' parkeġġ) billi tuża magna tat-tiftix tal-internet iddefinita mis-sistema. Parzjalment, ir-riżultati tat-tiftix jinkludu wkoll informazzjoni addizzjonali bħal numri tat-telefon, hinijiet tal-ftuħ, prezzijiet tal-fjuwil, prezzijiet tal-parkeġġ jew klassifikazzjonijiet minn utenti oħra tal-internet. POIs jistgħu jiġu mfittxija, issejvjati, immanigġjati u mibgħuta lill-PCM anki fuq l-Applikazzjoni My Porsche App.

## 2. Gwida bil-Vuċi

2.1 **Servizzi:** Bil-komponent tal-pakkett ta' servizz "Gwida bil-Vuċi", diversi funzjonijiet tal-PCM u ta' komponenti oħra tal-pakkett ta' servizz jistgħu jiġu operati b'kontroll bil-vuċi. Permezz ta' għarfien tal-vuċi online, il-lingwa naturali tista' tiġi appoġġjata. Barra minn hekk, messaġġi SMS u Elettronici jistgħu jiġu abbozzati permezz tad-dhul bil-vuċi fil-PCM u messaġġi li jidhlu jistgħu jerġgħu jindaqqu permezz tal-output bil-vuċi tal-vettura Connect-able. Barra minn hekk, is-servizzi tal-midja online jistgħu jiġu kkontrollati.

2.2 **Restrizzjonijiet tal-użu:** Ir-riżultat tal-għarfien tal-vuċi ser taqbel mat-talba tal-għarfien tal-vuċi biss għal porzjon tat-talbiet u hi limitata għal lingwi appoġġjati. Sabiex tkun tista' tabbozza u ddoqq messaġġi SMS u Elettronici permezz tas-servizz "Gwida bil-Vuċi", is-SIM card imdahħla fil-PCM jew fil-mowbajl imqabba mal-PCM jeħtieġ pjan ta' servizz mobbli offrut b'mod separat ma' fornitur ta' servizzi mobbli li jippermettitek tibgħat u tircievi SMS. Is-servizz hu disponibbli biss għal mowbajls li jappoġġjaw l-istandard tal-profil ta' access tas-SIM.

## 3. Navigation Plus

**Servizzi:** Bil-komponent tal-pakkett ta' servizz "Navigation Plus", il-kalkolu tar-rota abbord tal-PCM ser jiġi kkumplementat b'kalkolu tar-rota online.

Is-sistema tan-navigazzjoni tal-PCM qed tuża data tal-GPS u data dwar il-volum tat-traffiku attwali biex tottimizza r-rota għad-destinazzjoni li dahħalt kull minuta. Il-volum tat-traffiku ser jiddawwal ukoll b'kuluri fil-mappa li qed tintwera.

Il-mapep tas-sistema ta' navigazzjoni tal-PCM jistgħu jiġu aġġornati permezz tal-internet. Il-PCM ser jindika aġġornamenti disponibbli.

Is-sistema ta' navigazzjoni tal-PCM tista' turi l-mappa f'dehra ta' satellita. Permezz ta' buffering ta' data tal-mapep ilowdjata tal-inħawi attwali tal-vettura, id-displej tad-dehra tas-satellita ser jinżamm anki jekk il-konnessjoni mal-internet tiġi temporanjament interrotta. Is-sistema ta' navigazzjoni PCM tista' turi ritratti tat-toroq ta' destinazzjoni partikolari, meta dawn ikunu disponibbli.

## 4. Radio Plus

4.1 **Servizzi:** Il-komponent tal-pakkett ta' servizz "Radio Plus" ser jippermettitek tisma' streams online disponibbli ta' stazzjonijiet tar-radju. Meta Radio Plus ikun mixgħul u l-istazzjon tar-radju FM jew tax-Xandir Awdjo Diġitali (DAB) attwali ma jkunx għadu disponibbli, il-PCM ser jeqleb mingħajr intoppi għall-isteam online rispettiva ta' tali stazzjon tar-radju, jekk tkun disponibbli. Il-komponent tas-servizz jippermetti wkoll lill-PCM turi meta-data dwar il-kanzunetti li ddoqq.

4.2 **Restrizzjonijiet tal-użu:** Il-konnessjoni tad-data għal dan il-komponent tal-pakkett ta' servizz teħtieġ (a) ix-xiri tal-"Pakkett tad-Data" tal-Porsche Connect Service (disponibbli b'mod separat f'ċerti pajjiżi) jew (b) li ddaħhal SIM-card fil-PCM jew (c) mowbajl imqabba mal-PCM. Għall-għażliet (b) u (c) hu meħtieġ kuntratt separat bi pjan tad-data tal-internet, li jista' jinvolvi spejjeż addizzjonali, inkluzi spejjeż tar-roaming talli s-servizz jintuża l' barra mill-pajjiż (ara wkoll hawn fuq).

## 5. Aħbarijiet

**Servizzi:** Is-servizzi ta' aħbarijiet huma disponibbli permezz tal-internet bl-użu ta' RSS feeds li jistgħu jiġi attivati fil-vettura tiegħek permezz tal-PCM u jinqaraw bl-użu tal-funzjoni tal-vuċi.

## 6. Temp

**Servizzi:** Il-komponent tal-pakkett ta' servizz "Temp" juri s-sitwazzjoni attwali tat-temp u l-previzjoni għas-sigħat u l-granet li għejjin fil-forma ta' infografika fil-PCM. Il-previzjoni tinkludi t-temperatura, in-numru ta' sigħat ta' xemx, il-probabbiltà ta' xita, il-velocità tar-riħ u twissijiet dwar it-temp.

## 7. Risk Radar

**Servizzi:** Il-komponent tal-pakkett ta' servizz "Risk Radar" juri r-regolamenti tat-traffiku lokali magħżula fil-forma ta' sinjali tat-traffiku, eż. limitazzjonijiet tal-velocità, f'infografika fil-PCM.

Hu juri wkoll informazzjoni disponibbli dwar perikli lokali, eż. riskju ta' aquaplaning, fejn ikun disponibbli fil-forma ta' infografika fil-PCM.

## Dritt li l-konsumaturi jirtiraw

If the Customer is a consumer according article 2 (2) of the Consumer Rights Regulations (SL378.17), he/she has a right of withdrawal for a period of 14 days in case of the conclusion of the contract pursuant to No. 1.1 and 3.1. A deviating right of withdrawal may apply for Customers that are consumers within the meaning of article 2 (2) of the Consumer Rights Regulations for the purchase of Porsche Products, pursuant to No. 5.1; in such case a specific information will be provided. Consumer pursuant to article 2 (2) of SL378.17 Consumer Rights Regulations means every natural person who enters into a legal transaction for purposes that predominantly are outside his/her trade, business or profession. In the following, the Customer is instructed on his/her right of withdrawal:

### Struzzjonijiet dwar irtirar

#### Dritt li tirtira

Inti għandek id-dritt li tirtira minn dan il-kuntratt fi żmien 14 –il gurnata mingħajr ma tagħti ebda raġuni. Il-perjodu ta' irtirar jiskadi wara 14-il gurnata mill-gurnata meta il-kuntratt jġi konkluz. Sabiex teżerċita id-dritt li tirtira, inti għandek tinfurmana (Contact Porsche – c/o Porsche Sales & Marketplace GmbH – Kaxxa P.O. 41 42, 73744 Ostfildern, il-Germanja, phone number 800 627 56, e-mail address: [smartmobility@mt.porsche.com](mailto:smartmobility@mt.porsche.com)) bid-decizjoni tiegħek li tirtira minn dan il-kuntratt permezz ta' statement inekwivoku (per eżempju b'ittra mibgħuta bil-posta jew email). Inti tista' tuża il-mudell tal-formola ta' irtirar mehmuża, imma ma hux obligatorju. Sabiex iżżomm mad-deadline ta' l-irtirar, huwa sufficjenti illi inti tibgħat il-komunikazzjoni konċernanti l-eżercizzju tiegħek tad-dritt ta' irtirar qabel ma l-perjodu ta' irtirar ikun skada.

#### Effett ta' l-irtirar

Jekk inti tirtira minn dan il-kuntratt, aħna nroddulek lura il-pagamenti kollha li ircevejna mingħandek, inkluzi l-ispejjeż tal-kunsinna (bl-eċċezzjoni ta' spejjeż supplimentari li jirrizultaw mill-għażla tiegħek ta' tip ta' kunsinna oħra minn dak it-tip standard ta' kunsinna anqas għolja offert minna) mingħajr dewmien żejjed u fi kwalunkwe każ mhux aktar tard minn 14 –il gurnata mill-gurnata li aħna għejna infurmati dwar id-decizjoni tiegħek li tirtira minn dan il-kuntratt. Aħna ngħaddulek ir-rimbors billi nużaw l-istess mod ta' pagament li inti użajt għat-tratazzjoni inizjali, sakemm inti ma tiftiehemx mod iehor; fi kwalunkwe każ inti ma tidholx fi spejjeż bħala riżultat għal dan ir-rimbors. Jekk inti tkun tlabt illi tibda l-eżekuzzjoni tas-servizzi matul il-perjodu ta' irtirar, inti trid tħallas lilna ammont proporzjonali għal dak provdut lilek sakemm inti kkomunikajt magħna l-irtirar tiegħek mill-kuntratt, f'paragun mal-full coverage tal-kuntratt.

### Mudell ta' formola ta' irtirar

(imla u irritorna din il-formola biss jekk tixtieq illi tirtira mill-kuntratt)

- Lil Contact Porsche – c/o Porsche Sales & Marketplace GmbH – Kaxxa P.O. 41 42, 73744 Ostfildern, il-Germanja, e-mail address: [smartmobility@mt.porsche.com](mailto:smartmobility@mt.porsche.com)

- Jien/Aħna(\*) qed nagħtu avviż illi jiena/aħna (\*) nirtira(w) mill-kuntratt ta' bejgħ tiegħi/tagħna għall-merkanzija segwenti (\*)/-għas-segwenti servizzi provduti (\*)
- Ordanti fil-(\*)/Riċevuti fil-(\*),
- sem tal-konsumatur(i)
- Indirizz tal-konsumatur(i)
- Firma tal-konsumatur(i) (f'każ biss illi din il-formola tiġi notifikata permezz tal-karta),
- Data

(\*) *lkkancella fejn meħtieġ*



PORSCHE

## Porsche Sales & Marketplace GmbH

Terminu ta' użu  
għal Porsche Connect Service "Car Remote Package"  
(aktar lisfel imsejjaħ TU)

Dawn it-termini ta' l-użu jirregolaw l-użu tal-Porsche Connect "Car Remote Package". Dawn it-Termini ta' l-Użu japplikaw b'mod addizzjonali għat-Termini u Kondizzjonijiet Porsche Connect Store u Porsche Connect Services flimkien ma' Porsche Products (T & C). F'każ ta' kunflitt bejn T&C ma' dawn it-Termini ta' l-użu, it-Termini ta' l-użu għandhom jipprevalu.

### Car Remote Package

Il-"Car Remote Package" jinkludi – dipendenti fuq id-disponibiltà geografika – 12 jew anqas komponenti ta' servizz li jinsabu deskritti hawn taht. Id-disponibiltà geografika kurrenti tista' ssibha fuq Porsche Connect Store fuq <https://connect-store.porsche.com/mt/en/>. L-Internet connection fil-vettura necessarja għall-użu tal-"Car Remote Package" tiġi stabbilita bl-użu ta' Sim-card integrata, l-użu ta' din l-Internet connection għal dan is-servizz huwa inkluż fil-prezz ta' dan is-servizz.

**Perjodu:** Sena

**Perjodu inklussiv:** F'każ ta' xiri ta' Connect-able vehicle għada inkluża l-għażla "Connect Plus", il-"Car remote Package" jista' jiġi bbukkjat b'xejn għal perjodu ta' 5 snin għal vetturi ibridi rikarikabbli (minn hawn 'il quddiem PHEV) u għal perjodu ta' sena għal vetturi b'magna ta' kombustjoni.

**Rekwiżit addizzjonali għall-użu tas-service package components kollha:** Għal xi funzjonijiet ta' dan is-servizz ikun hemm bżonn ta' smartphone li jinkludi internet connection. Għalhekk, hemm bżonn ta' kuntratt separat ma' mobile service provider fuq "internet data plan", li jista' jżid spejjeż addizzjonali, inklużi spejjeż ta' roaming sabiex tuża dan is-servizz barra. Id-disponibiltà u l-velocità tas-services package components huma sogġetti għad-disponibiltà u l-velocità ta' din l-Internet connection. Barra minn hekk, il-"My Porsche App" (minn hawn 'il quddiem "My Porsche App"), li hija disponibbli għall-iPhone® u l-Android™, hija meħtieġa għal xi funzjonijiet. Is-servizzi u l-funzjonijiet kollha huma disponibbli bil-My Porsche App sakemm ma jkunx ipprovdut mod ieħor fid-deskrizzjonijiet tas-servizz.

Sabiex ikunu jistgħu jissodisfaw ir-rekwiżiti futuri tal-klijenti, il-Porsche Sales & Marketplace jistgħu jkomplu jżviluppaw il-My Porsche App.

**Aġġornamenti:** Matul il-perjodu tal-prowista tal-pakkett tas-servizzi, li jikkonforma mat-terminu tal-kuntratt għall-pakkett tas-servizzi, aħna ser nipprovdulek aġġornamenti tal-inqas sal-punt preskritt mil-liġi, sakemm ma jsirx ftehim differenti miegħek skont ir-rekwiżiti legali.

### 1. Car Control

1.1 **Servizz:** Inti għandek l-abbiltà li tiċċekkja mill-bogħod l-istatus tal-vettura inkluża informazzjoni fuq mileage,

remaining range (fjuwil u elettriku), service interval (main service u oil service interval), status (magħluqin jew miftuħin) ta' bibien, twieqi, hood, trunk, sunroof (jekk iffitjat), parking light status, vehicle time, pressjoni tat-tyres, hin ta' l-aħħar verifika. Il-component dwar pressjoni tat-tyres ser ikun disponibbli mit-tieni nofs tas-sena 2018 il-quddiem.

1.2 **Restrizzjonijiet għall-użu:** Id-displej ta' informazzjoni speċifika addizzjonali dwar il-PHEV (eż. firxa elettrika) huwa disponibbli biss għal tali vetturi.

### 2. Trip Control

2.1 **Servizz:** Inti għandek l-abbiltà li tiċċekkja mill-bogħod data dwar vjaġġ tal-vettura. Dan jinkludi: hin tal-vjaġġ, mileage, medja tal-velocità, medja tal-konsum (fjuwil u elettriku) għal vjaġġ kollu (qosra, cyclic, twal).

2.2 **Restrizzjonijiet dwar użu:** Retrievable information tista' tiġi aġġornata biss wara l-ignition status changes.

### 3. Horn u Blinker

3.1 **Servizz:** Inti għandek l-abbiltà sabiex mill-bogħod tqanqal blink jew horn tal-vettura tiegħek. Wara dan, inti tirċievi messagg ta' konferma via animazzjoni jew push notification.

3.2 **Restrizzjonijiet dwar l-użu:** Dan is-servizz huwa disponibbli biss meta l-vettura tkun wieqfa u l-ignition u hazard lights ikunu mitfija. Restrizzjonijiet oħra jistgħu ikunu applikabbli jiddependi fuq regolamenti speċifici tal-pajjiż.

### 4. Issakkar u tiftaħ

4.1 **Servizz:** Inti għandek l-abbiltà li mill-bogħod issakkar u tiftaħ il-bibien u t-trunk tal-vettura. Wara li tagħmel dan, inti se tirċievi messagg ta' konferma jew push notification.

4.2 **Restrizzjonijiet dwar l-użu:** Is-servizz huwa disponibbli biss meta l-vettura tkun wieqfa, il-bieba tax-xufier tkun magħluqa, ignition mitfi u c-cavetta ma hiex fl-ignition lock. Restrizzjonijiet oħra jistgħu japplikaw jiddependi fuq regolamenti speċifici tal-pajjiż.

**Responsabilità limitata:** L-użu tal-funzjoni biex tiftaħ mingħajr il-preżenza tiegħek fil-vettura iżid ir-riskju ta' serq tal-vettura jew serq ta' l-oġġetti li jkunu jinsabu fil-vettura. Għalhekk sabiex tesegwixxi din il-funzjoni biex tiftaħ tirrikjedi "four digit security code" sabiex tippreveni użu mhux awtorizzat. Inti għandek tissettja is-security code matul ir-registrazzjoni inizjali u s-set-up

tal-Car remote package. Dan il-kodiċi ta' sigurtà jista' jinbidel aktar tard fil-profil tal-klijent.

## 5. Carfinder

5.1 **Servizz:** Inti għandek l-abbiltà illi mill-bogħod tara l-post u l-pożizzjoni tal-vettura tiegħek. Aktar minn hekk il-pożizzjoni korrenti tal-mobile device użat għal din il-funzjoni jintwera f'mappa. Jekk l-ebda pożizzjoni korrenti tal-vettura ma tkun disponibbli (per eżempju minhabba parkegg taht l-art), tiġi użata l-aħħar pożizzjoni tal-GPS li hemm mażżuna. Inti tista' tneħhi t-trażmissjoni ta' kwanlunkwe data billi tixgħel il-privacy mode.

5.2 **Restrizzjonijiet għall-użu:** Is-servizz se jkun disponibbli biss, jekk ma jkun hemm l-ebda interruzzjoni tax-xandir tad-data. Inkella s-servizz se jkun disponibbli kompletament waqt il-vjaġġ u anke meta l-vettura tkun wieqfa.

## 6. Hiter għal tishin minn qabel

6.1 **Servizz:** Inti għandek l-abbiltà li tiċċekkja l-istatus, tattiva u tiddizattiva u tiprogramma arloġġ għall-hiter awżiljari (jekk ikun imwahhal fil-vettura) mill-bogħod. Qabel ma twettaq din l-azzjoni, inti għandek taċċetta dikjarazzjoni ta' kaħda ta' responsabbiltà legali. Inti se tirċievi messaġġ ta' konferma u push notification fuq l-apparat ċellulari tiegħek, ladarba jibda l-hin tal-arloġġ għall-hiter għal tishin minn qabel li jkun gie attivat. Is-servizz Hiter għal tishin minn qabel se jkun disponibbli biss mit-tieni nofs tal-2018 'il quddiem.

6.2 **Restrizzjonijiet għall-użu:** Is-servizz huwa disponibbli biss għall-vetturi b'magna ta' kombustjoni li jkollhom hiter awżiljari. Is-servizz se jkun disponibbli biss meta l-vettura tkun wieqfa, madankollu l-ignixin jista' jinxtgħel. Jistgħu japplikaw restrizzjonijiet oħra skont id-dispożizzjonijiet speċifiċi għall-pajjiż.

## 7. Kontroll E

7.1 **Servizz:** Inti għandek l-abbiltà li tiċċekkja l-istatus tal-PHEV tiegħek mill-bogħod kif ġej u tidda jew twaqqaf il-proċess tal-iċċargjar. Inti tista' tiċċekkja l-istatus tal-plug, il-hin li jkun baqa' għall-iċċargjar u l-firxa elettrika attwali. Il-firxa elettrika tintwera fuq id-displej b'ċirku fuq il-mappa. Barra minn hekk, inti għandek l-abbiltà li tottimizza l-proċess tal-iċċargjar tal-batterija b'vultaġġ għoli tal-PHEV tiegħek għal hin ta' tluq speċifiku mill-boħgod. Inti tista' tissettja l-arloġġ għall-hinijiet tat-tluq u se tirċievi messaġġ ta' konferma jew push notification f'każ li jiġri xi haġa (eż. l-iċċargjar estern gie interrott) u ladarba arloġġ-e attivat ikun beda.

7.2 **Restrizzjonijiet għall-użu:** Id-displej tal-informazzjoni speċifika tal-PHEV (eż. firxa elettrika) huwa disponibbli biss għal tali vetturi. Iċ-ċirku li jindika l-firxa fil-mappa huwa skematiku biss. Id-distanzi tat-toroq attwali ma jidhrux fil-mappa tal-firxa. Għalhekk, fir-realtà, il-postijiet jistgħu jkunu lil hinn mill-firxa elettrika anke jekk jintwerew fuq id-displej fiċ-ċirku li jindika l-firxa elettrika.

## 8. Klima

8.1 **Servizz:** Inti għandek l-abbiltà li tiċċekkja l-istatus tat-tishin u/jew arja kundizzjonata remota mill-bogħod u

tattiva jew tiddizattiva. Ladarba tishin u/jew arja kundizzjonata remota jiġi attivat jew dizattivat b'suċċess, inti se tirċievi messaġġ ta' konferma jew push notification. Barra minn hekk, inti għandek l-abbiltà li tiprogramma l-arloġġ tal-klima mill-bogħod għal tishin jew arja kundizzjonata remota. Ladarba jirnexxilek tissettja, inti se tirċievi messaġġ ta' konferma u push notification fuq l-apparat ċellulari tiegħek, ladarba arloġġ tal-klima attivat ikun beda.

8.2 **Restrizzjonijiet għall-użu:** Id-displej ta' informazzjoni speċifika tal-PHEV huwa disponibbli biss għal tali vetturi.

## 9. Car Alarm

9.1 **Servizz:** Inti tirċievi messaġġ jew push notification meta l-alarm kontra serq tal-vettura ikun tqanqal. Il-messaġġ jikkontjeni informazzjoni dwar l-alarm imqanqal u time stamp. F'paragun ma' "Car Security Package" terzi persuni ma jiġux infurmati dwar it-tqanqil tal-alarm.

9.2 **Restrizzjonijiet dwar l-użu:** Is-servizz jista' iqqanqal biss messaġġ jew push notification jekk il-vettura tkun tista' tistabbilixxi konnessjoni ma' l-internet. F'każ illi l-alarm device tal-vettura ikun imqanqal imma l-control unit tal-vettura ma jkollhiex internet connection (per eżempju minhabba parkegg taht l-art), il-messaġġ jew il-push notification jintbagħat hekk kif il-connection tkun disponibbli.

**Responsabilita' limitata:** Jekk il-vettura tkun issettjata fuq private mode, ma jkun hemm l-ebda notifika f'każ ta' xi alarms.

## 10. Location Alarm

10.1 **Servizz:** Inti għandek l-abbiltà illi mill-bogħod tiddefinixxi ċirku ta' area geografika. Inti tiġi notifikat f'każ illi l-vettura titlaq jew tidhol din l-area. Inti tista' timmanigġja erbgħa areas simultanament. F'każ ta' xi eventualita' (titlaq jew tidhol go area) inti tirċievi messaġġ jew push notification inkluża mappa li tindika il-post fejn tkun sehhet l-eventwalita'.

10.2 **Restrizzjonijiet dwar l-użu:** Is-servizz iqqanqal biss notification meta l-ignition tkun mixgħula u jirriżulta moviment tar-roti.

## 11. Speed Alarm

11.1 **Servizz:** Inti għandek l-abbiltà illi mill-bogħod tiddefinixxi valur ta' velocità. Inti tiġi notifikat f'każ illi l-velocita tal-vettura teċċedi il-valur ta' velocità issettjat. Inti tista' timmanigġja sa erbgħa valuri ta' velocità. F'każ ta' xi eventualita' (vettura teċċedi l-valur ta' velocità ssettjat) inti tirċievi messaġġ jew push notification inkluża mappa li tindika l-post fejn sehhet l-eventwalita'.

11.2 **Restrizzjonijiet dwar l-użu:** Is-servizz iqqanqal biss h notification meta l-ignition tkun mixgħula u jirriżulta moviment tar-roti.

## 12. Valet Alarm

12.1 **Servizz:** inti għandek l-abbiltà li mill-bogħod tixgħel jew titfi l-alarm tal-Valet (kumbinazzjoni tal-alarm dwar postijiet u alarm tal-velocita) bil-pre-set settings (per

eżempju radius: 1km, velocità' 50km/siegha) rigwardanti l-area geografika u l-valur ta' velocità'. Inti tiġi notifikat f'każ illi l-vettura titlaq jew tidhol area jew teċċedi valur ta' velocità'.

12.2 **Restrizzjonijiet dwar l-użu:** Is-servizz iqanqal biss push notification meta l-iginition tkun mixgħula u meta jiġi identifikat moviment tar-roti.

### Dritt tal-konsumatur li jirtira

Jekk inti konsumatur skond l-artikolu 2(2) tal-Consumer Rights Regulations (SL378.17), inti għandek dritt li tirtira fi żmien 14-il ġurnata f'każ ta' konklużjoni tal-kuntratt. Konsumatur ai termini ta' l-artikolu 2(2) tal-Consumer Rights Regulations tfisser kull persuna fiżika li jidhol fi tranzazzjoni legali għal skopijiet li b'mod predominanti jaqgħu barra mis-sengħa, negozju jew professjoni tiegħu jew tagħha. Hawn taht il-konsumatur qed jiġi mogħti struzzjonijiet dwar id-dritt tiegħu jew tagħha li jirtira:

### Struzzjonijiet dwar irtirar

#### Dritt li tirtira

Inti għandek id-dritt li tirtira minn dan il-kuntratt fi żmien 14 –il ġurnata mingħajr ma tagħti ebda raġuni. Il-perjodu ta' irtirar jiskadi wara 14-il ġurnata mill-ġurnata meta il-kuntratt jiġi konkluż. Sabiex teżercita id-dritt li tirtira, inti għandek tinfurmana (Contact Porsche – c/o Porsche Sales & Marketplace GmbH – Kaxxa P.O. 41 42, 73744 Ostfildern, il-Germanja, phone number 800 627 56, e-mail address: [smartmobility@mt.porsche.com](mailto:smartmobility@mt.porsche.com)) bid-decizjoni tiegħek li tirtira minn dan il-kuntratt permezz ta' statement inekwivoku (per eżempju b'ittra mibgħuta bil-posta jew email). Inti tista' tuża il-mudell tal-formola ta' irtirar mehmuża, imma ma hux obligatorju. Sabiex iżzomm mad-deadline ta' lirtirar, huwa sufficjenti illi inti tibgħat il-komunikazzjoni konċernanti l-eżercizzju tiegħek tad-dritt ta' irtirar qabel ma l-perjodu ta' irtirar ikun skada.

#### Effett ta' l-irtirar

Jekk inti tirtira minn dan il-kuntratt, aħna nroddulek lura il-pagamenti kollha li ircevejna mingħandek, inkluzi l-ispejjez tal-kunsinna (bl-eċċezzjoni ta' spejjez supplimentari li jirriżultaw mill-ghazla tiegħek ta' tip ta' kunsinna oħra minn dak it-tip standard ta' kunsinna anqas għolja offert minna) mingħajr dewmien żejjed u fi kwalunkwe każ mhux aktar tard minn 14 –il ġurnata mill-ġurnata li aħna ġejna infurmati dwar id-decizjoni tiegħek li tirtira minn dan il-kuntratt. Aħna ngħaddulek ir-rimbors billi nużaw l-istess mod ta' pagament li inti użajt għat-tratazzjoni inizjali, sakemm inti ma tiftiehemx mod ieħor; fi kwalunkwe każ inti ma tidholx fi spejjez bhala riżultat għal dan ir-rimbors. Jekk inti tkun tlabt illi tibda l-eżekuzzjoni tas-servizzi matul il-perjodu ta' irtirar, inti trid tħallas l-ilna ammont proporzjonali għal dak provdut lilek sakemm inti kkomunikajt magħna lirtirar tiegħek mill-kuntratt, f'paragun mal-full coverage tal-kuntratt.

- Lil Contact Porsche – c/o Porsche Sales & Marketplace GmbH – Kaxxa P.O. 41 42, 73744 Ostfildern, il-Germanja, e-mail address: [smartmobility@mt.porsche.com](mailto:smartmobility@mt.porsche.com)
- Jien/Aħna(\*) qed nagħtu awviz illi jiena/aħna (\*) nirtira(w) mill-kuntratt ta' bejgħ tiegħi/tagħna għall-merkanzija segwenti (\*)/ għas-segwenti servizzi provduti (\*)
- Ordanti fil-(\*)/Ricevuti fil-(\*),
- sem tal-konsumatur(i)
- Indirizz tal-konsumatur(i)
- Firma tal-konsumatur(i) (f'każ biss illi din il-formola tiġi notifikata permezz tal-karta),
- Data

(\*) *Ilkancella fejn meħtieġ*

### Mudell ta' formola ta' irtirar

(imla u irritorna din il-formola biss jekk tixtieq illi tirtira mill-kuntratt)



PORSCHE

## Porsche Sales & Marketplace GmbH

Terminu ta' użu  
għal Porsche Connect Service ("Car Security Package")  
(aktar lisfel imsejjaħ TU)

Dawn it-termini dwar l-użu jirregolaw l-użu tal-Porsche Connect "Car Security Package". Dawn it-termini dwar l-użu japplikaw flimkien mat-Termini u Kondizzjonijiet ta' Porsche Connect Store u ta' Porsche Connect Services kif ukoll "Porsche Products (T & C)". F'każ illi klawżola ta' T & C tiġi f'kunflitt ma' dawn it-Termini dwar l-Użu, dawn it-Termini dwar l-Użu għandhom jipprevalu.

Il-"Car Security Package" hija provduta bil-koperazzjoni tan-National Service Providers, li jipprovdu Security Operation Centres (aktar il-quddiem magħrufa bħala SOC).

### Security Operation Centre (24 siegħa) Numru tat-Telefon +44 1282 473 799

National Service Provider:  
Vodafone Automotive UK Ltd,  
Shuttleworth House,  
21 Bridgewater Close,  
Network 65 Business Park,  
Hapton, Burnley, BB11 5TE  
United Kingdom

### "Car Security Package"

Il-"Pakkett tal-Car Security" (minn hawn 'il quddiem il-Pakkett) jinkludi - skont id-disponibbiltà ġeografika u teknika - jew il-"Porsche Vehicle Tracking System" (minn hawn 'il quddiem PVTS) jew il-"Porsche Vehicle Tracking System Plus" (minn hawn 'il quddiem PVTS Plus). Id-disponibbiltà ġeografika kurrenti tista' tinstab fuq il-Porsche Connect Store <https://connect-store.porsche.com/mt/en>. Il-konnettività' neccessarja għall-ghoti tal-Package tiġi stabbilita billi tuża Integrated Sim-Card. Il-konnettività' hija element integrat tal-package u ma tiġix iċċarġjata separatament.

Għall-użu sħiħ tal-funzjonalitajiet tal-Package jistgħu ikunu meħtieġa affarijiet addizzjonali bħal download u użu tal-My Porsche App li tista' tkun soġġetta għal kondizzjonijiet oħra u li mhux provduti minn Porsche Sales & Marketplace.

### Terminu – Sena

Rekwizit addizzjonali għall-użu tas-servizz Package component PVTS Plus: PVTS Plus jirrikjedi hardware addizzjonali (per eżempju Driver Card). Aktar informazzjoni tista' tinstab fil-manwal tal-utent għall-vettura rispettiva.

Il-funzjonalitajiet jistgħu ivarjaw peress li jiddependu fuq numru ta' fatturi inkluz il-mudell, sena ta' produzzjoni, pajjiż li joffri is-servizz, u d-disponibbiltà ta' l-optional equipment. (Aktar informazzjoni tista' ssibha fuq: <https://connect-store.porsche.com/mt/en/>.)

### 1. Territorju

Porsche Sales & Marketplace ser jipprovdi il-Package lilek fis-segwenti territorju ġeografiku (aktar il-quddiem imsejjaħ

**Territorju**) u dana skond dawn it-TU: Andorra, Awstrija, Belgju, Bulgarija, Kroazja, Repubblica Ċeka, Danimarka, Estonia, Finlandja, Franza, Germanja, Gran Brittanja, Irlanda ta' Fuq, Greċja, Ungerija, Irlanda, Italja, (inkluzi San Marino u l-Belt tal-Vatikan), Latvia, Liechtenstein, Litwanja, Lussemburgu, Malta, Monaco, Olanda, Norveġja, Polonja, Portugall, Rumanija, Serbja, Slovakkja, Slovenja, Spanja (inkluzi Gzejjer Kanarji), Isvezja, Isvizzera, Turkija, Ukraina.

### 2. Għan tas-servizz u funzjonalità'

2.1 Il-pakkett huwa bbażat fuq netwerk ċellulari (pereżempju GSM)/sistema bbażata fuq il-GPS, li tista' tippermetti lill-SOC jillocalizza l-vettura f'każ ta' serq (ara hawn taht għal aktar dettalji). F'każ ta' senjalazzjoni ta' serq il-PVTS jew il-PVTS Plus jista' jirrapporta il-pożizzjoni tal-vettura lil SOC.

2.2 L-attivitajiet segwenti jistgħu jirriżultaw lil PVTS jew il-PVTS Plus sabiex jissenjalaw serq:-

- Moviment tal-vettura mhux awtorizzat. Il-vettura tkun miexja / jew immexxija (inkluzi inklinazzjoni) bl-ignition mhux mixgħul u/jew f'każ ta' driver Card, il-vettura miexja /jew immexxija mingħajr driver card;
- Manipulazzjoni: Il-PVTS jew PVTS Plus (inkluzi il-hardware tagħha) hija manipulat;
- Alarm: Is-sistema ta' l-alarm hija mqanqla u attiva għal ħmistax-il sekonda jew aktar.

Innota illi ukoll eventwalitajiet oħra jistgħu jirriżultaw fil-PVTS jew PVTS Plus f'senjalazzjoni ta' serqa, bħal batterija baxxa. Informazzjoni addizzjonali dwar il-funzjonalità' tal-PVTS jew tal-PVTS Plus tista' ssibha fil-user manual għall-vettura rispettiva.

2.3 Serqa tista' ukoll tiġi rapportata manwalment billi tikkuntattja lil SOC permezz tat-telefon jew permezz tal-My Porsche App. L-SOC jista' juża security questions sabiex jiverifika l-identità' jew l-awtorizzazzjoni ta' min ikun qed iċċempel.

2.4 Jekk l-SOC jircievi notifika dwar serq, l-SOC jipprova jikkomunika miegħek billi juża l-contact information li inti tkun pprovdajt lil Porsche Sales & Marketplace. L-SOC jista' juża security questions sabiex jiverifika l-identità' tiegħek. Wara illi s-serq tal-vettura tiegħek jiġi kkonfermat minnek, l-SOC jattiva it-Theft Mode.

2.5 Kif tinsteraq vettura, inti tibqa' responsabbli sabiex tinnofifika lill-awtoritajiet għas-sigurtà pubblika kemm jista' jkun ragjonevolment malajr illi il-vettura insterqet. F'każ li tottjeni numru ta' riferenza għar-rapport dwar serq mill-awtoritajiet għas-sigurtà pubblika inti għandek tipprovdi dan in-numru ta' riferenza tar-rapport dwar serq lil SOC mingħajr dewmien u l-contact details (inkluz indirizz, phone number u luffiċjal inkarigat mill-investigazzjoni dwar is-serqa, jekk magħruf ta')

l-awtorita nvestigattiva dwar sigurta pubblika. B'dan il-mod SOC ġeneralment tkun tista' tikkuntattja lill-awtoritajiet dwar sigurta pubblika. Bl-identifikazzjoni tan-numru tal-fajl, l-SOC tkun tissapportja l-awtoritajiet dwar sigurta pubblika biex jaqbd u l-vettura. Jekk mitluba, l-SOC tkun tista' tghaddi data dwar lokalizzazzjoni tal-vettura lill-awtoritajiet għas-sigurta pubblika u tqanqal aktar funzjonijiet u/jew attivitajiet fil-vettura (per eżempju projbizzjoni ta' engine restart), meta applikabbli.

2.6 Porsche Sales & Marketplace ma jistgħux jinżammu responsabbli għal kwalunkwe att jew ommissjoni tal-awtoritajiet għas-sigurta pubblika.

2.7 Sabiex tipprevjeni notifikazzjoni falza ta' serq lil SOC, inti obbligat illi tinnotifika lil SOC qabel kwalunkwe (i) trasport tal-vettura permezz ta' ferry, trailer jew ferrovija, (ii) manutenzjoni fil-garaxx (bħal inspection service, meta il-batterija tiġi skonnettjata) jew (iii) fil-każ ta' PVTs Plus jekk il-vettura tintuża mingħajr Driver Card valida. Inti obbligat tinnotifika lil SOC (i) billi ċċempel in-numru indikat hawn fuq, jew (ii) permezz ta' My Porsche App (il-kodiċi ta' sigurta personali tiegħek tista' tkun meħtieġa). Dettalji ulterjuri – per eżempju fuq modes differenti li vettura tista' tiġi issettjata għal trasport, manutenzjoni eċċ. – jistgħu jinstantu fuq il-user manual għal vettura rispettiva jew il-manual tal-Porsche Connect jew hawnhekk <https://connect-store.porsche.com/mt/en/>.

2.8 Inti responsabbli għal kwalunkwe notifika falza ta' serq mogħtija minnek jew minn persuna oħra awtorizzata minnek u inti għandek għorri l-ispejjeż inkorsi minn SOC konsegwenti għal alarm falz. Porsche Sales & Marketplace hija intitolata illi tiċċarġjak (flimkien mal-Package fees) għal dawn l-ispejjeż.

2.9 Inti għandek tirrapporta direttament lil Porsche Sales & Marketplace dwar bidla fl-isem, indirizz, numru tat-telefon, indirizz ta' l-email u kwalunkwe informazzjoni oħra sottomessa lil Porsche Sales & Marketplace kif miġjub f'No.1.3 tat-T&C. Porsche Sales & Marketplace ma hiex responsabbli għal konsegwenzi awersi minhabba nuqqas li tirrapporta dwar dan.

3. **Aġġornamenti:** Matul il-perjodu tal-prowista tal-pakkett tas-servizzi, li jikkonforma mat-terminu tal-kuntratt għall-pakkett tas-servizzi, aħna ser nipprovdulek aġġornamenti tal-inqas sal-punt preskritt mil-liġi, sakemm ma jsirx ftehim differenti miegħek skont ir-rekwiżiti legali.

4. **Limitazzjoni ta' Responsabilita' u limitazzjoni tas-sistema**

4.1 Sabiex jiġi evitat dubju, il-klawsoli dwar limitazzjoni ta' responsabilita' skond klawsola No. 10 tat-T&C għandhom japplikaw.

4.2 Dwar il-funzjonalita' tal-Package, inti tibqa' responsabbli illi il-hardware fil-vettura użat għall-Package issirli manutenzjoni u jkun f'kondizzjoni tajba.

4.3 Il-package huwa provdut billi tintuża telematics unit installata fil-vettura illi tirċievi GPS satellite signals u tikkomunika mar-response centres permezz ta' wireless communications systems u networks ta' komunikazzjoni. Minhabba in-natura tat-teknoloġiji użati sabiex jipprovdu il-funzjonalita' tal-package u komprizi fil-unit, il-funzjonalita' tal-Package (jew parti mill-package) tista' minn żmien għal żmien ma tkunx disponibbli fl-areas kollha tat-Territorju u/jew li jistgħu ikunu effettwati aversament permezz ta' fatturi fiżiċi, li jinkludu mingħajr limitazzjoni, tneħhija jew manipolazzjoni tal-unit jew ta' l-antenna tagħha, electromagnetism, il-vettura tkun f'garaxx, f'underpass jew xi postijiet oħra li ma jkunx koperti bil-GPS jew wireless communications networks,

kondizzjonijiet atmosferiċi jew kawzi oħra ta' interferenza lil hinn mill-kontroll tagħna (per eżempju nuqqas ta' GPS jew network ta' komunikazzjoni). B'mod partikolari l-operazzjoni tal-unit, u għaldaqstant, id-dispożizzjoni tal-funzjonalitajiet tal-package skond it-TU jiddependu fuq l-operazzjoni tal-GPS, wireless u landline communication networks li permezz tagħhom topera l-unit u dawn in-networks ma joperawx f'kull parti tat-territorju. Riżultat ta' dan, il-funzjonalitajiet kollha tal-Package ma humiex disponibbli kullimkien u f'kull hin u ma jistax ikun hemm garanzija illi il-funzjonalitajiet kollha huma qed jaħdmu.

4.4 Il-package ma jipprovdi din il-vettura jew oħra b'assurazzjoni. Jekk jogħġbok kun infurmat illi inti tista' tkun legalment rikjest li tkun kopert b'assurazzjoni, aktar minn hekk hija responsabilita' tiegħek li tiegħu protezzjoni addizzjonali permezz ta' assurazzjoni meta inti tħoss li huwa raġjonevoli. Kwalunkwe drittijiet imħallsa għall-package ma humiex relatati mal-valur tal-vettura jew ta' kwalunkwe propjeta' fil-vettura jew il-hlas ta' korriment jew danni sofferti minnek jew minn haddiehor.

## 5. **Dritt ta' irtirar tal konsumaturi**

Jekk il-Konsumatur huwa konsumatur skond l-artikolu 13 tal-German Civil Code (BGB) hu/hi għandu dritt li jirtira għall-perjodu ta' 14 il-ġurnata f'każ li l-kuntratt jiġi konkluż. Konsumatur taht l-artikolu 13 tal-German Civil Code (BGB) ifissier li kull persuna fiżika li jidhol fit-transazzjoni legali għall-skopijiet li b'mod predominanti jew barra mis-sengħa negozju jew professjoni tiegħu/tagħha. Il-konsumatur qed jiġi mogħti struzzjonijiet dwar id-dritt tiegħu/tagħha sabiex jirtira kif gej:

### **Struzzjonijiet fuq irtirar**

#### **Dritt li tirtira**

Inti għandek id-dritt li tirtira minn dan il-kuntratt fi żmien 14 –il ġurnata mingħajr ma tagħti ebda raġuni. Il-perjodu ta' irtirar jiskadi wara 14-il ġurnata mill-ġurnata meta il-kuntratt jiġi konkluż. Sabiex teżercċta id-dritt li tirtira, inti għandek tinfurmana (Contact Porsche – c/o Porsche Sales & Marketplace GmbH – Kaxxa P.O. 41 42, 73744 Ostfildern, il-Germanja, phone number 800 62756, e-mail address : smartmobility@mt.porsche.com) bid-deċizjoni tiegħek li tirtira minn dan il-kuntratt permezz ta' statement inekwivoku (per eżempju b'ittra mibgħuta bil-posta jew email). Inti tista' tuża il-mudell tal-formola ta' irtirar mehmuża, imma ma huwa obligatorju. Sabiex iżżomm mad-deadline ta' l-irtirar, huwa sufficjenti illi inti tibgħat il-komunikazzjoni konċernanti l-eżercizzju tiegħek tad-dritt ta' irtirar qabel ma l-perjodu ta' irtirar ikun skada.

#### **Effett ta' l-irtirar**

Jekk inti tirtira minn dan il-kuntratt, aħna nroddulek lura il-pagamenti kollha li ircevejna mingħandek, inkluzi l-ispejjeż tal-kunsinna (bl-eċċezzjoni ta' spejjeż supplimentari li jirriżultaw mill-għażla tiegħek ta' tip ta' kunsinna oħra minn dak it-tip standard ta' kunsinna anqas għolja offert minna) mingħajr dewmien żejjed u fi kwalunkwe każ mhux aktar tard minn 14 –il ġurnata mill-ġurnata li aħna ġejna infurmati dwar id-deċizjoni tiegħek li tirtira minn dan il-kuntratt. Aħna ngħaddulek ir-rimbors billi nużaw l-istess mod ta' pagament li inti użajt għat-tratazzjoni inizjali, sakemm inti ma tiftiehemx mod ieħor; fi kwalunkwe każ inti ma tidholx fi spejjeż bħala riżultat għal dan ir-rimbors. Jekk inti tkun tlabt illi tidda l-eżekuzzjoni tas-servizzi matul il-perjodu ta' irtirar, inti trid tħallas lilna ammont proporzjonali għal dak provdut lilek sakemm inti kkomunikajt magħna l-irtirar tiegħek mill-kuntratt, f'paragun mal-full coverage tal-kuntratt.



### **Mudell ta' formola ta' irtirar**

(imlieha u irritorna din il-formola biss jekk tixtieq illi tirtira mill-kuntratt)

- Lil Contact Porsche – c/o Porsche Sales & Marketplace GmbH – Kaxxa P.O. 41 42, 73744 Ostfildern, il-Germanja, e-mail address: smartmobility@mt.porsche.com
- Jien/Ahna (\*) qed nagħtu awiż illi jiena/ahna (\*) nirtira mill-kuntratt ta' bejgħ tiegħi/tagħna għall-merkanzija segwenti (\*)/ għas-segwenti servizzi provduti (\*),
- Ordanti fil-(\*)/Ricevuti fil-(\*),
- Isem tal-konsumatur(i)
- Indirizz tal-konsumatur(i)
- Firma tal-konsumatur(i) (f'każ biss illi din il-formola tiġi notifikata permezz tal-karta),
- Data

(\*) *lkkancellata fejn meħtieġ*



**PORSCHE**

**PORSCHE SALES & MARKETPLACE GmbH**

Terminu ta' użu  
għal Porsche Connect Service ("Breakdown Call")  
aktar l-isfel imsejjaħ TU

Dawn it-Termini dwar użu jirregolaw l-użu tal-Porsche Connect Service "Breakdown Call". Dawn it-termini dwar l-użu japplikaw b'mod addizzjonali mat-Termini u Kondizzjonijiet ta' Porsche Connect Store u Porsche Connect Services flimkien ma' Porsche Products (T & C). Kemm il-darba klawsola ta' T & C tiġi f'konflitt ma' dawn it-termini dwar użu, t-termini dwar użu għandhom jipprevalu.

### "Breakdown Call"

Wara li s-servizz ikun ġie attiv, is-servizz "Breakdown Call" jistabbilixxi konnessjoni tal-voċi u tad-data mal-istanza ta' Porsche Support assenjata lill-vettura u jittirażmetti l-post tal-vettura tiegħek u l-informazzjoni rilevanti kollha tal-vettura lill-istanza ta' Porsche Support. Tista' tuża din l-informazzjoni dwar il-vettura biex titkellem personalment mal-impjegati fl-istanza ta' Porsche Support.

Is-Servizz huwa disponibbli f'ċerti pajjiżi u jiddependi mid-disponibbiltà tan-network. Id-disponibbiltà ġeografika korrenti tas-servizz tista' tinstab fuq il-Porsche Connect Store f' <https://connect-store.porsche.com/mt/en/>. Il-konnettività neċessarja għall-provvista tas-Servizz tiġi stabbilita bl-użu tas-SIM-card integrata. Il-konnettività hija element integrali tas-Servizz u ma hemmx spejjeż separati.

**Zmien:** 10 snin

**Zmien inklussiv:** F'każ ta' xiri ta' vettura "Connect-able" inkluża l-għażla "Connect Plus", is-Servizz jista' jiġi ibbukkjat b'xejn għal żmien għaxar snin.

## 1. Deskrizzjoni Dettaljata tas-Servizz

1.1 Tista' tattiva s-servizz permezz tal-Porsche Communication Management ta' vettura li tista' tiġi konnessa (minn hawn 'il quddiem **PCM**) jew permezz tal-app Porsche Connect. L-attivazzjoni tista' għalhekk titwettaq minn kwalunkwe utent prinċipali u sekondarju, kif ukoll minn kull min ikollu aċċess għall-parti interjuri tal-vettura. Wara li s-servizz ikun ġie attiv, konnessjoni tal-voċi u tad-deata tiġi stabbilita awtomatikament mill-vettura għall-istanza ta' Porsche Support assenjata. Id-data li tintbagħat mill-vettura lill-istanza ta' Porsche Support tista' tkun tinkludi informazzjoni bħan-numru ta' identifikazzjoni tal-vettura (VIN), il-mudell tal-vettura, is-sena tal-produzzjoni u tagħmir speċjali, il-post tal-vettura, l-okkorrenza ta' incident, il-livell tal-fjuwil, il-persjoni tat-tajers, il-medda li jifdal bil-karburant disponibbli, l-istatus tal-vettura u messaġġi ta' żball (minn hawn 'il quddiem data tal-vettura). Tista' tinalab tagħti l-kunsens tiegħek mill-istanza ta' Porsche Support u/jew permezz ta' djalogu fl-app My Porsche u/jew fis-sistema ta' infirikreazzjoni tal-vettura biex tkun tista' taċċessa n-numru ta' identifikazzjoni tal-vettura u/jew data oħra tal-vettura.

1.2 Waqt il-konnessjoni tal-voċi, l-istanza ta' Porsche Support tistaqsi mistoqsijiet biex tivvaluta aktar is-sitwazzjoni tal-ħsara tiegħek. Skont is-sitwazzjoni partikolari tal-ħsara, l-istanza ta' Porsche Support tista' toffriek diversi possibbiltajiet ta' għajjnuna kif ġej:

1.2.1 L-istanza ta' Porsche Support tista' tagħti pariri dwar kif tipproċedi (pereżempju "Jekk jogħġbok erga' imla ż-żejt fl-eqreb stazzjon tal-petrol"); u/jew

1.2.2 L-istanza ta' Porsche Support tista' tanalizza b'mod aktar preċiż id-data tal-vettura riċevuta, u tipprova tidentifika l-problema. L-għarfien miġbur jista' jiġi mgħoddi lill-Porsche Center rispettiv, li jista' jkun fil-pożizzjoni li jhejji għaž-żjara fil-workshop jew li jibda miżuri ulterjuri. Jekk problema tista' tissorva permezz ta' tiswija mill-bogħod, l-istanza ta' Porsche Support tista' twettaq dan. Ir-rekwizit għal dan huwa t-twertiq ta' diversi prekundizzjonijiet relatati mal-problema bħal pereżempju: il-magna mitfija, il-vettura wieqfa, l-immobilizzatur ikun attiv, it-twieqi jkunu magħluqin, l-ebda proċess tal-iċċarġjar attiv. Jekk ikun meħtieġ, tinqara aktar data tal-vettura meħtieġa għal dan il-ghan. Barra minn hekk, huwa possibbli li l-funzjonalità tal-ħsara u/jew tas-sejha ta' emerġenza ma tkunx teżisti jew tkun limitata waqt is-soluzzjoni tal-problema permezz ta' tiswija mill-bogħod. L-istanza ta' Porsche Support tinfirmak bi kwalunkwe prekundizzjoni u/jew restrizzjoni tal-użu bħal dawn qabel ma tibda ssolvi l-problema permezz ta' tiswija mill-bogħod, li mbagħad trid tiġi kkonfermata minnek. Dan huwa biss tentattiv biex tissorva l-problema, għalhekk jistgħu jkunu meħtieġa passi addizzjonali; u jew

1.2.3 L-istanza ta' Porsche Support tista' titlob appoġġ estern, pereżempju assistenza fit-triq jew irmunkar tal-vettura li ma tkunx qed tiffunzjona. It-telefonata tiegħek ma tintbagħatx lil fornituri oħra ta' servizzi. Jekk il-vettura tiegħek tkun trid tissewwa, l-istanza ta' Porsche Support tista', soġġett għall-kunsens li inti tagħti minn qabel, tibgħat id-data tal-vettura lill-Porsche Center.

1.3 Kwalunkwe servizz ipprovdut mill-istanza ta' Porsche Support wara li ssir it-telefonata ta' ħsara jeħtieġ kuntratt separat, li jista' jirriżulta fi spejjeż addizzjonali. Tista' ssib aktar informazzjoni dwar l-istanza ta' Porsche Support u b'mod partikolari dwar il-komponenti tas-servizzi koperti billi tikkuntattja l-Porsche Center tiegħek jew billi tistaqsi lill-fornitur ta' servizzi ta' Support tiegħek "AXA Assistance Deutschland GmbH/Inter Partner Assistance SA". L-istanza ta' Porsche Support tista' tiddetermina l-istatus tal-istanza ta' Porsche Support tal-vettura tiegħek.

1.4 Jekk taċċessa jew tuża prodotti jew servizzi ta' partijiet terzi, japplikaw it-termini u l-kundizzjonijiet ta' daww il-prodotti jew servizzi. Il-PSM mhijiex responsabbli għall-aċċess għal jew l-użu ta' dawn il-prodotti jew servizzi.

1.5 Jekk jogħġbok innota li bl-attivazzjoni tas-servizz permezz tal-app My Porsche fuq it-tagħmir mobbli tiegħek jista' jkollok spejjeż addizzjonali, skont it-termini tal-kuntratt tal-mowbajl li tkun ikkonkludejt ma' fornitur tat-telekomunikazzjoni ta' parti terza.

## 2. Restrizzjonijiet Dwar L-Użu u Limitazzjonijiet tas-Sistema

- 2.1 Is-servizz jiġi pprovdut permezz ta' unità telematika installata fil-vettura, li tirċievi sinjali tas-satellita tal-GPS u tikkomunika mal-istanza ta' Porsche Support permezz ta' sistemi tal-komunikazzjoni u netwerks tal-komunikazzjoni mingħajr fili. Minhabba n-natura tat-teknoloġiji li jintużaw għall-funzjonijiet tas-servizz u li jinsabu fl-unità telematika, il-funzjonijiet tas-servizz (jew partijiet tas-servizz) jistgħu minn żmien għal żmien ma jkunux disponibbli fil-partijiet kollha tat-territorju tal-kuntratt ta' dawn it-Termini ta' użu ta' Porsche Connect u/jew jiġu affettwati b'mod negattiv minn kundizzjonijiet fiżiċi, inklużi iżda mhux limitati għat-tneħħija jew il-manipulazzjoni tal-unità telematika jew l-antenna tagħha, l-elettromanjetizmu, il-vettura tkun f'garaxx, sottopassaggġ jew f'xi post ieħor fejn il-GPS jew in-netwerks tal-komunikazzjoni mingħajr fili ma jkunux disponibbli, kundizzjonijiet atmosferiċi u kawżi oħra ta' interferenza li jkunu lil hinn mill-kontroll tagħna (pereżempju l-falliment tal-GPS jew tan-netwerks tal-komunikazzjoni). B'mod partikolari, l-operat tal-unità telematika u għalhekk il-forniment tal-funzjonijiet tas-servizz skont dawn it-Termini ta' użu ta' Porsche Connect tiddependi fuq il-fatt li n-netwerks tal-GPS u n-netwerks tal-komunikazzjoni mingħajr fili u fissi, li bihom titħaddem l-unità telematika, ikunu operattivi. Għalhekk, mhux il-karatteristiċi kollha tas-servizz ikunu disponibbli f'kull hin u kullimkien, u ma hemm l-ebda garanzija li l-funzjonijiet kollha tas-servizz se jkunu operattivi f'kull hin u kullimkien.
- 2.2 Is-servizz ma jinkludix assigurazzjoni tal-vettura jew xi assigurazzjoni oħra. Jekk jogħġbok innota li tista' tiġi mitlub bil-liġi li jkollok assigurazzjoni; barra minn hekk, għandek ir-responsabbiltà li tirranġa għal tali kopertura ta' assigurazzjoni oħra kif tqis li huwa raġonevoli. It-tariffi m'hallsa għas-servizz mhumiex relatati mal-valur tal-vettura jew kwalunkwe proprjetà fil-vettura, jew mal-ispiza ta' kwalunkwe korriment jew ħsara li tkun garrabt jew li jkunu garrbu oħrajn.
- 2.3 Fil-każ li problema tkun trid tiġi solvuta permezz ta' tiswija mill-bogħod tan-numru 18.1.2.2 ta' dawn it-Termini ta' użu ta' Porsche Connect, il-klijent irid jagħti kunsens minn qabel lill-istanza ta' Porsche Support.

3. **Aġġornamenti:** Matul il-perijodu tal-provvista tal-pakkett tas-servizzi, li jikkonforma mat-terminu tal-kuntratt għall-pakkett tas-servizzi, aħna ser nipprovdulek aġġornamenti tal-inqas sal-punt preskritt mil-liġi, sakemm ma jsirx ftehim differenti miegħek skont ir-rekwiżiti legali.

## 4. Right of withdrawal for consumers

Jekk inti konsumatur skont l-Artikolu 2 (2) tar-Regolamenti tad-Drittijiet tal-Konsumatur (SL378.17), għandek dritt ta' rtirar għal perjodu ta' 14-il jum fil-każ tal-konkluzjoni tal-kuntratt. Konsumatur skont l-artikolu 2 (2) tar-Regolamenti dwar id-Drittijiet tal-Konsumatur ifisser kull persuna fiżika li tidhol f'operazzjoni legali għal skopijiet li fil-biċċa l-kbira huma barra mill-kummerċ, negozju jew professjoni tagħha. F'dan li ġej, il-klijent jingħata struzzjonijiet dwar id-dritt tiegħu ta' rtirar

### Struzzjonijiet fuq irtirar

#### Dritt li tirtira

Inti għandek id-dritt li tirtira minn dan il-kuntratt fi żmien 14 –il ġurnata mingħajr ma tagħti ebda raġuni. Il-perjodu ta' irtirar jiskadi wara 14-il ġurnata mill-ġurnata meta il-kuntratt jiġi konkluz. Sabiex teżercita id-dritt li tirtira, inti għandek tinfurmana (Contact Porsche – c/o Porsche Sales & Marketplace GmbH – Kaxxa P.O. 41 42, 73744 Ostfildern, il-Germanja, phone number 800 62756, e-mail address : [smartmobility@mt.porsche.com](mailto:smartmobility@mt.porsche.com)) bid-deċiżjoni tiegħek li tirtira minn dan il-kuntratt permezz ta' statement inekwivoku (per eżempju b'ittra mibgħuta bil-posta jew email). Inti tista' tuża il-mudell tal-formola ta' irtirar mehmuża, imma ma hux obligatorju. Sabiex iżzomm mad-deadline ta' l-irtirar, huwa

sufficjenti illi inti tibgħat il-komunikazzjoni konċernanti l-eżerċizzju tiegħek tad-dritt ta' rtirar qabel ma l-perjodu ta' irtirar ikun skada.

#### Effett ta' l-irtirar

Jekk inti tirtira minn dan il-kuntratt, aħna nroddulek lura il-pagamenti kollha li ircevejna mingħandek, inklużi l-ispejjeż tal-kunsinna (bl-eċċezzjoni ta' spejjeż supplimentari li jirriżultaw mill-għażla tiegħek ta' tip ta' kunsinna oħra minn dak it-tip standard ta' kunsinna anqas għolja offert minna) mingħajr dewmien zejjeż u fi kwalunkwe każ mhux aktar tard minn 14 – il ġurnata mill-ġurnata li aħna ġejna infurmati dwar id-deċiżjoni tiegħek li tirtira minn dan il-kuntratt. Aħna ngħaddulek ir-rimbors billi nużaw l-istess mod ta' pagament li inti użajt għat-tratazzjoni inizjali, sakemm inti ma tiftiehemx mod ieħor; fi kwalunkwe każ inti ma tidholx fi spejjeż bħala riżultat għal dan ir-rimbors. Jekk inti tkun tlabt illi tibda l-eżekuzzjoni tas-servizzi matul il-perjodu ta' irtirar, inti trid tħallas lilna ammont proporzjonali għal dak provdut lilek sakemm inti kkomunikajt magħna l-irtirar tiegħek mill-kuntratt, f'paragun mal-full coverage tal-kuntratt.

#### Mudell ta' formola ta' irtirar

(imlieha u irritorna din il-formola biss jekk tixtieq illi tirtira mill-kuntratt)

- Lil Contact Porsche – c/o Porsche Sales & Marketplace GmbH – Kaxxa P.O. 41 42, 73744 Ostfildern, il-Germanja, e-mail address: [smartmobility@mt.porsche.com](mailto:smartmobility@mt.porsche.com)
  - Jien/Aħna(\*) qed nagħtu avvizz illi jiena/aħna (\*) nirtira mill-kuntratt ta' bejgħ tiegħi/tagħna għall-merkanzija segwenti (\*) / għas-segwenti servizzi provduti (\*)
  - Ordanti fil-(\*)/Ricevuti fil-(\*),
  - Isem tal-konsumatur(i)
  - Indirizz tal-konsumatur(i)
  - Firma tal-konsumatur(i) (f'każ biss illi din il-formola tiġi notifikata permezz tal-karta),
  - Data \_\_\_\_\_
- (\*) *Ikkancella fejn mehtieg*



PORSCHE

## Porsche Sales & Marketplace GmbH

### Termini tal-Użu

għas-servizzi ta' Porsche Connect, Porsche Intelligent Range Manager, Power Steering Plus, Porsche InnoDrive, Active Lane Keeping, Access għall-Kumdità u Porsche Dynamic Light System Plus (minn hawn 'il quddiem imsejha kull **servizz individwali FoD**) (minn hawn 'il quddiem imsejha **servizzi individwali FoD tat-ToU**)

Porsche Sales & Marketplace GmbH (qabel Porsche Smart Mobility GmbH), Porscheplatz 1, 70435 Stuttgart, il-Germanja (minn hawn 'il quddiem tissejjaħ **Porsche Sales & Marketplace, PSM** jew **Aħna**), topera taħt [www.porsche.com](http://www.porsche.com) l-funzjonalitajiet varji tal-post tas-suq online (minn hawn 'il quddiem jissejjaħ **Post tas-suq**) għall-(i) bejgħ ta' vetturi Porsche, parts, tagħmir u prodotti indipendenti tal-vetturi u oħrajn relatati mal-vetturi (ii) il-provvista ta' servizzi indipendenti tal-vetturi u ta' dawk relatati mal-vetturi. Fil-Post tas-suq, PSM topera wkoll il-Porsche Connect Store. Għall-użu tal-Post tas-suq inkluż il-Porsche Connect Store, japplikaw it-Termini u l-Kundizzjonijiet għall-użu l-Funzjonalitajiet tal-Post tas-suq Online ta' Porsche (inkluż il-Porsche Connect Store) kif ukoll il-bejgħ tas-Servizzi ta' Porsche Connect u l-Prodotti ta' Porsche Sales & Marketplace (minn hawn 'il quddiem jissejjaħ **TuK**). Il-verżjoni attwali tat-TuK tista' tiġi aċċessata, imniżżla u pprintjata fi kwalunkwe hin fuq <https://connect-store.porsche.com/mt/en/termsandconditions>.

L-utent jista' wkoll jibbukja s-servizzi individwali FoD (1.) "Porsche Intelligent Range Manager", (2.) "Power Steering plus", (3.) "Porsche InnoDrive", (4.) "Active Lane Keeping", (5.) "Access għall-Kumdità" u (6.) "Porsche Dynamic Light System Plus" fil-Porsche Connect Store. Dawn is-Servizzi Uniċi FoD ToU għandhom jirregolaw l-użu ta' dawn is-Servizzi Uniċi FoD u għandhom japplikaw għall-ordni, l-użu u/jew it-tiġdid tas-Servizz Uniku FoD rispettiv. Kull Servizz Uniku FoD għandu jirrapprezenta servizz indipendenti u għandu jiġi ordnat b'mod separat. Barra mit-TuK, għandhom japplikaw dawn is-Servizzi Uniċi FoD ToU. Sa issa bħala kundizzjoni tal-kunflitti tat-TuK ma' dawn is-Servizzi Uniċi FoD ToU, is-Servizzi Uniċi FoD ToU għandhom jipprevalu.

Kwalunkwe terminu definit fit-TuK għandu jkollu l-istess tifsira f'dawn is-Servizzi Uniċi FoD ToU. Dan għandu japplika b'mod partikolari għat-termini li ġejjin:

- Konsumatur: definita fit-Taqsima 1.3 tat-TuK;
- Porsche Connect Store u Servizzi ta' Porsche Connect: definiti fit-Taqsima 3.1.1 tat-TuK;
- Konsumatur tal-PSM: definita fit-Taqsima 3.1.2 tat-TuK.

**Rekwiżiti:** Sabiex tattiva servizz FoD individwali fil-vettura, huwa meħtieġ li tixtri l-funzjoni mixtieqa fil-Porsche Connect Store u mbaġħad tattivaha fil-vettura.

**Attivazzjoni:** Wara li tibbukja servizz FoD individwali fil-Porsche Connect Store, il-funzjoni trid tiġi attivata fil-vettura. Biex tagħmel dan, il-vettura trid tkun konnessa man-netwerk mobbli permezz tal-eSIM integrata u l-modalità privata trid tibqa' mitfija sakemm jitlesta l-proċess ta' attivazzjoni. L-istruzzjonijiet fil-Porsche Communication Management (PCM) għandhom jiġu segwiti biex titlesta b'suċċess l-attivazzjoni.

**Perjodu ta' użu:** Is-servizz FoD individwali huwa disponibbli għall-klijenti Porsche esklussivament bħala servizz illimitat għall-perjodu kollu ta' użu tal-vettura.

**Prezzijiet/Kundizzjonijiet ta' ħlas:** Il-prezzijiet u l-kundizzjonijiet ta' ħlas għas-servizzi FoD individwali huma deskritti u viżibbli fil-Porsche Connect Store.

**Disponibbiltà:** Is-servizzi FoD individwali rispettivi huma disponibbli biss għas-serje ta' vetturi Taycan sas-sena tal-mudell 2023 f'ċerti pajjiżi. Id-disponibbiltà individwali u l-kunċett tal-offerta jiddependu b'mod partikolari fuq il-verżjoni tas-software attwali tal-vettura u huma viżibbli meta tkun illoggjat fil-Porsche Connect Store. Żur il-Porsche Connect Store fil-link li ġej: <https://connect-store.porsche.com/mt/en/>.

### 1. Porsche Intelligent Range Manager

**Deskrizzjoni:** Is-Servizz Uniku FoD "Porsche Intelligent Range Manager" jaġġusta l-veloċità massima kif ukoll l-ikkundizzjonar tal-arja skont ir-rotta magħżula fis-sistema ta' navigazzjoni tal-vettura sabiex jinkiseb l-iqsar hin ta' vjaġġar bl-akbar kumdità. Barra minn hekk, is-sistema b'mod proattiv tipprovdi għid għid matul il-vjaġġ jekk il-hin tal-ivvjaġġar tiegħek ikun jista' jtnaqqas bl-użu ta' setup tal-vettura differenti.

### 2. Power Steering Plus

**Deskrizzjoni:** Is-Servizz Uniku FoD "Power Steering Plus" jaġġusta b'mod dinamiku l-istering għall-veloċità tiegħek: F'veloċitajiet għoljin, l-istering jirrispondi direttament u bi preċiżjoni akbar. F'veloċitajiet baxxi, huwa jippermetti mmanuvrar u parking mingħajr diffikultajiet.

### 3. Porsche InnoDrive

**Deskrizzjoni:** Is-servizz individwali FoD "Porsche InnoDrive" jespandi l-Kontroll Adattiv tal-Veloċità (ACC). Dan joffri regolamentazzjoni mtejba tal-veloċità tas-sewqan ibbażata fuq data multipla, bħal data tan-navigazzjoni, radar u teknoloġija tas-sensur tal-vidjo.

**Rekwiżiti:** Sabiex tinzamm b'mod permanenti l-firxa sħiħa ta' funzjonijiet ta' Porsche InnoDrive, huma meħtieġa estensjoni mħallsa jew aġġornamenti separati tal-mapep wara li jkun skada l-perjodu inkluż tal-pakkett Connect (aktar informazzjoni dwar il-perjodu inkluż tal-pakkett Connect għall-vettura tiegħek jista' jinstab fuq: <https://connect-store.porsche.com/mt/en/>).

### 4. Active Lane Keeping

**Deskrizzjoni:** Is-servizz individwali FoD "Active Lane Keeping" jespandi l-Kontroll Adattiv tal-Veloċità (ACC). Il-funzjoni taż-żamma tal-karreġġata tghin biex il-vettura tinzamm fiċ-ċentru tal-karreġġata permezz ta' aġġustamenti kontinwi tal-istering.

### 5. Access għall-Kumdità

**Deskrizzjoni:** Is-servizz individwali Functions on Demand (FoD) "Access għall-Kumdità" jippermetti li l-vettura tinfetaħ u tissakkar mingħajr użu attiv taċ-ċavetta, inkluż il-ftuħ u l-gheluq mingħajr kuntatt tal-panċa ta' wara b'moviment tas-saqajn u l-bagoll ta' quddiem b'moviment tal-idejn.

## 6. Porsche Dynamic Light System Plus

**Deskrizzjoni:** Is-servizz individwali FoD "Porsche Dynamic Light System Plus" jaġġusta l-medda tad-dawl għal sitwazzjonijiet differenti, pereżempju d-dawl ta' belt / tal-kampanja / tal-awtostrada.

## 7. Aġġornamenti

Aħna ser nipprovdlek aġġornamenti tas-servizz FoD individwali rispettiv għas-servizz FoD individwali tiegħek mill-inqas matul il-perjodu previst mil-liġi għall-inqas sal-punt meħtieġ mil-liġi, sakemm ma jsirx ftehim differenti miegħek skont ir-rekwiżiti legali.

## 8. Dritt ta' Rtirar għall-Konsumaturi

Jekk il-Konsumatur ikun konsumatur skont it-Taqsima 13 tal-Kodiċi Ċivili Germaniż (*Bürgerliches Gesetzbuch*, "BGB"), huwa għandu d-dritt ta' rtirar għal perjodu ta' 14-il jum f'każ tal-konklużjoni tal-kuntratt. Konsumatur skont it-Taqsima 13 BGB t'fisser kull persuna fiżika li tidhol fi tranżazzjoni legali għal finijiet li fil-biċċa l-kbira jaqgħu barra mis-sengħa, min-negozju jew mill-professjoni tagħha. Minn hawn 'il quddiem, it-terminu "kuntratt" ifisser l-ibbukkar ta' wieħed mis-Servizzi Uniċi FoD imsemmija hawn fuq. F'dan li ġej, il-Konsumatur jigi infurmat bid-dritt ta' rtirar tiegħu:

### Struzzjonijiet dwar l-irtirar

#### Dritt ta' rtirar

Int għandek id-dritt li tirtira minn dan il-kuntratt fi żmien 14-il jum mingħajr ma tagħti l-ebda raġuni. Il-perjodu ta' rtirar jiskadi fi żmien 14-il jum mill-jum li fih is-Servizz Uniku FoD isir disponibbli għalik biex tużah (jum ta' attivazzjoni). Sabiex terżerċita d-dritt tal-irtirar, jeħtieġlek tinfurmana (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - Kaxxa P.O. 41 42, 73744 Ostfildern, il-Ġermanja, numru tat-telefon: 800 62756, indirizz elettroniku: smartmobility@mt.porsche.com) bid-deċiżjoni tiegħek li tirtira minn dan il-kuntratt permezz ta' dikjarazzjoni ċara (e.ż. ittra mibgħuta bil-posta jew email). Int tista' tuża l-formola tal-irtirar mudell mehmuża, iżda dan mhux obligatorju. Sabiex tosserva l-iskadenza tal-irtirar, huwa biżżejjed li tibgħat il-komunikazzjoni tiegħek rigward l-eżerċitar tad-dritt ta' rtirar tiegħek qabel ma jkun skada l-perjodu ta' rtirar.

#### Effetti tal-irtirar

Jekk tirtira minn dan il-kuntratt, aħna nagħtuk lura l-pagamenti kollha li nkunu rċivejna mingħandek, inkluż l-ispejjeż tal-kunsinna (bl-eċċezzjoni tal-ispejjeż supplimentari li jirriżultaw mill-ghażla ta' tip ta' kunsinna tiegħek minbarra t-tip l-anqas għoli ta' kunsinna standard offrut minna), mingħajr dewmien żejjed u fi kwalunkwe każ mhux aktar tard minn 14-il jum mill-jum li fih aħna niġu infurmati bid-deċiżjoni tiegħek li tirtira minn dan il-kuntratt. Aħna nweqqqu tali rimborż bl-użu tal-istess mezz ta' pagament li tkun użajt għat-tranżazzjoni inizzjali, sakemm ma taqbilx espressament mod ieħor; fi kwalunkwe każ; int ma ggarabb l-ebda tariffa minhabba tali rimborż. Jekk int titlob li tibda l-prestazzjoni tas-servizzi matul il-perjodu ta' rtirar, int għandek thallasna ammont li jkun proporzjonat għal dak li jkun ġie pprovdut sa meta int tkun ikkomunikajt lilna l-irtirar tiegħek minn dan il-kuntratt, b'paragun mal-kopertura sfiha tal-kuntratt.

### Formola tal-irtirar tal-mudell

(imla u rritorna din il-formola biss jekk tixtieq tirtira mill-kuntratt)

- Lil Contact Porsche - c/o Porsche Sales & Marketplace GmbH - Kaxxa P.O. 41 42, 73744 Ostfildern, il-Ġermanja, indirizz elettroniku: smartmobility@mt.porsche.com
- Jien/Aħna(\*) b'dan navża(w) li Jien/Aħna (\*) nirtira(w) mill-kuntratt tal-bejgħ tiegħi/tagħna tal-beni li ġejjin (inkluż Servizz Uniku FoD) (\*)/għall-provvista tas-servizzi li ġejjin (\*),

- Ordnat fi (\*)/irċevut fi (\*),
- Isem il-konsumatur(i),
- Indirizz tal-konsumatur(i),
- Firma tal-konsumatur(i) (jekk din il-formola tiġi nnotifikata fuq karta biss),
- - Data

(\*) *Hassar kif xieraq*



PORSCHE

PORSCHE SALES & MARKETPLACE GmbH

Termini tal-Użu  
għas-Servizzi ta' Porsche Connect "Porsche Connect"  
(minn hawn 'il quddiem jissejhu **ToU Porsche Connect**)

Porsche Sales & Marketplace GmbH (qabel Porsche Smart Mobility GmbH), Porscheplatz 1, 70435 Stuttgart, il-Germanja, (minn hawn 'il quddiem tisseejha **Porsche Sales & Marketplace, PSM** jew **Aħna**) topera taħt [www.porsche.com](http://www.porsche.com) funzjonalitajiet varji tal-post tas-suq online (minn hawn 'il quddiem jissejha **Post tas-suq**) għal (i) il-bejgħ ta' vetturi, parts u tagħmir Porsche u prodotti indipendenti tal-vetturi u oħrajn relatati mal-vetturi u (ii) il-prowista ta' servizzi indipendenti u dawk relatati mal-vetturi. Fil-Post tas-suq, PSM topera wkoll il-Porsche Connect Store. Għall-użu tal-Post tas-suq inkluż il-Porsche Connect Store, japplikaw it-Termini u l-Kundizzjonijiet għall-użu l-Funzjonalitajiet tal-Post tas-suq Online ta' Porsche (inkluż il-Porsche Connect Store) kif ukoll il-bejgħ tas-Servizzi ta' Porsche Connect u l-Prodotti ta' Porsche Sales & Marketplace (minn hawn 'il quddiem jissejhu **TuK**). Il-verżjoni attwali ta' TuK tista' tiġi aċċessata, imniżzla u pprintjata fi kwalunkwe hin fuq <https://connect-store.porsche.com/mt/en/1/termsandconditions>.

Fil-Porsche Connect Store, l-utent jista' jibbukja wkoll "Porsche Connect" (minn hawn 'il quddiem **Pakkett tas-Servizz**). Dawn it-ToU Porsche Connect jirregolaw l-użu ta' Porsche Connect u japplikaw għall-ordni, għall-użu u/jew għat-tigdid ta' Porsche Connect. Dawn it-ToU Porsche Connect japplikaw minnbarra t-TuK. Sa issa minhabba l-inklużjoni tal-kunflitti ta' TuK ma' dawn it-ToU Porsche Connect, jipprevalu t-ToU Porsche Connect.

Kwalunkwe terminu definit fit-TuK għandu jkollu listess tifsira f'dawn it-ToU Porsche Connect. Dan għandu japplika b'mod partikolari għat-termini li ġejjin:

- Konsumatur: definita fit-Taqsima 1.3 ta' TuK;
- Porsche Connect Store u Servizzi ta' Porsche Connect: definiti fit-Taqsima 3.1.1 ta' TuK;
- Konsumatur tal-PSM: definita fit-Taqsima 3.1.2 ta' TuK.

#### „Porsche Connect“

Porsche Connect hija disponibbli biss għall-mudelli tal-vetturi li ġejjin:

- Taycan
- 911 (mill-mudell tas-sena 2022)
- Cayenne (mill-mudell tas-sena 2022)
- Panamera (mill-mudell tas-sena 2022)

#### Nota dwar it-Taycan:

Is-servizzi offruti jiddependu fuq is-sena tal-mudell u l-aġġornament tas-software. Għal vetturi tas-sena tal-mudell 2020 (tista' tidentifika s-sena tal-mudell permezz tal-għaxar ċifra tan-Numru ta' Identifikazzjoni tal-Vetturi (VIN) bl-ittra "L"), is-servizzi "Iftaħ u Aghlaq" (Öffnen & Schließen) u "Doqq il-horn u ixgħel il-lampi indikaturi tad-direzzjoni" (Hupen & Blinken) mhumiex disponibbli. Għas-sena tal-mudell tal-vetturi ta' 2020, huwa meħtieġ aġġornament tas-software fil-workshop biex tkun tista' tuża b'mod partikolari s-servizz tal-Podcast ta' Apple® (karatteristika tas-servizz tal-Istrimjar tal-Midja). Jekk jogħġbok ikkuntattja lill-aġent tal-karozzi tiegħek għal aktar informazzjoni. Għal vetturi tas-sena tal-mudell 2022, huwa meħtieġ ukoll aġġornament tas-software fil-workshop, b'mod partikolari sabiex tkun tista' tuża

**s-servizz ta' Spotify (funzjoni tas-servizz tal-istrimjar tal-midja). Ikkuntattja lin-negozjant tiegħek għal aktar informazzjoni.**

Porsche Connect tinkludi – skont id-disponibbiltà ġeografika – is-servizzi deskritti f'dan li ġej. Id-disponibbiltà ġeografika attwali tista' tinstab fil-Porsche Connect Store fuq <https://connect-store.porsche.com/mt/en/>.

**Terminu:** minn xahar

**Perjodu inklużiv bla ħlas** Meta tixtri vettura li magħha tista' tintuża l-Connect, Porsche Connect tista' tiġi bbukkjata bla ħlas għal 36 xahar.

**Rewiziti ulterjuri għall-użu tas-servizzi kollha inklużi fil-Pakkett tas-Servizz:** Il-Porsche Communication Management ta' vettura li miegħu tista' tintuża l-Connect (minn hawn 'il quddiem jissejha **PCM**) irid ikollu konnettività. Jekk il-konnettività tiġi pprovduta permezz ta' karta SIM integrata tal-PCM, l-użu ta' tali konnettività għal dan il-Pakkett tas-Servizz jiġi inkluż fil-prezz tal-Pakkett tas-Servizz. Jekk il-konnettività ma tiġi pprovduta permezz ta' karta SIM integrata tal-PCM (e.ż. minhabba li l-konnettività permezz ta' karta SIM integrata tal-PCM ma tkunx disponibbli fil-pajjiż kollha), il-konnettività tista' tiġi stabbilita bl-użu ta' mowbajl bi pjan tad-data mobbli xieraq. Dan jfih kuntratt separat ma' fornitur tas-servizzi tal-mowbajl. Skont il-kuntratt konkluz mal-fornitur tas-servizzi tal-mowbajl, dan jista' jirriżulta fi spejjeż addizzjonali, inklużi spejjeż tar-roaming meta s-servizz jintuża barra mill-pajjiż. Jekk tikkonnettja l-PCM permezz tal-mowbajl tiegħek, jekk jogħġbok kun żgur li dan ikun permess skont il-pjan tal-mowbajl tiegħek. Id-disponibbiltà u l-velocità tas-servizzi inklużi fil-Pakkett tas-Servizz jiddependu mid-disponibbiltà u l-velocità tal-konnessjoni tad-data pprovduta mill-fornitur tas-servizzi tal-mowbajl tiegħek.

**Dawn li ġejjin japplikaw għall-mudelli b'Porsche Connect:**

#### 1. Finder

**Deskrizzjoni:** Bis-servizz "Finder" tista' tiftex punti ta' interess (e.ż. stazzjonijiet tal-iċċarġjar, stazzjonijiet tal-petrol, ristoranti, lukandi, u parking) permezz ta' magna tat-tiftix online definita minn sistema f'bażi ta' data definita minn qabel. Ir-riżultati tat-tiftix jistgħu jipprovdur informazzjoni addizzjonali bħal numri tal-telefon, hinijiet tal-ftuħ, prezzijiet tal-fjuwil, tariffi tal-parking, jew klassifikazzjonijiet minn utenti oħra. Punti ta' interess jistgħu jiġu wkoll imfittxija, maħzuna, immaniġġjati u mibgħuta lill-PCM fl-App My Porsche.

#### 2. Voice Pilot

2.1 **Deskrizzjoni:** Bis-servizz "Voice Pilot", diversi funzjonijiet tal-PCM u servizzi oħra jistgħu jithaddmu b'input tal-voċi. Funzjonalitajiet addizzjonali bħal tiftixijiet fil-midja, punti ta' interess jew temp huma possibbli permezz ta' rikonnessjoni tad-diskors online.

2.2 **Restrizzjonijiet tal-użu:** It-tħaddim tal-Voice Pilot huwa limitat għal-lingwi appoġġjati. Konnessjoni online nieqsa tista' tillimita r-rizultati. Minħabba influwenzi esterni, bħal pereżempju l-istorbju fl-isfond, ir-**rikonossiment tad-diskors** mhux dejjem ikun jista' jagħti r-rizultati mixtieqa.

### 3. Navigation Plus

**Deskrizzjoni:** Bis-servizz "Navigation Plus", il-kalkolu tar-rotta tal-PCM fil-vettura jiġi supplimentat minn servizzi online. Is-sistema ta' navigazzjoni tal-PCM tuża data attwali tal-GPS u data tat-traffiku biex tottimizza r-rotta lejn id-destinazzjoni speċifikata sal-minuta. It-toroq jiġu mmarkati bil-kulur fid-dehra tal-mappa skont is-sitwazzjoni tat-traffiku. Il-mapep tas-sistema ta' navigazzjoni tal-PCM jiġu aġġornati online. Is-sistema ta' navigazzjoni tal-PCM tista' turi l-mappa fid-dehra bis-satellita. Billi taħzen fil-cache d-data tal-mappa mtella' tal-ambjent attwali tal-vettura, id-dehra bis-satellita tinzamm anke jekk il-konnessjoni tiġi interrotta temporanjament.

4. **Charging Planner (Disponibbli biss fi: I-Awstrija, il-Belġju, il-Kroazja, ir-Repubblika Ċeka, id-Danimarka, il-Finlandja, Franza, il-Ġermanja, Ġibiltà, I-Ungerija, I-Irlanda, I-Italja, il-Latvja, il-Montenegro, in-Netherlands, in-Norveġja, il-Polonja, ir-Rumanija, is-Serbja, is-Slovakkja, Spanja, I-Iżvezja, I-Iżvizzera, I-Istati Uniti, New Zealand, I-Awstralja, il-Ġappun, il-Malasja, il-Messiku, Puerto Rico u, Singapor, il-Korea t'Isfel, I-Afrika t'Isfel u t-Tajwan)**

4.1 **Deskrizzjoni:** Is-servizz "Charging Planner" itejjeb ir-rotta tal-ivjaġġar tas-sistema ta' navigazzjoni tal-PCM abbażi tad-destinazzjoni magħżula, l-awtonomija li jifdal, il-profil tas-sewqan, l-informazzjoni tat-traffiku fil-ħin reali disponibbli kif ukoll l-istazzjonijiet tal-iċċarġjar disponibbli u l-kapaċità tal-iċċarġjar tagħhom biex jinkiseb liqsar ħin ta' vjaġġar totali possibbli (ħin ta' sewqan u waqfien tal-iċċarġjar). Il-waqfiet tal-iċċarġjar meħtieġa jiġu awtomatikament inkluzi fir-rotta tal-ivjaġġar.

4.2 **Restrizzjonijiet tal-użu:** Dan is-servizz mhux dejjem jirċievi informazzjoni preċiża u għalhekk id-disponibbiltà tal-istazzjonijiet tal-iċċarġjar tista' ma tkunx korretta.

### 5. Radio Plus

5.1 **Deskrizzjoni:** Bis-servizz "Radio Plus", tista' taċċessa l-kanali online tal-istazzjonijiet tar-radju. Jekk ir-Radio Plus jiġi attivat u r-riceviment tas-sorsi tar-radju FM jew tax-xandir awdjo digitali (DAB) jkollu attwalment interferenza, il-PCM jaqleb awtomatikament għall-kanal online rispettiv tal-istazzjon (jekk ikun disponibbli). Is-servizz juri wkoll metadata disponibbli permezz tal-PCM dwar il-kanzunetti u l-istazzjonijiet li qed tisma'.

5.2 **Restrizzjonijiet tal-użu:** Il-funzjonijiet tar-radju online u ibridi huma disponibbli biss f'pajjiżi magħżula. Il-konnessjoni tad-data għal dan is-servizz tirrikjedi (a) pakkett tad-data (f'pajjiżi magħżula, disponibbli separatament mis-sieħeb ta' kooperazzjoni) jew (b) konnessjoni permezz tal-mowbajl li jkun konness mal-PCM (tethering) b'tariffa tad-data mobbli korrispondenti.

### 6. Weather

6.1 **Deskrizzjoni:** Is-servizz "Weather" juri s-sitwazzjoni attwali tat-temp u l-previżjoni għas-sigħat u l-jiem li ġejjin għall-pożizzjoni attwali, id-destinazzjoni attivata kif ukoll kwalunke favorites maħżuna. Il-previżjoni tinkorpora pereżempju t-temperatura, in-numru ta' sigħat ta' xemx, il-probabbiltà ta' xita, il-veloċità tar-riħ u l-kwalità tal-arja. Il-qari b'vuċi għolja permezz tal-Voice Pilot huwa possibbli wkoll.

6.2 **Restrizzjonijiet tal-użu:** Il-kwalità tal-arja tintwera fiċ-Ċina biss.

7. **Porsche2X (Disponibbli biss fi: Andorra, I-Awstrija, il-Belġju, ir-Repubblika Ċeka, id-Danimarka, il-Finlandja, Franza, il-Ġermanja, Ġibiltà, I-Ungerija, I-Italja, il-Lussemburgu, in-Netherlands, in-Norveġja, il-Polonja, il-Portugall, is-Slovakkja, Spanja, I-Iżvezja, I-Iżvizzera u r-Renju Unit)**

**Deskrizzjoni:** Is-servizz "Porsche2X" juri informazzjoni disponibbli dwar perikli lokali, pereżempju ir-riskju tal-aquaplaning, bħala infografika fil-PCM.

### 8. Car Control

**Servizzi:** Int għandek l-għażla li tverifika l-istatus tal-vettura tiegħek mill-bogħod fuq l-smartphone. Is-servizz jinkludi l-wiri tal-istatus tal-kisi ta' barra (e.ż. status tal-bibien), il-wiri tal-intervalli tas-servizzi jew l-għadd ta' mili.

### 9. Trip Control

9.1 **Servizzi:** Int għandek l-għażla li tverifika d-data dwar il-vjaġġ tal-vettura tiegħek mill-bogħod. Dan jinkludi: Ħin ta' sewqan, rotta, veloċità medja u konsum medju għat-tipi kollha ta' vjaġġi (qosra, rikorrenti, twal).

9.2 **Restrizzjonijiet tal-użu:** L-informazzjoni aċċessibbli tiġi aġġornata biss wara li jinbidel l-istatus tal-ignixin.

10. **Horn & Indicator (Disponibbli għat-Taycan mis-sena tal-mudell 2021 biss)**

10.1 **Servizzi:** Int għandek l-għażla li tattiva l-horn jew l-indikaturi tal-vettura tiegħek għal ħin qasir mill-bogħod. Int tirċievi messaggġ ta' konferma jew notifika push wara l-process.

10.2 **Restrizzjonijiet tal-użu:** Dan is-servizz huwa disponibbli biss jekk il-vettura tkun wieqfa u l-ignixin u d-dwal ta' emergenza ikunu mitfija. Jistgħu japplikaw restrizzjonijiet ulterjuri skont ir-regolamenti speċifiċi għall-pajjiż.

11. **Lock & Unlock (Disponibbli għat-Taycan mis-sena tal-mudell 2021 biss)**

11.1 **Servizzi:** Int għandek l-għażla li tillokkja u tiftaħ il-bibien u l-bagoll tal-vettura tiegħek. Int tirċievi messaggġ ta' konferma jew notifika push wara l-process.

11.2 **Restrizzjonijiet tal-użu:** Dan is-servizz huwa disponibbli biss jekk il-vettura tkun wieqfa, il-bieba tas-sewwieq tkun magħluqa, l-ignixin ikun mitfi u ċ-ċavetta ma tkunx imdaħhla fil-Hokk tal-ignixin. Jistgħu japplikaw restrizzjonijiet ulterjuri skont ir-regolamenti speċifiċi għall-pajjiż.

11.3 **Nota:** L-użu tal-funzjoni tal-unlock fin-nuqqas tiegħek mill-vettura jzid ir-riskju ta' serq tal-vettura jew is-serq ta' oġġetti mqiegħda fil-vettura. Sabiex timpedixxi l-użu mhux awtorizzat, irid jiddaħhal kodiċi ta' sigurtà ta' erba' figuri għall-użu tal-funzjoni unlock. Int tiddetermina l-kodiċi ta' sigurtà meta tirreġistra u tissettja l-Porsche Connect għall-ewwel darba. Dan il-kodiċi ta' sigurtà jista' jinbidel aktar tard fil-profil tal-kljant.

### 12. Car Finder

12.1 **Servizzi:** Il-Hok u l-pożizzjoni tal-vettura tiegħek jistgħu jintwerew mill-bogħod. Il-pożizzjoni attwali tal-apparat aħħari mobbli użat għal din il-funzjoni tintwera fuq mappa wkoll. Jekk lebda pożizzjoni attwali tal-vettura ma tkun disponibbli (e.ż. minħabba li din tkun ipparkjata f'garaxx taħt l-art), tintuża l-aktar pożizzjoni tal-GPS issevjata b'mod riċenti. Billi tattiva l-

modalità tal-privatezza, int tista' tiddizattiva t-trasferiment tad-data.

- 12.2 **Restrizzjonijiet tal-użu:** Dan is-servizz huwa esklużivament disponibbli meta t-trasferiment tad-data jaħdem mingħajr nuqqasijiet ta' funzjonament. Inkella, is-servizz huwa disponibbli b'mod shih matul il-vjaġġ u meta l-vettura tkun wieqfa.

### 13. E-Control (disponibbli biss għall-vetturi elettrici u ibridi)

- 13.1 **Servizzi:** Int tista' tiċċekkja mill-bogħod l-istatus tal-vettura tiegħek u tidda jew twaqqaf il-proċess tal-iċċarġjar kif ġej. Tista' tiċċekkja l-istatus tal-konnessjoni, il-hin tal-iċċarġjar li jifdal u l-awtonomija elettrika attwali tal-vettura. L-awtonomija elettrika tal-vettura hija indikata minn ċirku fuq il-mappa. Għandek ukoll l-għażla li tottimizza l-proċess tal-iċċarġjar tal-batterija ta' vultagġ għoli tal-vettura tiegħek għal hin ta' tluq partikolari. Tista' tissettja t-timers tat-tluq u tircievi messagg ta' konferma jew notifika push meta jseħhu l-avvenimenti (pereżempju, iċċarġjar interrott) u meta jkun skada Timer Elettroniku attiv.

- 13.2 **Restrizzjonijiet dwar l-użu:** Il-medda indikata miċ-ċirku fuq il-mappa hija biss valur stmat. Il-valuri fuq il-mappa ma jirriflettux id-distanzi attwali tar-rotot. Għalhekk, fir-realtà, il-postijiet jistgħu jkunu lil hinn mill-awtonomija elettrika anke jekk jidheru fiċ-ċirku tal-awtonomija elettrika. Dan is-servizz huwa disponibbli esklużivament għall-vetturi elettrici u ibridi.

### 14. Climate (disponibbli biss għall-vetturi elettrici u ibridi)

- 14.1 **Servizzi:** Int tista' tiċċekkja mill-bogħod l-istatus tas-sistema tat-tishin u/jew tal-arja kundizzjonata u tattivahom jew tiddizattivahom kif ġej. Ladarba t-tishin u/jew l-arja kundizzjonata jkunu ġew attivati jew dizattivati b'suċċess, inti tircievi messagg ta' konferma jew notifika push. Int tista' wkoll tissettja mill-bogħod it-Timer tal-Klima għat-tishin u/jew l-arja kundizzjonata mill-bogħod. Ladarba jiġi ssettjat, tircievi messagg ta' konferma jew notifika push fuq l-apparat mobbli tiegħek meta jiskadi Timer tal-Klima attiv.

- 14.2 **Restrizzjonijiet dwar l-użu:** Dan is-servizz huwa disponibbli esklużivament għall-vetturi elettrici u ibridi.

### 15. Hiter għat-tishin minn qabel

- 15.1 **Servizzi:** Int tista' tiċċekkja mill-bogħod l-istatus tal-hiter għat-tishin minn qabel, tattivah u tuża funzjoni tat-timer. Tircievi messagg ta' konferma jew notifika push fuq l-apparat mobbli tiegħek ladarba jkun skada timer attiv għall-hiter għat-tishin minn qabel. Dan is-servizz se jkun disponibbli biss mit-tieni nofs tal-2018.

- 15.2 **Restrizzjonijiet dwar l-użu:** Is-servizz huwa disponibbli biss għall-vetturi b'magna tal-kombustjoni mgħammra b'hiter għat-tishin minn qabel. Is-servizz huwa disponibbli biss meta l-vettura tkun wieqfa, iżda l-ignixin tista' tinxteghel. Għal aktar tagħrif dwar l-użu tal-hiter għat-tishin minn qabel, jekk jogħġbok irreferi għall-manwal tas-sid tal-vettura. Jistgħu japplikaw aktar restrizzjonijiet bħala riżultat tar-regolamenti speċifiċi għall-pajjiż.

### 16. Car Alarm

- 16.1 **Servizzi:** Int tircievi messagg jew notifika push meta l-allarm ta' kontra s-serq tal-vettura tiegħek jiskatta. Il-messagg jipprovdi informazzjoni dwar l-allarm skattat u kronogramma. B'kuntrast mal-"Car Security Package", l-ebda parti terza ma tiġi infurmata dwar l-allarm skattat.

- 16.2 **Restrizzjonijiet tal-użu:** Dan is-servizz jista' jibgħat biss messagg jew notifika push jekk il-vettura tkun tista' tikkonnettja mas-sistemi ta' Porsche. Jekk l-allarm ta' kontra s-serq jiġi skattat iżda l-unità ta' kontroll tal-vettura tiegħek

ma jkollha l-ebda konnettività (e.ż. minhabba li tkun ipparkjata f'garaxx taht l-art), il-messagg jew in-notifika push jintbagħat/tintbagħat malli l-konnettività ssir disponibbli.

**Nota:** Jekk il-vettura tiġi ssettjata għall-modalità privatezza, ma jintbagħat l-ebda messagg f'każ ta' allarm.

### 17. Location Alarm

- 17.1 **Servizzi:** Int tista' tissettja fruntiera ġeografika mill-bogħod fil-forma ta' ċirku. Int tircievi messagg malli l-vettura thalli jew tidhol f'din iż-zona. Int tista' żzomm sa erba' zoni fl-istess hin. F'każ ta' aweniment (il-vettura thalli jew tidhol f'zona), int tircievi messagg jew notifika push inkluża mappa li turi l-lok fejn ikun seħh l-aweniment.

- 17.2 **Restrizzjonijiet tal-użu:** Dan is-servizz jibgħat biss messagg jekk jinxteghel l-ignixin u jiġi identifikat moviment tar-roti.

### 18. Speed Alarm

- 18.1 **Servizzi:** Int tista' tissettja l-valur tal-velocità mill-bogħod. Int tircievi messagg jekk il-velocità tal-vettura taqbeż il-valur tal-velocità stabbli. Int tista' żzomm sa erba' valuri ta' velocità fl-istess hin. F'każ ta' aweniment (il-vettura taqbeż valur tal-velocità), tircievi messagg jew notifika push inkluża mappa li turi l-lok fejn ikun seħh l-aweniment.

- 18.2 **Restrizzjonijiet tal-użu:** Dan is-servizz jibgħat biss messagg jekk jinxteghel l-ignixin u jiġi identifikat moviment tar-roti.

### 19. Valet Alarm

- 19.1 **Servizzi:** Int tista' tattiva jew tiddizattiva l-Valet Alarm (kombinazzjoni tal-Location Alarm u l-Speed Alarm) mill-bogħod mis-settings predeterminati għal zona ġeografika u valur tal-velocità. Int tircievi messagg jekk il-vettura tidhol jew thalli z-zona jew taqbeż il-valur tal-velocità.

- 19.2 **Restrizzjonijiet tal-użu:** Dan is-servizz se jibgħat biss messagg push jekk jinxteghel l-ignixin u jiġi identifikat moviment tar-roti. Is-servizz huwa disponibbli biss permezz tal-App.

### 20. Calendar

- 20.1 **Deskrizzjoni:** Is-servizz "Kalendarju" jippermetti li kalendarji ta' partijiet terzi li jkunu disponibbli online jkunu konnessi direttament mal-PCM. Is-servizz joffri dehra ta' kuljum. L-appuntamenti jistgħu jinqraw mill-Voice Pilot. Barra minn hekk, l-indirizzi fl-entrati tal-kalendarju jistgħu jiġu rikonoxxuti u mehuda direttament bħala destinazzjoni tan-navigazzjoni. Huwa wkoll possibbli li taqbad direttament mal-internet għall-awdjokonferenzi, għalkemm tista' taqbad mal-internet biss billi tuża l-mowbajl tiegħek li jkun konness mal-PCM permezz tal-Bluetooth.

- 20.2 **Restrizzjonijiet tal-użu:** Il-konnessjoni diretta mal-internet f'awdjokonferenzi (jiġifieri konnessjoni mal-internet mingħajr ma ddaħhal PIN jew Identifikatur ta' konferenza oħra) hija possibbli biss b'formats ta' stedina għal laqgħat li jkunu appoġġjati u b'mowbajl li jkun konness mal-PCM permezz tal-Bluetooth.

### 21. Strimjar tal-Midja

- 21.1 **Deskrizzjoni:** Is-servizzi ta' Music Streaming (Apple Music®, u Podcasts (Apple Podcasts®) u Spotify jipprovdu aċċess dirett u personalizzat għal-librerija linkjata tal-klijent u l-funzjonijiet tal-fornitur tal-mużika ta' parti terza u għall-fornitur tal-podcasts rispettivi, dment li dawn huma appoġġjati fil-vettura. Wara l-konfigurazzjoni inizjali, il-klijent



tal-PSM ma jkolloxx aktar bżonn l-smartphone u jista' juża s-servizz bil-Porsche ID tagħhom fil-vetturi appoġġjati kollha. Flimkien ma' dan, is-servizzi jistgħu jintużaw ukoll fil-guest mode jekk huma llinkjati kontijiet ta' fornituri ta' parti terza. Permezz ta' fornituri esklussivi, huma disponibbli funzjonijiet esklussivi bħal issejvar dirett tal-istazzjonijiet tar-radju fil-librerija tal-midja permezz tal-Voice Pilot.

21.2 **Restrizzjonijiet tal-użu:** Dawn is-servizzi jistgħu jintużaw biss f'pajjiżi fejn is-servizz jiġi wkoll offrut minn fornitur ta' parti terza. Tapplika eċċezzjoni għall-pajjiżi ta' Andorra u tal-Bożnija-Ħerzegovina, fejn ma jistgħux jintużaw is-servizzi. Fil-modalità tal-mistednin, is-servizz ta' fornitur ta' parti terza jista' jintuża biss lokalment fil-vettura rispettiva, iżda mhux fi kwalunkwe vettura oħra.

21.3 **Rekwiżiti:** Sabiex ikun jista' juża l-kontenut tas-servizz tal-Istrimjar tal-Mużika, il-Klijent tal-PSM irid ikollu kont kif ukoll abbonament attiv tal-Pakkett tas-Servizz. Barra minn hekk, huwa meħtieġ abbonament attiv tal-fornitur ta' parti terza rispettiv. Id-dejta meħtieġa biex jintuża s-servizz hija inkluża fil-Pakkett tas-Servizz. Sabiex ikun jista' juża s-servizz b'mod personalizzat, il-Klijent tal-PSM irid jillinkja l-kont ta' parti terza tiegħu/tagħha mal-kont ta' Porsche darba.

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

22.1 **Deskrizzjoni:** Is-servizz "Tajjeb li tkun taf - Istruzzjonijiet Plus" jinkludi l-wiri ta' kontenut tal-manwal tal-istruzzjonijiet fil-forma ta' animazzjonijiet addizzjonali u jista' jissejjaħ ukoll permezz tal-Voice Pilot.

22.2 **Restrizzjonijiet dwar l-użu:** L-użu tas-servizz jeħtieġ konnessjoni ta' data eżistenti fil-vettura.

## 23. In-Car Video

23.1 **Deskrizzjoni:** Is-servizz tal-In-Car Video jagħtik aċċess għal kontenut tal-vidjo ta' fornitur terz, sakemm dan ikun appoġġjat mill-vettura. Barra minn hekk, is-servizz jista' jintuża wkoll fil-modalità ta' mistieden.

23.2 **Restrizzjonijiet dwar l-użu:** Waqt is-sewqan, il-vidjos jistgħu jidhru biss fuq l-unità tal-wiri tal-passiġġier ta' quddiem (skont it-tagħmir). L-In-Car Video jista' jintuża biss f'pajjiżi fejn is-servizz jiġi offruti wkoll mill-fornitur terz. Qabel ma l-In-Car Video jkun jista' jintuża, trid tiġi stabbilita konnessjoni tad-dejta permezz ta' hotspot WLAN estern (tethering). Għall-fornitur terz u xi servizzi ta' streaming jista' jkun meħtieġ abbonament soġġett għall-ħlas. Għall-użu, jenħtieġ kont b'Content-Aggregator appoġġjat minn Porsche. Barra minn hekk, għal kontenut speċifiku, jista' jkun meħtieġ ukoll kont addizzjonali li jista' jkun soġġett għall-ħlas ma' fornitur tas-servizzi ta' streaming.

## Dritt ta' rtirar għall-Konsumaturi

Jekk il-Konsumatur ikun konsumatur skont it-Taqsima 13 tal-Kodiċi Civili Germaniż (*Bürgerliches Gesetzbuch*, "BGB"), huwa għandu dritt ta' rtirar għal perjodu ta' 14-il jum f'kaz tal-konkluzjoni tal-kuntratt. Konsumatur skont it-Taqsima 13 tal-BGB tfisser kull persuna fizika li tidhol fi tranzazzjoni legali għal finijiet li fil-biċċa l-kbira jaqgħu barra mis-sengħa, min-negozju jew mill-professjoni tagħha. Minn hawn 'il quddiem, it-terminu "kuntratt" ifisser ix-xiri ta' Porsche Connect. F'dan li ġej, il-Konsumatur jiġi infurmat bid-dritt ta' rtirar tiegħu:

### Struzzjonijiet dwar l-irtirar

#### Dritt ta' rtirar

Int għandek id-dritt li tirtira minn dan il-kuntratt fi żmien 14-il jum mingħajr ma tagħti l-ebda raġuni. Il-perjodu ta' rtirar jiskadi wara 14-il jum mill-jum li fih Porsche Connect isir disponibbli għalik għall-użu (jum ta' attivazzjoni).

Sabiex teżerċita d-dritt ta' rtirar, int jeħtieġlek tinfurmana (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - Kaxxa P.O. 41 42, 73744 Ostfildern, il-Ġermanja, numru tat-telefon: 800 62756, indirizz elettroniku: smartmobility@mt.porsche.com) bid-deċiżjoni tiegħek li tirtira dan il-kuntratt permezz ta' dikjarazzjoni ċara (e.ż. ittra mibgħuta bil-posta jew bl-email). Int tista' tuża l-formola ta' rtirar meħmuża, iżda dan mhux obligatorju. Sabiex tosserva l-iskadenza tal-irtirar, huwa biżżejjed li tibgħat il-komunikazzjoni tiegħek rigward l-eżerċitar tad-dritt ta' rtirar tiegħek qabel ma jkun skada l-perjodu ta' rtirar.

#### Effetti tal-irtirar

Jekk tirtira minn dan il-kuntratt, ahna nagħtuk lura l-pagamenti kollha li nkunu rċievejna mingħandek, inkluż l-ispejjeż tal-kunsinna (bl-eċċezzjoni tal-ispejjeż supplimentari li jirriżultaw mill-għażla ta' tip ta' kunsinna tiegħek minbarra t-tip l-anqas għoli ta' kunsinna standard offrut minna), mingħajr dewmien żejjed u fi kwalunkwe każ mhux aktar tard minn 14-il jum mill-jum li fih ahna niġu infurmati bid-deċiżjoni tiegħek li tirtira minn dan il-kuntratt. Ahna nweqtu tali rimborż bl-użu tal-istess mezz ta' pagament li tkun użajt għat-tranzazzjoni inizjali, sakemm ma taqbilx espressament mod ieħor; fi kwalunkwe każ; int ma għarrab l-ebda tariffa minħabba tali rimborż. Jekk int titlob li tibda l-prestazzjoni tas-servizzi matul il-perjodu ta' rtirar, int għandek tħallasna ammont li jkun proporzjonat għal dak li jkun gie pprovdut sa meta int tkun ikkomunikajt lilna l-irtirar tiegħek minn dan il-kuntratt, b'paragun mal-kopertura sħiħa tal-kuntratt.

### Formola tal-irtirar tal-mudell

(imla u rritorna din il-formola biss jekk tixtieq tirtira mill-kuntratt)

- Lil Contact Porsche - c/o Porsche Sales & Marketplace GmbH - Kaxxa P.O. 41 42, 73744 Ostfildern, il-Ġermanja, indirizz elettroniku: smartmobility@mt.porsche.com
- Jien/Ahna (\*) bil-preżenti navża(w) li Jien/Ahna (\*) nirtira(w) mill-kuntratt tal-bejgħ tiegħi/tagħna tal-beni li ġejjin (\*)/għall-prowista tas-servizz li ġej (\*)
- Ordnat fi (\*)/irċevut fi (\*),
- Isem il-konsumatur(i),
- Indirizz tal-konsumatur(i),
- Firma tal-konsumatur(i) (jekk din il-formola tiġi nnotifikata fuq karta biss),
- Data

(\*) *Ħassar kif xieraq*



PORSCHE

## Porsche Sales & Marketplace GmbH

Termini tal-Użu  
għas-Servizz Porsche Connect “Porsche Connect Care”  
(minn hawn 'il quddiem issir referenza għalihom bħala **ToU ta' Porsche Connect Care**)

Porsche Sales & Marketplace GmbH (li qabel kienet Porsche Smart Mobility GmbH), Porscheplatz 1, 70435 Stuttgart, il-Germanja, (minn hawn 'il quddiem issir referenza għaliha bħala **Porsche Sales & Marketplace, PSM jew We**) topera taħt [www.porsche.com](http://www.porsche.com) diversi funzjonalitajiet tas-suq online (minn hawn 'il quddiem issir referenza għalihom bħala **Suq**) għal (i) il-bejgħ tal-vetturi, partijiet, tagħmir u prodotti oħra relatati mal-vetturi u prodotti indipendenti tal-vetturi Porsche u (ii) l-għoti ta' servizzi relatati mal-vetturi u indipendenti mill-vetturi. Fis-Suq, PSM topera wkoll il-Porsche Connect Store. Għall-użu tas-Suq inkluz il-Porsche Connect Store, japplikaw it-Termini u l-Kundizzjonijiet l-Funzjonalijiet tas-Suq Online ta' Porsche (inkl. il-Porsche Connect Store) kif ukoll il-bejgħ tas-Servizzi ta' Porsche Connect u l-Prodotti ta' Porsche Sales & Marketplace (minn hawn 'il quddiem issir referenza għalihom bħala **T&C**). Il-verżjoni attwali tat-T&C tista' tigi aċċessata, imnizzla u stampata fi kwalunkwe hin fuq <https://connect-store.porsche.com/mt/en/t/termsandconditions>.

Fil-Porsche Connect Store, l-utent jista' jibbukja wkoll “Porsche Connect Care”. Dawn it-ToU ta' Porsche Connect Care jirregolaw l-użu ta' Porsche Connect Care u japplikaw għall-ordni, l-użu u/jew it-tigdid ta' Porsche Connect Care. Dawn it-ToU ta' Porsche Connect Care japplikaw flimkien mat-T&C. Sa fejn l-għoti tat-T&C imur kontra dawn it-ToU ta' Porsche Connect Care, jipprevalu t-ToU ta' Porsche Connect Care.

Kwalunkwe terminu ddefinit fit-T&C għandu jkollu listess tifsira f'dawn it-ToU ta' Porsche Connect Care. Dan għandu b'mod partikolari japplika għat-termini li ġejjin:

- Konsumatur: iddefinit fit-taqsim 1.3 tat-T&C;
- Utent Primarju u Sekondarju: iddefinit fit-taqsim 3.2 tat-T&C;
- Porsche Connect Store u Servizzi ta' Porsche Connect: iddefinit fit-taqsim 3.1.1 tat-T&C.

### “Porsche Connect Care”

Porsche Connect Care (minn hawn 'il quddiem issir referenza għaliha bħala **Pakkett tas-Servizzi**) hija disponibbli għall-mudelli tal-vetturi li ġejjin:

- Taycan
- Cayenne (mis-sena tal-mudell 2022)
- 911 (mis-sena tal-mudell 2022)
- Panamera (mis-sena tal-mudell 2022)

Vetturi Taycan tas-sena tal-mudell 2020, madankollu, jehtiegu aġġornament tas-software bla hlas f'sessjoni ta' hidma awtorizzata ta' Porsche sabiex ikun jista' jiġi bbukjat il-Pakkett tas-Servizzi “Porsche Connect Care” (is-servizzi individwali tal-Pakkett tas-Servizzi jistgħu ma jkunux disponibbli minkejja dan l-aġġornament tas-software). Tista' tagħraf il-vetturi Taycan tas-sena tal-mudell 2020 mill-ittra L fl-għaxar pozzjoni tan-numru ta' identifikazzjoni tal-vettura (VIN, vehicle identification number). Għal aktar informazzjoni dwar l-aġġornament tas-software, jekk jogħġbok ikkuntattja l-Centru ta' Porsche tiegħek.

Il-Pakkett tas-Servizzi huwa disponibbli biss f'ċerti pajjiżi u jiddependi mid-disponibbiltà tan-network. Tista' ssib id-disponibbiltà geografika attwali tal-Pakkett tas-Servizzi fil-Porsche Connect Store fuq <https://connect-store.porsche.com/mt/en/>. Se ssib ukoll id-disponibbiltà geografika rispettiva tad-diversi funzjonijiet tal-Pakkett tas-Servizzi fid-dispożizzjonijiet li ġejjin ta' dawn it-ToU ta' Porsche Connect Care.

**Tul ta' żmien:** minn xahar

**Perjodu inkluziv mingħajr hlas:** Porsche Connect Care jista' jiġi bbukjat mingħajr hlas għal 10 snin meta tixtri vettura ġdida li tista' tigi konnessa.

**Konnettività:** Il-konnettività li hija meħtieġa biex jiġi pprovdut il-Pakkett tas-Servizzi hija stabbilita minn SIM kard integrata. Il-konnettività hija parti integrali tal-Pakkett tas-Servizzi u ma jsirx hlas għaliha separatament.

Porsche Connect Care jinkludi diversi funzjonijiet (minn hawn 'il quddiem issir referenza għalihom bħala **Servizzi**), li huma deskritti hawn taħt:

### 1. Sejha f'Waqfien tal-Vettura

Wara li s-servizz ikun gie attiv, is-servizz “Breakdown Call” jistabbilixxi konnessjoni tal-voċi u tad-data mal-istanza ta' Porsche Support assenjata lill-vettura u jittrażmetti l-post tal-vettura tiegħek u l-informazzjoni rilevanti kollha tal-vettura lill-istanza ta' Porsche Support. Tista' tuża din l-informazzjoni dwar il-vettura biex titkellem personalment mal-impjegati fl-istanza ta' Porsche Support. Is-servizz “Breakdown Call” huwa indipendenti mill-eCall tal-UE. F'każijiet ta' emerġenza, tista' tuża l-eCall tal-UE fil-vettura tiegħek biex tikkuntattja liċ-ċentru tas-sejħiet ta' emerġenza responsabbli jew, f'każ ta' emerġenza, sejha ta' emerġenza korrispondenti tigi attivata awtomatikament permezz tal-eCall tal-UE.

#### 1.1 Deskrizzjoni ddetaljata tas-Servizz

1.1.1 Tista' tattiva s-servizz permezz tal-Porsche Communication Management ta' vettura li tista' tigi konnessa (minn hawn 'il quddiem **PCM**) jew permezz tal-app My Porsche. L-attivazzjoni tista' għalhekk titwettaq minn kwalunkwe utent principali u sekondarju, kif ukoll minn kull min ikollu aċċess għall-parti interjuri tal-vettura. Wara li s-servizz ikun gie attiv, konnessjoni tal-voċi u tad-deata tigi stabbilita awtomatikament mill-vettura għall-istanza ta' Porsche Support assenjata. Id-data li tintbagħat mill-vettura lill-istanza ta' Porsche Support tista' tkun tinkludi informazzjoni bħan-numru ta' identifikazzjoni tal-vettura (VIN), il-mudell tal-vettura, is-sena tal-produzzjoni u tagħmir speċjali, il-post tal-vettura, l-okkorrenza ta' incident, il-livell tal-fjuwil, il-pessjoni tat-tajers, il-medda li jifdal bil-karburant disponibbli, l-istatus tal-vettura u messagġi ta' żball (minn hawn 'il quddiem data tal-vettura). Tista' tintalab taġti l-kunsens tiegħek

- mill-istanza ta' Porsche Support u/jew permezz ta' djalogu fl-app My Porsche u/jew fis-sistema ta' inforikrazzjoni tal-vettura biex tkun tista' taċċessa n-numru ta' identifikazzjoni tal-vettura u/jew data oħra tal-vettura.
- 1.1.2 Waqt il-konnessjoni tal-vuci, l-istanza ta' Porsche Support tistaqsiq mistoqsijiet biex tiwaluta aktar is-sitwazzjoni tal-ħsara tiegħek. Skont is-sitwazzjoni partikolari tal-ħsara, l-istanza ta' Porsche Support tista' toffriek diversi possibbiltajiet ta' għajnuna kif ġej:
- 1.) L-istanza ta' Porsche Support tista' tagħti pariri dwar kif tipproċedi (pereżempju “Jekk jogħġbok erġa' imla ż-żejt fl-eqreb stazzjon tal-petrol”); u/jew
  - 2.) L-istanza ta' Porsche Support tista' tanalizza b'mod aktar preċiż id-data tal-vettura riċevuta, u tipprova tidentifika l-problema. L-għarfien miġbur jista' jiġi mgħoddi lill-Porsche Center rispettiv, li jista' jkun fil-pożizzjoni li jhejji għaž-żjara fil-workshop jew li jibda miżuri ulterjuri. Jekk problema tista' tissorva permezz ta' tiswija mill-bogħod, l-istanza ta' Porsche Support tista' twettaq dan. Ir-rekwiżit għal dan huwa t-twettiq ta' diversi prekondizzjonijiet relatati mal-problema bħal pereżempju: il-magna mitfija, il-vettura wieqfa, l-immobilizzatur ikun attiv, it-twieqi jkunu magħluqin, l-ebda proċess tal-iċċarġjar attiv. Jekk ikun meħtieġ, tinqara aktar data tal-vettura meħtieġa għal dan il-għan. Barra minn hekk, huwa possibbli li l-funzjonalità tal-ħsara u/jew tas-sejha ta' emerġenza ma tkunx teżisti jew tkun limitata waqt is-soluzzjoni tal-problema permezz ta' tiswija mill-bogħod. L-istanza ta' Porsche Support tinfirmak bi kwalunkwe prekondizzjoni u/jew restrizzjoni tal-użu bħal dawn qabel ma tibda s-solvi l-problema permezz ta' tiswija mill-bogħod, li mbagħad trid tiġi kkonfermata minnek. Dan huwa biss tentattiv biex tissorva l-problema, għalhekk jistgħu jkunu meħtieġa passi addizzjonali; u jew
  - 3.) L-istanza ta' Porsche Support tista' titlob appoġġ estern, pereżempju assistenza fit-triq jew irmunkar tal-vettura li ma tkunx qed tiffunzjona. It-telefonata tiegħek ma tintbagħatx lil fornituri oħra ta' servizzi. Jekk il-vettura tiegħek tkun trid tissewwa, l-istanza ta' Porsche Support tista', soġġett għall-kunsens li inti tagħti minn qabel, tibgħat id-data tal-vettura lill-Porsche Center.
- 1.1.3 Kwalunkwe servizz ipprovdut mill-istanza ta' Porsche Support wara li ssir it-telefonata ta' ħsara jeħtieġ kuntratt separat, li jista' jirriżulta fi spejjeż addizzjonali. Tista' ssib aktar informazzjoni dwar l-istanza ta' Porsche Support u b'mod partikolari dwar il-komponenti tas-servizzi koperti billi tikkuntattja l-Porsche Center tiegħek jew billi tistaqsi lill-fornitur ta' servizzi ta' Support tiegħek “AXA Assistance Deutschland GmbH/Inter Partner Assistance SA”. L-istanza ta' Porsche Support tista' tiddetermina l-istatus tal-istanza ta' Porsche Support tal-vettura tiegħek.
- 1.1.4 Jekk taċċessa jew tuża prodotti jew servizzi ta' partijiet terzi, japplikaw it-termini u l-kondizzjonijiet ta' dawk il-prodotti jew servizzi. Il-PSM mhijiex responsabbli għall-aċċess għal jew l-użu ta' dawn il-prodotti jew servizzi.
- 1.1.5 Jekk jogħġbok innota li bl-attivazzjoni tas-servizz permezz tal-app My Porsche fuq it-tagħmir mobbli tiegħek jista' jkollok spejjeż addizzjonali, skont it-termini tal-kuntratt tal-mowbajl li tkun ikkonkludejt ma' fornitur tat-telekomunikazzjoni ta' parti terza.
- 1.2 Restrizzjonijiet fuq l-użu u restrizzjonijiet tas-sistema**
- 1.2.1 Is-servizz jiġi pprovdut permezz ta' unità telematika installata fil-vettura, li tircievi sinjali tas-satellita tal-GPS u tikkomunika mal-istanza ta' Porsche Support permezz ta' sistemi tal-komunikazzjoni u networks tal-komunikazzjoni mingħajr fili. Minhabba n-natura tat-teknoloġiji li jintużaw għall-funzjonijiet tas-servizz u li jinsabu fl-unità telematika, il-funzjonijiet tas-servizz (jew partijiet tas-servizz) jistgħu minn żmien għal żmien ma jkunux disponibbli fil-partijiet kollha tat-territorju tal-kuntratt ta' dawn it-Termini ta' użu ta' Porsche Connect Care u/jew jiġu affettwati b'mod negattiv minn kundizzjonijiet fiżiċi, inklużi iżda mhux limitati għat-tneħħija jew il-manipulazzjoni tal-unità telematika jew l-antenna tagħha, l-elettromanjetizmu, il-vettura tkun f'garaxx, sottopassaġġ jew f'xi post ieħor fejn il-GPS jew in-networks tal-komunikazzjoni mingħajr fili ma jkunux disponibbli, kundizzjonijiet atmosferiċi u kawżi oħra ta' interferenza li jkunu lil hinn mill-kontroll tagħna (pereżempju l-falliment tal-GPS jew tan-networks tal-komunikazzjoni). B'mod partikolari, l-operat tal-unità telematika u għalhekk il-forniment tal-funzjonijiet tas-servizz skont dawn it-Termini ta' użu ta' Porsche Connect Care tiddependi fuq il-fatt li n-networks tal-GPS u n-networks tal-komunikazzjoni mingħajr fili u fissi, li bihom tithaddem l-unità telematika, ikunu operattivi. Għalhekk, mhux il-karatteristiċi kollha tas-servizz ikunu disponibbli f'kull ħin u kullimkien, u ma hemm l-ebda garanzija li l-funzjonijiet kollha tas-servizz se jkunu operattivi f'kull ħin u kullimkien.
- 1.2.2 Is-Servizz ma jinkludix assigurazzjoni tal-vettura jew xi assigurazzjoni oħra. Jekk jogħġbok innota li tista' legalment tkun meħtieġ toħroġ l-assigurazzjoni; barra minn hekk, hija r-responsabbiltà tiegħek li takkwista protezzjoni tal-assigurazzjoni ulterjuri, sa fejn tqis li huwa raġonevoli. It-tariffi mħallsa għas-Servizz mhumiex relatati mal-valur tal-vettura jew kwalunkwe proprjetà fil-vettura, jew mas-spiza tal-korrimment jew ħsara li tista' ssofri int jew oħrajn.
- 1.2.3 Fil-każ li problema tkun trid tiġi solvuta permezz ta' tiswija mill-bogħod tan-numru 1.1.2 ta' dawn it-Termini ta' użu ta' Porsche Connect Care, il-klijent irid jagħti kunsens minn qabel lill-istanza ta' Porsche Support.
- 2. Smart Service**
- 2.1 Deskrizzjoni:**
- Fis-servizz “Smart Service”, dan huwa tbassir, speċjalment fl-oqsma tax-chassis, tas-sewqan u tal-batteriji, li huwa bbażat fuq l-evalwazzjoni kontinwa tad-data tal-vettura tiegħek. Fil-gejjeni, it-tbassir se jsir aktar preċiż billi jiġu ottimizzati l-mudelli u/jew l-ambitu tal-ftiġijiet koperti ta' manutenzjoni u tiswija se jiġi estiż.
- Id-data korrispondenti tal-vettura tintbagħat awtomatikament lis-sistemi ta' Porsche. Inti tiġi infurmat fil-PCM tiegħek u/jew fl-app My Porsche permezz ta' messagġi u indikaturi tal-istatus dwar rekwiżiti individwali ta' manutenzjoni u ta' tiswija għal komponenti magħżula tal-vettura. Il-Porsche Center tiegħek jista' jaċċessa din id-data u jikkuntattja b'mod proattiv abbazi ta' din id-data permezz tal-kanal li tkun għażilt.
- 2.2 Restrizzjonijiet fuq l-użu u restrizzjonijiet tas-sistema**
- Il-funzjonalità tas-Servizz teżisti biss fir-rigward tal-komponenti originali tal-vettura Porsche.

## 2.3 Territorju kuntrattwali

Porsche Sales & Marketplace tipprovdi is-Servizz skont dawn it-ToU ta' Porsche Connect Care fiz-zoni geografici li għejjin (minn hawn 'il quddiem issir referenza għalihom bhala **Servizz Smart fiz-Zona Kuntrattwali**):

Andorra, l-Awstrija, il-Belġju, il-Bosnja-Herzegovina, il-Bulgarija, il-Kroazja, Ċipru, l-Awstralja, l-Estonja, il-Finlandja, Franza, il-Germanja, l-Ungerija, l-Ungerija, l-Iżlanda, l-Irlanda, l-Italja, il-Latvja, il-Liechtenstein, il-Litwanja, il-Lussemburgu, Malta, Monaco, in-Netherlands, in-Norveġja, il-Polonja, il-Portugall, ir-Rumanija, is-Slovakkja, is-Slovenja, Spanja, l-Iżvezja, l-Iżvizzera, l-Awstralja, iċ-Ċina, Hong Kong, il-Ġappun, il-Malasia, il-Messiku, Singapor, New Zealand, it-Tajwan, L-Istati Uniti

## 3. Good to know – Driver's Manual

Il-Good to know - Driver's Manual jipprovdi verżjoni diġitali tal-manwal tas-sewwieq għall-vettura tiegħek fil-Porsche Communication Management (PCM). Minbarra l-Manwal tas-Sewwieq stampat inkluż mal-vettura, is-servizz joffri funzjonijiet addizzjonali deskritti fit-taqsim 3.1.

### 3.1 Deskrizzjoni dettaljata tas-servizz

- 3.1.1. Is-servizz jipprovdi il-kontenut tal-istruzzjonijiet tal-operat f'forma testwali u viżwali (jiġifieri stampi, grafika interattiva, animazzjonijiet) fil-PCM.
- 3.1.2. Kwalunkwe bidla futura fil-kontenut tal-Manwal tas-Sewwieq tista' titnizzel u tiġi aġġornata.
- 3.1.3. Is-servizz jipprovdi wkoll referenzi proattivi għall-Manwal tas-Sewwieq abbażi tal-messaġġi ta' twissija u informazzjoni tal-vettura. Dan jipprovdi informazzjoni aktar dettaljata dwar il-messaġġi ta' żball.
- 3.1.4. Is-servizz jippermetti wkoll l-użu indipendenti mill-apparat u sinkronizzat tal-Manwal tas-Sewwieq diġitali. Dan ifisser li l-paġni mmarkati u magħżula bhala favoriti fil-vettura, kif ukoll dawk li l-intent ikun żar l-aktar reċentement, jintwerew ukoll fuq il-kanali tal-output diġitali ta' Porsche AG, skont il-pajjiż (jiddependi mid-disponibbiltà online tal-vettura, kif ukoll il-log-in tal-kanali tal-output).
- 3.1.5 Barra minn hekk, is-servizz "Tajeb li tkun taf - L-istruzzjonijiet" jista' jissejjaħ ukoll permezz tal-Voice Pilot.

### 3.2 Restrizzjonijiet dwar l-użu u s-sistema

Il-kontenut tal-Manwal tas-Sewwieq deskritt fi 3.1.1 huwa disponibbli wkoll offline f'PCM u f'My Porsche App (jehtieg li titnizzel). Il-funzjonijiet l-oħra kollha jehtiegu konnessjoni tad-data. Il-wiri tal-kontenut tal-Manwal tas-Sewwieq fil-forma ta' animazzjonijiet addizzjonali huwa parti mis-servizz Good to know – Driver's Manual Plus, li huwa parti mill-pakkett ta' servizzi Porsche Connect li jista' jiġi bbukkjat b'mod separat.

## 4. Online Software Update

L-Online Software Update jiġi installat fil-vettura tiegħek bl-użu ta' teknoloġija over-the-air, mingħajr ma jkollok bżonn iżżur workshop. L-aġġornamenti jitnizzlu fl-isfond u mbagħad tkun tista' tinstallahom fi kwalunkwe hin, pereżempju waqt li l-vettura tkun ipparkjata fil-għaxija.

### 4.1 Deskrizzjoni dettaljata tas-servizz

Permezz tat-tweqqi tal-aġġornamenti regolari, il-vettura tkun aġġornata bl-aħhar softwer u l-aġġornamenti jitwettqu b'mod simili għall-proċessi tal-aġġornamenti diġà magħrufa f'midja/apparati oħra. Jekk aġġornament ikun disponibbli għall-vettura tiegħek, dan

jitnizzel fl-isfond. Ladarba jkun tnizzel b'suċċess, l-aġġornament jiġi offrut biex jiġi installat fil-PCM tal-vettura tiegħek. Biex tibda l-installazzjoni, trid tettaq il-passi msemmija fil-PCM (pereżempju ipparkja l-vettura, ixgħel il-brejk tal-ipparkjar, eċċ.). Il-vettura ma tistax tintuża waqt li jkun qed isiru l-aġġornamenti. Wara li l-aġġornament ikun sar b'suċċess, inti tirċievi messaġġ fil-PCM. Fi kwalunkwe hin int għandek il-possibbiltà li fil-My Porsche App fil-Portal ta' My Porsche tiddizattiva u terġa' tattiva s-servizz ta' aġġornament tas-software online.

### 4.2 Restrizzjonijiet fuq l-użu u restrizzjonijiet tas-sistema

Il-funzjonijiet deskritti huma disponibbli fi kwalunkwe hin fil-PCM, sakemm il-vettura tiegħek ikollha konnettività, jiġifieri konnessjoni affidabbli tal-mowbajl. L-installazzjoni ta' Online Software Update ma tkunx tista' tiffunzjona jekk il-vettura tiegħek tkun fil-modalità privata. Prerekwiżiti oħra (pereżempju pparkjar tal-vettura b'mod sikur jew il-vettura ma tkunx fl-istazzjon tal-iċċarġjar) huma speċifiċi għall-aġġornament u jintwerew fil-PCM qabel kull installazzjoni.

## 5. Aġġornamenti

Matul il-perijodu tal-provista tal-pakkett tas-servizzi, li jikkonforma mat-terminu tal-kuntratt għall-pakkett tas-servizzi, aħna ser nipprovdi aġġornamenti tal-inqas sal-punt preskritt mil-liġi, sakemm ma jsirx ftehim differenti miegħek skont ir-rekwiżiti legali.

## 6. Użu tad-data

B'rabta mal-ibbukkar tal-Pakkett tas-Servizzi, ċerta data - potenzjalment ukoll data personali - tista' tingabar sabiex jitwettaq is-Servizz rispettiv. Skont is-Servizz, din tista', pereżempju, tkun meħtieġa għall-ghoti ta' tali Servizz biex tingabar u tiġi pproċessata data tal-komponenti (eż. batterija ta' 12 V, xfafar tal-wajpers) u biex tiġi analizzata tali data.

Porsche Sales & Marketplace tista' tuża tali data - potenzjalment f'forma anonimizzata - għal (i) l-iskop tal-immaniġġjar u t-titjib tal-kwalità, tas-sikurezza u tas-sigurtà tal-Pakkett tas-Servizzi u/jew tal-Prodotti ta' PSM (inkluż vetturi Porsche), u (ii) għal skopijiet kummerċjali oħra. L-użu ta' data partikolari għal skopijiet ta' għestjoni u ta' titjib tal-kwalità u tas-sigurtà tal-pakkett tas-servizz u/jew tal-prodotti PSM (inkluż vetturi Porsche) jista' jiġi attiv u diżattivat permezz ta' funzjonalitajiet rilevanti fil-vettura Porsche u/jew fil-My Porsche Portal fil-My Porsche App.

Għall-iskopijiet ta' hawn fuq, tali data tista' wkoll tiġi ttrasferita lil entitajiet oħra ta' Porsche u partijiet terzi oħra li huma involuti ma' Porsche Sales & Marketplace jew entitajiet oħra ta' Porsche f'dan il-kuntest u – sal-limitu li tali data tiġi anonimizzata – lil partijiet terzi oħra.

Għall-iskopijiet u l-għanijiet kollha bil-liġi, għalhekk qed jiġi ddikjarat li l-użu ta' tali data se jkun f'konformità mal-leġiżlazzjoni applikabbli dwar il-protezzjoni tad-data. Fejn ikun meħtieġ bil-liġi, Porsche Sales & Marketplace se tikseb il-kunsens rilevanti. Aktar informazzjoni tista' tinstab fl-informazzjoni dwar il-protezzjoni tad-data u l-privatezza fuq <https://connect-store.porsche.com/mt/en/t/privacy>.

## 7. Dritt ta' Rtirar għall-Konsumaturi

Jekk il-Konsumatur huwa konsumatur skont it-Taqsima 13 tal-Kodici Ċivili Germaniża (*Bürgerliches Gesetzbuch*, "BGB"), hu/hi għandu/ha d-dritt ta' rtirar għal perjodu ta' 14-il jum f'każ ta' konklużjoni tal-kuntratt. Konsumatur skont it-Taqsima 13 ta' BGB t'fisser kull persuna fizika li tidhol fi tranżazzjoni legali għal skopijiet li prinċipalment huma barra l-kummerċ, in-neożju jew il-professjoni tagħha. Minn hawn 'il quddiem it-terminu "kuntratt" ifisser ix-xiri tal-Pakkett tas-Servizzi "Porsche Connect Care". F'li għej, il-Konsumatur jiġi avżat dwar id-dritt tiegħu ta' rtirar:

### Istruzzjonijiet dwar l-irtirar

#### Dritt ta' rtirar

Għandek id-dritt li tirtira minn dan il-kuntratt fi żmien 14-il jum mingħajr ma tagħti xi raġuni.

Il-perjodu ta' rtirar se jiskadi wara 14-il jum mill-jum meta l-Pakkett tas-Servizzi jsir disponibbli għalik biex tużah (jum ta' attivazzjoni). Sabiex teżercita d-dritt ta' rtirar, għandek tinfurmana (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - Kaxxa P.O. 41 42, 73744 Ostfildern, il-Germanja, numru tat-telefon: 800 62756, indirizz elettroniku: [smartmobility@mt.porsche.com](mailto:smartmobility@mt.porsche.com)) bid-deċiżjoni tiegħek li tirtira minn dan il-kuntratt permezz ta' dikjarazzjoni inekwivoka (eż. ittra mibgħuta bil-posta jew bil-posta elettronika). Tista' tuża l-formola mudell tal-irtirar meħmuża, iżda dan mhux obligatorju.

Sabiex tissodisfa liskadenza tal-irtirar, huwa biżżejjed li tibgħat il-komunikazzjoni tiegħek dwar l-eżerċitar tiegħek tad-dritt ta' rtirar qabel ikun skada l-perjodu ta' rtirar.

#### Effetti tal-irtirar

Jekk tirtira minn dan il-kuntratt, ahna nħallsuk lura l-pagamenti kollha li rċivejna mingħandek, inkluż l-ispejjeż tal-konsenja (bl-eċċezzjoni tal-ispejjeż supplimentari li jirriżultaw mill-għażla tiegħek tat-tip ta' konsenja hlief it-tip l-inqas għoli ta' konsenja standard offrut minna), mingħajr dewmien mhux dovut u fi kwalunkwe każ mhux aktar tard minn 14-il jum mill-jum meta niġu infurmati bid-deċiżjoni tiegħek li tirtira minn dan il-kuntratt. Ahna se nagħmlu tali rimborz billi nużaw l-istess mezz ta' hlas li użajt int għat-tranzazzjoni inizjali, sakemm ma tkunx qbilt espressament mod ieħor; fi kwalunkwe każ, m'intix se tħallas xi tariffa bhala riżultat ta' tali rimborz. Jekk tlabt li nibdew il-prestazzjoni tas-servizzi waqt il-perjodu ta' rtirar, int għandek tħallasna ammont li huwa proporzjonat għal dak li ġie pprovdut sa meta kkomunikajt magħna dwar l-irtirar tiegħek minn dan il-kuntratt, meta mqabbel mal-kopertura sħiħa tal-kuntratt.

### Formola mudell tal-irtirar

(Imla u rritorna din il-formola biss jekk tixtieq tirtira mill-kuntratt)

- Lil Contact Porsche - c/o Porsche Sales & Marketplace GmbH - Kaxxa P.O. 41 42, 73744 Ostfildern, il-Germanja, indirizz elettroniku: [smartmobility@mt.porsche.com](mailto:smartmobility@mt.porsche.com)
- Jien/Ahna (\*) hawnhekk navża(w) li jien/ahna (\*) nixtieq/u nirtira/w mill-kuntatt ta' bejgħ tiegħi/tagħna (\*) tal-oġġetti li ġejjin (\*)/għall-għoti tas-servizz li ġej (\*)
- Ordnat fi(\*)/riċevut fi (\*)
- Isem il-konsumatur(i)
- Indirizz tal-konsumatur(i)
- Firma tal-konsumatur(i) (jekk din il-formola tiġi nnotifikata bil-miktub biss)
- Data

(\*) *ħassar kif xieraq*



PORSCHE

## PORSCHE SALES & MARKETPLACE GmbH

Termini ta' użu  
għas-servizzi ta' Porsche Connect "Porsche Connect"  
(minn hawn 'il quddiem imsejha **Termini ta' użu ta' Porsche Connect**)

Porsche Sales & Marketplace GmbH (qabel Porsche Smart Mobility GmbH), Porscheplatz 1, DE-70435 Stuttgart (minn hawn 'il quddiem **Porsche Sales & Marketplace, PSM** jew **Aħna**) topera fuq [www.porsche.com](http://www.porsche.com) diversi funzjonalitajiet tas-suq online (minn hawn 'il quddiem **Suq**) għal (i) il-bejgħ ta' vetturi, partijiet, aċċessorji u prodotti oħra relatati mal-vettura u indipendenti mill-vettura, tal-Porsche, u (ii) il-prowista ta' servizzi relatati mal-vettura u indipendenti mill-vettura. PSM topera wkoll il-Porsche Connect Store fis-suq. It-Termini u Kundizzjonijiet Ġenerali għall-Użu tal-Funzjonalitajiet tas-Suq Online Porsche japplikaw għall-użu tas-suq, inklużi l-Internet Porsche Connect (inkluż il-Porsche Connect Store) u għall-bejgħ ta' servizzi ta' Porsche Connect u prodotti ta' Porsche Sales & Marketplace (minn hawn 'il quddiem **Termini u Kundizzjonijiet Ġenerali**). Il-verżjoni attwali tat-Termini u Kundizzjonijiet Ġenerali tista' tiġi aċċessata, titnizzel u tiġi stampata fi kwalunkwe ħin fuq <https://connect-store.porsche.com/mt/mt/4/termsandconditions>.

L-utent jista' wkoll jibbukja "Porsche Connect" (minn hawn 'il quddiem pakkett tas-servizzi) fil-Porsche Connect Store. Dawn it-Termini ta' użu ta' Porsche Connect jirregolaw l-użu ta' Porsche Connect u japplikaw għall-ordni, l-użu u/jew it-tiġdid tal-applikazzjoni ta' Porsche Connect. Dawn it-Termini ta' użu ta' Porsche Connect japplikaw flimkien mat-Termini u Kundizzjonijiet Ġenerali. Jekk dispożizzjoni tat-Termini u Kundizzjonijiet Ġenerali tkun f'kunflitt ma' dawn it-Termini ta' użu ta' Porsche Connect, it-Termini ta' użu ta' Porsche Connect għandhom jieħdu preċedenza.

It-termini definiti fit-Termini u Kundizzjonijiet Ġenerali għandhom listess tifsira fir-rigward ta' dawn it-Termini ta' użu ta' Porsche Connect. Dan japplika b'mod partikolari għat-termini li ġejjin:

- Klijent: definit fin-numru 1.3 tat-Termini u Kundizzjonijiet Ġenerali;
- Porsche Connect Store u servizzi ta' Porsche Connect: definiti fin-numru 3.1.1 tat-Termini u Kundizzjonijiet Ġenerali;
- Klijent tal-PSM: definit fin-numru 1.3 tat-Termini u Kundizzjonijiet Ġenerali;

### "Porsche Connect"

Dawn it-Termini ta' użu ta' Porsche Connect jirreferi għall-mudelli ta' vetturi li ġejjin:

- Macan (mis-sena tal-mudell 2024)

Skont id-disponibbiltà ġeografika, Porsche Connect tinkludi s-servizzi deskritti hawn taht. Tista' ssib id-disponibbiltà ġeografika attwali fil-Porsche Connect Store fuq <https://connect-store.porsche.com/mt/mt/>.

**Tul ta' żmien:** minn xahar

**Perjodu inklużiv mingħajr ħlas:** Porsche Connect jista' jiġi bbukjat mingħajr ħlas għal 10 snin meta tixtri vettura ġdida li tista' tiġi konnessa.

Il-vettura tiegħek tibqa' tista' tiġi konnessa ma' Porsche Connect għal 10 snin, li jfisser li s-servizzi ta' Porsche Connect jistgħu jintużaw fil-vettura tiegħek. Il-konnettività meħtieġa għall-użu ta' 3rd Party Apps u l-hotspot tad-WLAN tiġi pprovduta lilek mingħajr ħlas (mill-parti kontraenti tagħna) għal 4 snin minn meta tingħata l-vettura. Tista' ssib aktar dettalji fuq <https://connect-store.porsche.com/mt/mt/>. PSM qed tizviluppa kontinwament is-servizzi u l-funzjonalitajiet tagħha. Għalhekk jista' jiġri li mhux il-funzjonijiet kollha tas-software jew il-karatteristiċi l-godda, li Porsche tinkroduci għal mudelli aktar godda jew mudelli oħrajn, ikunu jistgħu jintużaw jew jiffunzjonaw fil-vettura tiegħek.

### Rekwiżit ieħor għall-użu tas-servizzi kollha inklużi fil-pakkett tas-servizzi:

Il-Porsche Communication Management ta' vettura li tista' tiġi konnessa (minn hawn 'il quddiem **PCM**) irid ikollha konnettività. Il-konnettività tiġi pprovduta permezz tas-SIM card integrata tal-PCM u l-użu tal-konnettività għal dan il-pakkett tas-servizzi (bl-eċċezzjoni tas-servizzi "App Center", "Online/Hybrid Radio" u l-aċċess għall-Internet permezz ta' Wifi hotspot) huwa inkluż fil-prezz tal-pakkett tas-servizzi. Għas-servizzi "App Center", "Online/Hybrid Radio" u l-aċċess għall-Internet permezz ta' Wifi hotspot, jinhtieg ukoll (a) pakkett tad-data jew (b) konnessjoni permezz ta' mowbajl (tethering) b'tariffa tad-data mobbli korrispondenti. Dan jirrikjedi kuntratt separat ma' fornitur tas-servizz tal-mowbajl. Dan jista' jgħib miegħu spejjeż addizzjonali, inklużi tariffi għar-roaming, għall-użu tas-servizz barra mill-pajjiż, skont il-kuntratt li jkollok mal-fornitur tas-servizz tal-mowbajl. Jekk tqabbd il-PCM permezz tal-mowbajl tiegħek, jekk jogħġbok kun żgur li l-pjan tad-data mobbli tiegħek jippermetti dan. Id-disponibbiltà u l-velocità tas-servizzi inklużi fil-pakkett tas-servizzi huma sogġetti għad-disponibbiltà u l-velocità tal-konnessjoni tad-data pprovduta mill-fornitur tas-servizz tal-mowbajl tiegħek. F'xi pajjiżi tista' tibbukja Data Pass 5GB mingħajr ħlas għal 4 snin mas-sieħeb ta' kooperazzjoni rispettiv tagħna.

### 1 Finder

**Deskrizzjoni:** Bis-servizz "Finder" tista' permezz ta' magna tat-tiftix online definita mis-sistema f'database predefinita tftitx punti ta' interess (pereżempju stazzjonijiet tal-iċċargjar, pompi tal-petrol, ristoranti, lukandi u parkeġġi). Ir-riżultati tat-tftitxija kultant ikun fihom informazzjoni addizzjonali bħal numri tat-telefown, hinijiet tal-ftuħ, prezzijiet tal-petrol, tariffi tal-parkeġġ jew valutazzjonijiet minn utenti oħra. Il-punti ta' interess jistgħu wkoll jiġu mfittxija, issejvjati, immaniġġjati u trazzmessi lill-PCM fl-app My Porsche.

## 2 Voice Pilot

### 2.1 Deskrizzjoni:

Bis-servizz "Voice Pilot", diversi funzjonijiet tal-PCM u servizzi oħra jistgħu jithaddmu b'input tal-vuċi. Funzjonalitajiet addizzjonali bħal tfittxijiet fil-midja, punti ta' interess jew temp huma possibbli permezz ta' rikonoxximent tad-diskors online.

### 2.2 Restrizzjonijiet tal-użu:

It-thaddim tal-Voice Pilot huwa limitat għal-lingwi appoġġjati. Konnessjoni online nieqsa tista' tillimita r-risultati. Minhabba influwenzi esterni, bħal pereżempju l-istorbju fl-isfond, ir-**rikonoxximent tad-diskors** mhux dejjem ikun jista' jagħti r-risultati mixtieqa.

## 3 Navigation Plus

**Deskrizzjoni:** Bis-servizz "Navigation Plus", il-kalkolu tar-rotta tal-PCM fil-vettura jiġi supplimentat minn servizzi online.

Is-sistema ta' navigazzjoni tal-PCM tuża data attwali tal-GPS u data tat-traffiku biex tottimizza r-rotta lejn id-destinazzjoni speċifikata sal-minuta. It-toroq jiġu mmarkati bil-kulur fid-dehra tal-mappa skont is-sitwazzjoni tat-traffiku. Il-mapep tas-sistema ta' navigazzjoni tal-PCM jiġu aġġornati online.

Is-sistema ta' navigazzjoni tal-PCM tista' turi l-mappa fid-dehra bis-satellita. Billi taħzen fil-cache d-data tal-mappa mtella' tal-ambjent attwali tal-vettura, id-dehra bis-satellita tinzamm anke jekk il-konnessjoni tiġi interrotta temporanjament.

## 4 Charging Planner

### 4.1 Deskrizzjoni:

Is-Servizz "Charging Planner" itejjeb ir-rotta tas-sistema ta' navigazzjoni tal-PCM abbażi tad-destinazzjoni magħżula, il-firxa li jkun jifdal, il-profil tas-sewqan, id-data tat-traffiku disponibbli f'hin reali u l-istazzjonijiet tal-iċċarġjar disponibbli u l-kapaċità tal-iċċarġjar tagħhom għall-iqsar hin tal-iwjaġġar totali possibbli (hin tal-vjaġġ u waqfiet tal-iċċarġjar). Il-waqfiet tal-iċċarġjar meħtieġa jiġu pjanati awtomatikament fir-rotta.

### 4.2 Restrizzjonijiet tal-użu:

Is-servizz mhux dejjem ikollu informazzjoni preċiża. B'risultat ta' dan, l-informazzjoni dwar id-disponibbiltà tal-istazzjonijiet tal-iċċarġjar tista' ma tkunx preċiża.

## 5 Radio Plus

### 5.1 Deskrizzjoni:

Bis-servizz "Radio Plus", tista' taċċessa l-kanali online tal-istazzjonijiet tar-radju. Jekk ir-Radio Plus jiġi attivat u r-riċeviment tas-sorsi tar-radju FM jew tax-xandir awdjo diġitali (DAB) jkollu attwalment interferenza, il-PCM jaqleb awtomatikament għall-kanal online rispettiv tal-istazzjon (jekk ikun disponibbli). Is-servizz juri wkoll metadata disponibbli permezz tal-PCM dwar il-kanzunetti u l-istazzjonijiet li qed tisma'.

### 5.2 Restrizzjonijiet tal-użu:

Il-funzjonijiet tar-radju online u ibridi huma disponibbli biss f'pajjiżi magħżula. Il-konnessjoni tad-data għal dan is-servizz tirrikjedi (a) pakkett tad-data (f'pajjiżi magħżula, disponibbli separatament mis-sieheb ta' kooperazzjoni) jew (b) konnessjoni permezz tal-mowbajl li jkun konness mal-PCM (tethering) b'tariffa tad-data mobbli korrispondenti.

## 6 App Center

### 6.1 Deskrizzjoni:

L-App Center joffri lill-klijent il-possibbiltà li jfittex, inizzel, jaġġorna u jimmanigġja l-apps. Dawn huma apps imfassla apposta għall-vettura, li jiġu offruti u ġestiti minn Porsche jew inkella minn fornituri terzi.

## 6.2 Restrizzjonijiet tal-użu:

Il-portafoll tal-App Center huwa adattat għall-użu tal-karozzi u ma jistax jittqabbel mal-varjetà ta' App Center għal smartphone. Skont l-app, il-wiri jista' jkun limitat għall-unità tal-wiri tal-passiġġieri waqt is-sewqan. Il-portafoll tal-app jista' jinbidel kontinwament.

Il-konnessjoni tad-data għal dan is-servizz tirrikjedi (a) pakkett tad-data (f'pajjiżi magħżula, disponibbli separatament mis-sieheb ta' kooperazzjoni) jew (b) konnessjoni permezz tal-mowbajl li jkun konness mal-PCM (tethering) b'tariffa tad-data mobbli korrispondenti.

### 6.3 Territorju tal-kuntratt:

Porsche Sales & Marketplace tpoġġi s-servizz għad-dispożizzjoni tiegħek skont dawn it-Termini ta' użu fiz-żoni ġeografici li ġejjin (minn hawn 'il quddiem territorju tal-kuntratt): Andorra, il-Belġju, il-Bożnja-Herzegovina, il-Bulgarija, id-Danimarka, il-Germanja, l-Estonja, il-Finlandja, Franza, Gibiltà, il-Greċja, il-Gran Brittanja, l-Irlanda, l-Iżlanda, l-Italja, il-Kroazja, il-Latvja, il-Liechtenstein, il-Litwanja, il-Lussemburgu, Malta, Monaco, il-Montenegro, in-Netherlands, in-Norveġja, l-Awstrija, il-Polonja, il-Portugall, ir-Rumanija, l-Iżvezja, l-Iżvizzera, is-Serbja, is-Slovakkja, is-Slovenja, Spanja, iċ-Cekja, l-Ungerija, Ċipru, l-Awstralja, iċ-Ċina, il-Gappun, il-Kanada, il-Malazja, il-Messiko, New Zealand, Singapor, l-Afrika t'Isfel, il-Korea t'Isfel, it-Tajwan u l-Istati Uniti.

### 6.4 Informazzjoni dwar il-klassifikazzjoni tal-prodotti u r-rakkomandazzjonijiet:

Ir-rakkomandazzjonijiet tal-app tagħna fl-App Center jiġu aġġornati regolarment u mill-inqas kull 4 ġimgħat. Ir-rakkomandazzjonijiet tagħna jistgħu jintgħazlu b'mod każwali biex juruk kemm jista' jkun apps differenti mill-offerta tal-App Center, jew jistgħu jkunu bbażati fuq kollaborazzjonijiet imħallsa mas-sħab tagħna. Rakkomandazzjonijiet sponsorjati jiġu mmarkati bħala tali.

Meta tkun qed tfittex fl-App Center, jintwerew kemm apps individwali kif ukoll apps adattati minn kategoriji tal-apps definiti minn qabel (pereżempju "Muzika", "Logħob", eċċ.). It-tfittxija hija bbażata biss fuq il-kliem tat-terminu ta' tfittxija mdaħħal u r-risultati jintwerew f'ordni alfabetiku.

## 7 Porsche2X

### 7.1 Deskrizzjoni:

Is-servizz "Porsche2X" juri informazzjoni disponibbli dwar perikli lokali, pereżempju ir-riskju tal-aquaplaning, bħala infografika fil-PCM.

### 7.2 Territorju tal-kuntratt:

Porsche Sales & Marketplace tpoġġi s-servizz għad-dispożizzjoni tiegħek skont dawn it-Termini ta' użu fiz-żoni ġeografici li ġejjin (minn hawn 'il quddiem territorju tal-kuntratt): Andorra, il-Belġju, il-Bożnja-Herzegovina, il-Bulgarija, id-Danimarka, il-Germanja, l-Estonja, il-Finlandja, Franza, il-Greċja, il-Gran Brittanja, l-Irlanda, l-Italja, il-Kroazja, il-Latvja, il-Liechtenstein, il-Litwanja, il-Lussemburgu, in-Netherlands, in-Norveġja, l-Awstrija, il-Polonja, il-Portugall, ir-Rumanija, l-Iżvezja, l-Iżvizzera, is-Slovakkja, is-Slovenja, Spanja, iċ-Cekja, l-Ungerija, iċ-Ċina, il-Kanada u l-Istati Uniti.

## 8 Car Control

### 8.1 Deskrizzjoni:

Għandek il-possibbiltà li tiċċekkja l-istatus tal-vettura tiegħek mill-bogħod fuq l-smartphone. Is-servizz jinkludi l-wiri tal-istatus tal-qoxra ta' barra (pereżempju l-istatus tal-biben), il-wiri tal-intervalli tas-servizz jew il-mili.

## 8.2 Restrizzjonijiet tal-użu:

L-iskrin għal informazzjoni addizzjonali speċifika għall-PHEV (pereżempju firxa elettrika) huwa disponibbli biss għal vetturi bħal dawn.

## 9 Trip Control

### 9.1 Deskrizzjoni:

Għandek il-possibbiltà li tiċċekkja d-data tas-sewqan tal-vettura tiegħek mill-bogħod fuq l-smartphone. Dan jinkludi: il-hin tal-ivjaġġar, id-distanza, il-veloċità medja u l-konsum medju tal-fjuwil għat-tipi kollha ta' vjaġġ (qasir, ripetitiv, twil).

### 9.2 Restrizzjonijiet tal-użu:

Informazzjoni li tista' tiġi rkuprata mhijiex aġġornata sakemm jinbidel l-istatus tal-ignixin.

## 10 Daqq tal-forn u teptip tal-indikaturi

### 10.1 Deskrizzjoni:

Għandek il-possibbiltà li ddoqq kemxejn il-forn jew li tteptep l-indikaturi tal-vettura tiegħek mill-bogħod. Wara l-proċess tircievi messagg ta' konferma jew notifika push.

### 10.2 Restrizzjonijiet tal-użu:

Dan is-servizz ikun disponibbli biss meta l-vettura tkun wieqfa u l-ignixin u d-dwal ta' twissija ta' periklu jkunu mitfija. Jistgħu japplikaw aktar restrizzjonijiet skont ir-regolamenti speċifiċi għall-pajjiż.

## 11 Ftuħ u għeluq

### 11.1 Deskrizzjoni:

Għandek il-possibbiltà li tiftaħ u tagħlaq il-biben u l-bagoll tal-vettura tiegħek mill-bogħod. Wara l-proċess tircievi messagg ta' konferma jew notifika push.

### 11.2 Restrizzjonijiet tal-użu:

Dan is-servizz ikun disponibbli biss meta l-vettura tkun wieqfa, il-bieba tas-sewwieq tkun magħluqa, l-ignixin ikun mitfi u ċ-ċavetta ma tkunx fis-swiċċ tal-ignixin. Jistgħu japplikaw aktar restrizzjonijiet skont ir-regolamenti speċifiċi għall-pajjiż.

### 11.3 Avviż:

L-użu tal-funzjoni tal-ftuħ mingħajr il-preżenza tiegħek fil-vettura jzid ir-riskju tas-serq tal-vettura jew tas-serq ta' oġġetti fil-vettura. Sabiex jiġi evitat użu mhux awtorizzat, l-eżekuzzjoni tal-funzjoni tal-ftuħ għalhekk tehtieg id-dhul ta' kodiċi tas-sigurtà b'erba' cifri. Inti tissettja l-kodiċi tas-sigurtà meta tirreġistra u tistabbilixxi Porsche Connect għall-ewwel darba. Dan il-kodiċi ta' sigurtà jista' jinbidel aktar tard fil-profil tal-klijent.

## 12 Car Finder

### 12.1 Deskrizzjoni:

Għandek l-għażla li tara l-post u l-pożizzjoni tal-vettura tiegħek mill-bogħod. Barra minn hekk, il-pożizzjoni attwali ta' tagħmir terminali mobbli li jintuza għal din il-funzjoni tidher fuq mappa. Jekk l-ebda pożizzjoni attwali tal-vettura ma tkun disponibbli (pereżempju minhabba li tkun ipparkjata f'parkeġġ taht l-art), tintuza l-pożizzjoni tal-GPS li tkun għet issejjata l-aħħar. Bl-attivazzjoni tal-modalità tal-privatezza tista' tiddivertta t-trażmissjoni tad-data.

### 12.2 Restrizzjonijiet tal-użu:

Dan is-servizz ikun disponibbli biss meta t-trażmissjoni tad-data ma jkollhiex interferenza. Barra minn hekk, dan is-servizz ikun kompletament disponibbli waqt is-sewqan u meta l-vettura tkun wieqfa.

## 13 E-Control

### 13.1 Deskrizzjoni:

Għandek il-possibbiltà li tiċċekkja l-istatus tal-vettura tiegħek mill-bogħod u tibda jew twaqqaf il-proċess tal-iċċarġjar kif ġej. Tista' tiċċekkja l-istatus tal-konnessjoni, il-hin tal-iċċarġjar li jkun għad fadal u l-firxa elettrika attwali. Il-firxa elettrika tiġi indikata b'ċirku fuq il-mappa. Barra minn hekk, għandek il-possibbiltà li tottimizza l-proċess tal-iċċarġjar tal-batterija ta' vultagġ għoli tal-vettura tiegħek għal hin tat-tluq speċifiku. Tista' tissettja t-timer ta' tluq u tircievi messagg ta' konferma jew notifika push għall-avvenimenti (pereżempju l-proċess tal-iċċarġjar ġie interrott) u hekk kif E-Timer attiv ikun għaddielu l-hin.

### 13.2 Restrizzjonijiet tal-użu:

Il-firxa indikata miċ-ċirku fuq il-mappa hija biss valur. Il-valuri fuq il-mappa ma jirrapreżentawx id-distanzi attwali tar-rotot. Għalhekk, fir-realtà, il-postijiet jistgħu jkunu lil hinn mill-medda elettrika, anke jekk jiġu ddikjarati fiċ-ċirku tal-medda elettrika. Dan is-servizz huwa disponibbli biss għal vetturi elettrici u ibridi.

## 14 Arja kundizzjonata

### 14.1 Deskrizzjoni:

Għandek il-possibbiltà li tiċċekkja l-istatus tat-tishin/jew tal-arja kundizzjonata mill-bogħod, u li tattiva jew tiddivertta kif ġej. Hekk kif it-tishin u/jew l-arja kundizzjonata jkunu ġew attivati jew dizattivati b'success, tircievi messagg ta' konferma jew notifika push. Barra minn hekk, għandek il-possibbiltà li tissettja mill-bogħod it-timer tal-arja kundizzjonata għal tishin u/jew arja kundizzjonata ikkontrollata mill-bogħod. Hekk kif l-issettjar ikun sar b'success, tircievi messagg ta' konferma jew notifika push fuq it-tagħmir mobbli tiegħek, hekk kif it-timer tal-arja kundizzjonata attiv ikun għaddielu l-hin.

### 14.2 Restrizzjonijiet tal-użu:

Dan is-servizz huwa disponibbli għal vetturi elettrici u ibridi. Is-servizz huwa disponibbli għal vetturi b'magni tal-kombustjoni interna, li huma mgħammra b'tishin stazzjonarju. Is-servizz ikun disponibbli biss meta l-vettura tkun wieqfa, għalkemm l-ignixin jista' jkun mixgħul. Għal aktar informazzjoni dwar l-użu ta' tishin stazzjonarju, jekk jogħġbok irreferi għall-istruzzjonijiet tal-operat tal-vettura. Jista' jkun hemm aktar restrizzjonijiet skont ir-regolamenti speċifiċi għall-pajjiż.

## 15 Car Alarm

### 15.1 Deskrizzjoni:

Inti tircievi messagg jew notifika push jekk l-allarm kontra s-serq tal-vettura tiegħek jiġi attivat. Il-messagg jinkludi informazzjoni dwar l-allarm attivat u timbru tal-hin.

### 15.2 Restrizzjonijiet tal-użu:

Dan is-servizz jista' biss jibgħat messagg jew notifika push jekk il-vettura tkun tista' taqbad mas-sistemi Porsche. Jekk l-allarm kontra s-serq jinxteghel iżda l-unità ta' kontroll tal-vettura tiegħek ma jkollhiex konnettività (pereżempju minhabba li tkun ipparkjata f'parkeġġ taht l-art), il-messagg jew in-notifika push jintbagħtu hekk kif konnessjoni tkun disponibbli.

### 15.3 Avviż:

Jekk il-vettura tkun fil-modalità tal-privatezza, ma tintbagħat l-ebda notifika fil-każ ta' allarm.

## 16 Location Alarm

### 16.1 Deskrizzjoni:

Għandek il-possibbiltà li tistabbilixxi mill-bogħod frontiera ġeografika ċirkolari. Inti tircievi notifika hekk kif il-vettura titlaq jew tidhol f'din iż-zona. Tista' timmanigġja sa erba' territorji fl-istess hin. F'każ ta' avveniment (fruġ jew dhul f'zona), tircievi



messaggġ jew notifika push inkluża mappa li turi l-post fejn ikun seħħ l-aweniment.

## 16.2 Restrizzjonijiet tal-użu:

Dan is-servizz jibgħat messaggġ biss meta l-ignixin ikun mixgħul u jinqabad moviment tar-roti.

## 17 Breakdown call

Wara li s-servizz ikun ġie attiv, is-servizz "Breakdown Call" jistabbilixxi konnessjoni tal-vuci u tad-data mal-istanza ta' Porsche Support assenjata lill-vettura u jittrażmetti l-post tal-vettura tiegħek u l-informazzjoni rilevanti kollha tal-vettura lill-istanza ta' Porsche Support. Tista' tuża din l-informazzjoni dwar il-vettura biex titkellem personalment mal-impjegati fl-istanza ta' Porsche Support. Is-servizz "Breakdown Call" huwa indipendenti mill-eCall tal-UE. F'kazijiet ta' emergenza, tista' tuża l-eCall tal-UE fil-vettura tiegħek biex tikkuntattja liċ-ċentru tas-sejthiet ta' emergenza responsabbli jew, f'kaz ta' emergenza, sejha ta' emergenza korrispondenti tiġi attivata awtomatikament permezz tal-eCall tal-UE.

## 17.1 Deskrizzjoni:

### 17.1.1

Tista' tattiva s-servizz permezz tal-Porsche Communication Management ta' vettura li tista' tiġi konnessa (minn hawn 'il quddiem **PCM**) jew permezz tal-app Porsche Connect. L-attivazzjoni tista' għalhekk titwettaq minn kwalunkwe utent prinċipali u sekondarju, kif ukoll minn kull min ikollu aċċess għall-parti interjuri tal-vettura. Wara li s-servizz ikun ġie attiv, konnessjoni tal-vuci u tad-deata tiġi stabbilita awtomatikament mill-vettura għall-istanza ta' Porsche Support assenjata. Id-data li tintbagħat mill-vettura lill-istanza ta' Porsche Support tista' tkun tinkludi informazzjoni bħan-numru ta' identifikazzjoni tal-vettura (VIN), il-mudell tal-vettura, is-sena tal-produzzjoni u tagħmir speċjali, il-post tal-vettura, l-okkorrenza ta' incident, il-livell tal-fjuwil, il-pessjoni tat-tajers, il-medda li jifdal bil-karburant disponibbli, l-istatus tal-vettura u messaggġi ta' żball (minn hawn 'il quddiem data tal-vettura). Tista' tintalab tagħti l-kunsens tiegħek mill-istanza ta' Porsche Support u/jew permezz ta' djalogo fl-app My Porsche u/jew fis-sistema ta' inforikreazzjoni tal-vettura biex tkun tista' taċċessa n-numru ta' identifikazzjoni tal-vettura u/jew data oħra tal-vettura.

### 17.1.2

Waqt il-konnessjoni tal-vuci, l-istanza ta' Porsche Support tistaqsiq mistoqsijiet biex tiwaluta aktar is-sitwazzjoni tal-ħsara tiegħek. Skont is-sitwazzjoni partikolari tal-ħsara, l-istanza ta' Porsche Support tista' toffriek diversi possibbiltajiet ta' għajuna kif gej:

#### 17.1.2.1

L-istanza ta' Porsche Support tista' tagħti pariri dwar kif tipproċedi (pereżempju "Jekk jogħġbok erga' imla ż-żejt fl-eqreb stazzjon tal-petrol"); u/jew

#### 17.1.2.2

L-istanza ta' Porsche Support tista' tanalizza b'mod aktar preċiż id-data tal-vettura ricevuta, u tipprova tidentifika l-problema. L-għarfien miġbur jista' jiġi mgħoddi lill-Porsche Center rispettiv, li jista' jkun fil-pożizzjoni li jhejji għaż-żjara fil-workshop jew li jibda mizuri ulterjuri. Jekk problema tista' tissewva permezz ta' tiswija mill-bogħod, l-istanza ta' Porsche Support tista' twettaq dan. Ir-rekwizit għal dan huwa t-twettiq ta' diversi prekundizzjonijiet relatati mal-problema bħal pereżempju: il-magna mitfija, il-vettura wieqfa, l-immobilizzatur ikun attiv, it-twieqi jkunu magħluqin, l-ebda proċess tal-iċċarġjar attiv. Jekk ikun meħtieġ, tinqara aktar data tal-vettura meħtieġa għal dan il-ghan. Barra minn hekk, huwa possibbli li l-funzjonalità tal-ħsara u/jew tas-sejha ta' emergenza ma tkunx teżisti jew tkun limitata waqt is-soluzzjoni tal-problema permezz ta' tiswija mill-bogħod. L-istanza ta' Porsche Support tinfermak bi kwalunkwe prekundizzjoni u/jew restrizzjoni tal-użu bħal dawn qabel ma tibda s-solvi l-problema permezz ta'

tiswija mill-bogħod, li mbagħad trid tiġi kkonfermata minnek. Dan huwa biss tentattiv biex tissewva l-problema, għalhekk jistgħu jkunu meħtieġa passi addizzjonali; u jew

### 17.1.2.3

L-istanza ta' Porsche Support tista' titlob appoġġ estern, pereżempju assistenza fit-triq jew irmunkar tal-vettura li ma tkunx qed tiffunzjona. It-telefonata tiegħek ma tintbagħatx lil fornituri oħra ta' servizzi. Jekk il-vettura tiegħek tkun trid tissewva, l-istanza ta' Porsche Support tista', soġġett għall-kunsens li inti tagħti minn qabel, tibgħat id-data tal-vettura lill-Porsche Center.

### 17.1.3

Kwalunkwe servizz ipprovdut mill-istanza ta' Porsche Support wara li ssir it-telefonata ta' ħsara jeħtieġ kuntratt separat, li jista' jirriżulta fi spejjeż addizzjonali. Tista' ssib aktar informazzjoni dwar l-istanza ta' Porsche Support u b'mod partikolari dwar il-komponenti tas-servizzi koperti billi tikkuntattja l-Porsche Center tiegħek jew billi tistaqsi lill-fornitur ta' servizzi ta' Support tiegħek "AXA Assistance Deutschland GmbH/Inter Partner Assistance SA". L-istanza ta' Porsche Support tista' tiddetermina l-istatus tal-istanza ta' Porsche Support tal-vettura tiegħek.

### 17.1.4

Jekk taċċessa jew tuża prodotti jew servizzi ta' partijiet terzi, japplikaw it-termini u l-kundizzjonijiet ta' dawk il-prodotti jew servizzi. Il-PSM mhijiex responsabbli għall-aċċess għal jew l-użu ta' dawn il-prodotti jew servizzi.

### 17.1.5

Jekk jogħġbok innota li bl-attivazzjoni tas-servizz permezz tal-app My Porsche fuq it-tagħmir mobbli tiegħek jista' jkollok spejjeż addizzjonali, skont it-termini tal-kuntratt tal-mowbajl li tkun ikkonkludejt ma' fornitur tat-telekomunikazzjoni ta' parti terza.

## 17.2 Restrizzjonijiet tal-użu:

### 17.2.1

Is-servizz jiġi pprovdut permezz ta' unità telematika installata fil-vettura, li tircievi sinjali tas-satellita tal-GPS u tikkomunika mal-istanza ta' Porsche Support permezz ta' sistemi tal-komunikazzjoni u networks tal-komunikazzjoni mingħajr fili. Minhabba n-natura tat-teknoloġiji li jintużaw għall-funzjonijiet tas-servizz u li jinsabu fl-unità telematika, il-funzjonijiet tas-servizz (jew partijiet tas-servizz) jistgħu minn żmien għal żmien ma jkunux disponibbli fil-partijiet kollha tat-territorju tal-kuntratt ta' dawn it-Termini ta' użu ta' Porsche Connect u/jew jigu affettwati b'mod negattiv minn kundizzjonijiet fiżiċi, inklużi iżda mhux limitati għat-tneħħija jew il-manipulazzjoni tal-unità telematika jew l-antenna tagħha, l-elettromanjetizmu, il-vettura tkun f'garaxx, sottopassaggġ jew f'xi post ieħor fejn il-GPS jew in-networks tal-komunikazzjoni mingħajr fili ma jkunux disponibbli, kundizzjonijiet atmosferiċi u kawzi oħra ta' interferenza li jkunu lil hinn mill-kontroll tagħna (pereżempju l-falliment tal-GPS jew tan-networks tal-komunikazzjoni). B'mod partikolari, l-operat tal-unità telematika u għalhekk il-forniment tal-funzjonijiet tas-servizz skont dawn it-Termini ta' użu ta' Porsche Connect tiddependi fuq il-fatt li n-networks tal-GPS u n-networks tal-komunikazzjoni mingħajr fili u fissi, li bihom tithaddem l-unità telematika, ikunu operattivi. Għalhekk, mhux il-karatteristiċi kollha tas-servizz ikunu disponibbli f'kull hin u kullimkien, u ma hemm l-ebda garanzija li l-funzjonijiet kollha tas-servizz se jkunu operattivi f'kull hin u kullimkien.

### 17.2.2

Is-servizz ma jinkludix assigurazzjoni tal-vettura jew xi assigurazzjoni oħra. Jekk jogħġbok innota li tista' tiġi mitlub bil-ġi li jkollok assigurazzjoni; barra minn hekk, għandek ir-responsabbiltà li tirranga għal tali kopertura ta' assigurazzjoni oħra kif tqis li huwa raġonevoli. It-tariffi mħallsa għas-servizz mhumiex relatati mal-valur tal-vettura jew kwalunkwe proprjetà

fil-vettura, jew mal-ispiza ta' kwalunkwe korriment jew hsara li tkun garrabt jew li jkun garrbu oħrajn.

### 17.2.3

Fil-każ li problema tkun trid tiġi solvuta permezz ta' tiswija mill-bogħod tan-numru 18.1.2.2 ta' dawn it-Termini ta' użu ta' Porsche Connect, il-Klijent irid jagħti kunsens minn qabel lill-istanza ta' Porsche Support.

## 18 Smart Service

### 18.1 Deskrizzjoni:

Fis-servizz "Smart Service", dan huwa tbassir, speċjalment fl-oqsma tax-chassis, tas-sewqan u tal-batteriji, li huwa bbażat fuq l-ewalwazzjoni kontinwa tad-data tal-vettura tiegħek. Fil-gejjeni, it-tbassir se jsir aktar preċiż billi jiġu ottimizzati l-mudelli u/jew l-ambitu tal-ftiġijiet koperti ta' manutenzjoni u tiswija se jiġi estiż.

Id-data korrispondenti tal-vettura tintbagħat awtomatikament lis-sistemi ta' Porsche. Inti tiġi infurmat fil-PCM tiegħek u/jew fl-app My Porsche permezz ta' messaġġi u indikaturi tal-istatus dwar rekwiżiti individwali ta' manutenzjoni u ta' tiswija għal komponenti magħzula tal-vettura. Il-Porsche Center tiegħek jista' jaċċessa din id-data u jikkuntattja b'mod proattiv abbażi ta' din id-data permezz tal-kanal li tkun għażilt.

### 18.2 Restrizzjonijiet tal-użu:

Il-funzjonalità tas-servizz teżisti esklussivament fir-rigward tal-komponenti originali tal-vettura Porsche.

### 18.3 Territorju tal-kuntratt:

Porsche Sales & Marketplace tpoġġi s-servizz għad-dispożizzjoni tiegħek skont dawn it-Termini ta' użu ta' Porsche Connect fiz-zoni geografici li ġejjin (minn hawn 'il quddiem territorju tal-kuntratt Smart Service): Andorra, il-Belġju, il-Bożnja-Herzegovina, il-Bulgarija, id-Danimarka, il-Germanja, l-Estonja, il-Finlandja, Franza, Giblta, il-Greċja, il-Gran Brittanja, l-Irlanda, l-Iżlanda, l-Italja, il-Kroazja, il-Latvja, il-Liechtenstein, il-Litwanja, il-Lussemburgu, Malta, Monaco, in-Netherlands, in-Norveġja, l-Awstrija, il-Polonja, il-Portugall, ir-Rumanija, l-Iżvezja, l-Iżvizzera, is-Slovakkja, is-Slovenja, Spanja, iċ-Ċekja, l-Ungerija, Ċipru, il-Kanada u l-Istati Uniti.

## 19 Tajjeb li tkun taf - Il-manwal

Tajjeb li tkun taf - Il-manwal jipprovdi l-istruzzjonijiet tal-operat għall-vettura tiegħek bħala verżjoni diġitali fil-Porsche Communication Management (PCM). Minbarra l-istruzzjonijiet tal-operat stampati inklużi mal-vettura, is-servizz joffri funzjonalitajiet oħra kif deskritt fit-Taqsima 20.1.

### 19.1 Deskrizzjoni:

#### 19.1.1

Is-servizz jipprovdi l-kontenut tal-istruzzjonijiet tal-operat f'forma testwali u vizwali (jiġifieri stampi, grafika interattiva, animazzjonijiet) fil-PCM.

#### 19.1.2

Kwalunkwe tibdil fil-gejjeni għall-kontenut tal-istruzzjonijiet tal-operat jista' jtniżżel u jiġi aġġornat.

#### 19.1.3

Is-servizz jipprovdi wkoll referenzi proattivi fl-istruzzjonijiet tal-operat fuq il-baži ta' messaġġi ta' twissija u ta' informazzjoni tal-vettura. Dan jagħtik aktar informazzjoni dwar il-messaġġi ta' żball.

#### 19.1.4

Barra minn hekk, is-servizz jippermetti użu indipendenti mit-tagħmir terminali u sinkroniku tal-istruzzjonijiet tal-operat diġitali. Dan ifisser li l-paġni mmarkati u l-favoriti fil-vettura, kif ukoll il-paġni li żort l-aħħar jintwerewlek bl-istess mod fuq il-kanali tal-output diġitali ta' Porsche AG, skont il-pajjiż (sakemm il-vettura tkun online u illoggjata fil-kanali tal-output).

### 19.1.5

Barra minn hekk, "Tajjeb li tkun taf - Il-manwal" jista' jiġi aċċessat ukoll permezz tal-Voice Pilot.

## 19.2 Restrizzjonijiet tal-użu:

Il-kontenut tal-manwal tal-operat deskritt f'20.1.1 huwa wkoll disponibbli offline fil-PCM u fl-app My Porsche (meħtieġ tnizzil). Il-funzjonijiet l-oħra kollha jeħtieġu konnessjoni tad-data.

## 20 Aġġornamenti

Matul il-perjodu tal-forniment tal-pakkett tas-servizzi, li jikkoinċidi mat-terminu tal-kuntratt dwar il-pakkett tas-servizzi, aħna nipprovdule aġġornamenti mill-inqas sal-punt meħtieġ mill-igi, sakemm ma jkun miftiehem mod ieħor miegħek skont ir-rekwiżiti legali.

## 21 Użu tad-data

B'rabta mal-prenotazzjoni tal-pakkett tas-servizzi, ċerta data, possibbilment anke data personali, tista' tingabar sabiex jitwettaq is-servizz rispettiv. Skont is-servizz, jista' jkun jeħtieġ pereżempju li tingabar u tiġi ssejvjata data dwar il-komponenti (pereżempju batterija ta' 12-il voly, xfafar tal-wajpers) u li tiġi analizzata din id-data biex tiġi pprovduta.

Porsche Sales & Marketplace tuża din id-data - possibbilment f'forma anonima - għal (i) il-ġestjoni u t-titjib tal-kwalità u s-sigurtà tal-pakkett tas-servizzi u/jew il-prodotti tal-PSM (inklużi l-vetturi Porsche) u (ii) għal skopijiet kummerċjali oħra. L-użu ta' data partikolari għal skopijiet ta' ġestjoni u ta' titjib tal-kwalità u tas-sigurtà tal-pakkett tas-servizz u/jew tal-prodotti PSM (inkluż vetturi Porsche) jista' jiġi attivat u diżattivat permezz ta' funzjonalitajiet rilevanti fil-vettura Porsche u/jew fil-My Porsche Portal fil-My Porsche App.

Għall-finijiet imsemmija hawn fuq, din id-data tista' tiġi trazmessa wkoll lil kumpaniji Porsche oħra u partijiet terzi oħra, li huma kkommissjonati minn Porsche Sales & Marketplace jew minn kumpaniji Porsche oħra f'dan il-kuntest u, jekk din id-data tkun anonimizzata, lil partijiet terzi oħra.

Id-data tintuża skont ir-regolamenti applikabbli dwar il-protezzjoni tad-data. Sakemm ikun meħtieġ mill-igi, Porsche Sales & Marketplace tikseb il-kunsens xieraq. Tista' ssib aktar informazzjoni fl-informazzjoni dwar il-protezzjoni tad-data fuq <https://connect-store.porsche.com/mt/mt/t/privacy>.

## 22 Dritt ta' rtirar għall-konsumaturi

Jekk inti konsumatur skont l-Artikolu 2 (2) tar-Regolamenti tad-Drittijiet tal-Konsumatur (SL378.17), għandek dritt ta' rtirar għal perjodu ta' 14-il jum fil-każ tal-konkluzjoni talkuntratt. Konsumatur skont l-artikolu 2 (2) tar-Regolamenti dwar id-Drittijiet tal-Konsumatur ifisser kull persuna fizika li tidhol f'operazzjoni legali għal skopijiet li fil-biċċa l-kbira huma barra mill-kummerċ, negozju jew professjoni tagħha. F'dan li ġej, il-Klijent jingħata struzzjonijiet dwar id-dritt tiegħu ta' rtirar

### Istruzzjonijiet dwar l-irtirar

#### Dritt ta' rtirar

Għandek id-dritt li tirtira minn dan il-kuntratt fi zmien 14-il jum mingħajr ma tagħti raġuni.

Il-perjodu ta' rtirar huwa ta' 14-il jum mill-jum li fih Porsche Connect tkun disponibbli għalik biex tużah (jum tal-attivazzjoni).

Sabiex teżercita d-dritt ta' rtirar tiegħek, trid tinfurmana (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - Postfach 41 42, 73744 Ostfildern, Deutschland, numru tat-telefown: 800 62756, indirizz elettroniku: [smartmobility@mt.porsche.com](mailto:smartmobility@mt.porsche.com)) permezz ta' dikjarazzjoni ċara (pereżempju ittra mibgħuta bil-posta jew bil-posta elettronika) tad-deċizzjoni tiegħek li tirtira minn dan il-kuntratt. Tista' tuża l-kampjun tal-formola ta' rtirar meħmuża għal dan, iżda dan mhux obligatorju.

Biex tilhaq il-perjodu ta' rtirar, ikun biżżejjed li tibgħat il-komunikazzjoni dwar l-eżerċitar tiegħek tad-dritt ta' rtirar qabel ma jiskadi l-perjodu ta' rtirar.

#### **Konsegwenzi tal-irtirar**

Jekk tirtira dan il-kuntratt, ahna nħallsu lura l-ħlasijiet kollha li nkunu rċevejna mingħandek, inklużi l-ispejjeż tal-kunsinna (bl-eċċezzjoni tal-ispejjeż addizzjonali li jirriżultaw mill-fatt li tkun għażilt tip differenti ta' kunsinna mill-irħas kunsinna standard offruta minna), immedjatament u mhux aktar tard minn 14-il jum mill-jum li fih inkunu rċevejna n-notifika dwar l-irtirar tiegħek ta' dan il-kuntratt. Għal dan il-ħlas lura, nużaw l-istess mezz ta' ħlas li tkun użajt fit-tranzazzjoni originali, sakemm ma jkunx gie miftiehem xi haġa oħra miegħek; fl-ebda ċirkostanza mhu se tiġi ċċarġjat spejjeż għal dan il-ħlas lura. Jekk tlabt li s-servizzi għandhom jibdwu matul il-perjodu ta' rtirar, trid tħallasna ammont raġonevoli li jkun jikkorrispondi għall-proporzjon tas-servizzi diġà pprovduti sal-punt ta' żmien li fih infurmajtna bl-eżerċitar tad-dritt ta' rtirar fir-rigward ta' dan il-kuntratt meta mqabbel mal-ambitu totali tas-servizzi previsti fil-kuntratt.

#### **Kampjun tal-formola ta' rtirar**

(Jekk trid tirtira l-kuntratt, jekk jogħġbok imla din il-formola u ibgħatha lura.)

- Fuq Contact Porsche - c/o Porsche Sales & Marketplace GmbH - Postfach 41 42, 73744 Ostfildern, Deutschland, indirizz elettroniku: [smartmobility@mt.porsche.com](mailto:smartmobility@mt.porsche.com):
- Jien/ahna (\*) b'dan nirrevoka(w) il-kuntratt konkluz minni/minna (\*) dwar ix-xiri tal-oġġetti li ġeġjin (\*)/il-provwista tas-servizz li ġeġ (\*)
- Ordnat fil- (\*)/riċevut fil- (\*)
- Isem tal-konsumatur(i)
- Indirizz tal-konsumatur(i)
- Firma tal-konsumatur(i) (biss jekk in-notifika tkun fuq il-karta)
- Data

(\*) *ħassar fejn mhux applikabbli.*



PORSCHE

## Porsche Sales & Marketplace GmbH

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

These Terms of Use govern the use of the Porsche Connect "Navigation & Infotainment Package". These Terms of Use apply in addition to the Terms and Conditions for 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/mt/en/>.

**Term:** 1 year

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

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

**For models featuring Porsche Connect except the new Cayenne (MY 2018), the new Macan (MY 2018) and the new 911 (MY 2019) (more details on this model see below) the following applies:**

#### 1. Real Time Traffic Information

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

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

#### 2. Online Map Update

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

#### 3. Satellite Map

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

#### 4. Online Search

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

**4.1 Restrictions of use:** For the use of the Google Send-to-car feature, an existing Google account and a configuration of the service package component is required.

#### 5. Parking Information

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

#### 6. Fuel Prices

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

stations can be selected as navigation destination of the PCM navigation system.

## 7. E-Charging

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

## 8. News

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

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

## 9. Message Dictation

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

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

## 10. Weather

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

## 11. Gracenote Online

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

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

### 1. Finder

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

## 2. Voice Pilot

2.1 **Services:** With the service package component "Voice Pilot", several functions of the PCM and of other service package components can be operated by voice control. Through online speech recognition, natural language can be supported. Additionally, SMS and E-Mail messages can be drafted via voice entry in the PCM and incoming messages can be played back via the voice output of the Connect-able vehicle. Furthermore, online media services can be controlled.

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

## 3. Navigation Plus

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

The navigation system of the PCM is using current GPS data and data on volume of traffic to optimize the route to the entered destination by the minute. The volume of traffic will additionally be highlighted in colours in the displayed map. The maps of the PCM navigation system can be updated via the internet. The PCM will indicate available updates.

The PCM navigation system can display the map in satellite view. By a buffering of loaded map data of the current surroundings of the vehicle the display of the satellite view will be kept even if the internet connection is temporarily interrupted. The PCM navigation system can display street pictures of a selected destination where available.

## 4. Radio Plus

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

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

## 5. News

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

## 6. Weather

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

## 7. Risk Radar

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

### Right of withdrawal for consumers

If you are a consumer according to article 2 (2) of the Consumer Rights Regulations (SL378.17), you have a right of withdrawal for a period of 14 days in case of the conclusion of the contract. Consumer pursuant to article 2 (2) of the Consumer Rights Regulations means every natural person who enters into a legal transaction for purposes that predominantly are outside his/her trade, business or profession. In the following, the Customer is instructed on his/her right of withdrawal:

#### Instructions on withdrawal

##### Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire after 14 days from the day of the conclusion of the contract. To exercise the right of withdrawal, you must inform us (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Germany, phone number: 800 62756, e-mail address: [smartmobility@mt.porsche.com](mailto:smartmobility@mt.porsche.com)) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). You may use the attached model withdrawal form, but it is not obligatory. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

##### Effects of withdrawal

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

#### Model withdrawal form

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

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

(\*) Delete as appropriate



PORSCHE

## Porsche Sales & Marketplace GmbH

### Terms of Use for the Porsche Connect Service "Car 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/mt/en/>. The internet connection in the vehicle necessary for the use of the "Car Remote Package" is established using an integrated SIM-card, the use of such internet connection for this service is included in the price of this service.

**Term:** 1 year

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

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

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

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

#### 1. Car Control

1.1 **Service:** You have the ability to remotely check your vehicle's status including information on: mileage, remaining range (fuel and electrical), service interval (main service and oil service interval), status (opened or closed) of doors, windows, hood, trunk and sunroof (if fitted), parking light

status, vehicle time, tire pressure, time of last query. The component tire pressure will only be available from the first half of 2018 onwards.

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

#### 2. Trip Control

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

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

#### 3. Horn & Blinker

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

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

#### 4. Lock & Unlock

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

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

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

#### 5. Carfinder

5.1 **Service:** You have the ability to remotely display the location and position of your vehicle. Furthermore, the current position of the used mobile device is displayed on a map. If no current position of the vehicle is available (e.g. due to

underground parking), the last stored GPS position will be used. You can disable the transmission of any data by activating the privacy mode.

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

## 6. Pre-heater

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

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

## 7. E-Control

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

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

## 8. Climate

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

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

## 9. Car Alarm

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

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

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

## 10. Location Alarm

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

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

## 11. Speed Alarm

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

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

## 12. Valet Alarm

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

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

## Right of withdrawal for consumers

If you are a consumer according to article 2 (2) of the Consumer Rights Regulations (SL378.17), you have a right of withdrawal for a period of 14 days in case of the conclusion of the contract. Consumer pursuant to article 2 (2) of the Consumer Rights Regulations means every natural person who enters into a legal transaction for purposes that predominantly are outside his/her trade, business or profession. In the following, the Customer is instructed on his/her right of withdrawal:

### Instructions on withdrawal

#### Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire after 14 days from the day of the conclusion of the contract. To exercise the right of withdrawal, you must inform us (Contact Porsche - c/o Porsche Sales & Marketplace GmbH P.O. Box 41



42, 73744 Ostfildern, Germany, phone number: 800 627 56, e-mail address: [smartmobility@mt.porsche.com](mailto:smartmobility@mt.porsche.com)) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). You may use the attached model withdrawal form, but it is not obligatory. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

#### **Effects of withdrawal**

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

#### **Model withdrawal form**

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

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

(\*) Delete as appropriate



PORSCHE

## Porsche Sales & Marketplace GmbH

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

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

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

#### **Security Operation Centre (24 hours) Telephone number +44 1282 473 799**

National Service Provider:  
Vodafone Automotive UK Ltd,  
Shuttleworth House,  
21 Bridgewater Close,  
Network 65 Business Park,  
Hapton, Burnley, BB11 5TE  
United Kingdom

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

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

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

**Term:** 1 year.

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

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

#### **1. Territory**

Porsche Connect shall provide the Package to you in the following geographic territory (hereafter referred to as

**Territory**) in accordance to these TU: Andorra, Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Great Britain, Northern Ireland, Greece, Hungary, Ireland, Italy (including San Marino, Vatican City), Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain (including Canary Islands), Sweden, Switzerland, Turkey, Ukraine.

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

- 2.1 The package relies on a mobile data network (e.g. GSM) / GPS-based system that can allow the SoC to locate the vehicle in the event of theft (see below for more details). In case a theft is recognized the PVTS or the PVTS Plus can report the position of the vehicle to the SOC.
- 2.2 The following activities may result in the PVTS or the PVTS Plus recognizing a theft:
  - Unauthorized vehicle movement: The vehicle is moving/is moved (including slope) with the ignition switched off and/or, in case of a Driver Card, the vehicle is moving/is moved without the Driver Card;
  - Manipulation: The PVTS or the PVTS Plus (including its hardware) is manipulated;
  - Alarm: The alarm system is triggered and active for 15 seconds or longer.

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

- 2.3 A theft can also be manually reported by contacting the SOC via telephone or via the My Porsche App. The SOC may use security questions in order to verify the caller's identity or authorization.
- 2.4 If the SOC receives a theft notification the SOC will try to communicate with you using the contact information you have provided to Porsche Sales & Marketplace. The SOC may use security questions in order to verify your identity. After the theft of your vehicle has been confirmed by you, the SOC shall activate the theft mode.
- 2.5 Upon a theft of the vehicle, you remain responsible for notifying the public safety authorities as soon as reasonably possible that the vehicle has been stolen. In case you obtain a reference number for the theft report from the public safety authorities you should provide the theft report reference number to the SOC without delay and the contact

details (including address, phone number and the officer in charge of the theft investigation, if known) of the investigating public safety authorities. Thus, the SOC is generally able to contact the public safety authorities. By identification via the file number, the SOC may support the public safety authorities for seizing the vehicle. If requested, the SOC may forward the vehicle positioning data to the public safety authorities and trigger further functions and/or activities in the vehicle (e.g. prohibits engine restart), where applicable.

- 2.6 Porsche Sales & Marketplace cannot be held responsible for any acts or omissions of the public safety authorities.
- 2.7 To prevent any false theft notification to the SOC you are obliged to notify the SOC prior to any (i) transport of the vehicle (such as transport by ferry, trailer, train), (ii) maintenance at garage (such as inspection service, when the battery is disconnected), or (iii) in case of PVTs Plus if the vehicle is used without a valid Driver Card. You are obliged to notify the SOC (i) by calling the number indicated above, or (ii) via the My Porsche App (your personal security code might be required). Further details – e.g. on the different modes the vehicle can be set to for transport, maintenance etc. – can be found in the user manual for the respective vehicle or the manual for the My Porsche App or here <https://connect-store.porsche.com/mt/en/>.
- 2.8 You are responsible for any false theft notification raised by you or any other person authorized by you and you have to bear the costs incurred by the SOC following a false alarm. Porsche Sales & Marketplace is entitled to charge you (in addition to the Package Fees) with these costs.
- 2.9 You shall report to Porsche Sales & Marketplace directly any change in name, address, telephone number, e-mail address or any other items submitted to Porsche Sales & Marketplace as set forth in No. 1.3 of the T&C. Porsche Sales & Marketplace shall not be liable for any adverse consequence due to failure to file such report.
- 3. Updates:** During the service package availability period, which coincides with the term of the service package contract, we will provide you with updates to at least the extent required by law, unless otherwise agreed with you in accordance with the legal requirements.
- 4. Limitation of liability and System Limitations**
  - 4.1 For the avoidance of doubt, the provisions on limitation of liability according to No. 10 of the T&C shall apply.
  - 4.2 With regard to the functionalities of the Package you remain responsible that the hardware within the vehicle used for the Package is maintained and are in good conditions.
  - 4.3 The Package is provided by using a telematics unit installed in the vehicle that receives GPS satellite signals and communicates with the response centres using wireless communication systems and communication networks. Owing to the nature of the technologies used to provide the functionalities of the Package and comprised in the unit, the functionalities of the Package (or part of the Package) may from time to time not be available in all areas of the Territory and/or be adversely affected by physical features, including, without limitation, removal or manipulation of the unit or its antenna, electromagnetism, the vehicle being in a garage, in an underpass or in other places not covered by the GPS or wireless communication networks, atmospheric conditions and other causes of interference beyond our control (e.g. failure of GPS or communication networks). In particular, the operation of the unit and, therefore, the provision of the functionalities of the Package in accordance with the TU depend upon the operation of the GPS, wireless and landline

communication networks with which the unit operates, and these networks are not operational in all parts of the Territory. As a result, not all functionalities of the Package are available everywhere and at all times and there can be no guarantee that all functionalities of the Package are operational.

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

## 5. Right of withdrawal for consumers

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

### Instructions on withdrawal

#### Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire after 14 days from the day of the conclusion of the contract. To exercise the right of withdrawal, you must inform us (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Germany, phone number: 800 62756, e-mail address: [smartmobility@mt.porsche.com](mailto:smartmobility@mt.porsche.com)) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). You may use the attached model withdrawal form, but it is not obligatory. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

#### Effects of withdrawal

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

### Model withdrawal form

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

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



PORSCHE

**PORSCHE SALES & MARKETPLACE GmbH**  
Terms of Use  
for the Porsche Connect Service “Breakdown Call”  
(hereafter referred to as TU)

These Terms of Use govern the use of the Porsche Connect Service “Breakdown Call”. These Terms of Use apply in addition to the Terms and Conditions for the 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”**

The “Breakdown Call” (hereinafter **Service**) establishes a voice and data connection to a Porsche service centre (hereinafter **Service Centre**) which transmits your location and all relevant vehicle information to the Service Centre and through which you can speak personally to an agent of the Service Centre.

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

**Term:** 10 years

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

**1. Detailed Description of Service**

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

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

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

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

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

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

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

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

## 2. Restrictions of Use and System Limitations

- 2.1 The service is provided via a telematics unit installed in the vehicle, which receives GPS satellite signals and communicates with the Porsche Support instance via wireless communication systems and communication networks. Due to the nature of the technologies used for the functions of the service and contained in the telematics unit, the functions of the service (or parts of the service) may from time to time not be available in all parts of the contract territory of these ToU and/or may be negatively affected by physical conditions, including but not limited to removal or tampering with the telematics unit or its antenna, electromagnetism, the vehicle being in a garage, underpass or any other location where the GPS or wireless communication networks are not available, atmospheric conditions and other causes of interference that are beyond our control (e.g. failure of GPS or communication networks). In particular, the operation of the telematics unit and thus the provision of the functions of the service in accordance with these ToU depends on the GPS networks and the wireless and fixed communication networks used by the telematics unit being operational. Therefore, not all functions of the service are available anytime and anywhere, and there is no guarantee that all functions of the service will be operational anytime and anywhere.
- 2.2 The service does not include vehicle insurance or any other insurance. Please note that you may be required by law to have insurance; furthermore, it is your responsibility to arrange for such other insurance cover as you deem reasonable. The fees paid for the service are unrelated to the value of the vehicle or any property in the vehicle, or the cost of any injury or damage suffered by you or others.
- 2.3 In the event that a problem is to be solved by remote repair as per point 1.2 of these ToU, the customer must give consent to the Porsche Support instance in advance.

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

## 4. Right of withdrawal for consumers

If you are a consumer according to article 2 (2) of the Consumer Rights Regulations (SL378.17), you have a right of withdrawal for a period of 14 days in case of the conclusion of the contract. Consumer pursuant to article 2 (2) of the Consumer Rights Regulations means every natural person who enters into a legal transaction for purposes that predominantly are outside his/her trade, business or profession. In the following, the Customer is instructed on his/her right of withdrawal:

### Instructions on withdrawal

#### Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire after 14 days from the day of the conclusion of the contract. To exercise the right of withdrawal, you must inform us (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Germany, phone number: 800 62756, e-mail address: smartmobility@mt.porsche.com) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). You may use the attached model withdrawal form, but it is not obligatory. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

#### Effects of withdrawal

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

#### Model withdrawal form

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

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



PORSCHE

## Porsche Sales & Marketplace GmbH

### Terms of Use

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

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

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

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

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

**Prerequisites:** to activate an individual FoD service in the vehicle, the desired function must be purchased in the Porsche Connect Store and then activated in the vehicle.

**Activation:** after booking an individual FoD 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 private mode must remain switched off until the activation process is completed. The instructions in Porsche Communication Management (PCM) must be followed to successfully complete the activation.

**Period of use:** the individual FoD service is available to Porsche customers solely as an unlimited service for the entire period of the vehicle's use.

**Prices/payment terms:** the prices and payment terms for individual FoD services are described and available for viewing in the Porsche Connect Store.

**Availability:** the respective individual FoD services are solely available for the Taycan vehicle series up to model year 2023 in certain countries. The individual availability and offering concept depend in particular on the current software version 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-store.porsche.com/mt/en/>.

#### 1. Porsche Intelligent Range Manager

**Description:** The FoD Single Service "Porsche Intelligent Range Manager" adjusts the maximum speed as well as the air conditioning depending on the route selected in the vehicle's navigation system in order to achieve the shortest travel time with maximum comfort. In addition, the system proactively provides you with guidance during the trip if your travel time could be reduced using a different vehicle setup.

#### 2. 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.

#### 3. Porsche InnoDrive

**Description:** The FoD individual service "Porsche InnoDrive" expands Adaptive Cruise Control (ACC). It offers improved driving speed regulation based on multiple data, such as navigation data, radar and video sensor technology.

**Prerequisites:** in order to continue using the full range of Porsche InnoDrive functions, a renewal (subject to a charge) or separate map updates are required after the inclusive period of the Connect package has expired (further information on the inclusive period of the Connect package for your vehicle can be found at: <https://connect-store.porsche.com/mt/en/>).

#### 4. Active Lane Keeping

**Description:** The FoD individual service "Active Lane Keeping" expands Adaptive Cruise Control (ACC). The lane keeping function helps to keep the vehicle in the centre of the lane using continuous steering adjustments.

#### 5. Comfort Access

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

## 6. 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.

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

(\*) Delete as appropriate

## 7. Updates

We provide updates for your individual FoD service for at least the legally required period and in accordance with the legally mandated scope, unless a different agreement is made with you in accordance with legal requirements.

## 8. Right of Withdrawal for Consumers

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

### Instructions on withdrawal

#### Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire after 14 days from the day on which the FoD Single Service is made available to you for use (activation day). To exercise the right of withdrawal, you must inform us (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Germany, phone number: 800 62756, email address: smartmobility@mt.porsche.com) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or email). You may use the attached model withdrawal form, but it is not obligatory. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

#### Effects of withdrawal

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

### Model withdrawal form

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

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





PORSCHE

## PORSCHE SALES & MARKETPLACE GmbH

### Terms of Use

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

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

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

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

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

### „Porsche Connect“

Porsche Connect is only available for the following vehicle models:

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

### Note on Taycan:

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

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

**Term:** from 1 month

**Free-of-charge inclusive period:** When buying a new Connectable 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 Connectable 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 "Voice Pilot" service, various functions of the PCM and other services can be operated using voice input. Additional functionalities, such as media searches, points of interest or weather information, are made possible by means of online speech recognition.

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

### 3. Navigation Plus

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

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

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

4. **Charging Planner (Disponibbli biss fi: l-Awstrija, il-Belġju, il-Kroazja, ir-Repubblika Ċeka, id-Danimarka, il-Finlandja, Franza, il-Ġermanja, Ġibiltà, l-Ungerija, l-Irlanda, l-Italja, il-Latvja, il-Montenegro, in-Netherlands, in-Norveġja, il-Polonja, ir-Rumanija, is-Serbja, is-Slovakkja, Spanja, l-Iżvezja, l-Iżvizzera, l-Istati Uniti, New Zealand, l-Awstralja, il-Ġappun, il-Malasja, il-Messiku, Puerto Rico u, Singapor, il-Korea t'Isfel, l-Afrika t'Isfel u t-Tajwan)**

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

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

### 5. Radio Plus

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

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

### 6. 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. **Porsche2X (Only available in: Austria, Belgium, Croatia, Czech Republic, Denmark, Finland, France, Germany, Gibraltar, Hungary, Ireland, Italy, Latvia, Montenegro, Netherlands, Norway, Poland, Romania, Serbia, Slovakia, Spain, Sweden, Switzerland, USA, New Zealand, Australia, Japan, Malaysia, Mexico, Puerto Rico, Singapore, South Korea, South Africa and Taiwan)**

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

### 8. 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.

### 9. Trip Control

9.1 **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).

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

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

10.1 **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.

10.2 **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.

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

11.1 **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.

11.2 **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.

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

### 12. Car Finder

12.1 **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.

- 12.2 **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.

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

- 13.1 **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.

- 13.2 **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.

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

- 14.1 **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.

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

### 15. Pre-heater

- 15.1 **Services:** You can remotely check the status of the pre-heater, activate it and use a timer function. You receive a confirmation message or a push notification on your mobile device once an activated timer for the pre-heater has expired. This service will be available only from the second half of 2018.

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

### 16. Car Alarm

- 16.1 **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.

- 16.2 **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.

### 17. Location Alarm

- 17.1 **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.

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

### 18. Speed Alarm

- 18.1 **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.

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

### 19. Valet Alarm

- 19.1 **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.

- 19.2 **Restrictions of use:** This service will only send a push message if the ignition is switched on and a wheel movement is detected. The service is only available via the App.

### 20. Calendar

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

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

### 21. Media Streaming

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

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

21.2 **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.

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

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

22.1 **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.

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

## 23. In-Car Video

23.1 **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.

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

## Right of Withdrawal for Consumers

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

### Instructions on withdrawal

#### Right of withdrawal

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

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

To exercise the right of withdrawal, you must inform us (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Germany, phone number: 800 62756, email

address: smartmobility@mt.porsche.com) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or email). You may use the attached model withdrawal form, but it is not obligatory.

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

#### Effects of withdrawal

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

#### Model withdrawal form

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

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

(\*) Delete as appropriate



## Porsche Sales & Marketplace GmbH

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

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

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

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

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

### "Porsche Connect Care"

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

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

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

The Service Package is only available in certain countries and depends on the network availability. You can find the current geographical availability of the Service Package in the Porsche

Connect Store at <https://connect-store.porsche.com/mt/en/>. You will also find the respective geographical availability of the various functions of the Service Package in the following provisions of these ToU Porsche Connect Care.

**Term:** from 1 Month

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

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

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

### 1. Breakdown Call

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

#### 1.1 Detailed description of the Service

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

**1.1.2** During the voice connection, the Porsche Support instance will ask you questions to further assess your

breakdown situation. Depending on the particular breakdown situation, the Porsche Support instance can offer you various assistance options as follows:

- 1.) The Porsche Support instance can give advice on how to proceed (e.g. "Please top up oil at the nearest gas station"); and/or
  - 2.) The Porsche Support instance can analyse the received car data in more detail and try to identify the problem. The findings gathered can be passed on to the respective Porsche Centre, which enables them to prepare for the vehicle's visit to the workshop or to initiate further measures. If a problem can be solved via remote repair, the Porsche Support instance can carry this out. The prerequisite for this is the fulfilment of various problem-dependent preconditions such as: engine switched off, vehicle is stationary, engine immobiliser is active, windows are closed, no active charging process. If necessary, further car data required for this purpose are read out. In addition, it is possible that the breakdown and/or emergency call functionality will not exist or be limited during the problem solving via remote repair. Before starting to troubleshoot the problem via remote repair, the Porsche Support instance will inform you of any such preconditions and/or usage restrictions, which you must then confirm. This is only a troubleshooting attempt, so additional steps may be necessary; and/or
  - 3.) The Porsche support instance can request external support, e.g. breakdown assistance or towing of the non-functional vehicle. Your call will not be forwarded to other service providers. If your vehicle needs to be repaired, the Porsche Support instance can, subject to your prior consent, forward the car data to a Porsche Centre.
- 1.1.3 Any services provided by the Porsche Support instance after the breakdown call require a separate contract, which could result in additional costs. You can find more information about the Porsche Support instance and in particular about the service components covered by contacting your Porsche Centre or by inquiring with your support service provider "AXA Assistance Deutschland GmbH/Inter Partner Assistance SA". The Porsche Support instance can determine the Porsche Support instance status of your vehicle.
- 1.1.4 If you have access to or use third-party products or services, the contractual terms applicable to these products or services apply. PSM is not responsible for any access to or usage of these products or services.
- 1.1.5 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 Support instance via wireless communication systems and communication networks. Due to the nature of the technologies used for the functions of the service and contained in the telematics unit, the functions of the service (or parts of the service) may from time to time not be available in all parts

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

- 1.2.2 The Service does not include vehicle insurance or any other insurance. Please note that you may be legally required to take out insurance; furthermore, it is your responsibility to procure further insurance protection, insofar as you consider it reasonable. The fees paid for the Service are unrelated to the value of the vehicle or any property in the vehicle, or to the cost of injury or damage that you or others may suffer.
- 1.2.3 In the event that a problem is to be solved by remote repair as per point 1.1.2. of these ToU Porsche Connect Care, the customer must give consent to the Porsche Support instance in advance.

## 2. Smart Service

### 2.1 Description

The 'Smart Service' provides predictions, particularly in the areas of the chassis, drive and batteries, and is based on ongoing evaluations of your car data. The predictions will be refined in the future through model optimisations, and/or the scope of covered maintenance and repair needs will be expanded.

The corresponding car data is automatically transmitted to the Porsche systems. You will be informed of individual maintenance and repair needs for selected vehicle components through notifications and status displays in your PCM and/or the My Porsche app. Your Porsche Centre can also retrieve this data and proactively contact you via your chosen communication channel based on this information.

### 2.2 Restrictions on use and system restrictions

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

### 2.3 Contractual territory

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

### 3. Good to know – Driver's Manual

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

#### 3.1 Detailed description of the service

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

#### 3.2 Restrictions on use and system restrictions

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

### 4. Online Software Update

The Online Software Update is installed in your vehicle using over-the-air technology, without a workshop visit being required. Updates are downloaded in the background and can then be installed by you at any time, for example, when parking the vehicle overnight.

#### 4.1 Detailed description of the service

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

#### 4.2 Restrictions on use and system restrictions

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

### 5. Updates

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

### 6. Usage of data

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

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

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

For all intents and purposes at law, it is hereby being declared that the usage of such data will be in compliance with applicable data protection legislation. Where required by law, Porsche Sales & Marketplace will obtain the relevant consents. Further information can be found in the data protection and privacy information at <https://connect-store.porsche.com/mt/en/t/privacy>.

### 7. Right of Withdrawal for Consumers

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

#### Instructions on withdrawal

##### Right of withdrawal

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

The withdrawal period will expire after 14 days from the day on which the Service Package is made available to you for use (activation day). To exercise the right of withdrawal, you must inform us (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - P.O. Box 41 42, 73744 Ostfildern, Germany, phone number: 800 62756, email address: [smartmobility@mt.porsche.com](mailto:smartmobility@mt.porsche.com)) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or email). You may use the attached model withdrawal form, but it is not obligatory.

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

##### Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from

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

**Model withdrawal form**

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

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

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





PORSCHE

## PORSCHE SALES & MARKETPLACE GmbH

### Terms of Use

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

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

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

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

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

#### "Porsche Connect"

These ToU Porsche Connect apply to the following vehicle models:

- Macan (from model year 2024)

Depending on geographic availability, Porsche Connect includes the services described below. The current geographical availability can be found in the Porsche Connect Store at <https://connect-store.porsche.com/mt/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/mt/en>. PSM is continuously developing its services and functionalities. It is therefore possible under certain circumstances that not all software functions or new features that Porsche introduces for newer or different models will be usable or functional in your vehicle.

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

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

## 1 Finder

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

## 2 Voice Pilot

### 2.1 Description:

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

## 2.2 Use restrictions:

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

## 3 Navigation Plus

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

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

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

## 4 Charging Planner

### 4.1 Description:

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

### 4.2 Use restrictions:

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

## 5 Radio Plus

### 5.1 Description:

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

### 5.2 Use restrictions:

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

## 6 App Centre

### 6.1 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.

### 6.2 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.

## 6.3 Contract territory:

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

## 6.4 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.

## 7 Porsche2X

### 7.1 Description:

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

### 7.2 Contract territory:

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

## 8 Car Control

### 8.1 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.

### 8.2 Use restrictions:

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

## 9 Trip Control

### 9.1 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).

## 9.2 Use restrictions:

Retrievable information is only updated when the ignition status changes.

## 10 Horn & Indicator

### 10.1 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.

### 10.2 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.

## 11 Lock & Unlock

### 11.1 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.

### 11.2 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.

### 11.3 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 date in the customer profile.

## 12 Car Finder

### 12.1 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.

### 12.2 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.

## 13 E-Control

### 13.1 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.

### 13.2 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.

## 14 Climate

### 14.1 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.

### 14.2 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.

## 15 Car Alarm

### 15.1 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.

### 15.2 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.

### 15.3 Note:

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

## 16 Location Alarm

### 16.1 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.

### 16.2 Use restrictions:

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

## 17 Breakdown Call

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

## 17.1 Description:

### 17.1.1

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

### 17.1.2

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

#### 17.1.2.1

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

#### 17.1.2.2

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

#### 17.1.2.3

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

### 17.1.3

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

### 17.1.4

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

### 17.1.5

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.

## 17.2 Use restrictions:

### 17.2.1

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

### 17.2.2

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.

### 17.2.3

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

## 18 Smart Service

### 18.1 Description:

The 'Smart Service' provides predictions, particularly in the areas of the chassis, drive and batteries, and is based on ongoing evaluations of your car data. The predictions will be refined in the future through model optimisations, and/or the scope of covered maintenance and repair needs will be expanded.

The corresponding car data is automatically transmitted to the Porsche systems. You will be informed of individual maintenance and repair needs for selected vehicle components through notifications and status displays in your PCM and/or the My Porsche app. Your Porsche Centre can also retrieve this data and proactively contact you via your chosen communication channel based on this information.

### 18.2 Use restrictions:

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

### 18.3 Contract territory:

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

### 19 Good to know – Driver's Manual

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

#### 19.1 Description:

##### 19.1.1

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

##### 19.1.2

The service also permits device-independent and synchronous use of the digital Driver's Manual. This means that pages bookmarked and selected as favourites in the vehicle, as well as those most recently visited, are also displayed on the digital output channels of Porsche AG, depending on the country (assuming online availability of the vehicle, as well as login to the output channels).

##### 19.1.3

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

#### 19.2 Use restrictions:

The Driver's Manual content described in 20.1.1 is also available offline in PCM and the My Porsche App (download required). All other functions require a data connection.

### 20 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.

### 21 Usage of Data

In connection with booking the Service Package, certain data, which possibly includes personal data, can be collected in order to fulfil the respective service. Depending on the service, it may be necessary, for example, to collect, store and analyse data about components (e.g. 12 V battery, wiper blades) in order to provide the service.

Porsche Sales & Marketplace may use this data – possibly in anonymised form – for (i) the management and improvement of the quality and safety of the Service Package and/or PSM products (including Porsche vehicles) and (ii) other commercial purposes. The use of certain data for management purposes and to improve the quality and security of the Service Package and/or the PSM products (including Porsche vehicles) can be activated and deactivated using the corresponding functionalities in the Porsche vehicle and/or in the My Porsche app.

For the aforementioned purposes, this data can also be passed on to other Porsche companies and other third parties

commissioned by Porsche Sales & Marketplace or other Porsche companies in this context and – if this data is anonymised – disclosed to third parties.

The use of data as described takes place in accordance with the applicable data protection regulations. To the extent required by law, Porsche Sales & Marketplace will obtain the appropriate consent. Further information can be found in the data privacy policy at <https://connect-store.porsche.com/mt/en/t/privacy>.

### 22 Right of withdrawal for consumers

If you are a consumer according to article 2 (2) of the Consumer Rights Regulations (SL378.17), you have a right of withdrawal for a period of 14 days in case of the conclusion of the contract. Consumer pursuant to article 2 (2) of the Consumer Rights Regulations means every natural person who enters into a legal transaction for purposes that predominantly are outside his/her trade, business or profession. In the following, the Customer is instructed on his/her right of withdrawal:

#### Cancellation policy

##### Right of cancellation

You have the right to cancel this contract within 14 days without specifying a reason.

The cancellation period is fourteen days from the day on which Porsche Connect is made available to you for use (day of activation).

To exercise your right of cancellation, you are required to inform us of this (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - Postfach 41 42, 73744 Ostfildern, Germany, telephone number: 800 62756, email address: [smartmobility@mt.porsche.com](mailto:smartmobility@mt.porsche.com)) by submitting a clear statement (e.g. a letter sent by post or email) detailing your decision to cancel this contract. You can use the enclosed sample cancellation letter for this, but it is not obligatory.

In order to cancel within the cancellation period, it is sufficient for your notice to cancel to have been sent before the period expires.

##### Effects of cancellation

If you cancel this contract, we shall reimburse all payments received from you, including the costs of delivery (with the exception of the additional costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), immediately and no later than 14 days from the day on which we receive your letter concerning your decision to cancel this contract. We will reimburse all payments using the same method of payment you used for the original transaction, unless we have expressly agreed otherwise with you; in any event, you will not incur any charges as a result of this reimbursement. If you have requested that the services should begin during the cancellation period, you must pay us an appropriate amount to cover the share of services already provided up to the time at which you inform us of your intention to exercise your right of cancellation for this contract, as compared with the total scope of services included in the contract.

#### Sample cancellation form

(If you wish to cancel the contract, please complete and return this form.)

- To Contact Porsche - c/o Porsche Sales & Marketplace GmbH - Postfach 41 42, 73744 Ostfildern, Germany, email address: [smartmobility@mt.porsche.com](mailto:smartmobility@mt.porsche.com):
- I/we(\*) hereby cancel the contract concluded by me/us(\*) for the purchase of the following goods(\*)/the provision of the following service(\*)
- Ordered on(\*)/received on(\*)
- Name of the consumer(s)
- Address of the consumer(s)

- Signature of the consumer(s) (required for paper notifications only)
  - Date
- 
- (\*) *Strike out if not applicable.*