



PORSCHE

Porsche Sales & Marketplace Canada, Ltd.

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 for the Porsche Connect Store and the Porsche Connect Services. Insofar a provision of the terms conflicts with these Terms of Use, these Terms of Use shall prevail.

**"Navigation & Infotainment Package"**

Navigation & Infotainment Package is available for the following vehicle models:

- 718 models

The "Navigation & Infotainment Package" includes the services described hereafter. Available services depend on your vehicle model – availability can be found when you log in to the Porsche Connect Store at <https://connect-store.porsche.com/ca/en>.

**Inclusive 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" is included and can be booked for a term of 1 year.

\*Once the inclusive term ends, updated pricing and details may be found on your relevant model Porsche Connect Store webpage, located here: <https://connect-store.porsche.com/ca/en?vs=1>

**Additional requirement of use for all service package components:**

The Porsche Communication Management system of a Connect-able vehicle (hereinafter **PCM**) must be connected to the internet in order for certain functionalities to operate. 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 "Radio Plus") is included. 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 data provider 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 Cayenne (MY 2018), the Macan (MY 2018) and the 911 (MY 2019) (more details on these models below) the following applies:**

**1. Real Time Traffic Information**

**Description:** 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**

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

**3. Satellite Map**

**Description:** The PCM navigation system can display the map in satellite view. By buffering loaded map data of the current surroundings of the vehicle, the display of the satellite view will remain active 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 Centre.

**4. Online Search**

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

**5. Parking**

**Description:** With the Parking service package component, you will be able to see the nearest available parking options (including parking fees and opening hours), reported by the parking operators, in the surrounding area of the vehicle or at the navigation destination. A parking option can be selected via the PCM navigation system as the destination.

**6. Gas Stations**

**Description:** With the service package component "Gas Stations", gas stations in the surrounding area 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 gas station operator or other users. Using the free text search functionality, specific gas stations can be located by name and selected as a navigation destination.

**7. E-Stations**

**Description:** With the service package component "E-Stations", participating E-Charging stations in the surrounding area 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 price reported by the E-charging operator or other users. Using the free text search stations of a particular power supplier can be located and selected as a navigation destination. 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 **Description:** 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 **Description:** 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. Additional fees may apply.

## 10. Weather

**Description:** 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

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

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

### 1. Finder

**Description:** 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. Search results may include further information like phone numbers, opening hours, fuel prices, parking prices or ratings by other internet users. Also on the My Porsche App, points of interest (POIs) can be searched, saved, managed, and sent to the PCM.

### 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, POIs or weather information, are made possible by means of online speech recognition.

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

### 3. Navigation Plus

**Description:** With the service package component "Navigation Plus", your route calculation by the PCM will be supported 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 buffering loaded map data, a satellite view of the vehicle and surrounding area will remain active even if the internet connection is temporarily interrupted.

### 4. Radio Plus

4.1 **Description:** 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 also displays metadata available via the PCM about the songs and stations you are playing.

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, and additional costs may apply, including roaming costs for using the service abroad (see also above).

### 5. News

**Description:** 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

**Description:** 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.

### Right of withdrawal for consumers

If you are a consumer you have a right of withdrawal for a period of 14 days after the conclusion of the contract. A consumer is an individual acting for purposes which are wholly or mainly outside that individual's trade, business, craft or profession. Information about the right of withdrawal, and instructions on how to exercise that right are set out below:

#### 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 - Contact Porsche - c/o Porsche Sales & Marketplace Canada, Ltd., 165 Yorkland Blvd., Unit 150, Toronto, ON, M2J 4R2, Canada, phone number: +1 800-767-7243, e-mail address: customersupport@porsche.com) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post, a telephone call 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 Canada, Ltd., 165 Yorkland Blvd., Unit 150, Toronto, ON, M2J 4R2, Canada, e-mail address: customersupport@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 Canada, Ltd.

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 Porsche Connect Store Canada. 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.

**Inclusive Term:** 3 years

**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 inclusively for a term of 3 years.

\*Once the inclusive term ends, updated pricing and details may be found on your relevant model Porsche Connect Store webpage, located here: <https://connect-store.porsche.com/ca/en?vs=1>

### 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

**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 of doors (opened or closed), windows, hood, trunk and sunroof (if fitted), parking light status, vehicle time, tire pressure, time of last query.

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.

## 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.

**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. After, the code can be modified in your 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 while the vehicle is in motion and 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.

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.

## 7. E-Control

7.1 **Service:** You have the ability to remotely check the status of your PHEV to follow 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 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 activating or deactivating 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.

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 the My Porsche app.

## Right of withdrawal for consumers

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### Instructions on withdrawal

#### Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire after 14 days from the day of the conclusion of the contract. To exercise the right of withdrawal, you must inform us Contact Porsche - c/o Porsche Sales & Marketplace Canada, Ltd., 165 Yorkland Blvd., Unit 150, Toronto, ON, M2J 4R2, Canada, phone number: +1 800-767-7243, e-mail address: customersupport@porsche.com) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post, a telephone call 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)

- Contact Porsche - c/o Porsche Sales & Marketplace Canada, Ltd., 165 Yorkland Blvd., Unit 150, Toronto, ON, M2J 4R2, Canada, phone number: +1 800-767-7243, e-mail address: customersupport@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 Sales & Marketplace Canada, Ltd.

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 +1-866-872-5354**

National Service Provider:  
Vodafone Automotive, a division of Cable & Wireless Canada Inc.  
53 Glenellen Drive East  
Etobicoke, Ontario  
M8Y 2G7  
Canada

**"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/ca/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 Porsche 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/ca/en/>)

**1. Territory**

Porsche Connect shall provide the Package to you the following geographic territory (hereafter referred to as **Territory**) in accordance with these Terms of Use: Canada, United States of America.

**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 Porsche 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. By identification via the file number, the SOC may help to support the public safety authorities with 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, (ii) via the Porsche 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 Porsche My Porsche App or here <https://connect-store.porsche.com/ca/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 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 condition.

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 (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 he/she has a right of withdrawal for a period of 14 days after the conclusion of the contract. A consumer is an individual acting for purposes which are wholly or mainly outside that individual's trade, business, craft or profession. Information about the right of withdrawal, and instructions on how to exercise that right are set out below.

**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 Canada, Ltd., 165 Yorkland Blvd., Unit 150, Toronto, ON, M2J 4R2, Canada, phone number: +1 800-767-7243, e-mail address: customersupport@porsche.com) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post, a telephone call 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)

- Contact Porsche - c/o Porsche Sales & Marketplace Canada, Ltd., 165 Yorkland Blvd., Unit 150, Toronto, ON, M2J 4R2, Canada, phone number: +1 800-767-7243, e-mail address: customersupport@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 Canada, Ltd.

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

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

**"Breakdown Call"**

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

The Service is available in certain countries and depends on network availability. You can find the current geographic availability of the Service when you log in to the Porsche Connect Store at <https://connect-store.porsche.com/ca/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.

**Inclusive 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 inclusively for a term of 10 years.

\*Once the inclusive term ends, updated pricing and details may be found on your relevant model Porsche Connect Store webpage, located here: <https://connect-store.porsche.com/ca/en?vs=1>

**1. Detailed Description of Service**

1.1 You can trigger the Service either from the Porsche Communication Management of a Connect-able vehicle (hereinafter **PCM**) or via the My Porsche App. Once triggered, a voice and data connection from the vehicle will automatically be established to the Porsche Support Concierge in the country selected by you in My Porsche. The data forwarded from the vehicle to the Porsche Support Concierge may include information such as the vehicle model, production year and optional equipment, vehicle position, occurrence of an accident, number of people in the car, tank level, tire pressure and remaining fuel range (hereinafter **Vehicle Data**). The Porsche Support Concierge 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 Concierge will ask you questions to further assess your breakdown situation. Depending on the particular breakdown situation, the Porsche Support Concierge can offer you various help options as follows:

1.) Porsche Support Concierge employees can suggest next steps on how to proceed (such as "Please add oil at the nearest gas station"); and/or

2.) The Porsche Support Concierge can help to analyse any relevant car data transmitted in more detail. Information gathered by the Porsche Support Concierge 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. In certain instances, the Porsche Support Concierge may be able to provide assistance remotely. In order to provide remote assistance, the Porsche Support Concierge may require that: the vehicle's engine be turned off, that the vehicle be stationary, that the engine immobiliser is active, that the windows are closed, and that the vehicle is not being actively charged. In addition, it is possible that the breakdown and/or emergency call functionality may be limited during the problem solving via remote repair. Before starting to troubleshoot the problem via remote repair, the Porsche Support Concierge will support you in meeting any requirements to facilitate the repair. The Porsche Support Concierge will attempt to troubleshoot the issue, additional steps may be necessary; and/or

3.) Porsche Support Concierge can request external support, such as: breakdown assistance or towing the non-functional vehicle. Your call will not be forwarded to other service providers. If your vehicle needs to be repaired, the Porsche Support Concierge can forward the Vehicle Data to a Porsche Centre, subject to your prior consent.

1.3 Any services provided by the Porsche Support Concierge after the breakdown call require a separate contract, which could result in additional costs. You can find more information about the Porsche Support Concierge and in particular about the service components covered by contacting your Porsche Centre

1.4 If you have access to or use third-party products or services, the contractual terms applicable to these products or services apply. Porsche Sales & Marketplace Canada, Ltd. is not responsible for any access to or use of these products or services.

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, may result in additional costs.

**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 Concierge via wireless communication systems and communication networks. Due to the nature of the technologies that are used for the functions of the Service and are contained in the telematics unit, the functions of the Service (or parts of the Service) may from time to time not be available and/or be negatively affected through physical circumstances, including, but not limited to, the removal or manipulation of the telematics unit or its antenna, electromagnetism, the vehicle being in a garage, in an underpass or in another location where the GPS or wireless communication networks are not available, atmospheric conditions and other negative causes beyond our control (e.g. failure of the GPS or the communication networks). In particular, the operation of the telematics unit and, thus, the provision of the functions of the Service in accordance with these ToU depends on whether the GPS networks and the wireless and fixed communication networks, with which the telematics unit is operated, are operational. Therefore, not all functions of the Service are available at all times and everywhere, and it cannot be guaranteed that all functions of the Service can be used anytime and anywhere.
- 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.
- 2.3 In the event of a troubleshooting via remote repair (see number 2.) of section 1.2 of these ToU), the Porsche Support Concierge may carry out a verification of the identity of the caller 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, you have a right of withdrawal for a period of fourteen (14) days after the conclusion of the contract. A consumer is an individual acting for purposes which are wholly or mainly outside that individual's trade, business, craft or profession. Information about the right of withdrawal, and instructions on how to exercise that right are set out below:

<p><b>Instructions on withdrawal</b></p> <p><b>Right of withdrawal</b>          You have the right to withdraw from this contract within fourteen (14) days without giving any reason. The withdrawal period will expire after 14 days from the day of the conclusion of the contract. To exercise the right of withdrawal, you must inform us (Contact Porsche - c/o Porsche Sales &amp; Marketplace Canada, Ltd., 165 Yorkland Blvd., Unit 150, Toronto, ON, M2J 4R2, Canada, phone number: +1 800-767-7243, e-mail address: customersupport@porsche.com)—) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post, a telephone call or e-mail). You may use the attached model withdrawal form, but it is not obligatory. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.</p> <p><b>Effects of withdrawal</b>          If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery</p>
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(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 fourteen (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)

- Contact Porsche - c/o Porsche Sales & Marketplace Canada, Ltd., 165 Yorkland Blvd., Unit 150, Toronto, ON, M2J 4R2, Canada, phone number: +1 800-767-7243, e-mail address: customersupport@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 Canada, Ltd.

Terms of Use

for the "Porsche Charging Service" – Macan Electric (starting MY24) and Taycan (J1.I for MY20-24, and J1.II starting MY25) (hereinafter also referred to as TU)

Porsche Sales and Marketplace Canada, Ltd. (hereafter referred to as Porsche Sales & Marketplace, PSM or We), operates at www.porsche.ca (1) the My Porsche app and (2) various online marketplace functionalities (hereafter referred to as Marketplace) for the (i) sale or marketing of Porsche vehicles, parts, equipment and other vehicle related and vehicle independent products and (ii) provision of vehicle related and vehicle independent services. PSM also operates the Porsche Connect Store via the Marketplace. When you use the Marketplace, which includes the Porsche Connect Store, the Terms and Conditions for the use of Porsche's Marketplace as well as the sale of Porsche Connect Services and Porsche Sales & Marketplace Products (hereafter 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-store2.porsche.com/ca/en/t/termsandconditions

When you visit the Porsche Connect Store, you may order the "Porsche Charging Service." These Terms of Use and the T&C govern the use of the Porsche Charging Service in Canada. In the event of a conflict between the T&C and these Terms of Use, the Terms of Use shall prevail. Any terms used herein but not otherwise defined shall have the definitions given them in the T&C.

These Terms of Use apply generally to the Porsche Charging Service as well as each individual charging service as described below.

It is only possible to make full use of the Porsche Charging Service with a smartphone app – the My Porsche App (hereinafter referred to as the App). The App is available for mobile devices with a supported operating system and can be downloaded in the app store of the respective provider of the mobile devices or the operating system, and fees will be charged in accordance with Section 4.2. To use the App on your mobile device, it is necessary for your mobile device to be connected to the Internet. This requires a separate contract with a mobile service provider for an Internet data plan, for which additional costs and roaming costs, if used abroad, may be incurred.

"Porsche Charging Service"

Subscription Term: 12 months (with auto-renewal), billed monthly.

Inclusive Charging Term: Eligible Porsche vehicles come with an inclusive charging term, dependant on vehicle model and model year, as set out in the chart below:

Vehicle Model	Model Year	Inclusive Term
Taycan	2020-2024	36 months
Taycan	2025+	24 months
Macan Electric	2024+	24 months

The Inclusive Charging Term, provided through Porsche Charging Service, begins on an eligible Porsche vehicle's New Car Limited Warranty start date. The New Car Limited Warranty start date is the same date that the vehicle ownership is transferred to the customer. You / customers are responsible for activating Porsche Charging

Service. We assume no liability for any lost or unused time relating to the the Inclusive Charging Period.

Inclusive charging is provided through Electrify Canada charging sites nationally, and the inclusive charging opportunity is defined as unlimited 30-minute sessions, with a minimum 60-minute interval required between charging sessions, for the term defined based on Porsche model and model year.

Restrictions: The Porsche Charging Service may only be used for charging your Macan or Taycan electric vehicle. The use of the Porsche Charging Service with any other make or model of vehicle is prohibited and is grounds for termination of your access to the Porsche Charging Service.

Services of the Porsche Charging Service:

1. Access to the charging network and compatibility

1.1 The Porsche Charging Service allows access to and use of charging stations operated by Porsche Sales & Marketplace and third parties (hereinafter referred to as charging stations) for normal charging with alternating current (AC) and for fast charging with direct current (DC). For this we cooperate with selected charging station operators, as well as selected e-roaming partners, who provide the locations of public charging stations as bundles (see also Section 2).

1.2 All charging stations are equipped with a J1772 connector (for AC charging) and / or the Combined Charging System (CCS) (for DC charging) in accordance with North American standards. Individual charging stations are also equipped with the CHAdeMO standard (for DC charging).

Charging station compatibility:

- In general, charging stations with a J1772 connection are compatible with plug-in hybrid and electric vehicles equipped with a J1772 charging socket or a CCS charging socket. An additional charging cable is not required.
- In general, charging stations with a CCS connection are compatible with electric vehicles equipped with a CCS charging socket. An additional charging cable is not required.
- In general, charging stations that support the CHAdeMO standard are compatible with vehicles equipped with a CHAdeMO charging socket. CHAdeMO charging stations are not compatible with Porsche Battery Electric Vehicle (BEV) models.

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

provincial and local regulations and instructions for using the charging stations.

- 1.3 To activate the respective charging station at the charging location, the authentication method stated in the App must be used.
- 1.4 Use of the charging stations is subject to various factors, including vacant spaces at the charging station and the charging station being in working order (this applies, for example, to recognizably damaged charging stations, which may not be used).
- 1.5 The Porsche Charging Service are provided by Porsche Sales & Marketplace Canada, Ltd. (Porsche Sales & Marketplace)

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

- 2.1 An overview of the charging stations provided by selected charging station operators and e-roaming partners can be found in the App.
- 2.2 Depending on availability, the following static and dynamic information about charging stations is available in the App: Location, AC and/or DC charging options, available connector types, indication of whether charging points are occupied or vacant, indication of prices for AC and/or DC charging, and number of charging points per charging location. Porsche Sales & Marketplace assumes no liability for the accuracy and timeliness of the data and information supplied by these partners.

## 3. Authentication and charging at the charging station

- 3.1 **Starting the charging process:** To start the standard charging process you must authenticate yourself in advance through the App. To utilize the Plug and Charge function, both the vehicle and the charging station must support this functionality. Additionally, the functionality must be enabled in the App and the vehicle's PCM (Porsche Communications Management system). Once the prior prerequisites have been satisfied, plug the charging station into the vehicle to start the charging process.

A charging station can be unlocked remotely through the App after you have selected it in the App. Some charging stations have special features when starting, and you will need to always follow the instructions on the charging station. You can use the App to monitor the progress of an active charging process; this may differ from the actual duration of the charging process for technical reasons.

- 3.2 **Ending the charging process:** The charging process can be stopped manually by unlocking the vehicle and unplugging the charging cable. On some charging stations, the charging process can also be ended manually using the App. As soon as the vehicle's battery is fully charged, the charging process will stop automatically. Some charging stations have special features when charging is completed, and you will need to always follow the instructions on the charging station. After successful completion of the charging process, the information from the charging process (i.e., location where charging took place, date, time and cost) will be displayed in the App's charging history (for technical reasons, the charging history in the App may not always reflect the current status).

## 4. Prices and billing

- 4.1 The cost to you associated with your use of the Porsche Charging Service is the usage costs per charge, which is calculated based on
  - the amount of energy charged in kWh and/or
  - the connection time in minutes and/or
  - a flat rate per charging process and/or

- additional parking fees.

The basis for billing by time (per minute) is the connection time (charging cable connected to the charging station and vehicle). In other words, charges are incurred as long as the vehicle is connected to the charging station. Some charging stations may charge an additional parking fee if the vehicle is left connected to the station after the charging session is completed. Taxes may be collected where applicable.

The basis for billing by kWh is the energy measured by the charging station, not the vehicle. Taxes may be collected where applicable.

### For Electrify Canada inclusive charging only (during the inclusive period):

For DC charging sessions the first 30 minutes are inclusive with the term defined based on Porsche model and model year. Electrify Canada does not offer AC charging.

Once the charge is completed, you will have a grace period of 10 minutes to relocate the vehicle. In case of a non-full battery, after the 30-minute Inclusive Charging period ends, further charging costs will apply. If 60 minutes has not elapsed between two separate charging sessions, the two sessions will be deemed, and charged as, a single charging session. An idle fee may be charged following the grace period.

- 4.2 Relevant prices are available on the screen of each charging station and in the App at the initiation of a charging session. For Electrify Canada, prices may include, but are not limited to, a price per kilowatt-hour of energy delivered by the Charger; a price per minute of charging; and a price per minute that your vehicle is connected in an idle, non-charging state. For chargers where stated prices can vary depending on the maximum charging rate for a session, you agree that the maximum charging rate is based on the maximum requested by your vehicle. You acknowledge that the actual charging rate may vary during a session and that the highest rate achieved during a session may be lower than that maximum, due to factors such as vehicle capacity at start of charging, temperature, battery age, vehicle efficacy, vehicle usage, and power output of the charging station. For charging at Porsche dealerships and other third party charging stations, individual pricing is set by the dealer/provider. Prices may change at any time and exclude any applicable taxes which may also be collected.
- 4.3 At the end of the month, you will receive an aggregated bill for the charging processes that we have recorded within a billing period, as well as any applicable basic fees incurred. This information can be viewed in the My Porsche app and will be sent by e-mail to the e-mail address you have provided. Please note that due to technical circumstances, there may be a delay in recording some charging processes. This means that a billing statement may include charging processes from a previous billing period, for which you will be charged. You will also see the costs accumulated for the current billing period in the App (please note that this view may not always be up-to-date).

## 5. Upon Conclusion of the Inclusive Charging Term

- 5.1 **Base Charging Plan:** At the end of the inclusive charging term (the length of which is dependant on Porsche vehicle model and model year), the vehicle owner will continue to have access to the Porsche Charging Service unless or until they cancel participation. The vehicle owner will automatically be enrolled in the Base Charging Plan (which has no annual subscription fee) with the option to add on premium services which will incur annual fees.
- 5.2 **Pricing for Base Charging Plan:** The Basic Charging Plan provides access only to one selected charging station operator (Electrify Canada). The pricing set forth in Section 4 shall not apply. Instead, the charge for Per Minute and/or Per kWh are

at Electrify Canada's "Guest and Pass Member rates" which are displayed on the charger at the time of service. There is no inclusive charging period of time included in this plan. Some charging stations may charge an additional parking idle fee if the vehicle is left connected to the station after the charging session is completed. Taxes may be collected where applicable. Billing will continue in the manner set forth in Section 4.

- 5.3 **Premium Charging Plan:** Vehicle owners may alternatively subscribe to a Premium Charging Plan for an annual subscription fee (pricing available in the Porsche Connect store). The Premium Charging Plan provides access to the selected charging station operator(s) (Electrify Canada) and selected e-roaming partners. The charge for Per Minute and/or Per kWh are at Electrify Canada's "Pass+ Membership rates" which are displayed on the charger at the time of service. For other partners, pricing will be displayed on the individual charging station. There is no inclusive charging period of time included in this plan. Some charging stations may charge an additional parking fee if the vehicle is left connected to the station after the charging session is completed. Taxes may be collected where applicable. Billing will continue in the manner set forth in Section 4.

Your Premium Charging Plan is subject to automatic renewal. If you wish to cancel your plan, please cancel your selected plan

at least one day prior to the scheduled renewal date within the My Porsche profile.

## 6. Termination right

If you cancel the Services within the Subscription term you are not eligible for a refund and will be billed the total amount, if applicable.

In the event that the vehicle ownership changes during your subscription term, you are responsible to ensure that the vehicle is removed from your My Porsche profile.

All applicable termination rights as set forth in the T&C shall apply. Services must be actively terminated to avoid auto-renewal and fees associated therewith (if applicable).

We retain the right to change the conditions of the Inclusive Charging Term and the offer is subject to change or cancellation without notice.



PORSCHE

Porsche Sales & Marketplace Canada, Ltd.

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

Porsche Sales and Marketplace Canada, Ltd. (hereafter referred to as **Porsche Sales & Marketplace, PSM or We**), operates at [www.porsche.ca](http://www.porsche.ca) with various online marketplace functionalities (hereafter referred to as **Marketplace**) for the (i) sale or marketing of Porsche vehicles, parts, equipment and other vehicle related and vehicle independent products and (ii) provision of vehicle related and vehicle independent services. PSM also operates the Porsche Connect Store via the Marketplace. When you use the Marketplace, which includes the Porsche Connect Store, the Terms and Conditions for the use of Porsche's Online Marketplace Functionalities (which includes 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-store2.porsche.com/ca/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.

#### "Porsche Connect"

Porsche Connect is exclusively available for the following vehicle models:

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

#### Note on Taycan:

**The services offered vary depending on the model year and software update. For 2020 model year vehicles, the "Lock & Unlock" service and the "Horn & Indicator" services are not available. For 2020 model year vehicles, a software update in the workshop is required to use the Apple Podcasts® service (feature of Media Streaming service). Model year 2022 vehicles require a software update by the Porsche Centre to enable use of the Spotify service (media streaming service function). Contact your Porsche Centre for further information.**

Porsche Connect includes – depending on the geographic availability – the services described once logged in to the Porsche Connect Store at <https://connect-store.porsche.com/ca/en>.

**Term:** from 1 month

**Inclusive period:** When buying a new Connect-able vehicle, Porsche Connect is included for 36 months.

**Further requirements for the use of Porsche Connect:** The Porsche Communication Management system (hereafter referred to as **PCM**) of a Connect-able vehicle 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. 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), 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 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, gas 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 "Voice Pilot", various functions of the PCM and other services can be operated by voice command. Additional functionalities, such as media searches, points of interest, or, weather information, are made possible by means of online speech recognition.

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

##### 3. Navigation Plus

**Description:** With "Navigation Plus", the route calculation of the PCM in the vehicle is supplemented by online services. The PCM's navigation system uses current GPS and traffic data to optimise the route to the entered destination to the minute. In the map view, the roads are marked in colour 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 buffering the loaded map data of the current vehicle environment, the satellite view will be maintained even if the connection is interrupted temporarily. The PCM navigation system can display street views of a selected destination, if available.

##### 4. Radio Plus

- 4.1 **Description:** With "Radio Plus", you can access the online channels of radio stations. When Radio Plus is activated and the reception of the radio sources FM or Digital Audio Broadcasting (DAB) is temporarily interrupted, the PCM automatically switches to the corresponding online channel of that station (if available). The service also displays metadata available via the PCM about the songs and stations you are listening to.
- 4.2 **Restrictions of use:** The online and hybrid radio functionalities are available in selected countries only. The data connection for this service requires (a) a data package (available separately from the cooperation part-ner in selected countries) or (b) a connection via the mobile phone connected to the PCM (tethering), with a corresponding mobile data plan. Additional charges may apply.
5. **News**
- 5.1 **Description:** The latest news can be called up by subscribing to RSS feeds directly in the PCM. With the Voice Pilot you can have the articles read to you. Via keyword search, the subscribed channels may be browsed for information on preferred topics or keywords.
- 5.2 **Requirements:** For a personalized use, the customer can subscribe to feeds under his or her Porsche ID. In this case, these feeds, are available in the vehicle only.
6. **Weather**
- 6.1 **Description:** The service "Weather" displays the current weather situation and the forecast for the following hours and days for the current location, the planned destination, as well as any stored favourites. The forecast comprises, for example, the temperature, number of hours of sunshine, probability of rain, and wind speed.. Reading aloud via Voice Pilot is possible.
7. **Car Control**
- Services:** You have the option to check the status of your vehicle remotely on the smartphone. The service comprises the display of the outer casing status (e.g. status of the doors), the display of service intervals, and the mileage.
8. **Trip Control**
- 8.1 **Services:** You have the option to check the trip data of your vehicle remotely. This includes: driving time, route, average speed and average consumption for various drives (short, recurring, long).
- 8.2 **Restrictions of use:** Accessible information is updated only after the ignition status has changed.
9. **Horn & Indicator (available for the Taycan only from model year 2021)**
- 9.1 **Services:** You have the option to briefly activate the horn or the indicators of your vehicle remotely. You receive a confirmation message or a push notification after the process is completed.
- 9.2 **Restrictions of use:** This service is only available if the vehicle is stationary and the ignition and the hazard lights are switched off. Further restrictions may apply according to country-specific regulations.
10. **Lock & Unlock (available for the Taycan only from model year 2021)**
- 10.1 **Services:** You have the option to remotely lock and unlock the doors and trunk of your vehicle. You receive a confirmation message or a push notification after the process is completed.
- 10.2 **Restrictions of use:** This service is only available if the vehicle is stationary, the driver's door is closed, the ignition is switched off and the key is not inserted into the ignition lock. Further restrictions may apply according to country-specific regulations.
- Note:** Using the unlock function in your absence from the vehicle increases the risk of vehicle theft or theft of items placed in the vehicle. To prevent unauthorised use, a four-digit security code must be entered to use the unlock function. You will determine the security code when you register and set up Porsche Connect for the first time. The security code can be changed subsequently in the customer profile.
11. **Carfinder**
- 11.1 **Services:** You can have the location and position of your vehicle displayed remotely. The current position of the mobile device used for this function is also displayed on a map. If no current position of the vehicle is available (e.g. because it is parked in an underground garage), the most recently saved GPS position is used. By activating the privacy mode, you can deactivate the transfer of data.
- 11.2 **Restrictions of use:** This service is exclusively available when data transfer is available and functioning.
12. **E-Control (only available for electric and hybrid vehicles)**
- 12.1 **Services:** You can remotely check the status of your vehicle and start or stop the charging process as follows. You can check the connection status, the remaining charging time and the current electric range. The electric range is indicated by a circle on the map. You also have the option of optimising the charging process of the high-voltage battery of your vehicle for a certain departure time. You can set departure timers and receive a confirmation message or push notification when events occur (for example, charging interrupted) and when an activated E-Timer has expired.
- 12.2 **Use restrictions:** The range indicated by the circle on the map is only an estimated value. The values on the map do not reflect the actual route distances. Therefore, in reality, locations could be beyond the electric range even if they appear within the electric range circle. This service is available exclusively for electric and hybrid vehicles.
13. **Climate (only available for electric and hybrid vehicles)**
- 13.1 **Services:** You can remotely check the status of the heating and/or air conditioning system and activate or deactivate them. Once the heating and/or air conditioning has been successfully activated or deactivated, you will receive a confirmation message or a push notification. You also have the option to remotely set the Climate Timer for remote heating and/or air conditioning. Once it is set, you will receive a confirmation message or a push notification on your mobile device when an activated Climate Timer has expired.
- 13.2 **Use restrictions:** This service is available exclusively for electric and hybrid vehicles.
14. **Pre-heater**
- 14.1 **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.
- 14.2 **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.

## 15. Car Alarm

15.1 **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.

15.2 **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.

## 16. Location Alarm

16.1 **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.

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

## 17. Speed Alarm

17.1 **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.

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

## 18. Valet Alarm

18.1 **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.

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

## 19. Calendar

19.1 **Description:** The Calendar allows third-party calendars available online to be directly linked to the PCM. This service offers a daily view of your calendar. Appointments can be read to you by the Voice Pilot. Furthermore, addresses contained in calendar entries can be identified and used directly as a navigation destination. Direct dial-in to conference calls is also possible, whereas the dial-in can only take place via your mobile phone connected to the PCM via Bluetooth.

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

## 20. Charging Planner

20.1 **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.

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

## 21. Media Streaming

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

## Right to cancel for consumers



In the following, the PSM Customer is instructed on its right of cancel:

#### **Instructions for cancellation**

##### **Right to cancel**

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

The cancellation 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 to cancel, you must inform us (Contact Porsche - c/o Porsche Sales & Marketplace Canada, Ltd., 165 Yorkland Blvd., Unit 150, Toronto, ON, M2J 4R2, Canada, phone number: +1 800-767-7243, e-mail address: customersupport@porsche.com) of your decision to cancel this contract by an unequivocal statement (e.g. a letter sent by post or email). You may use the attached model cancellation form, but it is not obligatory.

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

##### **Effects of cancellation**

If you cancel 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 cancel 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 cancellation period, you shall pay us an amount which is in proportion to what has been provided until you have communicated us your decision to cancel this contract, in comparison with the full coverage of the contract.

#### **Model cancellation form**

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

- To Contact Porsche - c/o Porsche Sales & Marketplace Canada, Ltd., 165 Yorkland Blvd., Unit 150, Toronto, ON, M2J 4R2, Canada, e-mail address: customersupport@porsche.com
- I/We (\*) hereby give notice that I/We (\*) cancel 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 Canada, Ltd.

#### Terms of Use

for the Porsche Connect Services Porsche Intelligent Range Manager, Power Steering Plus, Porsche InnoDrive, Active Lane Keeping, Porsche Dynamic Light System Plus and Smartphone Integration (hereafter each referred to as **FoD Single Service**) (hereafter referred to as **ToU FoD Single Services**)

Porsche Sales and Marketplace Canada, Ltd. (hereafter referred to as **Porsche Sales & Marketplace, PSM or We**), operates at [www.porsche.ca](http://www.porsche.ca) (1) the My Porsche app and (2) various online marketplace functionalities (hereafter referred to as **Marketplace**) for the (i) sale or marketing of Porsche vehicles, parts, equipment and other vehicle related and vehicle independent products and (ii) provision of vehicle related and vehicle independent services. PSM also operates the Porsche Connect Store via the Marketplace. When you use the Marketplace, which includes the Porsche Connect Store, the Terms and Conditions for the use of My Porsche Portal and Porsche's Online Marketplace Functionalities (which includes 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-store2.porsche.com/ca/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" and (5.) 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.

The respective FoD Single Services are available in specific countries only. The current geographic availability of the respective FoD Single Services can be found in the Porsche Connect Store at <https://connect-store.porsche.com/ca/en>.

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

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

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

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

**Availability:** The respective FoD individual services are available exclusively for the Taycan model series up to the 2023 model year in certain countries. The individual availability and offering concept depend particularly on the current software status of the vehicle and can be viewed in the Porsche Connect Store when logged in. Visit the Porsche Connect Store at the following link: <https://connect-store.porsche.com/ca/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 Single Service "Porsche InnoDrive" extends the Adaptive Cruise Control (ACC). It offers enhanced regulation of driving speed based on several data, e.g. navigation data, radar and video sensor technology.

**Requirements:** To maintain the full functionality of Porsche InnoDrive permanently, a paid extension or separate map updates are necessary after the expiration of the inclusive period of the Connect package (for more information about the inclusive period of the Connect package for your vehicle, visit: <https://connect-store.porsche.com/ca/en>).

#### 4. Active Lane Keeping

**Description:** The FoD Single Service "Active Lane Keeping" extends the Adaptive Cruise Control (ACC). The lane-keeping functionality helps to keep the vehicle in the middle of the lane by 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.

## 7. Right of Withdrawal for Consumers

If the Customer is a consumer, they have the right of withdrawal for a period of 14 days in case of the conclusion of the contract. Consumer means every natural person who enters into a legal transaction for purposes that predominantly are outside of their 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 their right of withdrawal:

### Instructions on withdrawal

#### Right of withdrawal

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

The withdrawal period will expire after fourteen (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 Canada, Ltd., 165 Yorkland Blvd., Unit 150, Toronto, ON, M2J 4R2, Canada, phone number: +1 800-767-7243, e-mail address: customersupport@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 Canada, Ltd., 165 Yorkland Blvd., Unit 150, Toronto, ON, M2J 4R2, Canada, e-mail address: customersupport@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



Porsche Sales & Marketplace Canada, Ltd.

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

Porsche Sales and Marketplace Canada, Ltd. (hereafter referred to as **Porsche Sales & Marketplace, PSM or We**), operates at [www.porsche.ca](http://www.porsche.ca) with various online marketplace functionalities (hereafter referred to as **Marketplace**) for the (i) sale or marketing of Porsche vehicles, parts, equipment and other vehicle related and vehicle independent products and (ii) provision of vehicle related and vehicle independent services. PSM also operates the Porsche Connect Store via the Marketplace. When you use the Marketplace, which includes the Porsche Connect Store, the Terms and Conditions for the use of Porsche's Online Marketplace Functionalities (which includes 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-store2.porsche.com/ca/en/t/termsandconditions>

In the Porsche Connect Store, the user may 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.

#### "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 software update from an authorised Porsche Centre, Service Centre or technician to book the Service Package "Porsche Connect Care" (however, individual services of the Service Package may not be available despite this software update). For further information on the software update, please contact your Porsche Centre.

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 when you log in to the Porsche Connect Store at <https://connect-store.porsche.com/ca/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.

**Inclusive Term\***: 10 years

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

**Connectivity**: The connectivity that is required to provide the Service Package is established by an embedded SIM card. The connectivity is an integral part of the Service Package.

\*Once the inclusive term ends, updated pricing and details may be found on your relevant model Porsche Connect Store webpage, located here: <https://connect-store.porsche.com/ca/en?vs=1>

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 Concierge (Call Centre) assigned to the vehicle and transmits your vehicle location and all relevant vehicle information to the Porsche Support Concierge. You can use this vehicle information to personally talk to employees at the Porsche Support Concierge.

##### 1.1 Detailed description of the Breakdown Call Service

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

- 1.) Porsche Support Concierge employees can suggest next steps on how to proceed (such as "Please add oil at the nearest gas station"); and/or
- 2.) The Porsche Support Concierge can help to analyse any relevant car data transmitted in more detail. Information gathered by the Porsche Support Concierge

erge 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. In certain instances, the Porsche Support Concierge may be able to provide assistance remotely. In order to provide remote assistance, the Porsche Support Concierge may require that: the vehicle's engine be turned off, that the vehicle be stationary, that the engine immobiliser is active, that the windows are closed, and that the vehicle is not being actively charged. In addition, it is possible that the breakdown and/or emergency call functionality may be limited during the problem solving via remote repair. Before starting to troubleshoot the problem via remote repair, the Porsche Support Concierge will support you in meeting any requirements to facilitate the repair. The Porsche Support Concierge will attempt to troubleshoot the issue, additional steps may be necessary; and/or

3.) Porsche Support Concierge can request external support, such as: breakdown assistance or towing the non-functional vehicle. Your call will not be forwarded to other service providers. If your vehicle needs to be repaired, the Porsche Support Concierge can forward the Vehicle Data to a Porsche Centre, subject to your prior consent.

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

1.1.4 If you have access to or use third-party products or services, the contractual terms applicable to these products or services apply. PSM is not responsible for any access to or use 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 Concierge via wireless communication systems and communication networks. Due to the nature of the technologies that are used for the functions of the Service and are contained in the telematics unit, the functions of the Service (or parts of the Service) may from time to time not be available and/or be negatively affected through physical circumstances, including, but not limited to, the removal or manipulation of the telematics unit or its antenna, electromagnetism, the vehicle being in a garage, in an underpass or in another location where the GPS or wireless communication networks are not available, atmospheric conditions and other negative causes beyond our control (e.g. failure of the GPS or the communication networks). In particular, the operation of the telematics unit and, thus, the provision of the functions of the Service in accordance with these ToU Porsche Connect Care depends on whether the GPS networks and the wireless and fixed communication networks, with which the telematics unit is operated, are operational. Therefore, not all functions of the Service are available at all times and everywhere, and it cannot be guaranteed that all functions of the Service can be used anytime and anywhere.

1.2.2 The Service does not include vehicle insurance or any other insurance. Please note that you may be legally required to take out insurance; furthermore, it is your responsibility to procure further insurance protection, insofar as you consider it reasonable. The fees paid for the Service are unrelated to the value of the vehicle or any property in the vehicle, or to the cost of injury or damage that you or others may suffer.

1.2.3 In the event of a troubleshooting via remote repair (see number 2.) of section 1.1.2 of these ToU Porsche Connect Care), the Porsche Support Concierge employee will carry out a verification of the identity of the caller in advance.

## 1.3 Service area

Porsche Sales & Marketplace provides you with the Service in accordance with these ToU Porsche Connect Care in Canada and USA. Outside of the service area data connectivity is unavailable.

## 2. Smart Service

The "Smart Service" is a predictive service, particularly in the areas of chassis, drivetrain, and batteries, based on the continuous evaluation of your vehicle data. This prediction will be refined through future model optimizations and/or the scope of covered maintenance and repair needs will be expanded.

The relevant vehicle data is automatically forwarded 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 Center can also retrieve this data and proactively contact you through your chosen channel based on this information.

### 2.1 Restrictions on use and system restrictions

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

### 2.2 Service area

Porsche Sales & Marketplace provides you with the Service in accordance with these ToU Porsche Connect Care in Canada and USA. Outside of the service area data connectivity is unavailable.

## 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 dis-

played 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.

### 3.3 Service Area

Porsche Sales & Marketplace provides you this service in accordance with these terms of use in Canada (hereinafter referred to as the Service Area).

## 4. Online Software Update

The Online Software Update is installed in your vehicle using over-the-air technology, without a Porsche Centre 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 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 parking brake, 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. Use 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 the purpose of managing and improving quality, safety and security of the Service Package and/or

PSM Products (including Porsche vehicles) can be activated and deactivated using appropriate functionalities in the Porsche vehicle and/or My Porsche 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 anonymised - to other third parties.

The use of such data will be in compliance with applicable data protection law. Where required by law, Porsche Sales & Marketplace will obtain the relevant consents. Further information can be found in the data protection and privacy information at <https://connect-store2.porsche.com/ca/en/t/privacy>

## 7. Right of Withdrawal for Consumers

If the Customer is a consumer, they have the right of withdrawal for a period of 14 days in case of the conclusion of the contract. Consumer means every natural person who enters into a legal transaction for purposes that predominantly are outside of their 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 their right of withdrawal:

### Instructions on withdrawal

#### Right of withdrawal

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

The withdrawal period will expire after fourteen (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 Canada, Ltd., 165 Yorkland Blvd., Unit 150, Toronto, ON, M2J 4R2, Canada, phone number: +1 800-767-7243, e-mail address: customersupport@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 Canada, Ltd., 165 Yorkland Blvd., Unit 150, Toronto, ON, M2J 4R2, Canada, e-mail address: customersupport@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 Canada, Ltd.

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

Porsche Sales & Marketplace Canada, Ltd. (hereafter referred to as **Porsche Sales & Marketplace, PSM or We**), operates at [www.porsche.ca](http://www.porsche.ca) with various online marketplace functionalities (hereafter referred to as **Marketplace**) for the (i) sale or marketing of Porsche vehicles, parts, equipment and other vehicle related and vehicle independent products and (ii) provision of vehicle related and vehicle independent services. PSM also operates the Porsche Connect Store via the Marketplace. When you use the Marketplace, which includes the Porsche Connect Store, the Terms and Conditions for the use of Porsche's Online Marketplace Functionalities (which includes 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-store2.porsche.com/ca/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.

**"Porsche Connect"**

These ToU Porsche Connect apply to the following vehicle models:  
- Macan Electric (from model year 2024)

Depending on the 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/ca/en>.

**Inclusive period:** Porsche Connect can be booked inclusively for up to 10 years when purchasing a new vehicle with Connect capabilities.

Once the inclusive period ends, updated pricing and details may be found on your relevant model Porsche Connect Store webpage, located here: <https://connect-store.porsche.com/ca/en?vs=1>.

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 third party apps and the Wi-Fi hotspot will be provided to you inclusively (by our contractual partner) for years from the eligible Porsche vehicle's New Car Limited Warranty start date. The New Car Limited Warranty start date is the same date that the vehicle ownership is transferred to the customer. More details can be found at <https://connect-store.porsche.com/ca/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.

**Further requirements for the use of Porsche Connect:** The Porsche Communication Management system (hereafter referred to as **PCM**) of a Connect-able 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 plan is also required. A separate contract must be concluded with a mobile service provider for this purpose. Additional costs may apply, 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.

**1. Finder**

**Description:** With the service "Finder" you can search for points of interest (e.g. charging stations, gas stations, restaurants, hotels, and parking spaces) 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 "Voice Pilot", various functions of the PCM and other services can be operated by voice command. Additional functionalities, such as media searches, points of interest, or, weather information, are made possible by means of online speech recognition.

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

**3. Navigation Plus**

**Description:** With "Navigation Plus", the route calculation of the PCM in the vehicle is supplemented by online services. The PCM's navigation system uses current GPS and traffic data to optimise the route to the entered destination to the minute. In the map view, the roads are marked in colour 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 buffering the loaded map data of the current vehicle environment, the satellite view will be maintained even if the connection is interrupted temporarily. The PCM navigation system can display street views of a selected destination, if available.



#### 4. Charging Planner

- 4.1 **Description:** The "Charging Planner" service improves the route of the PCM navigation system to help to achieve an efficient 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 **Restrictions of use:** 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:** With "Radio Plus", you can access the online channels of radio stations. When Radio Plus is activated and the reception of the radio sources FM or Digital Audio Broadcasting (DAB) is temporarily interrupted, the PCM automatically switches to the corresponding online channel of that station (if available). The service also displays metadata available via the PCM about the songs and stations you are listening to.
- 5.2 **Restrictions of use:** The online and hybrid radio functionalities are available in selected countries only. The data connection for this service requires (a) a data package (available separately from the cooperation partner in selected countries) or (b) a connection via the mobile phone connected to the PCM (tethering), with a corresponding mobile data plan. Additional charges may apply.

#### 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 **Restrictions of use:** 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 plan.

- 6.3 **Contract territory:** Porsche Sales & Marketplace provides you with the service, subject to these ToU, in the following geographical area (hereinafter referred to as the "Contractual Territory"): Canada.
- 6.4 **Information about the ranking of products and recommendations:** Our app recommendations in the App Centre are updated regularly. 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 area (hereinafter referred to as the "Contractual Territory"): Canada.

#### 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 **Restrictions of use:** The screen for additional PHEV information (e.g. electric range) is available solely for such vehicles.

#### 9. Trip Control

- 9.1 **Description:** You have the option to check the trip data of your vehicle remotely. This includes: driving time, route, average speed and average consumption for various drives (short, recurring, long).
- 9.2 **Restrictions of use:** Accessible information is updated only after the ignition status has changed.

#### 10. Horn & Indicator

- 10.1 **Description:** You have the option to briefly activate the horn or the indicator lights of your vehicle remotely. You receive a confirmation message or a push notification after the process is completed.
- 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

- 11.1 **Description:** You have the option to remotely lock and unlock the doors and luggage compartment(s) of your vehicle. You receive a confirmation message or a push notification after the process is completed.
- 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 switch. Further restrictions may apply according to country-specific regulations.

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

#### 12. Carfinder

- 12.1 **Description:** You can have the location and position of your vehicle displayed remotely. The current position of the mobile device used for this function is also displayed on a map. If 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 is available and functioning. Furthermore, this service is fully available while driving as well as when the vehicle is stationary.
- 13. E-Control**
- 13.1 **Description:** 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**
- 14.1 **Description:** You can remotely check the status of the heating and/or air conditioning system and activate or deactivate them. 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. Car Alarm**
- 15.1 **Description:** 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.
- 15.2 **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.
- 16. Location Alarm**
- 16.1 **Description:** You can set a geographic border remotely in the form of a circle. You will receive a message as soon as the vehicle leaves or enters this area. You can maintain up to four areas at the same time. In the case of an event (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.
- 16.2 **Restrictions of use:** This service will only send a message if the ignition is switched on and wheel movement is detected.
- 17. Breakdown Call**
- 17.1 **Description:** 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 Concierge. You can use this vehicle information to personally talk to employees at the Porsche Support Concierge.
- 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 Concierge. The data sent from the vehicle to the Porsche Support Concierge 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, tire pressure, remaining range with the available electric charge, vehicle status and error messages (hereinafter car data). The Porsche Support Concierge 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 Concierge will ask you questions to further assess your breakdown situation. Depending on the particular breakdown situation, the Porsche Support Concierge can offer you various assistance options as follows:
- 17.1.2.1 The Porsche Support Concierge can suggest next steps on how to proceed (e.g. "Please top up oil at the nearest charging station"); and/or
- 17.1.2.2 The Porsche Support Concierge can help to analyse any relevant car data transmitted in more detail. Information gathered by the Porsche Support Concierge 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. In certain instances, the Porsche Support Concierge may be able to provide assistance remotely. In order to provide remote assistance, the Porsche Support Concierge may require that: the vehicle's engine be turned off, that the vehicle be stationary, that the engine immobiliser is active, that the windows are closed, and that the vehicle is not being actively charged. In addition, it is possible that the breakdown and/or emergency call functionality may be limited during the problem solving via remote repair. Before starting to troubleshoot the problem via remote repair, the Porsche Support Concierge will support you in meeting any requirements to facilitate the repair. The Porsche Support Concierge will attempt to troubleshoot the issue, additional steps may be necessary; and/or
- 17.1.2.3 The Porsche Support Concierge can request external support, e.g. breakdown assistance or towing the non-functional vehicle. Your call will not be forwarded to other service providers. If your vehicle needs to be repaired, the Porsche Support Concierge can, subject to your prior consent, forward the car data to a Porsche Centre.
- 17.1.3 Any services provided by the Porsche Support Concierge after the breakdown call require a separate contract, which could result in additional costs. You can find more information about the Porsche Support Concierge and in particular about the service components covered by contacting your Porsche Centre.
- 17.1.4 If you have access to or use third-party products or services, the terms and conditions of those products or services apply. Porsche Sales & Marketplace Canada, Ltd. is not responsible for access to or use of these products or services.

17.1.5 Please note that 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, may result in additional costs.

#### 17.2 Restriction of use:

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 Concierge 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 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.

17.2.3 In the event of a troubleshooting via remote repair, the Porsche Support Concierge may carry out a verification of the identity of the caller in advance.

#### 18. Smart Service

18.1 **Description:** The "Smart Service" is a predictive service, particularly in the areas of chassis, drivetrain, and batteries, based on the continuous evaluation of your vehicle data. This prediction will be refined through future model optimizations and/or the scope of covered maintenance and repair needs will be expanded.

The relevant vehicle data is automatically forwarded 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 through your chosen channel based on this information.

18.2 **Restrictions of use:** 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, in the following geographical area (hereinafter referred to as the "Contractual Territory"): Canada.

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

19.1 **Description:** The "Good to know – Driver's Manual Plus" service 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 below:

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

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

19.1.3 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.

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

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

19.2 **Restrictions of use:** The Driver's Manual content described in 19.1.1 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 anonymized form – for (i) the management and improvement of the quality and safety of the Service Package and/or PSM products (including Porsche vehicles) and (ii) other commercial purposes. The use of certain data for management purposes and for improving the quality and safety of the Service Package and/or the PSM products (including Porsche vehicles) can be activated and deactivated using the corresponding functionalities in the Porsche vehicle and/or in the My Porsche 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 anonymized – 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/ca/en/t/privacy>.

## 22. Right of Withdrawal for Consumers

If you are a consumer you have a right of withdrawal for a period of 14 days after the conclusion of the contract. A consumer is an individual acting for purposes which are wholly or mainly outside that individual's trade, business, craft or profession. Information about the right of withdrawal, and instructions on how to exercise that right are set out below:

### Instructions for cancellation

#### Right to cancel

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

The cancellation 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 to cancel, you must inform us (Contact Porsche - c/o Porsche Sales & Marketplace Canada, Ltd., 165 Yorkland Blvd., Unit 150, Toronto, ON, M2J 4R2, Canada, phone number: +1 800-767-7243, e-mail address: [customersupport@porsche.com](mailto:customersupport@porsche.com)) of your decision to cancel this contract by an unequivocal statement (e.g. a letter sent by post or email). You may use the attached model cancellation form, but it is not obligatory.

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

#### Effects of cancellation

If you cancel 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 cancel 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 cancellation period, you shall pay us an amount which is in proportion to what has been provided until you have communicated us your decision to cancel this contract, in comparison with the full coverage of the contract.

### Model cancellation form

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

- To Contact Porsche - c/o Porsche Sales & Marketplace Canada, Ltd., 165 Yorkland Blvd., Unit 150, Toronto, ON, M2J 4R2, Canada, e-mail address: [customersupport@porsche.com](mailto:customersupport@porsche.com)
- I/We (\*) hereby give notice that I/We (\*) cancel 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