



PORSCHE (CHINA) MOTORS Ltd.

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

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

"Navigation & Infotainment Package"

The "Navigation & Infotainment Package" includes - dependent on the equipment of your vehicle and service availability in your jurisdiction – up to 18 services components described hereafter. The current geographic availability can be found in the Porsche Connect Store at <https://connect-store.porsche.cn/cn/en>.

Term: 3 year

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

Paid Term: Annual subscription after the inclusive term

Additional requirement of use for all service package components: The Porsche Communication Management of a Connect-able vehicle (hereinafter **PCM**) has to be connected to the internet. To the extent such internet connection is established using the PCM's plug-in SIM-card, the use of such internet connection for this package of services (excluding the service package component "Radio Plus") is included in the price of this package of services. To the extent such internet connection is not established using the PCM's plug-in SIM-card (e.g. where the vehicle is not equipped with plug-in SIM-card or in where no internet connectivity through PCM's plug-in SIM-card is available in the relevant jurisdiction), a separate contract with a mobile services provider on an internet data plan is required, which may accrue additional costs, including roaming costs for using the service abroad. Either a SIM-card with a respective internet data plan may be plugged into the SIM-card reader of the PCM, or a connection with a cell phone with respective internet data plan can be established. If you connect the PCM with your cell 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.

Preconditions: In order to use the Service Package, please maintain your vehicle (especially the hardware that support the function of the Porsche Connect Services) in good condition.

Service variabilities: Due to technical adjustments and changes in the market environment, we may change third-party partners and adjust and optimize the content of our services. At the same time, due to regulatory requirements updated from time to time, Porsche China reserves the right to adjust or cancel part of the service content in order to provide quality services in compliance with laws and regulations.

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

1. Real Time Traffic Information

Services: The navigation system of the PCM is using current GPS data and data on volume of traffic to optimise the route to the entered destination by the minute. The volume of traffic will additionally be highlighted in colors in the displayed map: going from green for low traffic, to yellow for slow moving traffic, to red for traffic jams.

2. Online Map Update

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

3. Online Search

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

4. Parking

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

5. E-Station

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

6. News

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

6.2 **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.

7. Flight Info

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

8. Event Info

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

9. Weather

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

10. Gracenote Online

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

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

1. Finder

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

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

2.2 **Restrictions of use:** The speech recognition result will match the speech recognition request only for a portion of the requests and is limited to supported languages. For the service of playing SMS and E-Mail messages via the service "Voice Pilot", the SIM card inserted in the PCM or

the cell phone connected with the PCM requires a separately offered mobile service plan with a mobile service provider which allows sending and receiving SMS. The service is only available with phones supporting the SIM access profile standard.

2.3 **Voice data:** When you use the service "Voice Pilot", collection, transfer and use of your voice data generated, entered or transmitted during the course of request and use of such service will be necessary to enable your use of such service. You must accept and consent to the General Data Protection and Privacy Statement for My Porsche Portal and the Porsche Connect Services as well as these TU before you choose to activate and use the service "Voice Pilot".

3. Navigation Plus

Services: With the service package component "Navigation Plus" the PCM's on-board route calculation will be complemented by an online route calculation. The online route calculation will learn from your habits and suggest routes and destinations.

The navigation system of the PCM is using current GPS data and data on volume of traffic to optimise the route to the entered destination by the minute. The volume of traffic will additionally be highlighted in colors in the displayed map.

The maps of the PCM navigation system can be updated via the internet. The PCM will indicate available updates.

4. Radio Plus

4.1 **Services:** The service package component "Radio Plus" will enable you to listen to available online streams of radio stations. The service component also enables the PCM to display information about the songs you play.

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

5. News

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

5.2 **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.

6. Weather

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

7. Flights

Services: With the service package component "Flights", detailed flight information will be displayed in the PCM. The flight information includes, for example, arrival and departure times, terminals, airlines and type of aircraft. Furthermore, the service will find major airports in the

surroundings of the vehicle which can be selected as navigation destination of the PCM navigation system.

8. Events

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



PORSCHE (CHINA) MOTORS 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 My Porsche portal, the Porsche Connect Store and the Porsche Connect Services as well as Porsche Products (T&C). Insofar a provision of the T&C conflicts with these terms of use, these terms of use shall prevail.

Car Remote Package

The "Car Remote Package" includes - dependent on the geographic availability – up to 8 service components described hereafter. The current geographic availability can be requested at your Porsche Dealership.

"Car Remote Package" will only be available via the My Porsche app, which can be downloaded from Mid-June 2018 onwards.

The internet connection in the vehicle necessary for the use of the "Car Remote Package" is established using an integrated SIM-card, the use of such internet connection for this service is included in the price of this service.

Term: 1 year

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

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

Porsche China may further develop the My Porsche app and the My Porsche portal in order to meet future customer requirements.

1. Car Control

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

1.2 Restrictions of use: The display of additional PHEV specific information (e.g. electrical range) is only available for applicable 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. Lock & Unlock

3.1 Service: You have the ability to remotely lock and unlock the doors and the trunk of your vehicle. You will receive a confirmation message when the locking or unlocking operation is completed.

3.2 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: You are reminded that the usage of the unlock function without your presence at the car increases the risk of vehicle theft or theft of items located within the vehicle. Therefore, executing the unlock function requires a four digit security code to prevent the unauthorized usage. You will set the security code during the initial registration for and setup of the Car Remote Package. This code can be changed in the My Porsche portal later on.

4. Carfinder

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

5. E-Control

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

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

6. Climate

6.1 Service: You have the ability to remotely check the status of and activate or deactivate the remote heating and/or air conditioning. Once successfully activated or deactivated the remote heating and/or air conditioning, you will receive a confirmation message or a push notification. Furthermore, you have the ability to remotely program the climate timer for remote heating or air conditioning. Once successfully

set, you will receive a confirmation message and a push notification on your mobile device, once an activated climate timer has passed off.

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

7. Location Alarm

- 7.1 **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 a defined event (leaving or entering such area) you will receive a push notification including a map indicating the location where the event took place.

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

8. Speed Alarm

- 8.1 **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 a defined event (vehicle exceeds a speed value set) you will receive a push notification including a map indicating the location where the event took place.

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



PORSCHE (CHINA) MOTORS 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 My Porsche, the Porsche Connect Store and the Porsche Connect Services as well as Porsche Products (T&C). Insofar a provision of the T&C conflicts with these terms of use, the terms of use shall prevail.

"Breakdown Call"

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

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

Term: 10 years

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

1. Detailed Description of Service

- 1.1 You can trigger the Service either from the Porsche Communication Management of a Connect-able vehicle (hereinafter **PCM**) or via the My Porsche App. Once triggered, a voice connection from the vehicle will automatically be established to the Porsche Support instance in the country selected by you in My Porsche. The data forwarded from the vehicle to the Porsche Support instance may include information such as the vehicle model, production year and optional equipment, , occurrence of an accident, number of people in the car, tank level, tire pressure and remaining fuel range (hereinafter **Vehicle Data**).
- 1.2 During the voice connection, the Porsche Support instance employee will ask you questions to further assess your breakdown situation. Depending on the particular breakdown situation, the Porsche Support instance can offer you various help options as follows:
 - 1.) Porsche Support instance employees can give advice on how to proceed (such as "Please add oil at the nearest petrol station"); and/or
 - 2.) Porsche Support instance employees 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 instance can forward the Vehicle Data to a Porsche Centre, subject to your prior consent.
- 1.3 Any services provided by the Porsche Support instance after the breakdown call require a separate contract, which could result in additional costs. You can find more information about the Porsche Support instance and in particular about the service components covered by contacting your Porsche Centre or calling directly the hotline

400 8100 911. The Porsche Support instance can determine the Porsche Support instance status of your vehicle.

- 1.4 If you have access to or use third-party products or services, the contractual terms applicable to these products or services apply. PCN 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, 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. 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 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 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 **Fehler! Verweisquelle konnte nicht gefunden werden.** of these ToU), the Porsche Support instance employee will 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.

Right of Withdrawal for Consumers

If the Customer is a natural person who enters into a legal transaction for purposes that predominantly are outside his/her trade, business or profession, he/she has a right of withdrawal for a period of 14 days in case of the conclusion of the contract. Hereafter, the term "contract" means the purchase of Porsche Connect. In the following, the Customer is instructed on his/her right of withdrawal:

Instructions on withdrawal

Right of withdrawal

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

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

To exercise the right of withdrawal, you must inform us (Porsche Connect Support, phone number: 400-8205-911, email address: connect@cn.porsche.com) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or email). You may use the attached model withdrawal form, but it is not obligatory.

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

Effects of withdrawal

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

Model withdrawal form

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

- To Porsche Connect Support, email address: connect@cn.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 (CHINA) MOTORS LTD
("Porsche China")

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

These Terms of Use govern the use of the Porsche Connect Concierge Services ("**Concierge Services**") and each individually as "**Concierge Service**". These Terms of Use apply in addition to the Terms and Conditions for the My Porsche Portal, the Porsche Connect Store and the Porsche Connect Services as well as Porsche Products ("**T&C**"). Insofar a provision of the T&C conflicts with these ToU, these ToU shall prevail.

Concierge Services

The Concierge Services provide assistance over a voice connection to the Customer with enquiries that fall under one of the categories as set forth in Art. 1. The services provided under the Concierge Services are as described hereafter. The Concierge Services are only available from within the vehicle. The Concierge Services are best-effort type services, subject to restrictions imposed by third parties, e.g., the availability of content data and the cooperation of partners (such as hotels, restaurants).

The Concierge Services are not available to and cannot be subscribed for by any new user. The Concierge Services are only available to the existing users who have subscribed for the Concierge Services, until the term of their subscriptions has expired.

Service provider:

The following services are provided by Yesway (with various content providers, e.g., hotel, travel agents etc. that Yesway collaborates with), and Porsche China accepts payment on behalf of Yesway:

- Send navigation destinations to the vehicle
- Hotel reservation
- Restaurant reservation
- Information on parking spaces and prices
- Flight bookings and Flight information
- Ticket service
- General information service

1. Detailed Description of Service

In order to place the following enquiries, the Customer shall select the item Concierge Service from the menu in the Porsche Communication Manager ("**PCM**") which is connected over the plug-in SIM card:

1.1 Send navigation destinations to the vehicle

Services: The Concierge Agent searches a Point of Interest ("**POI**") according to Customer's specifications (e.g., a fuel station, a restaurant, a hotel etc. close to the vehicle's location) and transfers the POI to the PCM, where it can be selected for the PCM navigation system as navigation destination.

1.2 Hotel Reservation

1.2.1 Services: The Concierge Agent searches a hotel according to Customer's specifications (e.g., close to the vehicle's location), makes the reservation and transfers the hotel's location to the navigation system in the PCM, where it can be selected for the PCM navigation system as navigation destination.

1.2.2 Restrictions of use: The service requires the Customer to provide payment details on the My Porsche Portal beforehand.

1.3 Restaurant Reservation

1.3.1 Services: The Concierge Agent searches a restaurant according to Customer's specifications (e.g., close to the vehicle's location), makes the reservation and transfers the restaurant's location to the PCM, where it can be selected for the PCM navigation system as navigation destination.

1.3.2 Restrictions of use: The service requires the Customer to provide payment details on the My Porsche Portal beforehand.

1.4 Information on parking spaces and prices

Services: The Concierge Agent searches a parking space according to Customer's specifications (e.g., a parking space at the trip destination), provides information on availability and prices (if available) and transfers the parking location to the navigation system in the PCM, where it can be selected for the PCM navigation system as navigation destination.

1.5 Flight bookings and Flight information

1.5.1 Services: The Concierge Agent searches flight information according to Customer's specifications, makes price comparison and books the flight at Customer's request.

1.5.2 Restrictions of use: The service requires payment data to be provided on the My Porsche Portal beforehand.

1.6 Ticket service

1.6.1 Services: The Concierge Agent can make recommendations for events or activities (e.g., cinemas or theatres at the trip destination) and make the ticket reservation at Customer's request.

- 1.6.2 **Restrictions of use:** The service requires payment data to be provided on the My Porsche Portal.

1.7 **General information service**

The Concierge Agent can investigate general information from the internet (general information on public events or attractions).

1.8 **Internet Data Package**

- 1.8.1 **Services:** The Concierge Agent can respond to enquiries made by Customer who has subscribed to an internet data plan. Beyond that, the Concierge Agent can assist for the purchase of a data and/or promotion package with relevant carrier.

- 1.8.2 **Restrictions of use:** Customer making purchase of data package with assistance of the Concierge Agent needs to finish the payment on his/her own in the provided system (e.g., the PCM Connect SIM App) after the Concierge Agent has created the purchase order in the backend system upon Customer's request.

2. **Additional requirement of use for the service:**

- 2.1 **Internet connection:** The PCM has to be connected to the internet. Therefore, the internet data plan is required, which may accrue additional costs, including roaming costs for using the service abroad. If instead of the Internet Connection Service, 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 is subject to the availability and speed of the internet connection.

- 2.2 **Telephone connection:** A telephone connection needs to be established over the plug-in vocal enable SIM card to connect to the Concierge Service, which may be possibly offered by Porsche China and may accrue additional costs, including roaming costs for using the Concierge Service abroad. A list of compatible mobile phones can be found in the operating manual of your vehicle.

- 2.3 **Payment data:** For the Concierge Services which require separate payments, Customer needs to provide a payment option on the My Porsche Portal before using these Concierge Service. For these Concierge Services, customer data, including credit card data and others will be transferred to the relevant service providers such as hotels, travel agents, etc.

- 2.4 **Usage of data.** You agree to provide your relevant personal information (which may include, without limitation, name, address, date of birth, mobile number, email address, VIN, current vehicle location, and/or payment data, etc.) as requested by the Concierge Agent and/or the respective service providers (including payment service providers), which may be located within or outside of China, only for the relevant Concierge Service and booking purposes, in each case, to the minimum extent necessary for fulfilment of such relevant Concierge Service and book purposes. You agree that during the term of your use of the Concierge Services, your personal information (including payment data) may be recorded and stored in the systems of the Concierge Agent and/or the respective service providers (including payment service providers) that are used to provide the relevant Concierge Service and booking. You further agree that Concierge Agent and/or the respective service providers (including payment service providers) may contact you via various methods including telephone call, mobile SMS, email, wechat, etc. for the relevant Concierge Service and booking purposes.

3. **Your Obligations**

- 3.1 When any booking is made by the Concierge Agent, such booking is made on behalf of you. By accepting these ToU you agree and acknowledge that such contracts are formed between and binding upon you and the respective service providers (e.g., hotel, travel agents, etc.).

- 3.2 Any dispute between you and any third party shall be resolved solely between you and the third party and you shall not make any demand against Porsche China.

- 3.3 In particular you shall bear all costs resulting from any bookings made by you through the Concierge Service. You hereby agree to indemnify and hold harmless Porsche China, Porsche China's affiliates and their respective directors, senior officers, employees and other representatives ("**Porsche Indemnitees**") from and against any and all damage, losses, liabilities, cost, expenses, claims and other obligations arising out of or resulting from the bookings made through the Concierge Service under your Porsche ID account. You hereby irrevocably agree that if a claim or demand is made by a third party to Porsche Indemnitees and if Porsche China deems it necessary, Porsche China may, at its sole discretion, take any of the actions listed below or a combination thereof with respect to you:

- Demanding you to discuss with the other party in order to resolve the claims.
- Stopping the use of the Concierge Service in accordance with the provisions of these ToU.
- Terminating the Porsche ID-Contract with you in accordance with the provisions of the T&C.

- 3.4 Porsche China shall not be liable for damages to you or any third party due to unauthorized use of any Concierge Service. For your security and the effective provision of the Concierge Services, the Concierge Agent will ask for your necessary personal information to verify your identity before making bookings for you.

4. **Modification, termination, suspension, stoppage or restriction of Concierge Services**

- 4.1 Porsche China may modify or terminate the Concierge Services, either in whole or in part, upon notice to you.

- 4.2 Porsche China may suspend or stop the provision of or restrict the use of the Concierge Services, either in whole or in part, with or without notice to you, in case of the following scenarios:

- If the facility necessary for the provision of the Concierge Services requires maintenance, inspection, construction, repair, etc.;
- In the event of an emergency condition, such as a natural disaster or an incident, or a potential occurrence of such a situation;
- In the event of problems in the Concierge Service provided by or in cooperation with other service providers;
- Due to operational or technical events beyond the control of Porsche China;
- In the event of an extreme increase in the volume of call traffic; or
- Such other cases as Porsche China may deem it necessary to suspend or stop the provision of or restrict the use of any Concierge Service.

- 4.3 Porsche China may restrict the use of the Concierge Services in situations where you exert an excessive load on the Concierge Services, by continually generating a call volume exceeding the standards established by Porsche China, or where you hamper other uses or operations.



PORSCHE (CHINA) MOTORS LTD.

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

Porsche (China) Motors Ltd., 17/F, No. 826 Century Avenue, China (Shanghai) Pilot Free Trade Zone, (hereafter referred to as **Porsche China** or **We**) operates under www.porsche.cn (1) the My Porsche Portal and (2) various online marketplace functionalities (hereafter referred to as **Marketplace**) for the (i) sale of Porsche vehicles, parts, equipment and other vehicle related and vehicle independent products and (ii) provision of vehicle related and vehicle independent services. On the Marketplace, Porsche China also operates the Porsche Connect Store. For the use of the Marketplace including the Porsche Connect Store, the Terms and Conditions for the use of My Porsche Portal and Porsche's Online Marketplace Functionalities (incl. the Porsche Connect Store) as well as the sale of Porsche Connect Services and Porsche China 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.cn/cn/en/t/termsandconditions>.

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

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

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

"Porsche Connect"

Porsche Connect is exclusively available for the following vehicle models:

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

Note on Taycan:

Offering of services depends on the model year and software update. For the vehicles of the model year 2020 (you can identify the model year from the fact that the 10th digit of the vehicle identification number (VIN) is the letter L), the service "Lock & Unlock" is not available. Please contact your dealer for further information.

Porsche Connect includes – depending on the geographic availability – the services described in the following. The current geographic availability can be found in the Porsche Connect Store at <https://connect-store.porsche.cn/cn/en>.
Term: from 1 month

Free-of-charge inclusive period: When buying a new Connect-able vehicle, Porsche Connect may be booked free-of-charge for 3 years. For all models from model year 2025 (Cayenne and Panamera from model year 2024), Porsche Connect may be booked free-of-charge for 10 years.

Further requirements for the use of all services included in the Service Package: The Porsche Communication Management of a Connect-able vehicle (hereafter referred to as **PCM**) must have connectivity. If the connectivity is provided via the embedded SIM card of the PCM, the use of such connectivity for this Service Package is included in the price of the Service Package. If 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. After purchasing the Connect Service, you are offered with 6GB/Month of initial data package for free to support the In-Car Video, Media Streaming, and App Centre services, which is valid for 4 years and will be activated automatically after you complete the real name registration of your IoV card. After the initial traffic expires or is used up, you may still opt to purchase data package from data service provider or connect your cellphone with PCM to establish an internet connection.

Preconditions: In order to use the Service Package, please maintain your vehicle (especially the hardware that support the function of the Porsche Connect Services) in good condition.

Service variabilities: Due to technical adjustments and changes in the market environment, we may change third-party partners and adjust and optimize the content of our services. At the same time, due to regulatory requirements updated from time to time, Porsche China reserves the right to adjust or cancel part of the service content in order to provide quality services in compliance with laws and regulations.

The following applies to vehicle models with Porsche Connect:

1. Finder

Description: With the service "Finder" you can search for points of interest (e.g. charging 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, parking fees, or ratings by other users. Points of interest may also be searched, stored, managed and forwarded to the PCM in the My Porsche App.

2. Voice Pilot

2.1 Description: With the service "Voice Pilot", various functions of the PCM and other services can be operated by voice command. The online voice recognition supports the natural language. Additional functionalities, such as media searches, points of interest or weather information, are made possible by means of online speech recognition. Please note that some services are provided by 3rd party partners engaged by us, and we reserve the right to replace the service provider at any time.

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

3. Navigation Plus

Description: With the service "Navigation Plus", the route calculation of the PCM in the vehicle is supplemented by online services. The PCM's navigation system uses current GPS and traffic data to optimize the route to the entered destination to the minute. In the map view, the roads are marked in color according to the traffic situation. The maps of the PCM navigation system are updated online. The PCM navigation system can display street views of selected points of interest (POIs), if available. Please note that the navigation and map services are provided by 3rd party partners.

4. **Charging Planner (available for the Taycan only from model year 2025)**

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

4.2 **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**

Description: With the service "Radio Plus", you can access the online channels of radio stations. Via the PCM, the service also displays metadata of all songs you play.

6. **News**

Description: You can directly read news in the PCM. With the Voice Pilot you can have the articles read to you. Via keyword search, the channels may be browsed for information on topics or keywords.

7. **Weather**

Description: The service "Weather" displays the current weather situation and the forecast for the following hours and days for the current position, the activated destination as well as any stored favorites. The forecast comprises for example temperature, number of hours of sunshine, probability of rain, wind speed and air quality. Reading aloud via Voice Pilot is possible, too.

8. **Porsche2X Hazard Warning (only available from model year 2025)**

Description: The service Porsche2X Hazard Warning displays information on local hazards, e.g. aquaplaning risk, where available in the form of an infographic in the PCM.

9. **Car Control**

9.1 **Services:** You have the option to check the status of your vehicle remotely on the smartphone. The service comprises the display of the outer casing status (e.g. status of the doors), the display of service intervals or the mileage.

10. **Trip Control**

10.1 **Services:** You have the option to check the trip data of your vehicle remotely. This includes: Driving time, route, average speed and average consumption for all types of journey (short, recurring, long).

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

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

11.1 **Services:** You have the option to remotely lock and unlock the doors and the trunk of your vehicle. You receive a confirmation message or a push notification after the process.

11.2 **Restrictions of use:** This service is only available if the vehicle is stationary, the driver's door is closed, the ignition is switched off and the key is not inserted into the ignition lock. Further restrictions may apply according to applicable laws and regulations.

11.3 **Limitation of liability:** Using the unlock function in your absence from the vehicle increases the risk of vehicle theft or theft of items placed in the vehicle. To prevent unauthorized use, a four-digit security code must be entered to use the unlock function. You will determine the security code when you register and set up Porsche Connect for the

first time. The security code can be changed subsequently in the My Porsche Portal.

12. **Carfinder**

12.1 **Services:** You can have the location and position of your vehicle displayed remotely. The current position of the mobile end device used for this function is also displayed on a map. If no current position of the vehicle is available (e.g. because it is parked in an underground garage), the most recently saved GPS position is used. By activating the privacy mode, you can deactivate the transfer of data.

12.2 **Restrictions of use:** This service is exclusively available when data transfer works failure-free. Other than that, the service is fully available during the journey and when the vehicle is stationary.

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

13.1 **Services:** You can control the status of your vehicle and start or stop the charging process remotely as follows. You can control the connection status, the residual charging time and the current electric range. The electric range is displayed in form of a circle on the map. Furthermore, you can optimize the charging process of the high-voltage battery of your vehicle for a specific departure time. You can set departure timers and you receive a confirmation message or push notification when events occur (for example, charging interrupted) and when an activated E-Timer has expired.

13.2 **Restrictions of use:** The range indicated as a circle on the map is only an estimated value. The values indicated on the map do not reflect the actual distances. Therefore, in reality, locations could be beyond the electric range even if they appear within the electric range circle. This service is available exclusively for electric and hybrid vehicles.

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

14.1 **Services:** You can remotely check the status of the heating and/or air conditioning system and activate or deactivate them as follows. Once the heating and/or air conditioning has been successfully activated or deactivated, you will receive a confirmation message or a push notification. You also have the option to remotely set the Climate Timer for remote heating and/or air conditioning. Once it is set, you will receive a confirmation message or a push notification on your mobile device when an activated Climate Timer has expired.

14.2 **Restrictions of Use:** This service is available exclusively for electric and hybrid vehicles.

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 a 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 a wheel movement is detected.

18. Calendar

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

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

18.3 **Requirements:** The My Porsche App must be downloaded on the Porsche China Customer's smartphone to be connected with the vehicle. The service can only access the smartphone calendar if access to the calendar is authorized explicitly for the My Porsche App in the settings of the operating system.

19. Media Streaming

19.1 **Description:** The service Media Streaming offers direct and personalized access to the linked customer's media library and the functionalities of the respective third-party media streaming provider, as supported in the vehicle. Following the initial set-up, the Porsche China Customer no longer requires a smartphone for its use and can use the service with his/her Porsche ID in all supported vehicles. For selected providers, exclusive functions, such as the direct saving of radio titles to the customer-specific media library, or navigation via the Voice Pilot, are available.

19.2 **Restrictions of use:** All or part of the services will be restricted in guest mode.

19.3 **Requirements:** In order to use the contents, the Porsche China Customer must have an active subscription of the respective third-party provider and the Service Package. The data required for using the service are included in the Service Package. In order to be able to use the service in a personalized manner, the Porsche China Customer must link his/her third-party account to the Porsche account once.

20. Good to know – Driver's Manual Plus

20.1 **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.

20.2 **Restrictions of use:** Use of the service requires an existing data connection in the vehicle.

21. In-Car Video (only available from model year 2025, Cayenne and Panamera from model year 2024)

21.1 **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.

21.2 **Restrictions of use:** While driving, videos can only be viewed on the front passenger display (depending on equipment). In-car video can only be used in countries where the services are offered by the third-party provider. The use of In-Car Video service requires Internet connection.

Note: Please note that the In-Car Video service is provided by 3rd party partner Bilibili.

22. App Centre (only available from model year 2025)

22.1 **Description:** The App Centre enables the customer to search for, download, update and manage apps. We use service provider commissioned by Porsche China to provide App Centre service. These are apps specially designed for the vehicle, and are offered and managed by either Porsche or third-party providers.

22.2 **Use restrictions:** The portfolio of the App Centre has been adapted for auto-motive use and cannot be compared with the variety of an App Centre for smartphones. Depending on the app, the information display may be limited to the passenger-side display while driving. The app portfolio is subject to constant changes. The data connection for this service requires (a) a data package (available separately from the cooperation partner in selected countries) or (b) a connection via the mobile phone connected to the PCM (tethering), with a corresponding mobile data tariff.

Note: Please note that the App Centre is operated by 3rd party partner JDO.

Right of Withdrawal for Consumers

If the Customer is a natural person who enters into a legal transaction for purposes that predominantly are outside his/her trade, business or profession, he/she has a right of withdrawal for a period of 14 days in case of the conclusion of the contract. Hereafter, the term "contract" means the purchase of Porsche Connect. In the following, the Customer is instructed on his/her right of withdrawal:

Instructions on withdrawal

Right of withdrawal

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

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

To exercise the right of withdrawal, you must inform us (Porsche Connect Support, phone number: 400-8205-911, email address: connect@cn.porsche.com) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or email). You may use the attached model withdrawal form, but it is not obligatory.

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

Effects of withdrawal

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

Model withdrawal form

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

- To Porsche Connect Support, email address:connect@cn.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 (China) Motors Ltd.

Terms of Use

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

Porsche (China) Motors Ltd., 17/F, No. 826 Century Avenue, China (Shanghai) Pilot Free Trade Zone (hereafter referred to as **Porsche China, PCN** or **We**) operates under www.porsche.cn (1) the My Porsche Portal and (2) various online marketplace functionalities (hereafter referred to as **Marketplace**) for the (i) sale of Porsche vehicles, parts, equipment and other vehicle related and vehicle independent products and (ii) provision of vehicle related and vehicle independent services. On the Marketplace, PCN also operates the Porsche Connect Store. For the use of the Marketplace including the Porsche Connect Store, the Terms and Conditions for the use of My Porsche Portal and Porsche's Online Marketplace Functionalities (incl. the Porsche Connect Store) as well as the sale of Porsche Connect Services and Porsche China 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.cn/cn/en/t/termsandconditions>

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

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

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

"Porsche Connect Care"

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

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

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

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

Term: 10 years

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

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

Preconditions: In order to use the Service Package, please maintain your vehicle (especially the hardware that support the function of the Porsche Connect Services) in good condition.

Service variabilities: Due to technical adjustments and changes in the market environment, we may change third-party partners and adjust and optimize the content of our services. At the same time, due to regulatory requirements updated from time to time, Porsche China reserves the right to adjust or cancel part of the service content in order to provide quality services in compliance with laws and regulations.

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

1. Breakdown Call

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

1.1 Detailed description of the Service

1.1.1 You can trigger the Service either via the Porsche Communication Management of a Connect-able vehicle (hereinafter referred to as **PCM**) or via the My Porsche App. The Service can therefore be triggered by every Primary User 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 instance. For the effective provision of the Service, the vehicle needs to send relevant data to the Porsche Support instance, and such data 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 instance and/or a dialogue in the My Porsche App and/or in the vehicle infotainment system might ask you for your consent for calling up the vehicle identification number and/or other car data.

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

- 1.) Porsche Support instance employees can give advice on how to proceed (such as "Please add oil at the nearest petrol station"); and/or
- 2.) Porsche Support instance employees can request external support, such as: breakdown Support instance or towing the non-functional vehicle. Your call will not be forwarded to other service providers. If your vehicle needs to

be repaired, the Porsche Assistance can forward the Vehicle Data to a Porsche Center, subject to your prior consent.

- 1.1.3 Any services provided by the Porsche Support instance after the breakdown call require a separate contract, which could result in additional costs. You can find more information about the Porsche Support instance and in particular about the service components covered by contacting your Porsche Centre or calling directly the hotline 400 8100 911. The Porsche Support instance can determine the Porsche Support instance status of your vehicle.
- 1.1.4 If you have access to or use third-party products or services, the contractual terms applicable to these products or services apply. PCN is not responsible for any access to or usage of these products or services.
- 1.1.5 Please note that the triggering of the Service on your mobile device via the My Porsche App may, depending on the terms of the mobile phone contract, which you have concluded with a telecommunications provider as a third party, result in additional costs.

1.2 Restrictions on use and system restrictions

- 1.2.1 The Service is provided via a telematics unit installed in the vehicle, which communicates with the Porsche Support instance 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, electromagneticism, the vehicle being in a garage, in an underpass or in another location where the wireless communication networks are not available, atmospheric conditions and other negative causes beyond our control (e.g. failure of the communication networks). In particular, the operation of the telematics unit and, thus, the provision of the functions of the Service in accordance with these ToU Porsche Connect Care depends on the fact that the 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.

2. Smart Service

The Service "Smart Service" informs you in PCM and in the My Porsche Portal and in the My Porsche app through messages and status displays about individual maintenance and repair needs for selected vehicle components. It is a prediction, especially in terms of the chassis, drive train and batteries, and is based on ongoing evaluations of your vehicle data. We endeavour (i) to make the prediction more precise over time, particularly by optimising the prediction models and/or the composition of the vehicle data used and/or (ii) to expand the scope of the maintenance and repair needs covered and/or (iii) to expand this scope to other vehicle components. The corresponding vehicle data is automatically transmitted to Porsche's systems and your Porsche Centre can retrieve this data if required. Your Porsche Center can contact you proactively based on this Vehicle Data via the channel you have selected.

2.1 Restrictions on use and system restrictions

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

2.2 Contractual territory

Porsche China provides you with the Service in accordance with these ToU Porsche Connect Care in China.

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 PCM. In addition to the printed Driver's Manual included with the vehicle, the Service offers additional functions described in section 3.1 below.

3.1. Detailed description of the Service

- 3.1.1. The Service provides you with the Driver's Manual content in text and visual form (i.e. images, interactive graphics, animations) in PCM.
- 3.1.2. Any future changes to the contents of the Driver's Manual can be downloaded and updated.
- 3.1.3. The Service also provides proactive references to the Driver's Manual based on the vehicle's warning and information messages. This provides you with more detailed information on the error messages.
- 3.1.4. The Service also permits device-independent and synchronous use of the digital Driver's Manual. This means that pages bookmarked and selected as favourites in the vehicle, as well as those most recently visited, are also displayed on the digital output channels of Porsche China, depending on the country or region in which you are located (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 section 3.1.1 above is also available offline in PCM and the My Porsche App (download required). All other functions require a data connection. The display of the Driver's Manual content in the form of additional animations is part of the Good to know – Driver's Manual Plus service, which is part of the Porsche Connect service package that can be booked separately.

4. Online Software Updates

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

4.1. Detailed description

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

4.2. Use and system restrictions

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

5. Usage of data

In connection with the booking of the Service Package, certain data (which may include personal data and Vehicle 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.

You agree that Porsche China 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 PCN Products (including Porsche vehicles), and (ii) for other reasonable and necessary commercial purposes relating to the provision of the Service (which will be informed to you by Porsche China via relevant [personal data protection policies](#) or detailed data privacy information or in other proper manners). The usage of certain data for the purpose of managing and improving quality, safety and security of the Service Package and/or PCN Products (including Porsche vehicles) can be activated and deactivated using appropriate functionalities in the Porsche vehicle and/or My Porsche Portal.

For the above purposes, relevant data may be provided to relevant Porsche entities within or outside China or other third parties within or outside China that are engaged by Porsche China or other relevant Porsche entities (provided that such data will be anonymized before it is provided to such other third parties), to the extent as permitted by applicable laws and in compliance with the relevant requirements under applicable laws. Porsche China will inform you of necessary information and seek your consent in accordance with the requirements of applicable laws.

In particular, where the provision of your personal information (excluding information that has been anonymized) outside China is involved, as applicable, Porsche China may inform you of the name and contact details of the overseas recipient, the purposes and means of its processing activities, the types of personal information involved and the ways and procedures for you to exercise your statutory rights against the overseas recipient, etc., seek your separate consent to the provision of your personal information outside China in a proper manner and provide convenience to you for your exercise of relevant rights.

When using relevant data, Porsche China will comply with applicable cybersecurity law, data security and personal information protection law and consumer protection law and other laws and regulations, as well as relevant [personal data protection policies](#) and detailed data privacy information that Porsche China has informed you of and other commitments made by Porsche China to you with respect to personal data protection. Where required by law, Porsche China will obtain the relevant consents. Further information can be found in the data protection and privacy information at <https://connect-store2.porsche.cn/cn/en/t/privacy>.

6. Right of Withdrawal for Consumers

If the Customer is a natural person who enters into a legal transaction for purposes that predominantly are outside his/her trade, business or profession, he/she has a right of withdrawal for a period of 14 days in case of the conclusion of the contract. Hereafter, the term "contract" means the purchase of the Service Package "Porsche Connect Care". In the following, the Customer is instructed on his/her right of withdrawal:

Instructions on withdrawal

Right of withdrawal

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

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

To exercise the right of withdrawal, you must inform us (Porsche Connect Support - c/o Porsche (China) Motors Ltd. - 17/F, No. 826 Century Avenue, China (Shanghai) Pilot Free Trade Zone, phone number: 400-8205-911, email address: connect@cn.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 Porsche Connect Support - c/o Porsche (China) Motors Ltd. - 17/F, No. 826 Century Avenue, China (Shanghai) Pilot Free Trade Zone, email address: connect@cn.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 (CHINA) MOTORS LTD.

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

Porsche (China) Motors Ltd., 17/F, No. 826 Century Avenue, China (Shanghai) Pilot Free Trade Zone, (hereafter referred to as **Porsche China** or **PCN** or **We**) operates, at www.porsche.cn, (1) the My Porsche portal and (2) various online marketplace functionalities (hereinafter **Marketplace**) for (i) the sale of Porsche vehicles, parts, accessories and other vehicle-related and vehicle-independent products and (ii) the provision of vehicle-related and vehicle-independent services. Porsche China also operates the Porsche Connect Store on the Marketplace. For the use of the Marketplace, including the Porsche Connect Stores, the General Terms and Conditions (hereinafter **GTC**) for the use of the My Porsche portal and the Porsche Online Marketplace functionalities (including the Porsche Connect Store), as well as for the sale of Porsche Connect services and Porsche China products apply. The current version of the GTC can be accessed, downloaded and printed out at any time at <https://connect-store2.porsche.cn/cn/en/t/termsandconditions>.

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

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

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

"Porsche Connect"

These ToU Porsche Connect apply to the following vehicle models:

- Macan (from model year 2024)

Depending on geographic availability, Porsche Connect includes the services described below. The current geographical availability can be found in the Porsche Connect Store at <https://connect-store.porsche.cn/cn/en/>.

Duration: from 1 month

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

Another precondition for using all the services included in the Service Package: The Porsche Communication Management (hereinafter **PCM**) in a Connect-enabled vehicle must have connectivity. Connectivity is provided via the PCM's integrated SIM card. The use of connectivity for this Service Package is included in the price of the Service Package. For the services "App Centre" and Internet access via WiFi hotspot, (a) a data package or (b) a connection via a mobile phone (tethering) with a corresponding mobile data tariff is also required. A separate contract must be concluded with a mobile service provider for this purpose. This may incur additional costs, including roaming charges for using the service abroad, depending on the contract concluded with the mobile service provider. If you connect the PCM via your mobile phone, please make sure that this is permitted by your mobile data plan. The availability and speed of the services included in the Service Package are subject to the availability and speed of the data connection provided by your mobile service provider. In some countries, you can book a free Data Pass 6GB per month for 4 years with our respective cooperation partner.

Preconditions: In order to use the Service Package, please maintain your vehicle (especially the hardware that support the function of the Porsche Connect Services) in good condition.

Service variabilities: Due to technical adjustments and changes in the market environment, we may change third-party partners and adjust and optimize the content of our services. At the same time, due to regulatory requirements updated from time to time, Porsche China reserves the right to adjust or cancel part of the service content in order to provide quality services in compliance with laws and regulations.

1 Finder

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

2 Voice Pilot

2.1 Description:

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

2.2 Use restrictions:

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

3 Navigation Plus

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

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

The PCM navigation system can display the map in 3D Map viewer. By caching the loaded map data of the current environment of the vehicle, the satellite view is retained even if the connection is temporarily interrupted.

We use service providers commissioned by Porsche China to provide the sub-functions of Navigation Plus.

4 Charging Planner

4.1 Description:

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

4.2 Use restrictions:

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

5 Connected Media

5.1 Description:

The service Connected Media offers direct and personalized access to the linked customer's media library and the functionalities of the respective third-party media streaming provider, as supported in the vehicle. Following the initial set-up, the Porsche China Customer no longer requires a smartphone for its use and can use the service with his/her Porsche ID in all supported vehicles. For selected providers, exclusive functions, such as the direct saving of radio titles to the customer-specific media library, or navigation via the Voice Pilot, are available.

5.2 Use restrictions:

All or part of the services will be restricted in guest mode.

5.3 Requirements:

In order to use the contents, the Porsche China Customer must have an active subscription of the respective third-party provider and the Service Package. The data required for using the service are included in the Service Package. In order to be able to use the service in a personalized manner, the Porsche China Customer must link his/her third-party account to the Porsche account once.

6 Calendar

6.1 Description:

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

6.2 Use restrictions:

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

6.3 Prerequisites:

A prerequisite is that the My Porsche app has been downloaded onto the PCN customer's smartphone, which is to be connected to the car. To enable the service to access the smartphone calendar, access to the calendar must be explicitly granted for the My Porsche app in the operating system settings.

7 App Centre

7.1 Description:

The App Centre enables the customer to search for, download, update and manage apps. We use service provider commissioned by Porsche China to provide App Centre service. These are apps specially designed for the vehicle, and are offered and managed by either Porsche or third-party providers.

7.2 Use restrictions:

The portfolio of the App Centre has been adapted for automotive use and cannot be compared with the variety of an App Centre for smartphones. Depending on the app, the information display may be limited to the passenger-side display while driving. The app portfolio is subject to constant changes.

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

7.3 Contract territory:

The availability of the service may subject to geographical restrictions.

8 Porsche2X Hazard Warning

8.1 Description:

The service Porsche2X Hazard Warning displays information on local hazards, e.g. aquaplaning risk, where available in the form of an infographic in the PCM.

9 Car Control

9.1 Description:

It is possible to check the status of your vehicle remotely on your smartphone. The service includes display of information regarding the outer shell status (e.g. status of the doors), service intervals or the current mileage.

9.2 Use restrictions:

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

10 Trip Control

10.1 Description:

It is possible to check the driving data of your vehicle remotely on your smartphone. This includes: travel time, distance, average speed and average consumption for all trip types (short, repetitive, long).

10.2 Use restrictions:

Retrievable information is only updated when the ignition status changes.

11 Lock & Unlock

11.1 Description:

It is possible to open the doors and luggage compartment of your vehicle remotely. Afterward, you will receive a confirmation message or a push notification.

11.2 Use restrictions:

This service is only available when the vehicle is stationary, the driver's door is closed, the ignition is switched off and the key is not in the ignition switch. Further restrictions may apply depending on country-specific regulations.

11.3 Note:

Using the unlock function when you are not present in the vehicle increases the risk of vehicle theft or theft of items in the vehicle. To prevent unauthorised use, execution of the open function therefore requires the entry of a four-digit security code. You specify the security code when you register and set up Porsche Connect for the first time. This security code can be changed at a later point in the My Porsche portal.

12 Car Finder

12.1 Description:

It is possible to view the location and position of your vehicle remotely. The current position of the mobile device used for this function is also displayed on a map. If no current position of the vehicle is available (e.g., because it is parked in an underground car park), the last saved GPS position is used. You can deactivate the transmission of data by activating the privacy mode.

12.2 Use restrictions:

This service is only available with uninterrupted data transmission. Furthermore, this service is fully available while driving as well as when the vehicle is stationary.

13 E-Control

13.1 Description:

You can check the status of your vehicle remotely as well as start or stop the charging process as follows. You can check the connection status, the remaining charging time, and the current electric range. The electric range is indicated by a circle on the map. You also have the option of optimising the charging process of the high-voltage battery of your vehicle for a certain departure time. You can set departure timers and receive a confirmation message or push notification when events occur (for example, charging interrupted) and when an activated E-Timer has expired.

13.2 Use restrictions:

The range indicated by the circle on the map is only an estimated value. The values on the map do not reflect the actual route distances. Therefore, in reality, locations could be beyond the electric range even if they appear within the electric range circle. This service is available exclusively for electric and hybrid vehicles.

14 Climate

14.1 Description:

You can check the status of the heating/air-conditioning system remotely, and activate or deactivate them as follows. Once the heating and/or air-conditioning has been successfully activated or deactivated, you will receive a confirmation message or a push notification. You can also set the Climate Timer for remote-controlled heating and/or air-conditioning remotely. Once you have configured this setting, you will receive a confirmation message or a push notification on your mobile device as soon as an activated Climate Timer has expired.

14.2 Use restrictions:

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

15 Car Alarm

15.1 Description:

You will receive a message or a push notification if your vehicle's anti-theft alarm is triggered. The message contains information about the triggered alarm and a time stamp.

15.2 Use restrictions:

This service can only send a message or a push notification if the vehicle is able to connect to the Porsche systems. If the anti-theft alarm is triggered, but your vehicle's control unit has no connectivity (e.g. because it is parked in an underground car park), the message or push notification will be sent as soon as a connection is available.

15.3 Note:

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

16 Location Alarm

16.1 Description:

You can set a circular geographic boundary remotely. You will receive a notification as soon as the vehicle leaves or enters this area. You can manage up to four areas at the same time. In case of an event (leaving or entering an area), you will receive a message or a push notification, including a map showing the location where the event took place.

16.2 Use restrictions:

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

17 Breakdown Call

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

17.1 Description:

17.1.1

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

17.1.2

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

17.1.2.1

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

17.1.2.2

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

17.1.3

Any services provided by the Porsche Support instance after the breakdown call require a separate contract, which could result in additional costs. You can find more information about the Porsche Support instance and in particular about the service components covered by contacting your Porsche Centre or calling directly the hotline 400 8100 911. The Porsche Support instance can determine the Porsche Support instance status of your vehicle.

17.1.4

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

17.1.5

Please note that triggering the service via the My Porsche app on your mobile device may incur additional costs, depending on the terms of the

mobile phone contract that you have concluded with a third-party telecommunications provider.

17.2 Use restrictions:

17.2.1

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

17.2.2

The service does not include vehicle insurance or any other insurance. Please note that you may be required by law to have insurance; furthermore, it is your responsibility to arrange for such other insurance cover as you deem reasonable. The fees paid for the service are unrelated to the value of the vehicle or any property in the vehicle, or the cost of any injury or damage suffered by you or others.

18 Good to know – Driver's Manual

Good to know - Driver's Manual provides you with a digital version of the driver's manual for your vehicle in Porsche Communication Management (PCM). In addition to the printed Driver's Manual included with the vehicle, the service offers additional functions described in paragraph 18.1.

18.1 Description:

18.1.1

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

18.1.2

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

18.1.3

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.

18.1.4

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

18.2 Use restrictions:

The Driver's Manual content described in 18.1.1 is also available offline in PCM. All other functions require a data connection.

19 Online Software Update

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

19.1 Description:

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

19.2 Use restrictions:

The functions described in 19.1 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 have 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.

20 Use of data

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

Porsche China may use this data – possibly in anonymised form – for (i) the management and improvement of the quality and safety of the Service Package and/or PCN 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 PCN products (including Porsche vehicles) can be activated and deactivated using the corresponding functionalities in the Porsche vehicle and/or in the My Porsche portal.

For the aforementioned purposes, this data can also be passed on to other Porsche companies within or outside China and other third parties within or outside China commissioned by Porsche China or other Porsche companies in this context and – if this data is anonymised – disclosed to third parties. Porsche China will inform you of necessary information and seek your consent in accordance with the requirements of applicable laws.

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

21 Right of Withdrawal for Consumers

If the Customer is a natural person who enters into a legal transaction for purposes that predominantly are outside his/her trade, business or profession, the customer has a 14-day right of cancellation when a contract is concluded. In the following, the term "contract" means the purchase of Porsche Connect. The customer is informed of their right of cancellation below:

Cancellation policy

Right of cancellation

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

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

To exercise your right of cancellation, you are required to inform us of this (Porsche Connect Support, phone number: 400-8205-911, email address: connect@cn.porsche.com) by submitting a clear statement (e.g. a letter sent by post or email) detailing your decision to cancel this contract. You can use the enclosed sample cancellation letter for this, but it is not obligatory.

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

Effects of cancellation

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

Sample cancellation form

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

- To Porsche Connect Support, email address: connect@cn.porsche.com
- I/we(*) hereby cancel the contract concluded by me/us(*) for the purchase of the following goods(*)/the provision of the following service(*)
- Ordered on(*)/received on(*)
- Name of the consumer(s)
- Address of the consumer(s)
- Signature of the consumer(s) (required for paper notifications only)
- Date

(*) *Strike out if not applicable.*