PORSCHE CLASSIC VTS SERVICE DOCUMENTS



UK – VEHICLE TRACKING SYSTEM APPLICATION FORM

To be completed by the Dealer and emailed / faxed to the Service Provider at registration-uk.telematics@vodafone.com or +44 (0) 1282 473 777. This needs to be done at least one hour before activation

VEHICLE TRACKING SYSTEM DATA

VEHICLE DATA

PORSCHE
11111111
11111111
IIIIIIII
IIIIIIIIII
llllllllll

PORSCHE DEALER DETAILS

Dealer Name*	
Installer Name*	
Address*	
Town/County*	
Postcode*	IIIIII.
Phone*	IIIIIIII
Installer's Mobile	IIIIIIII
Fax*	IIIIIIII

*Mandatory Data

This Order Form, Payment Mandate & signed Terms and Conditions should be completed by the Dealer and emailed / faxed to the Service Provider at registration-uk.telematics@vodafone.com or +44 (0)1282 473777. Telephone: +44 (0)1282 473 732
SENDER
Dealer Name* IIIIIIII.
City/Town* IIIIIIIIII
VEHICLE DATA*
Manufacturer PORSCHE Model* IIIIIIII.
Registration Number IIIIIIII.
VIN (17 digit)* IIIIIIIIII
CONTRACT SUBSCRIBER DATA
Title/Surname/Forename/Company Name (if applicable)* IIIIIIII.
Address* IIIIIIIIII
City/Town* IIIIIIIIII
County IIIIIIIIII
Please enter 3 different telephone numbers. These numbers will be used to contact you in case of any alerts. Any text message will be sent to the 1st number.
Phone 1* Mobile Number (only) IIIIIIII.
Phone 2* Mobile/Landline IIIIIIIIII
E-mail IIIIIIIII
CONTRACT SUBSCRIBER IDENTITY QUESTIONS & ANSWERS* (Example Question: Place of Birth? Reply: Oxford). We recommend that you change the identity questions and answers. Please refer to your Service Manual.
Question 1* IIIIIIIIII
Question 2* IIIIIIIII
VEHICLE USER DATA (If different from the subscriber)
Title/Surname/Forename/Company Name (if applicable)* IIIIIIIIII
Address* IIIIIIIIII
City/Town* IIIIIIIIII
County IIIIIIIIII
Please enter 3 different telephone numbers. These numbers will be used to contact you in case of any alerts. Any text message will be sent to the 1st number.
Phone 1* Mobile Number (only) IIIIIIII.
Phone 2* Mobile/Landline IIIIIIIIII
E-mail IIIIIIIIII
SUBSCRIPTION (Price incl. full European coverage and VAT – subject to change)
Subscription fee* I year UK: 217 GBP incl. VAT
□ 2 years UK: 412 GBP incl. VAT

To be compl	eted by the Dealer and emailed / faxed to the Service Provider at registration-uk.telematics@vodafone.com or +44 (0) 1282 473 777. This needs to be done at least one hour before activation
SENDER	
Dealer Name*	
City/Town*	
Registration Numb	per IIIIIIII.
VIN (17 digit)*	
SERVICE PROV	/IDER
Company Name:	Vodafone Automotive UK Limited
Address:	Shuttleworth House, 21 Bridgewater Close, Network 65 Business Park, Hapton, Burnley, BB11 5TE United Kingdom
SUBSCRIPTION	N PAYMENT DETAILS*
	to pay annually by Direct Debit (complete the mandate overleaf).

*Mandatory Data



8

8

PORSCHE CLASSIC VTS SERVICE AGREEMENT

0

Originator's Identification Number

5

4

Instruction to your bank or Building Society to pay by Direct Debit

Please fill in the whole form using a ball point pen and fax immediately to 0844 239 0039. Alternatively, please send the completed mandate to:

Vodafone Automotive UK Limited Shuttleworth House, 21 Bridgewater Close Network 65 Business Park Hapton, Burnley

BB11 5TE

Name(s) of Account Holders(s)

Bank/Building Society Account Number

Brand	ch Sort C	ode		

Name and full postal address of your Bank or Building Society
To: The Manager
Address
postcode

Originat	or's R	eferen	ce Nu	mbe	r (Le	ave b	lank)	
Instruct Please pa from the a to the safe Guarante	ay Voda account e guarc	afone A t detaile	utomo ed in th	otive L his ins	JK D struct	irect tion s	Debi subje	ts
l understa Vodafone passed el	Autom	otive U	IK and	l, if sc	, det	ails v	vill be	Э
Signatur	e(s):							

Date:

2

Bank and Building Societies may not accept Direct Debit Instructions for some types of Account



The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change, Vodafone Automotive UK Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Vodafone Automotive UK Limited or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.

This guarantee should be detached and retained by the Payer

END USER'S TERMS AND CONDITIONS

THIS SERVICE IS PROVIDED EXCLUSIVELY BY THE NATIONAL SERVICE PROVIDER AND BASED UPON THE END USER'S TERMS AND CONDITIONS AS DETAILED BELOW. DR. ING. H.C. F. PORSCHE AKTIENGESELLSCHAFT AND ITS AFFILIATES DO NOT ACCEPT ANY LIABILITY WHATSOEVER FOR THIS SERVICE.

SERVICE THAT IS PROVIDED WITH THE VEHICLE-TRACKING DEVICE SUPPLIED BY PORSCHE.

THE VEHICLE TRACKING SERVICE WILL BE SUPPLIED ONLY AS DETAILED BELOW.

IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS OF THIS SERVICE AGREEMENT, DO NOT USE OR RELY UPON THE PORSCHE VEHICLE TRACKING SERVICE.

USING OR RELYING UPON THE PORSHE VEHICLE TRACKING SERVICE INDICATES THAT YOU ACCEPT THESE TERMS AND CONDITIONS.

1. DEFINITIONS

1.1. In these terms and conditions:

- 1.1.1. "Authorised User" means any person lawfully authorised by the Customer to use the Vehicle;
- 1.1.2. "Customer" means the person, firm or company who owns the Vehicle;
- 1.1.3. "GPS" means the global positioning system, a network of satellites owned by the Government of the United States of America;
- 1.1.4. "GSM" means global system for mobile communications, a cellular phone technology;
- 1.1.5. "Order" means the order, containing all the required data, sent by the Customer to the Supplier using the order form provided by the National Service Provider;
- 1.1.6. "National Service Provider" means Vodafone Automotive UK Limited, 21 Bridgewater Close, Network 65 Business Park, Burnley BB11 5TE
- 1.1.7. "Porsche" means Dr. Ing. h.c. F. Porsche Aktiengesellschaft, its affiliates and authorised dealers;
- 1.1.8. "Service" means the Porsche vehicle tracking system location service to be provided by the National Service Provider according to the Service Agreement and in relation to the Vehicle;
- 1.1.9. "Service Activation Notice" means the communication sent by the National Service Provider to the Customer upon activation of the Service;
- 1.1.10. "Service Agreement" means these terms and conditions together with the Order;
- 1.1.11. "Service Fee" means the fee to be yearly paid in advance by the Customer to the National Service Provider for the provision of the Service as published by the National Service Provider from time to time on its website and through the media.
- 1.1.12. "Territory" means the countries where the Service is available and which are specified in the Order.
- 1.1.13. "Unit" means the Porsche vehicle-tracking device provided by Porsche to the Customer and installed by Porsche in the Vehicle;
- 1.1.14. "Vehicle" means the Customer's vehicle where the Unit has been installed by Porsche.

2. SCOPE OF THE SERVICE AGREEMENT

2.1. The National Service Provider shall provide the Service to the Customer inside the Territory, in accordance with the terms and conditions set out in the Service Agreement.

3. SERVICE ACTIVATION AND CONTINUANCE

- 3.1. In order to activate the Service, the Customer shall send to the National Service Provider the Order duly signed and containing all the data required in the Order.
- 3.2. After receiving the Order, the National Service Provider will liaise with Porsche to activate the Unit.
- 3.3. The Customer shall communicate to the National Service Provider in a timely manner any variations in any of the data required in the Order.
- 3.4. The National Service Provider will have no obligation to commence or to continue the provision of the Service unless the Service Fee has been duly paid on time to the National Service Provider.

4. PROVISION OF THE SERVICE

- 4.1. In the event that the Customer or any Authorised User reasonably believes that the Vehicle has been stolen, the Customer or the Authorised User (as the case may be) shall promptly notify the Provider without delay. Upon receiving any such notification, the National Service Provider shall take the steps set out in clause 4.5 below.
- 4.2. The National Service Provider reserves the right to charge the Customer (in addition to the Service Fees) for any costs incurred by the National Service Provider in attempting to locate the Vehicle following a false alarm raised by the Customer or any Authorised User.
- 4.3. Upon the theft of the Vehicle, the Customer shall be responsible for notifying the Police as soon as reasonably possible that the Vehicle has been stolen and shall obtain a reference number in respect of the same. The Customer undertakes to provide this reference number to the National Service Provider without delay and the contact details (including address, phone number and the officer in charge of the theft, when known) of the relevant Police Station.
- 4.4. The Customer acknowledges that nothing in the Service Agreement shall be read as a guarantee from the National Service Provider that the Police shall take action upon being notified that the Vehicle has been stolen. The National Service Provider cannot be held responsible for any acts or omissions of the Police.
- 4.5. Upon the theft or unauthorised movement of the Vehicle, the Provider shall as quickly as reasonably possible use reasonable endeavours to locate the Vehicle using GPS. If the National Service Provider is able to locate the Vehicle, it shall inform the Customer of the Vehicle's location. In case the Customer informs the Supplier that the vehicle has been recorded as stolen by the Police and the relevant Police Station is located in a country where the National Service Provider has a Secure Operating Centre, the National Service Provider shall also inform the Police of the Vehicle's location.
- 4.6. The Customer undertakes to notify the National Service Provider in advance if the Vehicle is to be carried by another transportation method e.g ferry, trailer, transporter etc. In case the Customer fails to notify the National Service Provider in advance, the Customer acknowledges that they will be responsible for any costs incurred by the National Service Provider in relation to any false alarms caused by such activity.

END USER'S TERMS AND CONDITIONS

5. PAYMENTS

- 5.1. The Customer shall pay to the National Service Provider the Service Fee by credit or debit card, cheque or other methods of payments made available in the order form.
- 5.2. If any sums due from the Customer to the National Service Provider pursuant to the Service Agreement remain unpaid for more than 28 days from the due date for payment, without prejudice to any other rights or remedies of the National Service Provider, the National Service Provider will be entitled to:
- 5.2.1. charge interest on the outstanding sum calculated based upon the Italian statutory rate applicable from time to time. Interest shall accrue on a daily basis from the due date for payment until payment is received in full by the National Service Provider together with all interest that has accrued; and
- 5.2.2. suspend the provision of the Service until full payment has been received; and/or
- 5.2.3. terminate the Service Agreement.
- 5.3. The Customer shall reimburse the National Service Provider on demand in respect of all costs and expenses incurred by the National Service Provider in tracing the Customer and in taking steps to enforce payment of any such sums due.
- 5.4. If the Customer's bank fails to honour any cheque or other method of payment, the Customer shall reimburse the National Service Provider in respect of any costs incurred in re-presenting the same.

6. LIABILITY

- 6.1. Notwithstanding any other provision of the Service Agreement, the National Service Provider does not seek to exclude or restrict its liability for gross negligence or wilful misconduct, or for death or personal injury caused by its negligence.
- 6.2. In respect of all other liability hereunder, to the fullest extent permitted by law, the National Service Provider's liability in respect of each event or series of connected events shall not exceed an amount equal to the sum of the Service Fee paid by the Customer.
- 6.3. Installation, activation and certification (where required) of the Unit will be arranged directly between the Customer and Porsche. The National Service Provider will not be held liable for any direct or indirect loss arising out of or in connection with the installation of the Unit in the Vehicle nor with any act or omission by Porsche.
- 6.4. To the fullest extent permitted by law, the National Service Provider shall not be liable to the Customer for the loss of profits or contracts or any other indirect or consequential loss whether arising from tort (including negligence) or breach of contract otherwise. In particular but without limitation, the National Service Provider shall not be liable for any loss or damage caused to the Customer as a direct or indirect result of the Vehicle being stolen and it is agreed and declared that if any limitation in this clause should prove to be unenforceable such finding shall not affect the enforceability of the other exclusions.
- 6.5. The Customer acknowledges that, owing to the nature of the technology comprised in the Unit, the operation of the Service may from time to time be adversely affected by physical features, including, without limitation, removal or tampering with of the Unit or its antenna, electromagnetism, the Vehicle being in a garage, in an underpass or in other places not covered by the GPS or GSM networks, atmospheric conditions and other causes of interference beyond the National Service Provider's control (e.g. failure of GPS or GSM networks). In particular, the operation of the Unit and, therefore, the provision of the Service in accordance with the Service Agreement, depends to some extent upon the operation of the GPS and GSM networks with which the Unit operates, and these networks are not operational in all parts of the Territory. As such the National Service Provider can give no guarantee that the Vehicle will be successfully located or recovered.
- 6.6. The Customer acknowledges that the activation of the Service does not in any way mitigate his or her duty to obtain adequate insurance for the Vehicle.

7. TERMS AND TERMINATION

- 7.1. Subject to clause 7.3, the Service Agreement shall commence upon the date of the Service Activation Notice and shall continue for a minimum fixed period of twelve months thereafter and shall be automatically renewed for further periods of twelve months, unless earlier terminated by either party giving thirty days written notice to the other prior to the end of each twelve month period.
- 7.2. The Service Agreement shall terminate at the time the Customer sells or otherwise disposes of the Vehicle. The Customer shall have no title to any reimbursement of the Service Fee.
- 7.3. The Service Agreement can not be assigned or otherwise transferred. Notwithstanding the foregoing, the Customer expressly acknowledges and accepts that the Service Agreement may be assigned by the National Service Provider to Vodafone Automotive SpA, an Italian company having its headquarters at via Astico, 41 21 100 Varese (Italy), or Vodafone Automotive SpA's affiliates or authorised operational centres.
- 7.4. Either party may, by written notice to the other party, terminate the Service Agreement in the event that:
- 7.4.1. The other party is in material or persistent breach of the Service Agreement; or
- 7.4.2. The other party becomes insolvent or bankrupt, enters into liquidation, whether voluntary or compulsory, passes a resolution for its winding up, has a receiver or administrator appointed over the whole or any part of its assets, makes any composition or arrangement with its creditors or takes or suffering any similar action in consequence of its debt.
- 7.5. The National Service Provider may terminate this agreement with immediate effect on written notice to the Customer in the event that:
- 7.5.1. Any government or other regulatory approvals for the provision of the Service are withdrawn, suspended or amended at any time;
- 7.5.2. The Customer or any Authorised User persistently raises false alarms in circumstances where he or she had no reasonable grounds on which to believe that the Vehicle had been stolen or that genuine emergency or breakdown conditions exist.
- 7.6. Upon termination of the Service Agreement the accrued rights and liabilities of the parties shall not be affected.

8. GENERAL

8.1. The Customer acknowledges that for security reasons telephone calls between the National Service Provider personnel and the Customer may be recorded. The Customer consents to the recording of such calls and agrees that such recording may be used and supplied to the Police for the sole purpose of the prevention and detection of crime.

END USER'S TERMS AND CONDITIONS

- 8.2. The National Service Provider shall not be liable for any delay in performing or for failure to perform its obligations hereunder to the extent that and for so long as the delay or failure results from any cause or circumstance whatsoever beyond its reasonable control ("Event of Force Majeure"). The National Service Provider shall notify the Customer upon becoming aware of the Event of Force Majeure and shall indicate the manner and extent to which its obligations are likely to be prevented or delayed. If any event of Force Majeure occurs, the date(s) for performance of the obligation(s) affected shall be postponed for so long as is made necessary by the event of Force Majeure provided that if any event of the Force Majeure continues for a long period of exceeding three (3) months, either party shall have the right to terminate the Service Agreement forthwith on written notice to the other party. Each party shall use its reasonable endeavours to minimise the effects of any events of Force Majeure.
- 8.3. All notices and other communications required or permitted to be given under the Service Agreement shall be in writing and shall be delivered or transmitted to the intended recipient's address as specified in the Order. Any notice shall be treated as having been served upon delivery if delivered by hand or by mail and on confirmation of transmission if sent by facsimile.
- 8.4. The failure of either party to enforce or to exercise at any time or for any period of time any term of or any right pursuant to the Service Agreement does not constitute, and shall not be construed as, a waiver of such terms or right and shall in no way affect that party's right later to enforce or to exercise it.
- 8.5. If any term of the Service Agreement is found to be illegal, invalid or unenforceable under any applicable law, such terms shall, insofar as it is severable from the remaining terms be deemed omitted from the Service Agreement and shall in no way affect the legality, validity or enforceability of the remaining terms.
- 8.6. The Service Agreement contains all the terms agreed between the parties regarding its subject matter and supersedes any prior agreement, understanding or arrangement between the parties, whether oral or in writing. No representation, undertaking or promise shall be taken to have been given or implied from any thing said or written in negotiations between the parties prior to this agreement (unless such untrue statement was made fraudulently) and that party's only remedies shall be for breach of contract as provided in the Service Agreement.
- 8.7. The construction, validity and performance of the Service Agreement shall be governed by the laws of Italy and the parties submit to the exclusive jurisdiction of the courts of Varese (Italy) to resolve any disputes between them.
- 8.8. The Customer acknowledges that the authorised National Service Provider personnel can track the Customer's vehicle for test purposes.
- 8.9. The Unit and Service is intended for personal/individual use and is not intended as a fleet management service.
- 8.10. No variations to the Service Agreement shall be binding unless agreed in writing by an authorised representative of the National Service Provider.

9. PROCESSING OF PERSONAL DATA

- 9.1. The National Service Provider is responsible for the personal data processed in connection with the Services covered by terms and conditions. All processing takes place in accordance with good practice and the legislation in force concerning the processing of personal data.
- 9.2. The personal data is used by the National Service Provider and its service providers both inside and outside the EU/EEA in order to deliver and develop the Services.
- 9.3. The personal data processed belongs mainly to the following categories.
- Personal data that the customer provides in connection with activation of the Services and other contacts with the National Service Provider, such as name, address, phone number, who performed a particular service, type of service, service duration and from where the service was performed.
- Automatic registration of the vehicle's position in connection with the use of the Services.
- 9.4. The personal data required to deliver the Services is stored during the term of the Services and thereafter for as long as necessary so that the National Service Provider can fulfil its obligations in accordance with legislation and other statutes.
- 9.5. The National Service Provider will not share any personal data associated with vehicle travel information or Service details obtained through the Services with independent third parties for their independent use unless the National Service Provider has a good faith belief that such action is necessary to:
- comply with the law or legal process served on the National Service Provider
- protect and defend the rights or property of the National Service Provider; or
- act under exigent circumstances to protect the personal safety of the National Service Provider or their affiliate, or the public.
- In the circumstances listed above, the National Service Provider will disclose personally identifiable information, without notice.
- 9.6. The Customer acknowledges that the National Service Provider personnel can track the Customer's vehicle for test purposes.
- 9.7. Private individuals may, under applicable law, have the right to request the correction of incorrect data and to obtain an extract, which shows what personal data is being processed. Requests for copies of records must be made in writing and be personally signed by the applicant and include information on name, address and account number. Requests should be sent to the National Service Provider.
- 9.8. The National Service Provider reserves the right to use and share any aggregate (non-personally identifiable) information it obtains in
- connection with providing the Services for any purpose. If the Customer does not consent or wish to disclose this information, he must not activate or use the Services.

CUSTOMER SIGNATURE AND DATE*

Registration Number IIIIIIII.					
VIN (17 Digit) IIIIIIII.					
ame of Owner IIIIIIIIII					
I have read this Order Form and the End User's Terms and Conditions and agree to be bound by the End User's Terms and Conditions.					
Signature Date II / II / II / II					
I expressly agree to the following provisions of the End User's Terms and Conditions: 3.5 (Service commence and discontinuance), 4.2 (costs to be reimbursed to the Provider), 5.2 (delayed payments, interest and termination), 5.3 and 5.4 (costs to be reimbursed to the Provider), 6.2, 6.3, 6.4 and 6.5 (limitation of Provider's liabilities), 7.1 (Service Agreement's automatic renewal, termination), 7.2 (termination, no reimbursement), 7.3 (no assignment), 7.4 and 7.5 (termination), 8.2 (force majeure), 8.7 (jurisdiction).					
Signature Date II / II / II / II					
I authorise the National Service Provider to use and store my personal data for the sole purpose of providing the Vehicle Tracking Service pursuant to the End User's Terms and Conditions. The National Service Provider shall keep such data confidential and shall comply with the applicable laws and regulations on the data protection. Signature Date III/II/III/III					
PRIVACY STATEMENT					
Vodafone Automotive is the Data Controller, as defined in art. 4 & 7 of the General Data Protection Regulation ("GDPR") and with the Secure Operating Center, also called SOC, (Data Processor as defined in the GDPR) is responsible for the personal data processed in connection with the service covered by the Terms and Conditions this statement refers to. Vodafone Automotive will share personal data with the SOC to the extent that it is necessary to perform the Service.					
Vodafone Automotive performs all processing in accordance with good practice and applicable law for the processing of personal data. The processing is carried out exclusively by technical staff in charge of said processing, or else by persons tasked with such maintenance activities as may be necessary from time to time. Vodafone Automotive implement specific security measures to prevent the data from being lost, used unlawfully and/or inappropriately, and accessed without authorization. Vodafone Automotive processes the personal data with automated means and stores the personal data for no longer than is necessary to achieve the purposes for					
which Vodafone Automotive collect the personal data. Vodafone Automotive will erase or irreversibly anonymize unnecessary data after the expiration of the retention period from the termination of the Service: please refer to the e-mail address below for further information.					
The personal data processed belongs mainly to the following categories:					
 o Personal data that you provide Vodafone Automotive in connection with subscription for and activation of the Service and other contacts with Vodafone Automotive, such as name, address, phone number. o Location and other data from the Vehicle such as vehicle ID (VIN), speed and direction, the time and type of the Service sent automatically from the vehicle. o Payment data. 					
Vodafone Automotive will not share any personal data with third parties unless they have a good faith belief that such action is necessary to comply with applicable law or legal process or under circumstances to protect the personal safety of Vodafone Automotive or the public. In these circumstances, Vodafone Automotive will disclose personal data without notice.					
You acknowledge that Vodafone Automotive may:					
 o Record any telephone call with you and that such recording may be supplied to public safety authorities for the purpose of the prevention and detection of crime. o Track your vehicle for test purposes. o Use personal data to monitor customer satisfaction with the Service 					
BY ACCEPTING THIS PRIVACY STATEMENT, YOU CONSENT TO VODAFONE AUTOMOTIVE ASSOCIATING LOCATION AND OTHER DATA FROM THE VEHICLE WITH THE PERSONAL DATA YOU PROVIDE VODAFONE AUTOMOTIVE.					
You are entitled at any time to exercise the Data Subject's Rights, as defined in art. 13.2 of the GDPR, in order to request access to and rectification or erasure of personal data or restriction of processing or to object to processing as well as the right to data portability: all requests should be emailed to the following e-mail address: privacy.automotive@vodafone.com					
Updated May 2018 in the framework of the new EU General Data Protection Regulation					
I authorise Vodafone Automotive to store and use my Personal Data in accordance with the Privacy Statement above, which I have read and understood.					
Signature Date II / II / II / II					

UK – VEHICLE TRACKING SYSTEM SERVICE MANUAL

GLOSSARY

- Health Check: periodic health check for your Vehicle Tracking System.
- Service Provider: responsible for managing the service.
- **SOC**: The Secure Operating Centre responsible for managing the "Theft Condition" directly with the Police. There is a specific SOC for each country. The SOC also manages specific customer needs, e.g. setting the vehicle to "Vehicle Servicing" or "Transport" mode.
- **Theft Condition**: specific condition of the Vehicle Tracking System when a potential theft has been detected.
- Theft Procedure: procedure followed by the SOC once vehicle theft has been confirmed by the vehicle owner.
- **Theft Tracking**: sequence of text messages sent to the SOC containing location data, status of the vehicle and of the Vehicle Tracking System installed in the vehicle. This procedure starts automatically in the event of a Theft Condition.
- **Transport Mode**: special mode for the Vehicle Tracking System, used when the vehicle owner has confirmed the vehicle is being transported by boat, train, etc. This will prevent false alerts being sent to the SOC.
- Vehicle Servicing Mode: special mode for the Vehicle Tracking System, used when the vehicle owner has submitted the vehicle for maintenance (to prevent false alerts being sent to the SOC during maintenance).

INTRODUCTION

Thank you for purchasing a Porsche Classic Vehicle Tracking System.

You have completed and signed the Vehicle Tracking System Service Agreement which has been given to the Service Provider in order to test and activate your Vehicle Tracking System. Please keep your Service Agreement with this manual.

ATTENTION!

IMPORTANT CONTACT TELEPHONE NUMBERS

 24 Hour Secure Operating Centre
 0333 222 0799 or from abroad +44 (0)1282 473 799

 Service Provider
 01282 473 732

24 Hour Secure Operating Centre

When speaking with the SOC you will be asked the identity questions you indicated in the Vehicle Tracking System Service Agreement. The SOC is open 24 hours a day.

Service Provider

If at any time you need to change any details you have entered in the Vehicle Tracking System Agreement or if you sell your vehicle, you MUST contact the Service Provider.

For example:

- You have changed your telephone/mobile phone number.
- You have changed the registration plate on your vehicle.
- You are moving house.
- You are selling your vehicle.
- You wish to add or remove an authorised driver.

The Service Provider can be contacted between 9am-5pm Monday-Friday.

IMPORTANT: Change Your Identity Questions/Answers

The identity questions/answers specified in your Vehicle Tracking System Service Agreement are preliminary. The answers are known to the Porsche dealer.

We therefore strongly recommend that you change the identity questions/answers by calling the Service Provider.

UK – VEHICLE TRACKING SYSTEM SERVICE MANUAL

WHAT HAPPENS IF YOUR VEHICLE IS STOLEN?

Automatic theft detection by the Porsche Vehicle Tracking System

In your absence, the Vehicle Tracking System can detect a vehicle theft. In this case, your Vehicle Tracking System generates a theft alert that is communicated directly to the SOC. The SOC will commence tracking the vehicle whilst the SOC operator attempts to contact you in order to confirm the theft. You will also receive a text message on your mobile phone informing you of this situation. If the theft is genuine, you will be asked to contact the local Police to report the theft and to obtain a Crime Reference Number. Once you have this, you should call the SOC again and provide them with the Crime Reference Number.

Please note that automatic theft detection cannot be guaranteed in all circumstances.

Theft detection by you

Should you discover that your vehicle has been stolen, please contact the SOC immediately. The SOC will commence tracking your vehicle whilst you contact the local Police to report the theft and obtain a Crime Reference Number. Once you have this, you should call the SOC again and provide them with the Crime Reference Number.

What happens if your vehicle is stolen abroad?

Your first point of contact is always your UK SOC using the phone number referenced in this document. The SOC will then re-direct the confirmed theft to the SOC in the country of theft in order to track the vehicle and liaise with the Police authorities in local language.

FALSE ALERTS

False alerts are generated in the following situations:

- If maintenance work is carried out on the vehicle without enabling "Vehicle Servicing mode".
- If the vehicle is transported without enabling "Transport mode".

Every false alert is sent to the SOC and the SOC commences tracking the vehicle.

Please Note: The Service Provider reserves the right to impose an additional charge on subscribers who trigger more than 5 false alerts in any 12-month period. The charge is £15.00 incl. VAT.

TRANSPORTATION AND SERVICING

Transport

If you need to transport the vehicle with the ignition off (e.g. on a ferry or train), you should contact the SOC using the phone number in this document to request that the system be set to "Transport mode".

Vehicle Servicing

When having your vehicle serviced, please inform your dealer that your vehicle is equipped with a Vehicle Tracking System.

You should contact the SOC to request that the system be set to "Vehicle Servicing". Remember that you will be asked your identity questions.

UK – VEHICLE TRACKING SYSTEM SERVICE MANUAL

PERIODICAL HEALTH CHECK FOR YOUR VEHICLE TRACKING SYSTEM

Your Vehicle Tracking System is self-monitoring. If a potential problem is detected during the Health Check, the Service Provider will contact you to perform additional checks. The Service Provider may ask you to have the Vehicle Tracking System checked at the Porsche dealer.

ATTENTION!

This Service is provided exclusively by the Service Provider based on the End User's Terms and Conditions.

Dr. Ing. h.c.F Porsche Aktiengesellschaft and its affiliates do not accept any liability whatsoever for this Service.

