

Android Standard OS Maintenance Service Description

Provision of Updates. Panasonic Connect North America (“PCONA”), Division of Panasonic Corporation of North America will make available to Customer during the applicable Service Term (as defined below) Android Operating System (“OS”) bug fixes (“General Updates”) and security updates (“Security Updates”) for the Target Products (as defined below) that PCONA makes generally available to its customers purchasing the Target Products (collectively, the General Updates and the Security Updates are referred to as the “Updates”). Security Updates generally consist of patches to help protect the OS and the Target Products from publicly known security vulnerabilities. General Updates generally consist of patches to help the OS and the Target Products operate in accordance with then-current specifications. The Target Products to which the Service applies are Models FZ-N1, FZ-A3 and FZ-S1, as the same may change from time to time as determined by mutual agreement of PCONA and Customer. The Updates may be based on OS bug fixes and/or security releases made available from time to time by Google, as modified by PCONA for the Target Products. Google generally publishes the “Android Security Bulletin” on a monthly basis, which provides security releases for products that are currently supported by Google. Google also periodically makes OS bug fixes available for supported versions of the OS.

While PCONA exercises commercially reasonable efforts to make an Update available to Customer every year during the Service Term, PCONA does not control the frequency with which Google makes its bug fixes and security releases available. PCONA further does not control Google’s support decisions with respect to the OS. Customer acknowledges that the frequency of Updates may be different for OS versions not actively supported by Google.

PCONA will make Updates available to Customer for the original OS version and future OS versions, as supported on the Target Products for up to one (1) year after the End Of Sale Date for the applicable model of the Target Product. PCONA will continue to provide Updates for OS versions so long as there are no technical, legal or contractual restrictions (by Google or otherwise) that would prohibit delivery of such Updates by Customer.

When Google has ended security and version support for an OS release, PCONA will continue to exercise commercially reasonable efforts to monitor newer OS monthly updates from Google and will analyze each vulnerability and error identified by Google in the Android Security Bulletin and other releases to determine if the vulnerability and/or error may affect an older OS version. If applicable and feasible, PCONA will utilize and “backport” that update into the latest Update. For purposes of this Service Description, “backport” means adapting a current OS patch for an older OS version. Backporting can only be done where the functionality exists in the previous OS release and will not cause instability or incompatibility with the previous OS release. PCONA cannot guarantee that all vulnerabilities and/or errors will be patched, particularly after Google has ended security and version support for an OS release and PCONA is providing the Update for prior OS releases by backport.

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Personal Data Protection.

PCONA will handle any Customer personally identifiable information (“Personal Information”) collected in the course of providing the Service, in accordance with any applicable data protection laws and regulations and Panasonic North America’s then-current privacy policy.

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