



CUSTOMER NOTIFICATION

Windows Vista Downgrade to Windows XP

Wiesbaden, June 18, 2009

To Our Valued Customers,

Some questions have arisen as to the Panasonic policy on providing “Microsoft Windows Vista including a downgrade right to Windows XP Professional” (Vista downgrade). This will explain our implementation of Microsoft’s program, announced in Sept. 2007 and first implemented by PCPE in November, 2007. **This program will be in effect until, at least, July 31, 2010.**

- 1) Panasonic Toughbook laptops no longer come with a Windows XP license. All systems are shipped with a Windows Vista license (and Certificate of Authenticity, or COA). However, Windows XP can be installed on the system prior to being shipped to the customer through the “Vista downgrade” program.
- 2) Panasonic Toughbook laptops that are shipped with a “Vista downgrade” will have a Windows XP factory image loaded on the unit’s hard disk drive. They will be shipped with a Windows Vista Certificate of Authenticity (COA). Panasonic may only distribute Custom Images to an End User that is a business (including governmental or educational institutions) expected to annually order at least 25 Customer Systems with the same Custom Image. To recover the XP image, please consult Panasonic Computer Products Europe separately.
- 3) The user license will be for Windows Vista Business (as shown on the COA) but the user is granted downgrade rights to use Windows XP Professional. There will be NO Windows XP license key with these models. Panasonic may not provide an XP license key. Users must use their existing corporate license or contact Microsoft to obtain one, if needed.
- 4) The Windows logo sticker on the palm rest of the Toughbook laptop will show Windows Vista as the OS on the unit, but the OS that boots up on the machine will be Windows XP.
Units with the Vista downgrade can be identified with an “A” or “N” as next to last character in the model number (e.g. CF-30FTSAZAE).
Units loaded with Windows Vista, and without a downgrade, show “S” or “J” as next to last character in the model number (e.g. CF-30FTSAZJE).
- 5) All current Panasonic Toughbook laptops are available with either of the Windows operating systems.

The terms and conditions above are subject to change except the schedule. The Vista downgrade program is being offered by Panasonic in cooperation with Microsoft to meet the needs of users who are not yet ready to transition to Windows Vista and desire a Windows XP solution for the current acquisitions.

Panasonic Marketing Europe GmbH
Panasonic Computer Products Europe (PCPE)