

Regarding Microsoft Windows Availability

To Our Valued Customers,

Panasonic understands that operating system (OS) changes are a significant event for our customers and that planning for them must be considered for months, or years, in advance. We work closely with Microsoft to simplify our customers' move from their current OS to a new one. With the advent of Microsoft Windows 10 upon us, this will attempt to clarify Panasonic's transition plans.

Panasonic (PSCNA) today offers many of our Toughbook and Toughpad mobile computers preloaded with Microsoft Windows 8.1 or a downgrade to Windows 7 Professional (except those shipped with the Android OS.) Units shipping with the Windows 7 downgrade are loaded with Windows 7 but include a recovery image (typically a partition in the computer, although for some models as a DVD) for both Windows 7 and Windows 8.1, allowing users to upgrade at any time*, while units without the downgrade only come with a Windows 8.1 recovery image.

Microsoft plans to begin offering their new Windows 10 OS on July 29, 2015. PSCNA will begin offering some models with Windows 10 preloaded in late 2015 or early 2016. Many of these models will offer a downgrade option to Windows 7 and will have a recovery partition for both Windows 7 and Windows 10*. (Models that do not offer Windows 10 will continue to offer Windows 8.1, and some with a Windows 7 downgrade.)

Based on current direction from Microsoft, we anticipate being able to offer a Windows 7 downgrade from Windows 10 option for one year after Microsoft announces the end of Win7 sales for small purchases. Microsoft expects all extended support for Windows 7 to be suspended in early 2020. For details, refer to <http://windows.microsoft.com/en-us/windows/lifecycle>

We hope this provides you with some clarity and added confidence on planning your future OS transitions. If you have further questions on this, please refer them to your local Panasonic Solutions Technical Architect.

Thank you.

Panasonic Systems Communication Company North America
June, 2015

* If a downgrade model user would like to upgrade their OS to the original OS by using the recovery image on HDD, the user will need to create a recovery DVD of the original OS themselves.