

## aibo AI Cloud Plan Renewals: Frequently Asked Questions

The aibo AI Cloud Plan is a cloud service that enables your aibo to connect with a dedicated server for data-exchange purposes, store its memories of things that it's seen and heard, and develop its unique personality. When you're an AI Cloud Plan subscriber, you can upload information from your aibo to the cloud—including data and photos—and use the app to communicate with aibo.

Every purchase of the ERS-1000 includes a 3-year aibo AI Cloud Plan. After those initial 3-years are up, owners will need to purchase an aibo AI Cloud Plan Renewal to continue to enjoy the benefits of the AI Cloud. Learn more details about the cloud plan through eight frequently asked questions.

### Q. What does the AI Cloud Plan Include?

**A. Growth and development.** aibo will continue to grow and develop with the cloud. This includes learning from positive and negative reinforcement, learning new people, and remembering the people it's already met.<sup>1</sup>

**Full access to My aibo App.** Keep your connection with aibo, and the My aibo app includes the ability to monitor aibo's status or change settings. You can also continue viewing aibo's map and see the pictures aibo takes.<sup>1</sup> Continue to enjoy feeding aibo virtual food, interacting with virtual friends, or shopping in the aibo department store.

**Access aibo updates.** aibo will be able to get access to new firmware updates and features. Continue receiving seasonal updates and new features pushed to aibo throughout the year.

### Q. If I renew before my renewal date, is that when my AI Cloud Plan renewal starts?

**A.** No, you can renew your AI Cloud Plan before your renewal date. Registration can be completed three months prior to the expiration of your current contract period. For example, if your AI Cloud Plan expires 1/1/2022, you can renew starting 10/1/2021, and your AI Cloud Plan renewal would start 1/1/2022 and end on 1/1/2023.

### Q. When is my aibo AI Cloud Plan expiration date?

**A.** Your expiration date for your AI Cloud Plan can be found in the My aibo App in the Settings section under Contract. You will also receive reminders to renew your AI Cloud Plan from the My aibo app.

## Q. What's the difference between having the aibo AI Cloud Plan and not having the AI Cloud Plan?

A. There are many benefits of owning an aibo with a connection to the AI Cloud Plan. See some of the

Features	aibo NO cloud plan	aibo WITH cloud plan <sup>2</sup>
aibo will respond to given name <sup>3</sup>		
aibo will recognize and respond to different people <sup>4</sup>		
aibo will enjoy roaming the house		
aibo will respond to basic commands and tricks		
You can teach aibo new tricks		
You can save new tricks to be done later		
aibo will respond to seasonal tricks		
aibo will connect to My aibo app		
aibo will be able to take pictures		
You can view aibo's status		
You can view aibo's map		
You can change settings on aibo		
You can enjoy virtual food with aibo		
You can make virtual friends		
You can access aibo department store		
aibo will remember positive / negative reinforcement		
You can confirm aibo potty location		
You can confirm welcome home location		
You can interact with aibo Visual Programming		
You can interact with aibo API Developer Program		
You will get access to new software updates for aibo		

differences between having an aibo with an AI Cloud Plan and having one without an AI Cloud Plan.

### Q. How long is the AI Cloud Plan Renewal?

**A.** The AI Cloud Plan renewal period is for 12 months. For example, if you renewed your plan that started on 1/1/2021, it will go until 1/1/2022.

### Q. Is there a payment plan for the renewal?

**A.** No, there is no payment plan for the renewal. At this time, you pay for 12 months of cloud access upfront.

### Q. What are the benefits of having an aibo AI Cloud Plan?

**A. Communicate with your aibo.** Name your aibo, teach it tricks, and interact via the special My aibo app.

**aibo will learn and develop.** aibo remembers people's faces, interactions, experiences, and environmental features to form deeper bonds with others, embody a richer personality, adopt new movement dynamics, and adapt to living spaces.

**Browse your aibo's photos.** Check out your aibo's photos of its day-to-day experiences via the special My aibo app and download images to your devices.

**Monitor your aibo's wellbeing/environmental settings.** Check any changes of aibo's body/feeling and get the latest system updates automatically.

**Back up your aibo's data.** Automatically back up your aibo's data in the cloud, giving you the ability to pick up right where things left off if you ever need to replace your aibo with a new one.

### Q: How do I purchase the aibo AI Cloud Plan?

**A:** Simply follow these steps:

1. Purchase an aibo AI Cloud Plan at [electronics.sony.com](http://electronics.sony.com)
2. You will receive an email with the activation code and steps for activation from Sony.
3. Register your activation code at [activate.aibo.com](http://activate.aibo.com)

<sup>1</sup>"My aibo" can be downloaded from Google Play and the App Store. A web browser version is also available at <http://aibo.com/myaibo>. Network services, content, and operating system and software are subject to terms and conditions and may be changed, interrupted, or discontinued at any time and may require fees, registration, and credit card information. <sup>2</sup>aibo and aibo AI Cloud Plan subscription required to fully enjoy all features of "My aibo." App. Subscription and major credit card required. Cancel before trial period ends to avoid monthly fee. <sup>3</sup>If aibo needs to be repaired, it will go back to factory settings and only remember aibo as name. <sup>4</sup>If aibo needs to be repaired, it will go back to factory settings and no longer remember.