

Sony Mobile phones software update handling

1.1 Principal structure

All software released by Sony Mobile are specifically designed to match a unique product version. If there are two version of the same product for sale on the market, but under different operators, (Verizon, AT&T, T-mobile), only the dedicated SW for each specific operator can be uploaded in the dedicated phone.

This principal applies to both, Sony Mobile internal software uploads in production as well as for our customer service.

1.2 Software update by end users

End users can upload new software versions in the phone directly through the maintenance functions in the phone menus or through our computer software (PC-COMPANION). In both methods the identity of the phone is directly connected to software intended for the product.

Updating the software is an automated process. The user does not have any possibility to choose any other software or replace a downloaded file with another version during this process.

1.3 Security

Our software has special protections implemented in the code to ensure that the functions of the phone cannot be tampered. Several security aspects such as payments, IMEI, personal data and much more is required to be protected from tampering others. These protections are also used for connecting our software with specific phone models.

1.4 Tuning parameters

All variable settings in our products are stored in separate memory areas and cannot be alternated by software updates by end users or customer service. Special software are required for alternating this parameters.