

## Terms and Conditions Zapping Service

Last updated: February 20, 2026

Please read these terms and conditions (the "**Terms and Conditions**" or "T&C") carefully before subscribing to the website [www.zapping.ec/](http://www.zapping.ec/) and , operated by Zapping SpA (hereinafter also referred to as the "**Website**" and "Zapping"), in order to access the services provided by the latter through various applications (hereinafter referred to as the "Applications" or "**Zapping Applications**").

The use of the Zapping Applications and the contracting of its Services is conditional upon the creation of a personal account by the user and their acceptance of these T&C by checking the corresponding box, whereby the user will become a formal subscriber of Zapping (the "**Subscriber(s)**" or the "**Account Holder(s)Account(s)**") and the contract between both parties shall be deemed to have been concluded.

### 1. Services Provided by Zapping.

Zapping SpA operates a digital platform (the "Platform") that allows the transmission of audiovisual content to its Subscribers digitally via the internet, enabling said content to be reproduced through the Applications, either directly on the Website or on televisions, computers, mobile devices, and other devices connected to the internet.

In this regard, Zapping SpA, through the Platform, provides its Subscribers with services for the transmission, re-transmission, broadcasting, and reproduction of digital audiovisual content, especially the Ecuadorian professional soccer championship of the first category, Serie A and Serie B (the "**Audiovisual Content**" or the "Content").

Zapping has the authorization of the channels and/or respective owners of the Audiovisual Content to broadcast their signal through the Platform, with each channel being responsible for having the rights to the Content broadcast on its channel. With regard to the channels developed directly by Zapping, it declares and is responsible for having the respective rights to broadcast the Content.

The services described above, as well as any other product or service provided by Zapping to its Subscribers, will hereinafter be referred to as the "**Service(s)**", whose subscription, payment, and use are governed by these T&C.

### 2. About Zapping SpA.

The Services are provided by Zapping SpA, a joint stock company validly incorporated under the laws of the Republic of Chile, Tax ID No. 76.822.618-0, legally represented by Mr. Gustavo Morandé Stuyen, both with registered address at Inés Matte Urrejola 0848, Providencia, Santiago, Chile.

### 3. Modification of the Terms and Conditions.

Zapping may modify all or part of these Terms and Conditions, in which case it will notify its Subscribers and Users of the Website by publishing a notice on the Website. Once such publication has been made, new contracts will be governed by the new T&C.

#### **4. Privacy.**

Subscribers' personal information is subject to our Privacy Policies, the terms and conditions of which are available at the following link: <https://www.zapping.com/privacy>.

#### **5. Communications.**

By accepting these Terms and Conditions, the Subscriber authorizes Zapping to send emails to the email address registered in their subscription account. These emails may include communications related to the contracting of its Services ("**Transactional Emails**") or advertising or promotional information about Zapping or its Services ("**Promotional Emails**"), the latter of which may be sent to the Subscriber even after the Contract between the Subscriber and Zapping has ended. However, the Subscriber or former Subscriber shall have the right to stop the sending of Promotional Emails by clicking on the link included at the end of each Promotional Email that includes the phrase "*Unsubscribe from our emails.*"

Zapping may periodically modify the configuration of the Subscriber's access to their account or request authorizations in the event of substantial changes to the conditions of these T&C or the Privacy Policies. Likewise, it may request an update of the Subscriber's payment method, in the event that it has expired or is not functioning for any reason.

#### **6. Subscription, contract terms, payment methods, and billing for Services.**

##### **6.1. Subscription to Zapping.**

**6.1.1.** To use the Services, the Subscriber must create a personal account by completing the form provided for this purpose on the Website, entering their full name, valid email address, password, and payment method details.

The Subscriber's account will be fully self-managed by the Subscriber, who may contract under the various terms established herein, cancel them or deactivate the account at any time, and also contract additional or Premium channels in accordance with these T&C.

**6.1.2.** Before concluding the contract for any Service, the Platform will show the Subscriber a summary of the Service contracted, including its price and form of payment, , and will also require the Subscriber to approve these T&C. Once a Service has been contracted, Zapping will send written confirmation of this by email to the Subscriber.

**6.1.3.** Once the Services have been terminated for any reason contemplated in these T&C or due to cancellation by the Subscriber, the Contract between Zapping and the Subscriber shall be deemed terminated. However, unless the Subscriber expressly requests otherwise from Customer Service, Zapping will keep the account open in their

name, in an inactive state. This way, if a consumer wishes to re-contract Zapping's Services, in any of their forms, they may reactivate their account, accepting the T&C, and re-contract them at the price and other terms in force on the date of the new contract.

## **6.2. Contract types and payment methods.**

The Services may be contracted under the Code Exchange or Subscription modalities, the characteristics of which are described below. However, Zapping may temporarily exclude the Code Exchange option, while always maintaining the Subscription option. The foregoing is without prejudice to Zapping's ability to provide certain services to the Subscriber on a promotional or free basis, on a trial basis or otherwise, for a limited period of time.

All of the above is as indicated below:

**a.- Code redemption:** Zapping may offer its consumers the option of redeeming promotional or prepaid codes, or codes acquired through the purchase of Giftcards in the Website store or in another manner determined by Zapping, which grant the User access to the Services for a specified period of time, without automatic renewal.

Once the period referred to in the redeemed code has expired, the Service will automatically cease to be provided to the User.

**b. Subscription:** This consists of contracting Zapping Services for a specific period, which may be monthly, annual, or another period offered on the Website, at the end of which the subscription will automatically renew for equal periods of one month each (as long as the Subscriber maintains a recurring payment method on file), unless the Subscriber cancels or terminates their subscription on the Website or chooses to contract a subscription for a different period of duration. Subscriptions to Zapping shall be governed by the following rules:

**/b.1/** The subscription price will be the list price published on the Website at the start of the contract and will be charged in advance. However, Zapping may offer promotional prices or reward long-standing Subscribers by maintaining the original prices or suspending all or part of the price increases for the Service, at its discretion.

**/b.2/** The monthly, annual, or period subscription may be paid by credit card or other means of payment accepted on the Platform, as long as the agreement with Zapping remains in force.

**/b.3/** Zapping may cease to provide the Service to the Subscriber in the event of non-payment of the subscription.

**/b.4/** Subscriptions shall be for a period of one month, one year, or any other specific period offered on the Website, depending on the Subscriber's choice, and shall be automatically renewed for successive periods of one month each, provided that the Subscriber has registered an effective recurring payment method. However, in any case, the Subscriber may choose to take out a new subscription for a period other than monthly if it is available on the Website.

The Subscriber may terminate the contracted Services at any time by canceling their subscription, thus preventing it from being extended for additional periods and, therefore, avoiding being charged the price of the Service for the extension that would take place in the month following the expiration of the original period. To cancel the subscription, whether monthly, annual, or for the period in question, the Subscriber must proceed as set forth in paragraph 6.3 below.

**/b.5/** Zapping may offer its Services by grouping channels into one or more plans, with different conditions, prices, and characteristics, the details of which are available on the Website and which will be offered on an annual and monthly subscription basis.

Zapping may change, replace, or eliminate one or more channels from the plans it offers to its Subscribers, giving at least one month's notice prior to the date on which the respective change takes effect. In such cases, Zapping will make its best efforts to replace the changed, replaced, or eliminated signals, seeking to prioritize the Subscriber's experience. However, if the Subscriber does not agree with the change in the signal of the plan they have contracted, they will have the right to terminate their contract from the date on which the respective change takes effect, in which case the Services will be provided until that day, terminating the contract, avoiding its renewal and new charges to the customer.

In the case of an annual subscription that is terminated during its initial one-year period, Zapping will refund the Subscriber the proportion of the annual price remaining to complete the contracted year, if applicable. In the case of monthly subscriptions or monthly extensions, no refund shall be made, since, given the advance notice, the change shall take effect after the term of the contract.

**/b.6/** In addition to its plans, Zapping may offer Subscribers who maintain an active subscription the option of contracting one or more additional channels ("Add-ons") on a monthly basis, for the additional price indicated on the Website. In this case, the price of the Add-ons will be charged monthly, regardless of whether the Subscriber has contracted an annual plan.

Zapping may change, replace, or eliminate one or more of the Add-ons it markets, giving at least one month's notice. If the Subscriber does not agree with the change to the Add-on, they will have the right to terminate their contract from the date the change is made. Given that Add-ons are contracted on a monthly basis, no refund will be made to the Subscriber, since, given the advance notice, the change will take effect after the end of the Add-on contract, without prejudice to the foregoing regarding the annual subscription.

**/b.7/** The collection of the price of the Services contracted under subscription shall be governed by the following provisions:

**/i/** Timing and management of collection.

Upon commencement of your monthly or annual subscription, as applicable, Zapping will charge the Subscriber the subscription price applicable to the contracted plan and any additional Add-ons, if applicable, which will be charged monthly or annually in advance, regardless of the day of the month on which the subscription is taken out.

If a plan has been contracted under promotions or offers, these will be recognized when the charge is made for the entire period offered in the respective offer or promotion, after which the corresponding price will be charged without the promotion or offer.

If a payment attempt is unsuccessful, either because the card has no balance or the issuing bank rejects the payment for any other reason, Zapping will retry the payment twice more, the first time 24 hours and the second time 48 hours after the first failed attempt. If all three attempts fail, the Service and subscription will be automatically canceled.

### **/iii/ Billing cycle.**

For the purposes of these Terms and Conditions, "billing" refers to the collection of the price of the plan and Add-on(s), the latter only if contracted, through the payment method registered by the Subscriber in their Zapping account.

In accordance with the foregoing, both monthly and annual subscriptions will be billed in advance at the start of the subscription; and then, regularly for all monthly renewals or for the duration of the contract period in question, if any, always in advance, unless the Subscriber cancels their subscription or it terminates in accordance with these T&C.

Your payment method will be automatically billed each month, as applicable, on the calendar day that coincides with the day your membership or subscription began.

If your subscription begins on a non-business day, holiday, or irregular day (an "irregular" day being understood as cases involving the intercalation of 30- and 31-day months, including the particular case of February with 28 days, where applicable), Zapping may charge for the Service on the immediately following business day, regular day, or other day as we deem appropriate. For example, if your monthly subscription to Zapping began on January 31, your next billing and payment date will likely be February 28.

### **6.3. Account cancellation.**

Subscribers may cancel their subscription at any time, unilaterally, by logging into their Zapping account with their email address and password. In this case, they will continue to have access to the Service until the end of their current contractual period, which has already been billed. Except as expressly provided in these T&C, no refunds or credits will be given for partially used membership or subscription periods or for unviewed content.

## **7. Use of the Services.**

**7.1.** To contract Zapping Services, the Subscriber must be 18 years of age and capable of contracting. Minors under the age of 18 may use the Services under the supervision

of their parent, guardian, or person who represents them or has their personal care in accordance with the Law, through that person's account and subject to our Terms and Conditions, all under the sole and exclusive responsibility of said parent or guardian.

**7.2.** The Zapping Services and the Content accessed through our Service are for personal, non-commercial use only. During your membership or subscription to Zapping, we grant you a limited, non-exclusive, non-transferable license to access the Zapping Services for the purpose of viewing the Audiovisual Content through our streaming service.

**7.3.** Each Subscriber will be authorized to access Zapping's Audiovisual Content exclusively through devices located within the territory of the states of New York and New Jersey in the United States of America. Zapping will use technologies to verify your geographic location.

**7.4.** Each user may register and use the services on the number of devices and IP addresses established by the type of contract and plan they have contracted. Visit our Website for information on the devices through which you can access content via the internet.

**7.5.** Certain Zapping Services are continuously and periodically updated, including its Audiovisual Content catalog. In addition, Zapping regularly tests, reviews, maintains, and updates various elements of our Service, including the Website, user interfaces, service levels, plans, promotions and features, Audiovisual Content availability, delivery, and pricing.

**7.6.** The Subscriber shall use the Zapping Services in accordance with these T&C, applicable laws, rules, and regulations, including limitations on public presentation or any other restrictions on the use of the Services or their Audiovisual Content. Likewise, the Subscriber shall be prohibited from archiving, downloading, distributing, modifying, transmitting, displaying, executing, reproducing, duplicating, publishing, licensing, creating derivative works based on the Audiovisual Content, or offering for sale or using (except as expressly authorized in these Terms and Conditions) the content and information contained in or obtained from Zapping Services without the prior written consent of Zapping. The Subscriber shall also be prohibited from removing, modifying, deactivating, interfering with, or circumventing the content protections of the Zapping Service; use any spider, scraper, or other automated means to access the Zapping Service; decompile, reverse engineer, or disassemble the software or other product or process accessed through Zapping Services; introduce codes or products in any way or manipulate the content of Zapping Services; or use any method of analysis, extraction, or data collection. Likewise, the Subscriber agrees not to upload, publish, email, or otherwise transmit any material designed to interrupt, destroy, or limit the functionality of the computer software, hardware, or telecommunications equipment associated with Zapping Services, including material containing software viruses or any other code, files, or programs.

**7.7.** The image quality of Audiovisual Content transmitted over the Internet may vary from device to device and may be affected by various factors, such as your location, available bandwidth, or the speed of your Internet connection. All Internet access charges shall be borne by the Subscriber. Zapping does not guarantee the quality of the

Service experience through the screen used by the User. The time it takes to start viewing Audiovisual Content on the Subscriber's devices will vary depending on various factors, including your location, the bandwidth available at that time, the Audiovisual Content you select, and your device settings.

**7.8.** Zapping's streaming software is developed by the technology company "Zapping Technologies, Inc.", formerly "Zapping TV, Inc.", and was designed to enable the streaming of content from Zapping to mobile and fixed devices connected to the Internet. This software may vary depending on the device and medium, and features may also vary depending on the device. By using our Service, the Subscriber acknowledges and accepts the limited license or authorization granted by these T&C for the purpose of receiving, without further notice or notification, updated versions of the software from "Zapping Technologies, Inc.", which the Subscriber hereby consents to by accepting these T&C. Zapping does not guarantee or assume responsibility for the performance of the Subscriber's devices or their compatibility with the Zapping Service. In the event of any problem with the device, the Subscriber must contact only the manufacturer or seller of the device. In the event of loss or theft of your device connected to Zapping, please unlink it. If you do not log out or unlink the device, others may access the Zapping Service through your account and may be able to access some of your account information. To unlink a device, please follow the instructions posted on our Website.

**7.9.** Zapping is entitled to terminate or restrict use of the Service without compensation or prior notice if we suspect that the Subscriber is violating any of the Terms and Conditions or using the service illegally or inappropriately.

**7.10.** The Subscriber to the Zapping Services is solely responsible for limiting and supervising the level of maturity required to access the Audiovisual Content by other members of their household (e.g., their children). The Subscriber agrees and acknowledges that some of the Audiovisual Content available on Zapping may be considered "for adults only," according to the culture or provisions applicable to its public display.

## **8. Password and account access.**

**8.1.** The Subscriber who creates an account on Zapping and who is charged through their payment method is also referred to as the Account Holder for the purposes of these Terms and Conditions. The Account Holder has access to and control over the Zapping account. The Account Holder exercises control through the use of their password and, therefore, in order to maintain exclusive control, they must not disclose their password to anyone.

If the Account Holder wishes to prevent any third party (related or unrelated) from contacting Zapping in any way and potentially modifying their ability to access their Zapping account, the Account Holder must not disclose their access credentials (username and password) associated with their account to third parties. It is your responsibility to update and maintain the accuracy and truthfulness of the personal information you provide to us regarding your account.

**8.2.** Occasionally, in order to facilitate the Subscriber's access to their account and to better manage Zapping's Services, Zapping may implement technology that allows us to recognize you as the account owner and give you direct access to it without asking you to re-enter any password or other identification when you log back in, including access via mobile devices and/or devices connected to the Internet or the Website.

**8.3.** By sharing your Zapping account password or allowing others to access your account, the Account Holder assumes responsibility for ensuring that those potential users (whether related or not) comply with the Terms and Conditions.

**8.4.** The Account Holder must be very cautious with communications requesting credit card details or other account information. If you provide such information in response to such a request, you may be a victim of identity theft. Zapping will never ask you for credit card details or payment information via email. Always access your confidential account information by going directly to the Zapping Website and never through a hyperlink in an email or any other type of communication, even if it appears to be official. Zapping reserves the right to suspend an account at any time, with or without prior notice to the Account Holder, in order to protect itself and its partners, shareholders, allies, or contractors from what it considers to be fraudulent activity.

## **9. Zapping's responsibility.**

Zapping undertakes to provide the contracted Services, complying with quality standards and delivering the Content, under the terms and conditions set forth in these T&C and advertised on the Website, responding for slight negligence, that is, with the ordinary diligence and care that a prudent person would employ in their own business, in accordance with applicable law. It also undertakes to respond to Subscribers through the customer support mechanisms established at the end of this document. Zapping does not guarantee the Subscriber that they will be able to use Zapping's Services without interruptions or errors. Zapping assumes no responsibility for the use of the applications by Subscribers and users to whom they allow access to the contracted Services, their mobile devices and/or internet connections (nor for their compatibility with our Service).

## **10. Intellectual property.**

### **10.1. Copyright.**

Zapping has the necessary licenses to provide the Services referred to in these T&C, including all Audiovisual Content, which are protected by copyright laws, trade secret laws, or other local or international intellectual property laws or treaties in force.

### **10.2. Trademarks.**

"Zapping TV" is a registered trademark of Zapping SpA, while "Zapping" is in the process of being registered in its name with the Chilean National Institute of Industrial Property (INAPI). Likewise, Zapping has registered and/or is in the process of registering the "Zapping" trademark in other countries or jurisdictions where its Services are provided.

### **10.3. Patents, Permits, and Authorizations.**

Zapping has the necessary authorizations, permits, and patents to provide the Services.

#### **11. Applicable law.**

These Terms and Conditions and the provision of Services by Zapping to its Subscribers shall be governed by the laws of the Republic of Chile, without prejudice to any provision of private international law on conflict of laws. These terms shall not limit the consumer protection rights to which you are entitled under the laws of your country of residence.

#### **12. Applications**

You may encounter third-party applications (including, but not limited to, websites, widgets, software, or other software products) that interact with Zapping's Services. These applications may import data related to your Zapping account and activity, and may also obtain data about you. These applications also provide information for your benefit or for the better provision of the Services. These applications are owned or operated by third parties that are not related to Zapping, and Zapping is not responsible for their proper functioning.

#### **13. Use of information.**

Once the Privacy Policies referred to in No. 4 of these T&C have been accepted by the Account Holder, Zapping will use any comments, information, ideas, concepts, review, or technique, or any other material contained in any communication you send us, including responses to questionnaires or publications through Zapping Services and Subscriber interfaces, without compensation, acknowledgment, or payment of any kind, for any purpose, such as the development, manufacture, and marketing of products and the creation, modification, or improvement of Zapping products and Services. If you decide to send any unsolicited material or ideas, you do so with the understanding that you will not receive any compensation of any kind and waive any action against Zapping or its affiliated companies regarding the use of such materials and ideas, even if the material or idea used is significantly similar to the material or idea you submitted. Such use will be made in accordance with the terms set forth in the aforementioned Privacy Policy.

#### **14. Customer Service**

If you need assistance with your account, you can access the Help Link located in the upper right menu of the Website ([www.zapping.ec/ayuda](http://www.zapping.ec/ayuda)), where you can contact Zapping for assistance via chat or messaging. You can also request assistance via email at [contacto@zapping.ec](mailto:contacto@zapping.ec), which will be answered as soon as possible. However, the solution may take longer if technically necessary, in which case you will be informed in a timely manner through the aforementioned channels.