

## ZENCOM APP - END USER LICENSE AGREEMENT

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ZenCom allows to answer video calls from the Zennio Video Door Station (for private or communal use) directly from a smartphone, being able to interact with the Video Door Station, and even manages the opening of the door, as could be done being at home. For this purpose, You must have an internet connection and configure the credentials for accessing the service following the instructions on ZenCom.

### 1. DEFINITIONS.

- 1.1 “**Documentation**” refers to Zennio’s technical specifications that determine the installation, use and operating and other instructions of the Software including: (i) [Manual](#).
- 1.2 “**Software**” means the ZenCom software product that is licensed to you under this License, including, any upgrades, updates, modifications and maintenance releases.
- 1.3 “**Support Services**” technical support and maintenance services provided by Zennio under this License, including any periodic bug fixes, Software version changes, on the terms set forth in Section 7.3
- 1.4 “**Zennio Video Door Station**” devices referred in Documentation as compatible with the Software.

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#### **4. USER ACCOUNT**

- 4.1 For using the Software each licensee will need a Credential ID and to proceed to create a user account.
- 4.2 Licensees may use the same Credential ID in order to get simultaneous access to the Services from several devices at the same time. Each user will receive an access code and password to be able to use the application exclusively through the Internet. Each User is the owner and responsible for the configuration of their account and the data provided through their profile. But this does not give them the right to license, sublicense, sell, resell, transfer, assign, distribute, commercially exploit in any other way, or share their access codes.  
However, Zennio may, at its discretion, reassign new Users to replace previous Users who stop using the Service.
- 4.3 For more information on this point including communal use issues, you can visit our FAQ section to get more answers at the following link: <https://www.zennio.com/es/faqs> and the Documentation.

#### **5. AVAILABILITY**

ZENCOM may not be available in all countries or geographic locations. Also, ZENCOM may not be compatible with the plan contracted with Your Internet access provider, so You should check the data plan you have contracted. In addition, You should consider the compatible operating systems as referred in the Documentation.

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- 10.6 Updates.** An update of the latest version of the Software may be required periodically in order to properly use the service provided by ZenCom and to prevent security risks and unauthorized use. The updates of the Software will be provided by the ZenCom installer and may in the future be provided by the licensor automatically on the device.
- 10.7 Contact Information.** If you have any questions about this license, or if you want to contact the Licensor for any reason, please direct all correspondence to: [info@zennio.com](mailto:info@zennio.com)

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Version: 2.0, August 30<sup>th</sup> 2023