



Kris Cone <kris@floorplanonline.com>

Important update regarding Zillow and your Matterport Spaces

Matterport <marketing@matterport.com>
Reply-To: no-reply@matterport.com
To: kristophercone+matterport@gmail.com

Mon, Oct 20, 2025 at 6:20 PM



Dear Valued Customer,

We are writing to correct the intentional misrepresentations that you may have heard Zillow spreading regarding Matterport Spaces. Most importantly, as a Matterport customer, you can continue to share your Matterport Spaces anywhere, including Zillow.

Neither Matterport's nor CoStar Group's media licensing terms have changed. If Zillow is removing Matterport Spaces from its website, that is a decision Zillow made unilaterally to the detriment of their customers. We recommend reaching out to Zillow directly.

While media created by CoStar Group explicitly for use on our platforms is proprietary, Matterport customers can share their Spaces anywhere.

We understand that Zillow has made reference to a terminated API agreement between Matterport and Zillow. That is a complete red herring, and unrelated to Matterport's customers' ability to share Spaces. Zillow knows this but chose to spread a falsehood anyway.

The truth is that Zillow is desperately trying to divert attention from the slew of lawsuits it is now facing, brought by a brokerage, consumers, the FTC, State Attorneys General, and CoStar Group. Zillow is now playing games to stir up customer confusion and distract from its mounting legal troubles. In addition to diverting leads and banning listings, this is yet another example of Zillow harming agents and consumers.

We regret that Zillow's actions have caused you any inconvenience, and we look forward to continuing to work with you.

Sincerely,
Matterport Leadership Team



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Our mailing address is

[352 E Java Drive Sunnyvale, CA 94089](#)

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