

Subject: Action Required: Removal of CoStar Media Including Matterport Technology

Header: This comes as a response to CoStar's updated terms of use

Subheader: Please read below to learn what qualifies for removal

Body:

CoStar has recently updated their [Media Rights and Terms](#), which applies to all users of their products. Out of respect for their terms and to ensure compliance with intellectual property protections, **all CRMLS users must IMMEDIATELY remove ANY media from their listings that originated from Homes.com, CoStar, or any other CoStar-affiliated organization or entity.** According to CoStar's terms, this includes "photographs, imagery, videos, virtual tours, and any other media created or acquired by or on behalf of CoStar Group." This would also include Matterport virtual tours and floor plans.

Removal of such media is required from **all listings in any status**, including final statuses such as *Closed*, *Cancelled*, and *Expired*.

If you need assistance removing CoStar-owned media from listings in a final status, please contact compliance@crmls.org.

Failure to comply with CoStar's request to remove their intellectual property from the MLS will result in a **\$1,500 fine**.

Summary of Relevant Terms:

Section 4 – Prohibited Uses

CRMLS operates as a broker cooperative. In Section 4 of CoStar's terms, they state:

"CoStar Group Media may not be used or displayed on any third-party platforms, websites, or listing services **that compete with CoStar Group's products and services.**"

CoStar's terms do not define what constitutes a "competitor." While CRMLS does not consider itself a competitor, it remains unclear how CoStar defines this term.

Out of an abundance of caution in protecting our users from possible compliance issues, and to respect CoStar's intellectual property rights, CRMLS has determined that all media originating from CoStar, Homes.com, and any CoStar-affiliated company be removed from all listings.

If you have concerns or questions regarding these updates to CoStar's Media Rights and Terms, we encourage you to reach out to CoStar directly for further clarification.