

Supplementary Terms

StreamZilla, version 2027.1

These Supplementary Terms contain the StreamZilla-specific arrangements that supplement the NLdigital Terms 2025. Together with your agreement, the Fair Use Policy, the Acceptable Use Policy and the Privacy and Data Processing Agreement, they form the complete contractual framework for our services.

1. Definitions

1.1 StreamZilla: the video platform and related services offered under the StreamZilla brand by Jet-Stream Services B.V., Hoge der A 12, 9712 AC Groningen, the Netherlands, registered with the Netherlands Chamber of Commerce under number 56794223. Where these terms say “StreamZilla”, “we” or “us”, Jet-Stream Services B.V. is meant.

1.2 Platform: the infrastructure, software and services of StreamZilla, including the management environment, the video player, the landing pages and the API.

1.3 Account: the secured environment in which you work, with the plan, capacity and rights assigned to it.

1.4 Plan: the StreamZilla subscription tier linked to your account, with its included volumes and features, as shown in the plan overview on streamzilla.eu at the time of ordering or upgrading.

1.5 Agreement: the agreement between StreamZilla and you under which StreamZilla delivers services, including your plan and any order confirmation or SLA sheet that forms part of it.

1.6 Fair Use Policy (FUP): the StreamZilla Fair Use Policy, as published on streamzilla.eu.

1.7 Acceptable Use Policy (AUP): the StreamZilla Acceptable Use Policy, as published on streamzilla.eu.

1.8 NLdigital Terms: the NLdigital Terms 2025, the standard terms for the digital sector, deposited by NLdigital at the District Court Midden-Nederland, location Utrecht.

1.9 Data Processing Agreement: the StreamZilla Privacy and Data Processing Agreement.

1.10 Channel partner: a party that purchases StreamZilla capacity or licences and passes these on, in whole or in part, to its own accounts or customers.

1.11 You: the company, organisation or channel partner that uses the platform or accepts an offer from StreamZilla, whether paid or unpaid.

2. Applicability and order of precedence

2.1 The NLdigital Terms 2025 apply to all offers and agreements of StreamZilla. Where the NLdigital Terms refer to “supplier”, StreamZilla is meant; “client” means you.

2.2 The version of the NLdigital Terms that applies is the version in force when the agreement is entered into and that was provided to you with the offer. A new version of the NLdigital Terms only applies once it has been declared applicable through the amendment procedure in article 14.

2.3 These Supplementary Terms supplement the NLdigital Terms. In the event of a conflict, these Supplementary Terms prevail over the NLdigital Terms.

2.4 The Fair Use Policy, the Acceptable Use Policy and the Data Processing Agreement form an integral part of every agreement.

2.5 In the event of conflicting provisions, the following order of precedence applies: (1) the agreement, including your plan and any SLA sheet, (2) these Supplementary Terms, (3) the Data Processing Agreement, (4) the Fair Use Policy, (5) the Acceptable Use Policy, (6) the NLdigital Terms. Insofar as the processing of personal data is concerned, the Data Processing Agreement prevails.

2.6 StreamZilla's services are offered exclusively to businesses and organisations, not to consumers. StreamZilla may refuse a prospective customer without giving reasons. An online order is binding on you; the agreement is concluded when we confirm it. Before submitting an order you can check and correct any input errors.

2.7 Your own purchasing or other terms do not apply and are expressly rejected, also when they are referred to in a purchase order, a tender or any other document.

2.8 These StreamZilla documents are drawn up in English. If we make a translation available, the English version prevails. For the NLdigital Terms, the Dutch text prevails, as stated by NLdigital.

3. Our services

3.1 StreamZilla makes every effort, as a careful service provider, to ensure the availability, performance and security of the platform. Any availability guarantee, the response times of your support level and any service credits are set out in your plan or SLA sheet.

3.2 StreamZilla cannot guarantee that the platform and the internet will always be accessible and usable without interruption.

3.3 StreamZilla does not view your content and does not access your account or your data, except: (a) at your request, for example for support; (b) where required by law or a court order; (c) where necessary to investigate a suspected breach of the agreement, the FUP, the AUP or the law; or (d) for platform-wide fault analysis. See also the Data Processing Agreement.

3.4 StreamZilla may temporarily take the platform or parts of it out of service for maintenance, in accordance with the NLdigital Terms. Where possible, this takes place at quiet times and with reasonable notice.

3.5 StreamZilla is offered in two delivery models: as an account on StreamZilla's own infrastructure in the EU, or as a licence that you host yourself. For self-hosted licences, the licence agreement and chapter 7 (Software) of the NLdigital Terms apply, and you are responsible for the hosting, security and operation of your own environment.

4. Beta services

4.1 StreamZilla may make services or features available as an alpha, beta, preview or trial version ("beta"). A beta is intended for testing and feedback and is expressly not suitable for production use or for storing the only copy of any material.

4.2 Unless agreed otherwise in writing, a beta is provided "as is", without any availability guarantee, without redundancy and without backups, and with limited capacity. StreamZilla may change, restrict, suspend or end a beta at any time.

4.3 When a beta ends, the beta environment may be reset. Content and data in the beta environment will then be permanently deleted. We will announce the end of a beta in advance where reasonably possible. You are responsible for keeping your own copies.

4.4 Payments made during a beta in a test mode are not actual payments and do not give rise to any right to services.

4.5 Feedback that you provide on a beta may be used by StreamZilla, without any obligation towards you, to improve its services.

5. Your obligations

5.1 When entering into the agreement, you provide correct and complete information and inform StreamZilla in writing as soon as possible of any relevant changes.

5.2 You handle your login details, keys and tokens with care and use two-factor authentication where the platform offers it. You remain responsible for all use of your account.

5.3 Your account and the rights under the agreement are not transferable without the prior written consent of StreamZilla. You may have a third party manage your environment; you remain responsible for their use of your account.

5.4 You are responsible for the hardware, software, configuration and internet connection needed to use the platform.

5.5 The platform is a delivery platform, not an archive service. You keep your own copies of source material and are responsible for backups of your own files, in accordance with the NLdigital Terms.

5.6 You are responsible for the content you upload and for the rights to it, as further set out in the FUP and the AUP. You indemnify StreamZilla against claims by third parties relating to your content or your use of the platform.

5.7 You warrant that you are authorised to enter into the agreement.

6. Channel partners

6.1 If you are a channel partner, you are StreamZilla's contracting party. You remain liable for the agreed fees, regardless of whether your own customers pay you. Any separate channel partner agreement takes precedence over this article.

6.2 You impose these Supplementary Terms, the FUP, the AUP and the Data Processing Agreement in full on your own accounts and customers and monitor compliance with them.

6.3 You provide first-line support to your own customers, in accordance with the FUP.

6.4 You indemnify StreamZilla against claims by your own customers and their end users relating to your services or your use of the platform.

6.5 If you are a processor for your own customers within the meaning of the GDPR, StreamZilla is a sub-processor and the Data Processing Agreement applies accordingly in that chain.

7. Plans, fair use and automatic upgrades

7.1 The FUP applies to all services and all accounts on StreamZilla's infrastructure. The current version is published on streamzilla.eu.

7.2 If your usage exceeds the volumes included in your plan, your account automatically moves up to the next higher plan, with larger volumes and more features, as set out in the FUP. By entering into the agreement, you agree to this automatic upgrade and to the price of the higher plan from the moment of the upgrade.

7.3 Only in the highest plan is usage above the included volumes charged separately, per GB of storage, per GB of traffic, per minute of transcoding and per minute of subtitles and translations, at the rates in the price list that applies at the time.

7.4 In the event of a breach of the FUP, the AUP or these terms, StreamZilla may take the measures set out in the FUP and the AUP, including restricting or suspending services and, in serious cases, terminating the agreement. These measures do not affect your payment obligations and do not give rise to any right to a refund or service credits.

8. Video player and pages

8.1 A professional video player and brandable landing pages are included with your account. The number of views included, and any fee above that number, depend on your plan and are shown in the plan overview.

8.2 The player places no cookies and does not load advertising or tracking scripts by default. Chromecast support is enabled by default for ease of use and can be switched off per player, as described in the Data Processing Agreement.

9. Intellectual property

9.1 Your content and your (meta)data remain yours. StreamZilla does not claim ownership of your media or data and does not use them to train AI models.

9.2 All intellectual property rights to what StreamZilla develops or produces, including encodings, concepts, designs, configurations, player and page templates and software, remain with StreamZilla or its licensors, in accordance with the NLdigital Terms, unless agreed otherwise in writing.

9.3 Rights of use granted to you are non-exclusive, non-transferable and limited to the term of the agreement.

10. Third-party services

10.1 For its services, StreamZilla depends on networks and services of third parties, such as connectivity providers and data centres. StreamZilla is not liable for failures in third-party networks or infrastructure, within the limits of the NLdigital Terms.

10.2 StreamZilla may use third-party (offload) CDNs to optimise the performance of your videos and of the platform. StreamZilla uses CDNs in the EU for this, unless you have activated worldwide delivery or delivery to specific regions outside the EU. The Data Processing Agreement describes which data is involved and which safeguards apply.

10.3 Where StreamZilla makes third-party products or services available, the terms of that third party may apply in accordance with the NLdigital Terms.

10.4 Online payments are processed by a payment service provider (currently Mollie B.V., the Netherlands). The payment service provider's own terms apply to the payment transaction.

11. Term, renewal and termination

11.1 Unless your plan states otherwise, a monthly plan runs for one calendar month and is renewed automatically each month; an annual plan runs for one year and is renewed automatically each year. In deviation from article 4.2 of the NLdigital Terms, you can terminate a monthly plan at the end of any billing month, and an annual plan at the end of the term with one month's notice.

11.2 You can terminate via the management environment or in writing. Termination does not give rise to a refund of fees paid in advance, except where the law requires otherwise.

11.3 StreamZilla may suspend its services with immediate effect or terminate the agreement in the cases designated for this in the NLdigital Terms, the FUP and the AUP, including where you have provided incorrect information, use the platform for unlawful content, or seriously or repeatedly breach the agreement, these terms, the FUP or the AUP.

11.4 At the end of the agreement, you can retrieve your data in accordance with the Data Processing Agreement and chapter 5 of the NLdigital Terms. StreamZilla does not charge switching or egress fees.

12. Prices and payment

12.1 All prices are exclusive of VAT and other government levies.

12.2 Plans are invoiced in advance per billing period. Unless agreed otherwise in writing, payment is made via the payment method chosen when ordering; invoices that are not collected automatically must be paid within fourteen (14) days of the invoice date.

12.3 Usage above the included volumes of the highest plan is invoiced afterwards per billing period.

12.4 If you do not pay on time, you are in default by operation of law and owe the statutory commercial interest and extrajudicial collection costs in accordance with the law. StreamZilla may suspend its services after giving notice until payment has been received.

13. Complaints and abuse reports

13.1 Complaints about our services (other than fault or support reports, for which the FUP and your support level apply) can be sent to support@jet-stream.com. We aim to respond within three working days.

13.2 Reports of allegedly unlawful or illegal content on the platform can be submitted via abuse@jet-stream.com, in accordance with the notice and action procedure of the NLdigital Terms (articles 21 and 71) and the AUP. A report complies with article 71.2 of the NLdigital Terms and contains at least: the exact location (URL), a reasoned explanation, your name and email address (except for material reasonably related to child sexual abuse) and a statement that the report is accurate and complete.

13.3 Submitting a complaint or report does not suspend your obligations.

14. Amendments

14.1 StreamZilla may amend these Supplementary Terms. The current version is always published on streamzilla.eu. Amendments that materially affect your use will be announced at least two months in advance.

14.2 If an amendment materially affects you to your disadvantage, you may terminate the agreement free of charge in writing with effect from the date the amendment takes effect. By continuing to use the services after an amendment takes effect, you accept the amended terms.

14.3 Amendments to the Data Processing Agreement that lower the level of protection of personal data only apply with your consent.

15. Applicable law and disputes

15.1 The agreement, these Supplementary Terms, the FUP, the AUP and the Data Processing Agreement are governed by Dutch law.

15.2 In deviation from articles 18.2 and 18.3 of the NLdigital Terms, disputes are submitted to the District Court of Northern Netherlands (rechtbank Noord-Nederland), location Groningen. This does not affect the right of both parties to preliminary relief proceedings and the option of ICT mediation in accordance with the NLdigital Terms.

Drawn up in Groningen. Version 2027.1, 25 September 2026.