



General FAQs

1. What is Netflix?

Netflix is a streaming service that allows our customers to watch a wide variety of award-winning TV shows, movies, documentaries and more on thousands of Internet-connected devices. With Netflix, you can enjoy unlimited viewing of our content without having to watch a single commercial. There's always something new to discover, and more TV shows and movies are added every month!

2. Is Netflix chargeable?

Netflix is a subscription-based video-on-demand streaming service with 3 price plans: Your plan will determine how many people can stream Netflix content at once, and whether you can view in Standard Definition (SD), High Definition (HD), or Ultra High Definition (UHD):

Basic Plan: 1 screen plan SD (watch on 1 screen at a time, Standard Definition): SGD11.98

Standard Plan: 2 screen plan HD (watch on 2 screens at the same time, High Definition when available): SGD15.98

Premium Plan: 4 screen plan HD/UHD 4K (watch on 4 screens at the same time, includes High Definition and Ultra High Definition when available): SGD19.98

3. What can I use to stream content on Netflix?

You can watch content on Netflix instantly from any Internet-connected device that offers a Netflix app, such as a computer, gaming console, DVD or Blu-ray player, HDTV, set-top box, home theater system, phone or tablet.

4. How many devices can I use Netflix on at the same time?

The number of devices that may be allowed to instantly watch simultaneously will depend on your Netflix subscription plan. Refer to Question 2 above for details of Netflix subscription plans.

5. How fast does my Internet need to be to stream content on Netflix?

The minimum required connection speed is 0.5Mbps, but you may want a faster connection for improved video quality. The recommended Internet download speed per stream for high-definition quality content is 5.0Mbps.



Singtel billing-on-behalf FAQs

6. Who can sign up for Netflix subscription and have the subscription billed on a Singtel bill?

Singtel Postpaid customers on Residential plans can sign up for Netflix and bill their subscription to their Singtel Postpaid bills.

7. I have an existing Netflix subscription paid via credit card. Can I still subscribe to Netflix through Singtel billing-on-behalf?

Yes, you can still subscribe to Netflix through Singtel and have the subscription fee charged to your Singtel bill. However, you will first need to cancel your Netflix subscription paid through your credit card. As the subscription which has already been paid will cover an entire month, please check on the remaining duration of the subscription. Once the subscription lapse, you can subscribe to Netflix through Singtel at <https://netflix.singtel.com/>.

Note that if you still have subsequent days left from your credit card billing cycle, you will not be able to complete the sign-up process with your existing Netflix account.

8. Does the Netflix promotion of free subscription for first month apply if I sign up for Netflix through Singtel?

Yes, you will be able to enjoy the free subscription for the first month if you are a new account creation to Netflix. This promotion is only applicable to first time subscribers to Netflix.

9. Where will the Netflix subscription be reflected on my Singtel bill?

The Netflix subscription will be reflected under the 'Content & Services (Bill on Behalf Goods/ Services)' section on your bill. It will state Basic, Standard or Premium plan with its corresponding charges according to your Netflix plan type.

10. Will I be subjected to an additional 7% Goods and Services Tax (GST) if I charge my Netflix subscription via Singtel bill?

There will be no additional 7% Goods and Services Tax (GST) charged and it is the same price as signing up directly with Netflix.



Singtel billing-on-behalf cancellation FAQs

11. How do I cancel my Netflix subscription?

To cancel your Netflix subscription, go to the Netflix app and click the Cancel Membership link or visit <https://www.netflix.com/CancelPlan>

12. If I cancel my Netflix subscription before it ends, will it be pro-rated?

No, subscription will not be pro-rated for any month that you have already started. However, you will be able to enjoy your subscription until it expires. Once you cancel, you will not be billed for subsequent months. Refunds or waivers will not be allowed after customer has accepted terms for billing on behalf for Netflix.

13. I have signed up to Netflix through Singtel billing on behalf using my Singtel Postpaid Residential line. If I change my mobile number, will it affect my Netflix subscription?

No, changing your mobile number will not affect your Netflix subscription or billing arrangement. Netflix recognizes customers through the email address customers provided when they created a Netflix account.

14. If I terminate my Singtel Postpaid Mobile service, will my Netflix subscription end automatically?

For Singtel Netflix billing on behalf arrangement, customers are billed in advance for a 30-day period. If your Postpaid Mobile service is terminated, you will still be entitled to Netflix services till the end of the 30-day cycle. After which, your Netflix subscription will be cancelled and you will not be billed for subsequent months.

Others

15. How do I access Netflix on my Singtel TV set-top box?

For Singtel TV customers' set-top boxes that are connected to Singtel fibre broadband service, you can enjoy Netflix via Channel 404 or through your remote's Quick Access button and logging in with your account credentials.

16. Will I incur mobile data charges when I stream content on Netflix with my device if I'm on my mobile network?

Yes, mobile data used to stream content on Netflix while on mobile network will be counted towards your existing data allowance of your mobile plan.

17. What are the Netflix Terms & Conditions?

For Netflix Terms & Conditions, please visit <https://help.netflix.com/legal/termsofuse?locale=en&docType=termsofuse>