



### 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): SGD12.98

**Standard Plan:** 2 screen plan HD (watch on 2 screens at the same time, High Definition when available): SGD17.48

**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): SGD21.98

### 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.

### 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.

### 6. Who can sign up for Netflix through Singtel bill?

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

### 7. How do I cancel my Netflix subscription?

To cancel your Netflix subscription, go to the Netflix app and click the Cancel Membership link.

### 8. 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.



**9. What are the Netflix Terms & Conditions?**

For Netflix Terms & Conditions, please visit

<https://help.netflix.com/legal/termsofuse?locale=en&docType=termsofuse>