

Q1. I am an existing Netflix subscriber, can I still enjoy the 3 months gift subscription to Netflix?

A1. Yes, you can still enjoy the 3 months gift subscription to Netflix. You will receive a SMS and/ or an email/DM. Simply, click into the link provided and input your now ID. Then, you will be directed to Netflix website. Register for a new Netflix account and finish the registration, you can enjoy the 3 months gift subscription to Netflix and single bill after that.

Q2. Through what device (which set-top box) I can watch Netflix content?

A2. You can enjoy Netflix content via smart phone, tablet or computer with internet or wifi access. Details for accessing Netflix via now TV set-top-box will be announced later.

Q3. What is the meaning of single bill?

A3. Single bill means your Netflix monthly charges will be bill via now TV bill, so you can avoid the hassle of making multiple payments.

Q4. I don't want to be billed by now TV, what should I do?

A4. If you don't want to be billed by now TV, please login to your Netflix account and change the payment method by yourself. It will be effective from next bill cycle.

Q5. If I cancel my now TV account, will the Netflix account be cancelled as well?

A5. If you have cancelled your now TV account, please login to your Netflix account and change the payment method within seven days after the service bill cycle. Otherwise, your Netflix account will be cancelled as well.

Q6. What will happen after I have used up the 3 months gift subscription to Netflix?

A6. When you have fully utilized your 3 months gift subscription to Netflix, you will be charged a monthly subscription fee depends on the service plan you choose. You can check your payment method or payment details by logging into your Netflix account.

Q7. Is there any contract period for Netflix? Will I be charged for any termination fees if I cancel my Netflix subscription?

A7. No, there is no contract terms tied to your Netflix subscription and you can cancel your Netflix subscription anytime you wish via www.netflix.com. No termination fees will be charged.

Q8. I am eligible for 3 months of gift subscription on the Netflix Standard plan (worth \$78/month). Can I downgrade/upgrade my Netflix plan?

A8. Yes, you may downgrade to the Basic plan (\$63/month) or the Premium plan (\$93/month) on Netflix once you create your Netflix account. However, this may alter the validity duration of your gift subscription.

Q9. Is Netflix chargeable?

A9. Yes, Netflix is a subscription-based on-demand content streaming service. Subscriptions for Netflix Hong Kong are priced at \$63/month (standard definition and one concurrent screen), \$78/month (high definition and two concurrent screens), and \$93/month (ultra high definition and four concurrent screens).

Q10. Can I download any content from Netflix?

A10. Sorry, you cannot. Currently, Netflix provides a streaming service. All movies and TV show episodes from Netflix are streaming over the Internet, not being downloaded, so you must be connected to the Internet throughout to watch content.

Q11. How many devices can I use Netflix at the same time?

A11. The number of devices that may be allowed to instantly watch simultaneously will depend on your Netflix subscription plan. Netflix offers three service plans in Hong Kong with monthly fees of \$63/month (standard definition and one concurrent screen), \$78/month (high definition and two concurrent screens), and \$93/month (ultra high definition and four concurrent screens).