#### **About Netflix:**

#### 1) What is Netflix?

Netflix is a global provider of on-demand movies and TV series. It is also known to own original and quality content which may be viewed anytime and anywhere. Last January 6, 2016, they officially launched their service in over 130 countries, one of which is the Philippines. Last June 24, 2016, Globe Telecom officially announced an exclusive partnership with Netflix opening the service to a larger scale with the capability to charge subscription via Globe account.

#### 2) How is it different from cable TV's?

Here are some differences between Netflix and Cable TV:

Features	Netflix	Cable TV
Availability	On-demand (anytime)	Scheduled
Ads	None	With Ads
Devices	Multiple devices (smartphones, tablets, laptop, and TV)	TV only
Mobility	Can be viewed anywhere as long as connected to the internet	Wired at home

#### 3) Is Netflix a paid subscription?

Yes, Netflix is a subscription-based, on-demand content streaming service. Subscription plans are as follows:

- a. Netflix Basic (Php370) Standard Definition video quality (SD) with only 1 concurrent user allowed
- b. Netflix Standard (Php460) High Definition video quality (HD) with 2 concurrent users allowed
- c. Netflix Premium (Php550) Ultra High Definition video quality (UHD) with 4 concurrent users allowed

#### 4) Do I get complimentary credits for subscribing to Netflix?

If you applied or recontracted to a Globe plan (mobile 999 or broadband plan 1299 or higher) and chose to get Netflix, Globe will reward 6 months worth of the credits that you can use for a Netflix Standard plan.

#### 5) 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 smartphone, tablet, gaming console, laptop or streaming media player (set-top box). You can also watch Netflix using Google Chromecast.

#### 6) Can I download any content from Netflix?

No, Netflix is a streaming service -- movies and TV show episodes are streamed over the Internet, not being downloaded, so you must be connected to the Internet throughout to watch content.

#### 7) How many devices can I use Netflix on at the same time?

The number of devices that may be allowed to watch simultaneously will depend on your Netflix subscription plan.

- a. Basic Netflix (Php370) 1 concurrent user
- b. Standard Netflix (Php460) 2 concurrent users
- c. Premium Netflix (Php550) 4 concurrent users

#### 8) How fast does my Internet need to be able 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.

#### 9) What type of content will I expect to watch in Netflix?

There are a number of quality movies and TV series that you can watch via Netflix ranging from Action, Comedy, Drama, Horror, and Romance. There is a parental control mechanism to limit kids-friendly content for young viewers' entertainment. But what's unique about Netflix is its original and quality programming. Some hits are House of Cards, Daredevil, Jessica Jones, and Orange is the New Black.

## 10) I'm currently subscribed to Netflix using my credit card. Can I charge it to my Postpaid bill instead?

Netflix is currently only offered to select postpaid and Broadband plans.

- 11) I have an existing US Netflix account, can I charge my subscription to my Globe bill? Netflix is currently only offered to select postpaid and Broadband plans.
- **12) I am a Prepaid Globe subscriber. Can I avail Netflix using my Prepaid number?** Netflix is currently only offered to select postpaid and Broadband plans.

#### **Globe-Netflix Promotion:**

### **POSTPAID**

#### 1) How does the Netflix promotion in Globe work?

Eligible postpaid customers will be get a Netflix Gift subscription good for 6 months of Access to Netflix Standard Plan.

#### 2) Who is eligible for the Netflix promotion?

The Netflix promotion of 6 months through Mobile Postpaid can be availed through the following methods:

- a. Subscription to a myLifestyle Plan 999 or above with Huawei branded device and
- b. By Upgrading your Postpaid account to the same Globe plan that comes with 6 months of Netflix Standard plan all on us!

#### 3) How do I redeem my gift subscription on the Netflix Standard plan?

You'll receive a text from Globe a day after successfully activating your new Postpaid plan with further instructions on how to authenticate your Globe services and redeem your gift subscription.

To validate your Gift subscription, turn on your mobile data and visit the link from the text message you received (netflix.globe.com.ph). From there simply follow the instructions until you are validated.

Once you've validated your Gift Subscription via the Globe-Netflix portal, you can proceed to create your Netflix account.

### 4) Is there a specific construct for my myLlfestyle Plan with Huawei device to be eligible for this?

No. You are is free to customize as long as your MSF is at least a P999 MSF value with a Huawei device. The only constant in the plan would be the Unli Call and texts to Globe and TM valued at P499.

- 5) There is an LTE Mobile Wi-Fi device included in the plan. Is this a Tattoo offer? This is not a Tattoo offer. The Plan has a built-in Sharing capability for GoSURF data so you may use the mobile wifi as the shared device. As the shareable data is an extension of your myLifestyle Plan, this is not a Tattoo or Nomadic offer.
- 6) How long is my gift subscription on Netflix valid for redemption? Your gift subscription on Netflix is valid for redemption for 6 months. Gift subscriptions that are not redeemed within the redemption period shall be forfeited and will not be replaced.
- 7) What happens after I have used up my Netflix gift subscription?

  A monthly Netflix Standard subscription worth Php460 from Netflix will be charged once you have fully utilized your gift subscription.
- 8) I have already signed up for a Netflix Philippines account. Am I still able to enjoy this promotion?

Yes, you are eligible to enjoy this promotion if you are an existing Globe Postpaid customer and you recontracted to a Postpaid plan with a Netflix package.

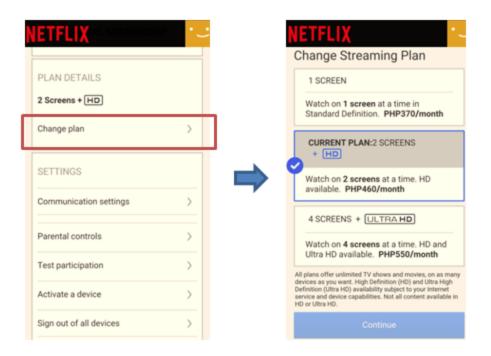
# 9) I have already signed up for a Netflix account from another region. Am I still able to enjoy this promotion?

No, you may need to sign in as a Netflix Philippines user and qualify for the Globe promotion.

#### 10) Can I change my Netflix subscription within the promotion period?

Yes, you can upgrade your Netflix subscription to a Premium account (4 concurrent users with UHD video quality) valued at Php550 or downgrade to a Basic plan (1 concurrent user with SD video quality) but this will affect the validity of your promotion period depending on the consumed gift credits brought by the change. You may track your gift credits by accessing the account settings in your Netflix app.

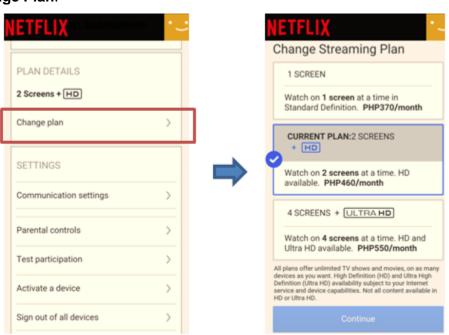
- a. In the Netflix app, click the burger icon in the upper left corner of your home screen beside the Netflix logo
- b. Under Settings, click **Account**
- c. Click Change Plan.



#### 11) Can I change my Netflix subscription within the paid period?

Yes, you can change your Netflix subscription anytime. Any change will reflect on your next subscription. Please note that your paid Netflix is charged in the end of your monthly subscription.

- a. In the Netflix app, click the burger icon in the upper left corner of your home screen beside the Netflix logo
- b. Under Settings, click **Account**
- c. Click Change Plan.



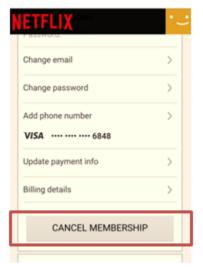
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#### **TERMINATION**

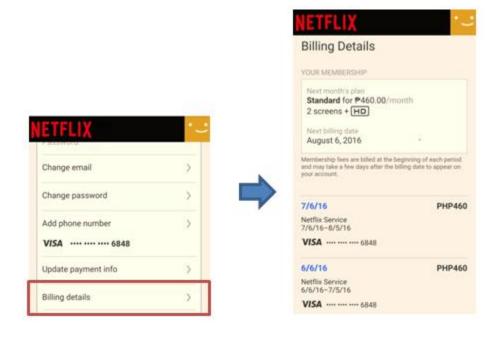
#### 13) I want to terminate my Netflix account. How do I opt out?

You may opt out anytime by accessing your account settings in your Netflix app.

- a. In the Netflix app, click the burger icon in the upper left corner of your home screen beside the Netflix logo
- b. Under Settings, click Account
- c. Click Cancel Membership.
- d. Click **Complete Cancellation** to confirm the action. You should see a message saying your Netflix cancellation will be effective at the end of your current subscription period. You will also receive an email confirmation of your cancellation.



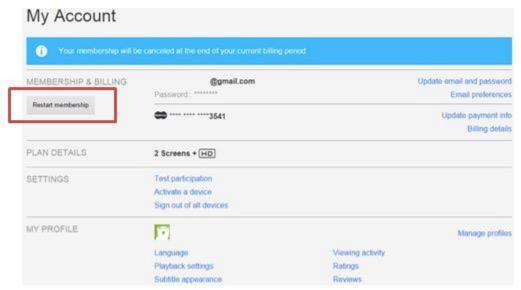
If you cancel your Netflix membership and want to see when your account is scheduled to close, click **Billing Details** from your Account page.



#### 14) I accidentally opt out of the prepaid promotion.

Don't worry, you can still get the full credits of your Netflix gift but once your gift expires, the service will no longer auto renew to paid. To resume your Netflix access under a paid subscription, please access your account settings in your Netflix app.

- a. In the Netflix app, click the burger icon in the upper left corner of your home screen beside the Netflix logo
- b. Under Settings, click Account
- c. Click **Restart Membership**. Your Netflix service will activate immediately.



# 15) I cancelled my subscription months ago but realize that I want to reactivate my account. How can I rejoin?

You can rejoin by logging in your Netflix app.

- a. In the Netflix app, click the burger icon in the upper left corner of your home screen beside the Netflix logo
- b. Under Settings, click Account
- c. Click **Restart Membership**. Your Netflix service will activate immediately.

### **BROADBAND**

#### 1) How does the Netflix promotion for Globe Broadband work?

Apply for the latest Globe Broadband plan (1299 or higher) and get 6 months of Netflix Standard plan - all on us! Just call our hotline at 730-1000 to avail or visit your nearest Globe store.

#### 2) Who is eligible for the Netflix promotion?

New customers who avail of the latest Globe Broadband plans (1299 or higher) are eligible for the Netflix promotion. Existing Globe Broadband subscribers can also avail of the Netflix promotion as long as they upgrade to the new Netflix-eligible broadband plans.

#### 3) How do I redeem my gift subscription on the Netflix Standard plan?

Just wait for an email from Globe Broadband within 24-48 hours after installation on how to access your Netflix account.

#### 4) How long is my gift subscription on Netflix valid for redemption?

Your gift subscription on Netflix is valid for redemption for 6 months. Gift subscriptions that are not redeemed within the redemption period shall be forfeited and will not be replaced.

#### 5) What happens after I have used up my Netflix gift subscription?

A monthly Netflix Standard subscription worth Php460 will be charged to your Globe Broadband bill once you have fully utilized your gift subscription.

### 6) I have already signed up for a Netflix Philippines account. Am I still able to enjoy this promotion?

You will need a new Netflix Philippines account to enjoy this promotion from Globe Broadband.

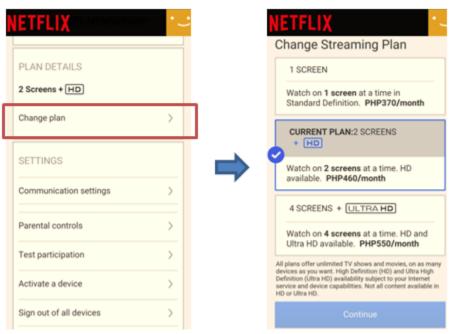
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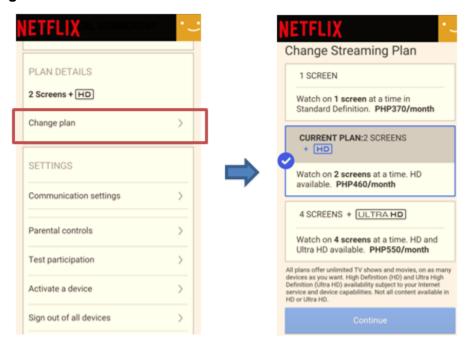
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Yes, you can change your Netflix subscription anytime. Any change will reflect on your next subscription cycle. Please note that your paid Netflix is charged in the end of your monthly subscription.

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#### 10) How do I track my Netflix gift credits?

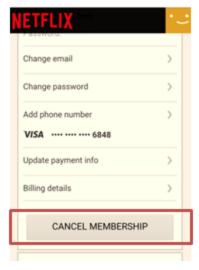
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#### **TERMINATION**

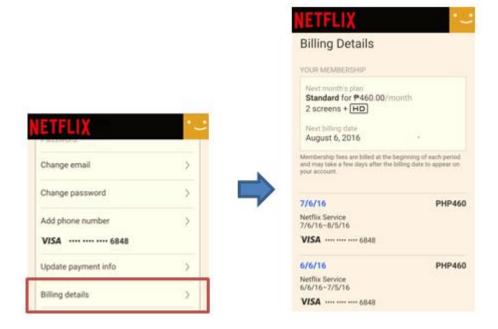
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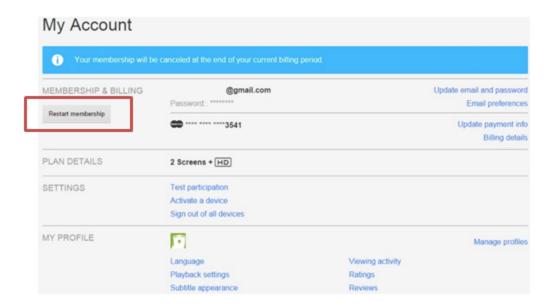
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