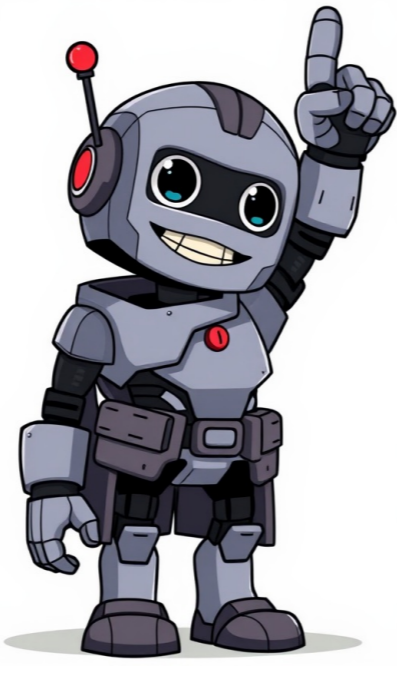


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You can purchase an eGift card for Neon via the Prezsee website. eGift cards are available to purchase for: \$23.99 (1 month) \$71.97 (3 months) \$143.94 (6 months), or \$239.99 (12 months) on monthly Standard Plan. Head to . Simply follow the instructions on the Prezsee website to purchase an eGift card for yourself, or to send to someone else. The recipient will receive an email from Prezsee with a link to the eGift card voucher code. eGift card vouchers can be redeemed on a new or existing Neon account. To redeem, just copy the eGift card voucher code listed under Online card number. Redeeming the voucher on a new account: Enter the voucher code during the sign-up process. Select a monthly Standard Plan. Redeeming the voucher on an existing plan: Log in to your Neon account. Go to the "My Account" section. Go to "Plan and Payment". Click on "Add Voucher". Enter the voucher code to apply it to your plan. Please note: you will need to be on a monthly Standard Plan to redeem a voucher. If you are having issues with purchasing or receiving the gift voucher, please contact the Prezsee team: Email: help@prezsee.com Phone: +61 2 9093 2777. If you are having issues with redeeming the gift voucher code on the Neon website, Chat to us or drop us a message. Did you find it helpful? Yes No Send feedback Sorry we couldn't be helpful. Help us improve this article with your feedback. Your Neon plan automatically renews each calendar month. If you don't want your plan to renew, you can cancel your plan in 'My Account'. Choose 'Plan & Payment' and under 'Manage your plan', click 'Cancel'. If using a mobile device, you will need to use the menu (top left) to access the 'Plan & Payment' option. Don't worry, you can reactivate your plan again at any time by logging back into your account and clicking resume. Did you find it helpful? Yes No Send feedback Sorry we couldn't be helpful. Help us improve this article with your feedback. From 1 April 2025, the price of Neon's monthly Standard Plan is increasing to \$23.99 per month, and our Annual Plan is increasing to \$239.99 per year. There will be no price change to our Basic Plan. Why are you increasing the Standard and Annual Price? With content costs rising, this ensures we can deliver you shows you love, such as the upcoming The Last of Us Season 2 and the highly anticipated final season of The Handmaid's Tale coming in April. Our goal is always to bring you the very best in entertainment, from top-tier shows like Yellowstone and House of the Dragon to the latest blockbuster movies. Over the past year, we've worked hard to add even more value, launching Max on Neon with thousands of hours of fan favourites plus the latest must-watch series like The White Lotus and The Pitt. We've also expanded our partnership with the BBC so now Neon subscribers have access to even more premium British drama. What is your most affordable option? Our Basic with ads plan is our most affordable option at \$14.99 per month. Under this plan you may view video ads and pause ads on Neon content. For more information on ads for Basic users, please visit Ads on Neon. How do I change my plan? You can change your Neon plan at any time by following these steps: Sign-in to your Neon account. Under Manage Your Subscription select Change Plan. (Please note, you won't be able to see Change Plan if you already have upgraded and downgraded your plan once in the same billing period) Choose the desired plan, then select Select [Type] Plan. (e.g. "Select Annual Plan"). A plan upgrade takes effect immediately so you can enjoy all of the added features. Since Neon is a prepaid service, on upgrade you will be charged the difference between what you have already paid for your current month and the balance due for your new plan. A plan downgrade with a lower price takes effect on your next billing date. You can continue to use the features of the higher plan until your next billing date. For example, you can upgrade from Basic to Standard or from Standard to Annual in the same month. However, if you downgrade your plan, your downgrade will only take effect on your next billing date. If you wish to cancel your plan, find out how here. No one notified me about this change! All Standard Pass customers were informed of the price change via email on 28 February 2025. How will I be billed after the price change? You will continue to be billed by Neon (unless you choose to be billed by Spark, please see below). Your billing date will stay the same. Your primary payment method will remain the same. To cancel or change your billing via Spark, please contact Spark directly. Click here for more information. What if I'm a Spark customer? Spark will be in touch via email, or if you would like to discuss your options you can contact Spark here. I use Neon with a promo code - will that still work after the price change? If you are on a Neon promo code, you will still be eligible for the discount. The discount will be applied to the new monthly Standard Plan price if the voucher is in use after 1 April 2025. What if I have forgotten my password? Same as always, go to the website, click 'Log in' and follow the instructions to reset your password. Where can I find my account information? Log in, click on your profile image and select My Account. Did you find it helpful? Yes No You can get started in a few easy steps: Go to neon.tv.co.nz Click 'Sign up' in the top-right of the browser window. Select your preferred plan or scroll down and select "Rent Movies Now" if you're just after a movie rental. Next enter your name, email address and choose a secure password. If you've got a voucher or coupon, enter the code and check the box to agree to the Neon Terms of Use & Privacy Policy. From the next screen, enter your credit card details if selecting a Monthly or Annual Plan or if you want to start renting movies. Did you find it helpful? Yes No Send feedback Sorry we couldn't be helpful. Help us improve this article with your feedback. On a monthly Standard or Annual Plan, Download and Go gives you the ability to download selected content and watch offline while in New Zealand. It's only available through the Neon app on supported tablets/mobile devices, and any content you download is only playable on the device that you've downloaded the content to. Now you're good to go, simply tap the button on your selected show or movie. The selected content will display how large the download will be, so make sure you have enough space on your device to store the content. You may also want to make sure you're using WiFi so that you don't use up all your mobile data at once! The 'View My Downloads' option will display all the content you've downloaded, or tried to download on your device with the chosen profile. From here you can check when your downloads will expire or 'EDIT' to delete downloads off your device and free up space for more great content. You can now view the downloaded show or movie of your choice offline anytime until the content expires. Note: Make sure to delete downloads before you uninstall/reinstall the app or remove the device from your account as the device will still have downloads linked to the device otherwise. Downloads are not available on a Basic Plan. Getting stuck? Drop us a message. Did you find it helpful? Yes No Neon supports Apple TV (Gen4). To download the app: Turn on your Apple TV. On the home screen, find the App Store icon and click to open it (it shows above as some tools forming a capital 'A'). In the top menu of the App Store, scroll across to 'Search'. Type in 'Neon', locate the Neon app and click to select it. Locate the 'Get' button and click to download. Go back to the Apple TV homepage. The Neon app should now show there, or it'll be in the process of downloading. Did you find it helpful? Yes No Send feedback Sorry we couldn't be helpful. Help us improve this article with your feedback. We got this. Jump into one of these compatible browsers: Google Chrome Mozilla Firefox Safari Microsoft Edge To get into Neon, simply head to neon.tv.co.nz and sign into your Neon account. Having trouble accessing the Neon website on Microsoft Edge? Try the steps here. Did you find it helpful? Yes No Send feedback Sorry we couldn't be helpful. Help us improve this article with your feedback.

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