

my country kosovo



Option for mobile subscriptions

	Option/country
Option	my country kosovo – 6000 minutes of calling time to Kosovo
Basic monthly fee (without discounts)	CHF 35.00
Note	Multiple "my country" options (i.e., countries) can be purchased independently at the same time.

	Services
Calls to the foreign country's landline & mobile networks	6000 minutes Calls to special numbers, short numbers and premium-rate services abroad are excluded.
Special and short numbers	Connections to special numbers, short numbers and premium-rate phone numbers abroad as well as calls made to participants over a satellite connection or to participants with a satellite number are excluded.
Roaming	This option is available for calls made from Switzerland to Kosovo only.

	Use
Available for	Sunrise Freedom, MTV mobile Freedom, and older mobile subscriptions.
To sign up	<ul style="list-style-type: none">• text "CALL KOSOVO" to 5522• go online to sunrise.ch/mysunrise• visit a Sunrise center near you• or contact our Call Center at 0800 707 505
Activation	The option is activated starting the day after sign-up.
Duration	One month. The duration is based on the number of calendar days in the month of activation.
Renewal	At the end of each month, the option is automatically renewed at midnight (CET).
Cancellation	The option can be cancelled at the end of each subsequent contract period. The option can be used until midnight of the last day of the contract period. The option is automatically cancelled if the subscription the option is based on is cancelled.
To cancel	<ul style="list-style-type: none">• text "CALL KOSOVO STOP" to 5522• go online to sunrise.ch/mysunrise• visit a Sunrise center near you• or contact our Call Center at 0800 707 505

	Use
Billing	The fee for the option is billed upon activation. The option fee is automatically billed on a monthly basis until the option is cancelled. If you register during the current billing month, the option fee will be charged on a pro-rated basis and the included minutes will also be available on a pro-rated basis. Unused minutes will not be transferred to the following month.
Calling billing increments	By the minute. Every partially used minute will be charged as a full minute.
	Miscellaneous
Disconnection of phone connection	Sunrise is authorized to automatically disconnect the phone connection after about two hours of calling time. The connection can then be reestablished.
Support	Free technical phone support at 0800 707 707 (Mon. to Fri., 8:00 a.m.–10:00 p.m., Sat. to Sun., 10:00 a.m.–7:00 p.m.)
Contract components	<ul style="list-style-type: none"> • Contract for mobile phone services • Special provisions for mobile phone services • General terms and conditions
Status	08/29/2016