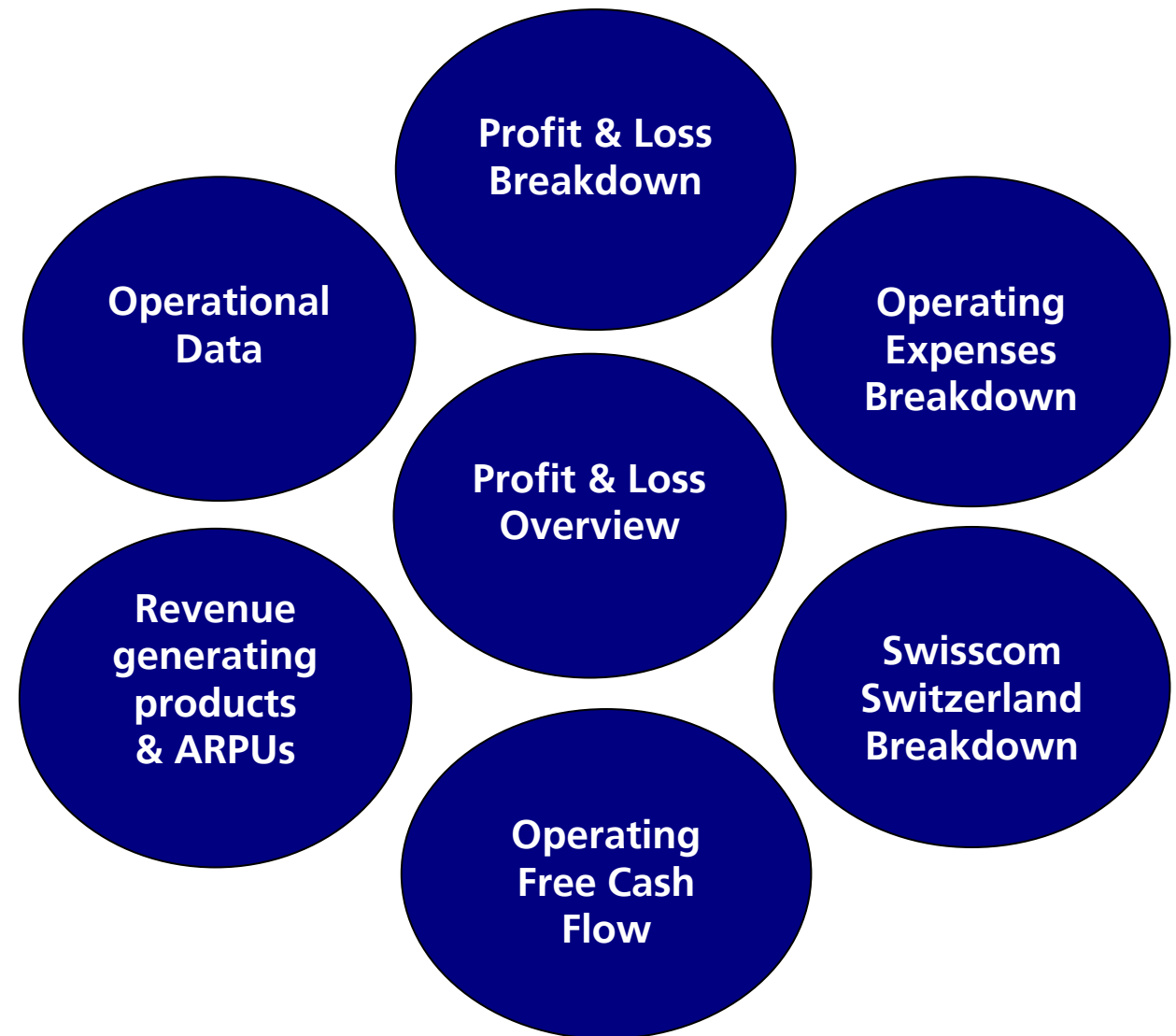


Facts & Figures

as per September 30, 2011



P&L Overview

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Residential Customers	1'186	1'206	2'392	1'257	3'649	1'248	4'897	1'201	1'213	2'414	1'232	3'646			-2.0%	1.6%
Small & Medium-Sized Enterprises	271	283	554	286	840	283	1'123	276	282	558	287	845			0.3%	1.8%
Corporate Business	414	434	848	431	1'279	453	1'732	427	442	869	431	1'300			0.0%	-2.5%
Wholesale	204	192	396	187	583	165	748	163	151	314	151	465			-19.3%	0.0%
Networks and Support Functions	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Swisscom Switzerland	2'075	2'115	4'190	2'161	6'351	2'149	8'500	2'067	2'088	4'155	2'101	6'256			-2.8%	0.6%
Fastweb	668	655	1'323	621	1'944	618	2'562	559	543	1'102	490	1'592			-21.1%	-9.8%
Other operating segments	210	223	433	248	681	244	925	236	229	465	225	690			-9.3%	-1.7%
Group Headquarters	0	0	0	0	0	1	1	0	0	0	0	0			n.m.	n.m.
Net revenue from external customers	2'953	2'993	5'946	3'030	8'976	3'012	11'988	2'862	2'860	5'722	2'816	8'538			-7.1%	-1.5%
Goods and services purchased	(642)	(626)	(1'268)	(671)	(1'939)	(726)	(2'665)	(599)	(578)	(1'177)	(552)	(1'729)			-17.7%	-4.5%
Personnel expenses	(651)	(644)	(1'295)	(583)	(1'878)	(640)	(2'518)	(635)	(638)	(1'273)	(588)	(1'861)			0.9%	-7.8%
Other operating expenses	(676)	(572)	(1'248)	(594)	(1'842)	(668)	(2'510)	(577)	(578)	(1'155)	(574)	(1'729)			-3.4%	-0.7%
Capitalized costs and other income	74	79	153	76	229	75	304	75	78	153	148	301			94.7%	89.7%
Operating income (EBITDA)	1'058	1'230	2'288	1'258	3'546	1'053	4'599	1'126	1'144	2'270	1'250	3'520			-0.6%	9.3%
Depreciation, amortization and impairment	(501)	(489)	(990)	(488)	(1'478)	(494)	(1'972)	(478)	(466)	(944)	(469)	(1'413)			-3.9%	0.6%
Operating income (EBIT)	557	741	1'298	770	2'068	559	2'627	648	678	1'326	781	2'107			1.4%	15.2%
Financial income and financial expense, net	(64)	(100)	(164)	(113)	(277)	(88)	(365)	(42)	(94)	(136)	(79)	(215)			-30.1%	-16.0%
Share of profit of investments in associates	4	7	11	7	18	10	28	4	5	9	9	18			28.6%	80.0%
Income before income tax expense	497	648	1'145	664	1'809	481	2'290	610	589	1'199	711	1'910			7.1%	20.7%
Income tax expense	(120)	(151)	(271)	(129)	(400)	(102)	(502)	(136)	(101)	(237)	(145)	(382)			12.4%	43.6%
Income from continuing operations	377	497	874	535	1'409	379	1'788	474	488	962	566	1'528			5.8%	16.0%
Income from discontinued operations	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Net income	377	497	874	535	1'409	379	1'788	474	488	962	566	1'528			5.8%	16.0%
Net income attributable to equity holders of Swisscom AG	394	494	888	536	1'424	389	1'813	469	485	954	564	1'518			5.2%	16.3%
Net income attributable to minority interests	(17)	3	(14)	(1)	(15)	(10)	(25)	5	3	8	2	10			n.m.	-33.3%
Average number of shares outstanding (in million)	51.798	51.797	51.799	51.797	51.800	51.802	51.801	51.800	51.799	51.800	51.802	51.800			0.0%	0.0%
Earnings per share (EPS) in CHF	7.61	9.54	17.14	10.35	27.49	7.51	35.00	9.05	9.36	18.42	10.89	29.30			5.2%	16.3%

Remarks:

Swisscom does not accept any liability for misprints or other errors. All financials are in CHF million, unless specified otherwise, and presented under IFRS. The figures in this table are unaudited.

P&L Breakdown

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Group revenue																
Residential Customers	1'258	1'281	2'539	1'335	3'874	1'316	5'190	1'263	1'271	2'534	1'291	3'825			-3.3%	1.6%
Small & Medium-Sized Enterprises	285	296	581	301	882	293	1'175	287	295	582	299	881			-0.7%	1.4%
Corporate Business	446	467	913	462	1'375	483	1'858	455	470	925	459	1'384			-0.6%	-2.3%
Wholesale	326	330	656	320	976	277	1'253	259	249	508	254	762			-20.6%	2.0%
Networks and Support Functions	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Intersegment elimination	(224)	(242)	(466)	(241)	(707)	(203)	(910)	(180)	(181)	(361)	(186)	(547)			-22.8%	2.8%
Swisscom Switzerland	2'091	2'132	4'223	2'177	6'400	2'166	8'566	2'084	2'104	4'188	2'117	6'305			-2.8%	0.6%
Fastweb	672	659	1'331	624	1'955	621	2'576	562	546	1'108	492	1'600			-21.2%	-9.9%
Other operating segments	408	420	828	451	1'279	457	1'736	422	430	852	433	1'285			-4.0%	0.7%
Group Headquarters	1	2	3	1	4	2	6	2	1	3	2	5			100.0%	100.0%
Net revenue incl. intersegment revenue	3'172	3'213	6'385	3'253	9'638	3'246	12'884	3'070	3'081	6'151	3'044	9'195			-6.4%	-1.2%
Intersegment elimination	(219)	(220)	(439)	(223)	(662)	(234)	(896)	(208)	(221)	(429)	(228)	(657)			2.2%	3.2%
Net revenue from external customers	2'953	2'993	5'946	3'030	8'976	3'012	11'988	2'862	2'860	5'722	2'816	8'538			-7.1%	-1.5%
Residential Customers revenue																
Wireless access	140	148	288	150	438	154	592	161	170	331	178	509			18.7%	4.7%
Traffic voice	199	216	415	227	642	202	844	183	196	379	204	583			-10.1%	4.1%
Traffic data internet	46	54	100	63	163	55	218	58	61	119	62	181			-1.6%	1.6%
Traffic messaging/entertainment	82	82	164	89	253	85	338	78	75	153	78	231			-12.4%	4.0%
Wireless traffic	327	352	679	379	1'058	342	1'400	319	332	651	344	995			-9.2%	3.6%
Other wireless	14	12	26	13	39	10	49	12	11	23	10	33			-23.1%	-9.1%
Wireless revenue	481	512	993	542	1'535	506	2'041	492	513	1'005	532	1'537			-1.8%	3.7%
Voice access (single subscriptions)	192	186	378	179	557	173	730	167	161	328	156	484			-12.8%	-3.1%
TV services (single subscriptions)	11	13	24	12	36	11	47	12	14	26	13	39			8.3%	-7.1%
Broadband access (single subscriptions)	121	119	240	116	356	112	468	106	103	209	98	307			-15.5%	-4.9%
Other wireline access	12	10	22	12	34	11	45	8	6	14	8	22			-33.3%	33.3%
Wireline access	336	328	664	319	983	307	1'290	293	284	577	275	852			-13.8%	-3.2%
Traffic national	104	98	202	95	297	97	394	89	82	171	78	249			-17.9%	-4.9%
Traffic international	33	32	65	32	97	31	128	29	27	56	25	81			-21.9%	-7.4%
Other wireline traffic	5	4	9	3	12	3	15	4	3	7	3	10			0.0%	0.0%
Wireline traffic	142	134	276	130	406	131	537	122	112	234	106	340			-18.5%	-5.4%
Wireline bundles	38	48	86	60	146	75	221	89	105	194	128	322			113.3%	21.9%
Wireline value-added services & other	22	22	44	22	66	24	90	22	23	45	19	64			-13.6%	-17.4%
Other wireline	60	70	130	82	212	99	311	111	128	239	147	386			79.3%	14.8%
Wireline revenue	538	532	1'070	531	1'601	537	2'138	526	524	1'050	528	1'578			-0.6%	0.8%
Convergent products revenue	21	23	44	27	71	28	99	30	32	62	37	99			37.0%	15.6%
Service revenue from external customers	1'040	1'067	2'107	1'100	3'207	1'071	4'278	1'048	1'069	2'117	1'097	3'214			-0.3%	2.6%
Devices	97	83	180	119	299	144	443	104	97	201	101	302			-15.1%	4.1%
Other	49	56	105	38	143	33	176	49	47	96	34	130			-10.5%	-27.7%
Total other revenue	146	139	285	157	442	177	619	153	144	297	135	432			-14.0%	-6.3%

P&L Breakdown

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Net revenue from external customers	1'186	1'206	2'392	1'257	3'649	1'248	4'897	1'201	1'213	2'414	1'232	3'646			-2.0%	1.6%
Intersegment revenue	72	75	147	78	225	68	293	62	58	120	59	179			-24.4%	1.7%
Net revenue Residential Customers	1'258	1'281	2'539	1'335	3'874	1'316	5'190	1'263	1'271	2'534	1'291	3'825			-3.3%	1.6%
Small & Medium-Sized Enterprises revenue																
Wireless access	28	29	57	31	88	33	121	34	35	69	36	105			16.1%	2.9%
Traffic voice	60	65	125	66	191	62	253	57	61	118	62	180			-6.1%	1.6%
Traffic data internet	13	17	30	20	50	16	66	16	18	34	20	54			0.0%	11.1%
Traffic messaging/entertainment	8	8	16	7	23	9	32	8	8	16	8	24			14.3%	0.0%
Wireless traffic	81	90	171	93	264	87	351	81	87	168	90	258			-3.2%	3.4%
Other wireless	1	1	2	1	3	0	3	1	1	2	1	3			0.0%	0.0%
Wireless revenue	110	120	230	125	355	120	475	116	123	239	127	366			1.6%	3.3%
Voice access (single subscriptions)	56	56	112	57	169	56	225	56	55	111	55	166			-3.5%	0.0%
TV services (single subscriptions)	0	0	0	0	0	0	0	0	1	1	1	2			n.m.	0.0%
Broadband access (single subscriptions)	22	22	44	23	67	22	89	22	22	44	22	66			-4.3%	0.0%
Other wireline access	10	11	21	8	29	11	40	11	10	21	11	32			37.5%	10.0%
Wireline access	88	89	177	88	265	89	354	89	88	177	89	266			1.1%	1.1%
Traffic national	47	46	93	45	138	44	182	43	42	85	40	125			-11.1%	-4.8%
Traffic international	10	10	20	9	29	10	39	10	8	18	9	27			0.0%	12.5%
Other wireline traffic	0	0	0	2	2	0	2	0	0	0	1	1			-50.0%	n.m.
Wireline traffic	57	56	113	56	169	54	223	53	50	103	50	153			-10.7%	0.0%
Wireline bundles	3	4	7	4	11	4	15	5	7	12	8	20			100.0%	14.3%
Wireline value-added services & other	3	3	6	4	10	3	13	3	5	8	2	10			-50.0%	-60.0%
Other wireline	6	7	13	8	21	7	28	8	12	20	10	30			25.0%	-16.7%
Wireline revenue	151	152	303	152	455	150	605	150	150	300	149	449			-2.0%	-0.7%
Convergent products revenue	1	1	2	2	4	1	5	2	1	3	3	6			50.0%	200.0%
Solutions revenue	0	1	1	1	2	0	2	1	0	1	1	2			0.0%	n.m.
Service revenue from external customers	262	274	536	280	816	271	1'087	269	274	543	280	823			0.0%	2.2%
Devices	2	3	5	3	8	3	11	3	2	5	2	7			-33.3%	0.0%
Other	7	6	13	3	16	9	25	4	6	10	5	15			66.7%	-16.7%
Total other revenue	9	9	18	6	24	12	36	7	8	15	7	22			16.7%	-12.5%
Net revenue from external customers	271	283	554	286	840	283	1'123	276	282	558	287	845			0.3%	1.8%
Intersegment revenue	14	13	27	15	42	10	52	11	13	24	12	36			-20.0%	-7.7%
Net revenue Small & Medium-Sized Enterprises	285	296	581	301	882	293	1'175	287	295	582	299	881			-0.7%	1.4%

P&L Breakdown

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Corporate Business revenue																
Wireless access	18	18	36	16	52	15	67	20	20	40	19	59			18.8%	-5.0%
Traffic voice	79	83	162	80	242	82	324	77	80	157	79	236			-1.3%	-1.3%
Traffic data internet	32	37	69	42	111	39	150	38	45	83	46	129			9.5%	2.2%
Traffic messaging/entertainment	7	8	15	8	23	9	32	8	9	17	9	26			12.5%	0.0%
Wireless traffic	118	128	246	130	376	130	506	123	134	257	134	391			3.1%	0.0%
Other wireless	7	7	14	6	20	7	27	7	6	13	6	19			0.0%	0.0%
Wireless revenue	143	153	296	152	448	152	600	150	160	310	159	469			4.6%	-0.6%
Voice access	31	31	62	31	93	31	124	30	30	60	30	90			-3.2%	0.0%
Broadband access	5	5	10	5	15	5	20	5	5	10	5	15			0.0%	0.0%
Other wireline access	88	88	176	87	263	92	355	87	90	177	89	266			2.3%	-1.1%
Wireline access	124	124	248	123	371	128	499	122	125	247	124	371			0.8%	-0.8%
Traffic national	30	29	59	29	88	27	115	27	26	53	25	78			-13.8%	-3.8%
Traffic international	12	11	23	11	34	11	45	11	11	22	10	32			-9.1%	-9.1%
Other wireline traffic	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Wireline traffic	42	40	82	40	122	38	160	38	37	75	35	110			-12.5%	-5.4%
Other wireline	19	18	37	17	54	19	73	18	17	35	17	52			0.0%	0.0%
Wireline revenue	185	182	367	180	547	185	732	178	179	357	176	533			-2.2%	-1.7%
Convergent products revenue	2	1	3	3	6	2	8	3	2	5	3	8			0.0%	50.0%
Solutions revenue	32	33	65	31	96	50	146	39	47	86	41	127			32.3%	-12.8%
Service revenue from external customers	362	369	731	366	1'097	389	1'486	370	388	758	379	1'137			3.6%	-2.3%
Devices	23	30	53	37	90	31	121	27	25	52	22	74			-40.5%	-12.0%
Other	29	35	64	28	92	33	125	30	29	59	30	89			7.1%	3.4%
Total other revenue	52	65	117	65	182	64	246	57	54	111	52	163			-20.0%	-3.7%
Net revenue from external customers	414	434	848	431	1'279	453	1'732	427	442	869	431	1'300			0.0%	-2.5%
Intersegment revenue	32	33	65	31	96	30	126	28	28	56	28	84			-9.7%	0.0%
Net revenue Corporate Business	446	467	913	462	1'375	483	1'858	455	470	925	459	1'384			-0.6%	-2.3%
Wholesale revenue																
Traffic incoming	51	53	104	55	159	37	196	33	35	68	35	103			-36.4%	0.0%
Traffic inbound roaming	46	40	86	36	122	39	161	41	31	72	35	107			-2.8%	12.9%
Other wireless	1	0	1	1	2	1	3	1	0	1	0	1			n.m.	n.m.
Wireless revenue	98	93	191	92	283	77	360	75	66	141	70	211			-23.9%	6.1%

P&L Breakdown

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Broadband access (other ISP's)	29	27	56	24	80	23	103	21	19	40	18	58			-25.0%	-5.3%
Other wireline access	48	47	95	46	141	29	170	42	42	84	41	125			-10.9%	-2.4%
Wireline access	77	74	151	70	221	52	273	63	61	124	59	183			-15.7%	-3.3%
Wireline traffic	25	21	46	23	69	29	98	21	20	41	18	59			-21.7%	-10.0%
Other wireline	3	0	3	2	5	5	10	2	3	5	2	7			0.0%	-33.3%
Wireline revenue	105	95	200	95	295	86	381	86	84	170	79	249			-16.8%	-6.0%
Service revenue from external customers	203	188	391	187	578	163	741	161	150	311	149	460			-20.3%	-0.7%
Total other revenue	1	4	5	0	5	2	7	2	1	3	2	5			n.m.	100.0%
Net revenue from external customers	204	192	396	187	583	165	748	163	151	314	151	465			-19.3%	0.0%
Intersegment revenue	122	138	260	133	393	112	505	96	98	194	103	297			-22.6%	5.1%
Net revenue Wholesale	326	330	656	320	976	277	1'253	259	249	508	254	762			-20.6%	2.0%
Swisscom Switzerland revenue																
Wireless access	186	195	381	197	578	201	779	216	225	441	232	673			17.8%	3.1%
Traffic voice	338	363	701	373	1'074	348	1'422	318	336	654	345	999			-7.5%	2.7%
Traffic data internet	91	108	199	125	324	111	435	112	124	236	128	364			2.4%	3.2%
Traffic messaging/entertainment	97	100	197	103	300	100	400	92	93	185	96	281			-6.8%	3.2%
Wireless traffic	526	571	1'097	601	1'698	559	2'257	522	553	1'075	569	1'644			-5.3%	2.9%
Wholesale wireless	98	93	191	92	283	77	360	75	66	141	70	211			-23.9%	6.1%
Other wireless	20	21	41	20	61	19	80	20	19	39	16	55			-20.0%	-15.8%
Wireless revenue	830	880	1'710	910	2'620	856	3'476	833	863	1'696	887	2'583			-2.5%	2.8%
Voice access	280	274	554	267	821	259	1'080	253	247	500	241	741			-9.7%	-2.4%
TV services	11	13	24	12	36	11	47	12	15	27	14	41			16.7%	-6.7%
Broadband access	148	146	294	143	437	139	576	133	130	263	125	388			-12.6%	-3.8%
Other wireline access	109	108	217	109	326	116	442	106	106	212	107	319			-1.8%	0.9%
Wireline access	548	541	1'089	531	1'620	525	2'145	504	498	1'002	487	1'489			-8.3%	-2.2%
Traffic national	181	173	354	168	522	169	691	159	150	309	143	452			-14.9%	-4.7%
Traffic international	55	53	108	52	160	51	211	49	47	96	43	139			-17.3%	-8.5%
Other wireline traffic	6	3	9	5	14	4	18	5	2	7	5	12			0.0%	150.0%
Wireline traffic	242	229	471	225	696	224	920	213	199	412	191	603			-15.1%	-4.0%
Wholesale wireline	105	95	200	95	295	86	381	86	84	170	79	249			-16.8%	-6.0%
Wireline bundles	41	52	93	64	157	79	236	95	111	206	136	342			112.5%	22.5%
Wireline value added services & other	42	45	87	43	130	44	174	43	43	86	40	126			-7.0%	-7.0%
Other wireline	83	97	180	107	287	123	410	138	154	292	176	468			64.5%	14.3%
Wireline revenue	978	962	1'940	958	2'898	958	3'856	941	935	1'876	933	2'809			-2.6%	-0.2%
Convergent products revenue	23	27	50	30	80	33	113	34	37	71	42	113			40.0%	13.5%
Solutions revenue	32	34	66	32	98	51	149	40	47	87	42	129			31.3%	-10.6%
Service revenue from external customers	1'863	1'903	3'766	1'930	5'696	1'898	7'594	1'848	1'882	3'730	1'904	5'634			-1.3%	1.2%

P&L Breakdown

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Devices	123	115	238	159	397	178	575	134	124	258	125	383			-21.4%	0.8%
Other	89	97	186	72	258	73	331	85	82	167	72	239			0.0%	-12.2%
Total other revenue	212	212	424	231	655	251	906	219	206	425	197	622			-14.7%	-4.4%
Net revenue from external customers	2'075	2'115	4'190	2'161	6'351	2'149	8'500	2'067	2'088	4'155	2'101	6'256			-2.8%	0.6%
Intersegment revenue	16	17	33	16	49	17	66	17	16	33	16	49			0.0%	0.0%
Net revenue Swisscom Switzerland	2'091	2'132	4'223	2'177	6'400	2'166	8'566	2'084	2'104	4'188	2'117	6'305			-2.8%	0.6%
Fastweb revenue																
Consumer	324	304	628	288	916	261	1'177	248	239	487	219	706			-24.0%	-8.4%
Small & Medium-sized Enterprises	88	87	175	73	248	75	323	72	70	142	64	206			-12.3%	-8.6%
Executive	256	264	520	260	780	282	1'062	239	234	473	207	680			-20.4%	-11.5%
Other revenue	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Net revenue from external customers	668	655	1'323	621	1'944	618	2'562	559	543	1'102	490	1'592			-21.1%	-9.8%
Intersegment revenue	4	4	8	3	11	3	14	3	3	6	2	8			-33.3%	-33.3%
Net revenue Fastweb	672	659	1'331	624	1'955	621	2'576	562	546	1'108	492	1'600			-21.2%	-9.9%
Other operating segments revenue																
Swisscom IT Services	117	123	240	147	387	140	527	140	134	274	126	400			-14.3%	-6.0%
Swisscom Participations	74	81	155	80	235	85	320	78	78	156	81	237			1.3%	3.8%
Hospitality Services	18	19	37	21	58	19	77	18	17	35	18	53			-14.3%	5.9%
Other	1	0	1	0	1	0	1	0	0	0	0	0			n.m.	n.m.
Net revenue from external customers	210	223	433	248	681	244	925	236	229	465	225	690			-9.3%	-1.7%
Intersegment revenue	198	197	395	203	598	213	811	186	201	387	208	595			2.5%	3.5%
Net revenue Other operating segments	408	420	828	451	1'279	457	1'736	422	430	852	433	1'285			-4.0%	0.7%
Group Headquarters revenue																
Group Headquarters revenue	0	0	0	0	0	1	1	0	0	0	0	0			n.m.	n.m.
Intersegment revenue	1	2	3	1	4	1	5	2	1	3	2	5			100.0%	100.0%
Net revenue Group Headquarters	1	2	3	1	4	2	6	2	1	3	2	5			100.0%	100.0%

P&L Breakdown

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Group OPEX																
Residential Customers	(511)	(503)	(1'014)	(546)	(1'560)	(622)	(2'182)	(510)	(524)	(1'034)	(530)	(1'564)			-2.9%	1.1%
Small & Medium-Sized Enterprises	(75)	(76)	(151)	(77)	(228)	(78)	(306)	(73)	(75)	(148)	(76)	(224)			-1.3%	1.3%
Corporate Business	(209)	(215)	(424)	(210)	(634)	(233)	(867)	(225)	(224)	(449)	(209)	(658)			-0.5%	-6.7%
Wholesale	(207)	(221)	(428)	(218)	(646)	(168)	(814)	(157)	(157)	(314)	(158)	(472)			-27.5%	0.6%
Networks and Support Functions	(384)	(386)	(770)	(356)	(1'126)	(376)	(1'502)	(352)	(358)	(710)	(345)	(1'055)			-3.1%	-3.6%
Intersegment elimination	224	241	465	242	707	202	909	180	181	361	186	547			-23.1%	2.8%
Swisscom Switzerland	(1'162)	(1'160)	(2'322)	(1'165)	(3'487)	(1'275)	(4'762)	(1'137)	(1'157)	(2'294)	(1'132)	(3'426)			-2.8%	-2.2%
Fastweb	(590)	(456)	(1'046)	(436)	(1'482)	(505)	(1'987)	(423)	(394)	(817)	(280)	(1'097)			-35.8%	-28.9%
Other operating segments	(327)	(334)	(661)	(353)	(1'014)	(382)	(1'396)	(352)	(351)	(703)	(344)	(1'047)			-2.5%	-2.0%
Group Headquarters	(33)	(30)	(63)	(37)	(100)	(29)	(129)	(27)	(31)	(58)	(32)	(90)			-13.5%	3.2%
Intersegment elimination	217	217	434	219	653	232	885	203	217	420	222	642			1.4%	2.3%
Group OPEX	(1'895)	(1'763)	(3'658)	(1'772)	(5'430)	(1'959)	(7'389)	(1'736)	(1'716)	(3'452)	(1'566)	(5'018)			-11.6%	-8.7%
EBITDA																
Residential Customers (Contribution margin 2)	747	778	1'525	789	2'314	694	3'008	753	747	1'500	761	2'261			-3.5%	1.9%
Small & Medium-Sized Enterprises (Contribution margin 2)	210	220	430	224	654	215	869	214	220	434	223	657			-0.4%	1.4%
Corporate Business (Contribution margin 2)	237	252	489	252	741	250	991	230	246	476	250	726			-0.8%	1.6%
Wholesale (Contribution margin 2)	119	109	228	102	330	109	439	102	92	194	96	290			-5.9%	4.3%
Networks and Support Functions (Contribution margin 2)	(384)	(386)	(770)	(356)	(1'126)	(376)	(1'502)	(352)	(358)	(710)	(345)	(1'055)			-3.1%	-3.6%
Intersegment elimination	0	(1)	(1)	1	0	(1)	(1)	0	0	0	0	0			n.m.	n.m.
Swisscom Switzerland (EBITDA)	929	972	1'901	1'012	2'913	891	3'804	947	947	1'894	985	2'879			-2.7%	4.0%
Fastweb	82	203	285	188	473	116	589	139	152	291	212	503			12.8%	39.5%
Other operating segments	81	86	167	98	265	75	340	70	79	149	89	238			-9.2%	12.7%
Group Headquarters	(32)	(28)	(60)	(36)	(96)	(27)	(123)	(25)	(30)	(55)	(30)	(85)			-16.7%	0.0%
Intersegment elimination	(2)	(3)	(5)	(4)	(9)	(2)	(11)	(5)	(4)	(9)	(6)	(15)			50.0%	50.0%
Group EBITDA	1'058	1'230	2'288	1'258	3'546	1'053	4'599	1'126	1'144	2'270	1'250	3'520			-0.6%	9.3%
EBITDA/Contribution margin 2 in % of net revenue																
Residential Customers	59.4%	60.7%	60.1%	59.1%	59.7%	52.7%	58.0%	59.6%	58.8%	59.2%	58.9%	59.1%				
Small & Medium-Sized Enterprises	73.7%	74.3%	74.0%	74.4%	74.1%	73.4%	74.0%	74.6%	74.6%	74.6%	74.6%	74.6%				
Corporate Business	53.1%	54.0%	53.6%	54.5%	53.9%	51.8%	53.3%	50.5%	52.3%	51.5%	54.5%	52.5%				
Wholesale	36.5%	33.0%	34.8%	31.9%	33.8%	39.4%	35.0%	39.4%	36.9%	38.2%	37.8%	38.1%				
Networks and Support Functions	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.				
Swisscom Switzerland	44.4%	45.6%	45.0%	46.5%	45.5%	41.1%	44.4%	45.4%	45.0%	45.2%	46.5%	45.7%				
Fastweb	12.2%	30.8%	21.4%	30.1%	24.2%	18.7%	22.9%	24.7%	27.8%	26.3%	43.1%	31.4%				
Other operating segments	19.9%	20.5%	20.2%	21.7%	20.7%	16.4%	19.6%	16.6%	18.4%	17.5%	20.6%	18.5%				
Group Headquarters	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.				
Group EBITDA in % of net revenue	35.8%	41.1%	38.5%	41.5%	39.5%	35.0%	38.4%	39.3%	40.0%	39.7%	44.4%	41.2%				

P&L Breakdown

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Depreciation, amortization and impairment																
Residential Customers	(25)	(26)	(51)	(25)	(76)	(26)	(102)	(24)	(23)	(47)	(24)	(71)			-4.0%	4.3%
Small & Medium-Sized Enterprises	(1)	(1)	(2)	(1)	(3)	(2)	(5)	(1)	(2)	(3)	(1)	(4)			0.0%	-50.0%
Corporate Business	(13)	(14)	(27)	(15)	(42)	(14)	(56)	(14)	(14)	(28)	(14)	(42)			-6.7%	0.0%
Wholesale	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Networks and Support Functions	(225)	(213)	(438)	(216)	(654)	(216)	(870)	(214)	(208)	(422)	(205)	(627)			-5.1%	-1.4%
Intersegment elimination	0	0	0	1	1	1	2	0	0	0	1	1			0.0%	n.m.
Swisscom Switzerland	(264)	(254)	(518)	(256)	(774)	(257)	(1'031)	(253)	(247)	(500)	(243)	(743)			-5.1%	-1.6%
Fastweb	(188)	(192)	(380)	(183)	(563)	(184)	(747)	(183)	(174)	(357)	(178)	(535)			-2.7%	2.3%
Other operating segments	(48)	(44)	(92)	(49)	(141)	(51)	(192)	(42)	(41)	(83)	(44)	(127)			-10.2%	7.3%
Group Headquarters	(2)	(4)	(6)	(4)	(10)	(5)	(15)	(3)	(3)	(6)	(5)	(11)			25.0%	66.7%
Intersegment elimination	1	5	6	4	10	3	13	3	(1)	2	1	3			-75.0%	n.m.
Depreciation, amortization and impairment	(501)	(489)	(990)	(488)	(1'478)	(494)	(1'972)	(478)	(466)	(944)	(469)	(1'413)			-3.9%	0.6%
Operating income (EBIT)																
Residential Customers (segment result)	722	752	1'474	764	2'238	668	2'906	729	724	1'453	737	2'190			-3.5%	1.8%
Small & Medium-Sized Enterprises (segment result)	209	219	428	223	651	213	864	213	218	431	222	653			-0.4%	1.8%
Corporate Business (segment result)	224	238	462	237	699	236	935	216	232	448	236	684			-0.4%	1.7%
Wholesale (segment result)	119	109	228	102	330	109	439	102	92	194	96	290			-5.9%	4.3%
Networks and Support Functions (segment result)	(609)	(599)	(1'208)	(572)	(1'780)	(592)	(2'372)	(566)	(566)	(1'132)	(550)	(1'682)			-3.8%	-2.8%
Intersegment elimination	0	(1)	(1)	2	1	0	1	0	0	0	1	1			-50.0%	n.m.
Swisscom Switzerland (EBIT)	665	718	1'383	756	2'139	634	2'773	694	700	1'394	742	2'136			-1.9%	6.0%
Fastweb	(106)	11	(95)	5	(90)	(68)	(158)	(44)	(22)	(66)	34	(32)			580.0%	n.m.
Other operating segments	33	42	75	49	124	24	148	28	38	66	45	111			-8.2%	18.4%
Group Headquarters	(34)	(32)	(66)	(40)	(106)	(32)	(138)	(28)	(33)	(61)	(35)	(96)			-12.5%	6.1%
Intersegment elimination	(1)	2	1	0	1	1	2	(2)	(5)	(7)	(5)	(12)			n.m.	0.0%
Group EBIT	557	741	1'298	770	2'068	559	2'627	648	678	1'326	781	2'107			1.4%	15.2%
EBIT/Segment result in % of net revenue																
Residential Customers	57.4%	58.7%	58.1%	57.2%	57.8%	50.8%	56.0%	57.7%	57.0%	57.3%	57.1%	57.3%				
Small & Medium-Sized Enterprises	73.3%	74.0%	73.7%	74.1%	73.8%	72.7%	73.5%	74.2%	73.9%	74.1%	74.2%	74.1%				
Corporate Business	50.2%	51.0%	50.6%	51.3%	50.8%	48.9%	50.3%	47.5%	49.4%	48.4%	51.4%	49.4%				
Wholesale	36.5%	33.0%	34.8%	31.9%	33.8%	39.4%	35.0%	39.4%	36.9%	38.2%	37.8%	38.1%				
Networks and Support Functions	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.				
Swisscom Switzerland	31.8%	33.7%	32.7%	34.7%	33.4%	29.3%	32.4%	33.3%	33.3%	33.3%	35.0%	33.9%				
Fastweb	-15.8%	1.7%	-7.1%	0.8%	-4.6%	-11.0%	-6.1%	-7.8%	-4.0%	-6.0%	6.9%	-2.0%				
Other operating segments	8.1%	10.0%	9.1%	10.9%	9.7%	5.3%	8.5%	6.6%	8.8%	7.7%	10.4%	8.6%				
Group Headquarters	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.				
Group EBIT in % of net revenue	18.9%	24.8%	21.8%	25.4%	23.0%	18.6%	21.9%	22.6%	23.7%	23.2%	27.7%	24.7%				

P&L Breakdown

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
CAPEX																
Residential Customers	28	30	58	30	88	40	128	26	32	58	34	92			13.3%	6.3%
Small & Medium-Sized Enterprises	1	2	3	2	5	4	9	3	2	5	4	9			100.0%	100.0%
Corporate Business	14	16	30	20	50	30	80	18	22	40	33	73			65.0%	50.0%
Wholesale	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Networks and Support Functions	180	210	390	250	640	348	988	224	276	500	307	807			22.8%	11.2%
Intersegment elimination	(1)	1	0	1	1	(2)	(1)	(1)	1	0	0	0			n.m.	-100.0%
Swisscom Switzerland	222	259	481	303	784	420	1'204	270	333	603	378	981			24.8%	13.5%
Fastweb	144	149	293	128	421	164	585	126	123	249	141	390			10.2%	14.6%
Other operating segments	19	24	43	36	79	51	130	32	36	68	45	113			25.0%	25.0%
Group Headquarters	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Intersegment elimination	(2)	(1)	(3)	(5)	(8)	(8)	(16)	(6)	(5)	(11)	(8)	(19)			60.0%	60.0%
Group CAPEX	383	431	814	462	1'276	627	1'903	422	487	909	556	1'465			20.3%	14.2%
Number of employees (End of period)																
Residential Customers	4'653		4'586		4'605		4'607	4'670		4'734		4'739			2.9%	0.1%
Small & Medium-Sized Enterprises	756		751		743		733	738		767		812			9.3%	5.9%
Corporate Business	2'210		2'213		2'209		2'312	2'322		2'351		2'395			8.4%	1.9%
Wholesale	104		103		103		100	100		103		108			4.9%	4.9%
Networks and Support Functions	4'088		4'057		4'005		3'964	3'984		3'987		4'077			1.8%	2.3%
Swisscom Switzerland	11'811		11'710		11'665		11'716	11'814		11'942		12'131			4.0%	1.6%
Fastweb	3'119		3'133		3'125		3'123	3'103		3'101		3'106			-0.6%	0.2%
Other operating segments	4'160		4'296		4'381		4'368	4'394		4'431		4'428			1.1%	-0.1%
Group Headquarters	337		341		340		340	353		355		367			7.9%	3.4%
Group Number of employees (End of period)	19'427		19'480		19'511		19'547	19'664		19'829		20'032			2.7%	1.0%

Remarks:

Swisscom does not accept any liability for misprints or other errors. All financials are in CHF million, unless specified otherwise, and presented under IFRS. The figures in this table are unaudited.

OPEX Breakdown

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
OPEX Swisscom Switzerland																
Goods and services purchased	(362)	(359)	(721)	(404)	(1'125)	(438)	(1'563)	(354)	(346)	(700)	(357)	(1'057)			-11.6%	3.2%
Personnel expenses	(400)	(396)	(796)	(350)	(1'146)	(384)	(1'530)	(392)	(398)	(790)	(370)	(1'160)			5.7%	-7.0%
Other operating expenses	(253)	(257)	(510)	(264)	(774)	(308)	(1'082)	(262)	(279)	(541)	(277)	(818)			4.9%	-0.7%
Intersegment expenses	(185)	(185)	(370)	(178)	(548)	(184)	(732)	(165)	(169)	(334)	(174)	(508)			-2.2%	3.0%
./. Capitalized costs and other income	38	37	75	31	106	39	145	36	35	71	46	117			48.4%	31.4%
Total OPEX Swisscom Switzerland	(1'162)	(1'160)	(2'322)	(1'165)	(3'487)	(1'275)	(4'762)	(1'137)	(1'157)	(2'294)	(1'132)	(3'426)			-2.8%	-2.2%
OPEX Fastweb																
Goods and services purchased	(253)	(242)	(495)	(224)	(719)	(246)	(965)	(212)	(197)	(409)	(159)	(568)			-29.0%	-19.3%
Personnel expenses	(76)	(73)	(149)	(64)	(213)	(83)	(296)	(64)	(63)	(127)	(55)	(182)			-14.1%	-12.7%
Other operating expenses	(281)	(160)	(441)	(164)	(605)	(187)	(792)	(162)	(155)	(317)	(144)	(461)			-12.2%	-7.1%
Intersegment expenses	0	(1)	(1)	(1)	(2)	2	0	0	(1)	(1)	0	(1)			n.m.	-100.0%
./. Capitalized costs and other income	20	20	40	17	57	9	66	15	22	37	78	115			358.8%	254.5%
Total OPEX Fastweb	(590)	(456)	(1'046)	(436)	(1'482)	(505)	(1'987)	(423)	(394)	(817)	(280)	(1'097)			-35.8%	-28.9%
OPEX Other operating segments																
Goods and services purchased	(27)	(25)	(52)	(38)	(90)	(38)	(128)	(33)	(35)	(68)	(36)	(104)			-5.3%	2.9%
Personnel expenses	(153)	(153)	(306)	(150)	(456)	(164)	(620)	(161)	(155)	(316)	(145)	(461)			-3.3%	-6.5%
Other operating expenses	(140)	(152)	(292)	(163)	(455)	(168)	(623)	(152)	(152)	(304)	(159)	(463)			-2.5%	4.6%
Intersegment expenses	(16)	(16)	(32)	(16)	(48)	(19)	(67)	(17)	(17)	(34)	(16)	(50)			0.0%	-5.9%
./. Capitalized costs and other income	9	12	21	14	35	7	42	11	8	19	12	31			-14.3%	50.0%
Total OPEX Other operating segments	(327)	(334)	(661)	(353)	(1'014)	(382)	(1'396)	(352)	(351)	(703)	(344)	(1'047)			-2.5%	-2.0%
OPEX Group Headquarters																
Goods and services purchased	0	0	0	(6)	(6)	(2)	(8)	0	0	0	0	0			n.m.	n.m.
Personnel expenses	(25)	(24)	(49)	(23)	(72)	(16)	(88)	(22)	(22)	(44)	(22)	(66)			-4.3%	0.0%
Other operating expenses	(17)	(15)	(32)	(20)	(52)	(26)	(78)	(16)	(19)	(35)	(17)	(52)			-15.0%	-10.5%
Intersegment expenses	(9)	(9)	(18)	(8)	(26)	(10)	(36)	(9)	(10)	(19)	(10)	(29)			25.0%	0.0%
./. Capitalized costs and other income	18	18	36	20	56	25	81	20	20	40	17	57			-15.0%	-15.0%
Total OPEX Group Headquarters	(33)	(30)	(63)	(37)	(100)	(29)	(129)	(27)	(31)	(58)	(32)	(90)			-13.5%	3.2%

Remarks:

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SCS Breakdown

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Residential Customers																
Net revenue (incl. intersegment revenue)	1'258	1'281	2'539	1'335	3'874	1'316	5'190	1'263	1'271	2'534	1'291	3'825			-3.3%	1.6%
Outpayments	(64)	(74)	(138)	(74)	(212)	(57)	(269)	(47)	(51)	(98)	(56)	(154)			-24.3%	9.8%
Subscriber acquisition and retention costs (1)	(101)	(91)	(192)	(101)	(293)	(118)	(411)	(105)	(104)	(209)	(107)	(316)			5.9%	2.9%
Other costs of goods and services purchased	(140)	(132)	(272)	(165)	(437)	(201)	(638)	(149)	(144)	(293)	(153)	(446)			-7.3%	6.3%
Direct costs (incl. intersegment direct costs)	(305)	(297)	(602)	(340)	(942)	(376)	(1'318)	(301)	(299)	(600)	(316)	(916)			-7.1%	5.7%
Contribution margin 1	953	984	1'937	995	2'932	940	3'872	962	972	1'934	975	2'909			-2.0%	0.3%
Contribution margin 1 in % of net revenue	75.8%	76.8%	76.3%	74.5%	75.7%	71.4%	74.6%	76.2%	76.5%	76.3%	75.5%	76.1%				
Personnel expenses	(122)	(122)	(244)	(115)	(359)	(125)	(484)	(122)	(126)	(248)	(121)	(369)			5.2%	-4.0%
Other operating expenses (2)	(89)	(89)	(178)	(96)	(274)	(125)	(399)	(91)	(104)	(195)	(98)	(293)			2.1%	-5.8%
Indirect costs (incl. intersegment indirect costs)	(211)	(211)	(422)	(211)	(633)	(250)	(883)	(213)	(230)	(443)	(219)	(662)			3.8%	-4.8%
./. Capitalized costs and other income	5	5	10	5	15	4	19	4	5	9	5	14			0.0%	0.0%
Contribution margin 2	747	778	1'525	789	2'314	694	3'008	753	747	1'500	761	2'261			-3.5%	1.9%
Contribution margin 2 in % of net revenue	59.4%	60.7%	60.1%	59.1%	59.7%	52.7%	58.0%	59.6%	58.8%	59.2%	58.9%	59.1%				
CAPEX	28	30	58	30	88	40	128	26	32	58	34	92			13.3%	6.3%
Number of employees (FTE)	4'653		4'586		4'605		4'607	4'670		4'734		4'739			2.9%	0.1%
Small & Medium-Sized Enterprises																
Net revenue (incl. intersegment revenue)	285	296	581	301	882	293	1'175	287	295	582	299	881			-0.7%	1.4%
Outpayments	(21)	(23)	(44)	(23)	(67)	(19)	(86)	(17)	(16)	(33)	(18)	(51)			-21.7%	12.5%
Subscriber acquisition and retention costs (1)	(15)	(12)	(27)	(13)	(40)	(17)	(57)	(14)	(14)	(28)	(14)	(42)			7.7%	0.0%
Other costs of goods and services purchased	(6)	(8)	(14)	(7)	(21)	(7)	(28)	(7)	(8)	(15)	(5)	(20)			-28.6%	-37.5%
Direct costs (incl. intersegment direct costs)	(42)	(43)	(85)	(43)	(128)	(43)	(171)	(38)	(38)	(76)	(37)	(113)			-14.0%	-2.6%
Contribution margin 1	243	253	496	258	754	250	1'004	249	257	506	262	768			1.6%	1.9%
Contribution margin 1 in % of net revenue	85.3%	85.5%	85.4%	85.7%	85.5%	85.3%	85.4%	86.8%	87.1%	86.9%	87.6%	87.2%				
Personnel expenses	(21)	(22)	(43)	(19)	(62)	(21)	(83)	(21)	(22)	(43)	(22)	(65)			15.8%	0.0%
Other operating expenses (2)	(12)	(11)	(23)	(16)	(39)	(14)	(53)	(15)	(15)	(30)	(18)	(48)			12.5%	20.0%
Indirect costs (incl. intersegment indirect costs)	(33)	(33)	(66)	(35)	(101)	(35)	(136)	(36)	(37)	(73)	(40)	(113)			14.3%	8.1%
./. Capitalized costs and other income	0	0	0	1	1	0	1	1	0	1	1	2			0.0%	n.m.
Contribution margin 2	210	220	430	224	654	215	869	214	220	434	223	657			-0.4%	1.4%
Contribution margin 2 in % of net revenue	73.7%	74.3%	74.0%	74.4%	74.1%	73.4%	74.0%	74.6%	74.6%	74.6%	74.6%	74.6%				
CAPEX	1	2	3	2	5	4	9	3	2	5	4	9			100.0%	100.0%
Number of employees (FTE)	756		751		743		733	738		767		812			9.3%	5.9%

SCS Breakdown

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Corporate Business																
Net revenue (incl. intersegment revenue)	446	467	913	462	1'375	483	1'858	455	470	925	459	1'384			-0.6%	-2.3%
Outpayments	(48)	(55)	(103)	(49)	(152)	(50)	(202)	(45)	(43)	(88)	(42)	(130)			-14.3%	-2.3%
Subscriber acquisition and retention costs (1)	(14)	(11)	(25)	(12)	(37)	(17)	(54)	(14)	(12)	(26)	(12)	(38)			0.0%	0.0%
Other costs of goods and services purchased	(40)	(42)	(82)	(51)	(133)	(56)	(189)	(52)	(49)	(101)	(49)	(150)			-3.9%	0.0%
Direct costs (incl. intersegment direct costs)	(102)	(108)	(210)	(112)	(322)	(123)	(445)	(111)	(104)	(215)	(103)	(318)			-8.0%	-1.0%
Contribution margin 1	344	359	703	350	1'053	360	1'413	344	366	710	356	1'066			1.7%	-2.7%
Contribution margin 1 in % of net revenue	77.1%	76.9%	77.0%	75.8%	76.6%	74.5%	76.0%	75.6%	77.9%	76.8%	77.6%	77.0%				
Personnel expenses	(83)	(82)	(165)	(75)	(240)	(83)	(323)	(89)	(90)	(179)	(83)	(262)			10.7%	-7.8%
Other operating expenses (2)	(27)	(28)	(55)	(26)	(81)	(30)	(111)	(29)	(33)	(62)	(31)	(93)			19.2%	-6.1%
Indirect costs (incl. intersegment indirect costs)	(110)	(110)	(220)	(101)	(321)	(113)	(434)	(118)	(123)	(241)	(114)	(355)			12.9%	-7.3%
./. Capitalized costs and other income	3	3	6	3	9	3	12	4	3	7	8	15			166.7%	166.7%
Contribution margin 2	237	252	489	252	741	250	991	230	246	476	250	726			-0.8%	1.6%
Contribution margin 2 in % of net revenue	53.1%	54.0%	53.6%	54.5%	53.9%	51.8%	53.3%	50.5%	52.3%	51.5%	54.5%	52.5%				
CAPEX	14	16	30	20	50	30	80	18	22	40	33	73			65.0%	50.0%
Number of employees (FTE)	2'210		2'213		2'209		2'312	2'322		2'351		2'395			8.4%	1.9%
Wholesale																
Net revenue (incl. intersegment revenue)	326	330	656	320	976	277	1'253	259	249	508	254	762			-20.6%	2.0%
Outpayments	(197)	(211)	(408)	(210)	(618)	(167)	(785)	(148)	(151)	(299)	(152)	(451)			-27.6%	0.7%
Subscriber acquisition and retention costs (1)	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Other costs of goods and services purchased	(4)	(5)	(9)	(3)	(12)	(5)	(17)	(4)	(2)	(6)	(3)	(9)			0.0%	50.0%
Direct costs (incl. intersegment direct costs)	(201)	(216)	(417)	(213)	(630)	(172)	(802)	(152)	(153)	(305)	(155)	(460)			-27.2%	1.3%
Contribution margin 1	125	114	239	107	346	105	451	107	96	203	99	302			-7.5%	3.1%
Contribution margin 1 in % of net revenue	38.3%	34.5%	36.4%	33.4%	35.5%	37.9%	36.0%	41.3%	38.6%	40.0%	39.0%	39.6%				
Personnel expenses	(4)	(4)	(8)	(3)	(11)	(4)	(15)	(4)	(4)	(8)	(4)	(12)			33.3%	0.0%
Other operating expenses (2)	(2)	(1)	(3)	(2)	(5)	8	3	(1)	0	(1)	0	(1)			n.m.	n.m.
Indirect costs (incl. intersegment indirect costs)	(6)	(5)	(11)	(5)	(16)	4	(12)	(5)	(4)	(9)	(4)	(13)			-20.0%	0.0%
./. Capitalized costs and other income	0	0	0	0	0	0	0	0	0	0	1	1			n.m.	n.m.
Contribution margin 2	119	109	228	102	330	109	439	102	92	194	96	290			-5.9%	4.3%
Contribution margin 2 in % of net revenue	36.5%	33.0%	34.8%	31.9%	33.8%	39.4%	35.0%	39.4%	36.9%	38.2%	37.8%	38.1%				
CAPEX	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Number of employees (FTE)	104		103		103		100	100		103		108			4.9%	4.9%

SCS Breakdown

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Networks and Support Functions																
Net revenue (incl. intersegment revenue)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.
Direct costs (incl. intersegment direct costs)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.
Contribution margin 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.
Contribution margin 1 in % of net revenue	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.		
Personnel expenses	(176)	(172)	(348)	(142)	(490)	(161)	(651)	(162)	(161)	(323)	(148)	(471)			4.2%	-8.1%
Rent	(47)	(47)	(94)	(45)	(139)	(45)	(184)	(44)	(44)	(88)	(44)	(132)			-2.2%	0.0%
Maintenance	(48)	(52)	(100)	(54)	(154)	(56)	(210)	(47)	(52)	(99)	(56)	(155)			3.7%	7.7%
IT expenses	(84)	(83)	(167)	(77)	(244)	(81)	(325)	(68)	(68)	(136)	(72)	(208)			-6.5%	5.9%
Other expenses	(73)	(75)	(148)	(73)	(221)	(76)	(297)	(72)	(73)	(145)	(71)	(216)			-2.7%	-2.7%
Other operating expenses	(252)	(257)	(509)	(249)	(758)	(258)	(1'016)	(231)	(237)	(468)	(243)	(711)			-2.4%	2.5%
Indirect costs (incl. intersegment indirect costs)	(428)	(429)	(857)	(391)	(1'248)	(419)	(1'667)	(393)	(398)	(791)	(391)	(1'182)			0.0%	-1.8%
./. Capitalized costs and other income	44	43	87	35	122	43	165	41	40	81	46	127			31.4%	15.0%
Contribution margin 2	(384)	(386)	(770)	(356)	(1'126)	(376)	(1'502)	(352)	(358)	(710)	(345)	(1'055)			-3.1%	-3.6%
Contribution margin 2 in % of net revenue	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.		
CAPEX	180	210	390	250	640	348	988	224	276	500	307	807			22.8%	11.2%
Number of employees (FTE)	4'088		4'057		4'005		3'964	3'984		3'987		4'077			1.8%	2.3%
Swisscom Switzerland																
Net revenue (incl. intersegment revenue)	2'091	2'132	4'223	2'177	6'400	2'166	8'566	2'084	2'104	4'188	2'117	6'305			-2.8%	0.6%
Outpayments	(147)	(163)	(310)	(154)	(464)	(135)	(599)	(119)	(117)	(236)	(120)	(356)			-22.1%	2.6%
Subscriber acquisition and retention costs (1)	(121)	(107)	(228)	(118)	(346)	(141)	(487)	(124)	(121)	(245)	(126)	(371)			6.8%	4.1%
Other costs of goods and services purchased	(171)	(164)	(335)	(209)	(544)	(247)	(791)	(190)	(187)	(377)	(191)	(568)			-8.6%	2.1%
Direct costs (incl. intercompany direct costs)	(439)	(434)	(873)	(481)	(1'354)	(523)	(1'877)	(433)	(425)	(858)	(437)	(1'295)			-9.1%	2.8%
Contribution margin 1	1'652	1'698	3'350	1'696	5'046	1'643	6'689	1'651	1'679	3'330	1'680	5'010			-0.9%	0.1%
Contribution margin 1 in % of net revenue	79.0%	79.6%	79.3%	77.9%	78.8%	75.9%	78.1%	79.2%	79.8%	79.5%	79.4%	79.5%				
Personnel expenses	(406)	(402)	(808)	(355)	(1'163)	(392)	(1'555)	(398)	(404)	(802)	(376)	(1'178)			5.9%	-6.9%
Other operating expenses (2)	(355)	(361)	(716)	(360)	(1'076)	(399)	(1'475)	(342)	(363)	(705)	(365)	(1'070)			1.4%	0.6%
Indirect costs (incl. intersegment indirect costs)	(761)	(763)	(1'524)	(715)	(2'239)	(791)	(3'030)	(740)	(767)	(1'507)	(741)	(2'248)			3.6%	-3.4%
./. Capitalized costs and other income	38	37	75	31	106	39	145	36	35	71	46	117			48.4%	31.4%
Contribution margin 2	929	972	1'901	1'012	2'913	891	3'804	947	947	1'894	985	2'879			-2.7%	4.0%
Contribution margin 2 in % of net revenue	44.4%	45.6%	45.0%	46.5%	45.5%	41.1%	44.4%	45.4%	45.0%	45.2%	46.5%	45.7%				
CAPEX	222	259	481	303	784	420	1'204	270	333	603	378	981			24.8%	13.5%
Number of employees (FTE)	11'811		11'710		11'665		11'716	11'814		11'942		12'131			4.0%	1.6%

(1) Subscriber acquisition and retention costs include subsidies and dealer commissions

(2) Other operating expenses excluding dealer commissions

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Operating Free Cash Flow

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Operating income (EBITDA)	1'058	1'230	2'288	1'258	3'546	1'053	4'599	1'126	1'144	2'270	1'250	3'520			-0.6%	9.3%
Changes in operating assets and liabilities and other payments or receipts from operating activities	64	(122)	(58)	(211)	(269)	59	(210)	(248)	(104)	(352)	(175)	(527)			-17.1%	68.3%
Capital expenditure	(383)	(431)	(814)	(462)	(1'276)	(627)	(1'903)	(422)	(487)	(909)	(556)	(1'465)			20.3%	14.2%
Proceeds from sale of assets	3	5	8	22	30	4	34	7	2	9	3	12			-86.4%	50.0%
Operating free cash flow before minority interests	742	682	1'424	607	2'031	489	2'520	463	555	1'018	522	1'540			-14.0%	-5.9%
Dividends paid to minority interests	0	(8)	(8)	0	(8)	0	(8)	0	(7)	(7)	0	(7)			n.m.	-100.0%
Operating free cash flow	742	674	1'416	607	2'023	489	2'512	463	548	1'011	522	1'533			-14.0%	-4.7%

Remarks:

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Operational Data

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Operational data Swisscom Switzerland																
Wireless																
Wireless customers (in thousands)																
Wireless customers in convergent products	59		65		71		78	83		87		124			74.6%	42.5%
Wireless customers in single products	5'591		5'626		5'690		5'750	5'778		5'826		5'856			2.9%	0.5%
Total wireless customers	5'650		5'691		5'761		5'828	5'861		5'913		5'980			3.8%	1.1%
Wireless traffic minutes (in million)																
Voice domestic	1'538	1'576	3'114	1'555	4'669	1'638	6'307	1'617	1'609	3'226	1'567	4'793			0.8%	-2.6%
Outbound roaming	52	68	120	76	196	63	259	53	66	119	77	196			1.3%	16.7%
Inbound roaming	51	44	95	49	144	43	187	53	46	99	46	145			-6.1%	0.0%
Connectivity voice (1)	1'641	1'688	3'329	1'680	5'009	1'744	6'753	1'723	1'721	3'444	1'690	5'134			0.6%	-1.8%
Wireless SMS (in million)																
Data SMS	678	694	1'372	709	2'081	741	2'822	724	730	1'454	747	2'201			5.4%	2.3%
Wireless customers single subscriptions (in thousands)																
Wireless customers postpaid	3'411		3'446		3'492		3'537	3'556		3'596		3'612			3.4%	0.4%
Wireless customers prepaid	2'180		2'180		2'198		2'213	2'222		2'230		2'244			2.1%	0.6%
Total wireless customers single subscriptions	5'591		5'626		5'690		5'750	5'778		5'826		5'856			2.9%	0.5%
Post-/Prepaid ratio	61/39		61/39		61/39		62/38	62/38		62/38		62/38				
Wireless AMPU (in minutes)																
Blended wireless AMPU single subscriptions (in minutes)	116	119	118	118	118	122	119	120	123	121	121	121			2.5%	-1.6%
Wireless ARPU (in CHF)																
ARPU Postpaid	70	75	73	77	74	71	73	68	71	70	72	71			-6.5%	1.4%
ARPU Prepaid	12	12	12	13	12	12	12	11	11	11	12	11			-7.7%	9.1%
Blended wireless ARPU single subscriptions	47	50	49	52	50	48	49	46	48	47	49	48			-5.8%	2.1%
thereof ARPU Base Fee	11	12	12	12	12	12	12	12	13	13	13	13			8.3%	0.0%
thereof ARPU Voice	23	25	24	25	24	22	23	21	21	20	22	21			-12.0%	4.8%
thereof ARPU Non-Voice	13	13	13	15	14	14	14	13	14	14	14	14			-6.7%	0.0%
Wireless cancellation rate (annualised, in %)																
Average quarterly wireless cancellation rate	3.1%		3.1%		3.2%		3.2%	3.3%		3.1%		3.1%				
Wireless cancellation rate cumulated	12.3%		12.5%		12.9%		12.9%	13.1%		12.3%		12.5%				
Wireline																
Voice access lines (in thousands)																
Wireline Voice access lines in single products	3'148		3'075		2'990		2'905	2'821		2'744		2'671			-10.7%	-2.7%
Wireline Voice access lines in bundle products	198		229		277		328	380		425		439			58.5%	3.3%
Wireline Voice access lines in convergent products	0		0		0		0	0		0		33			n.m.	n.m.
Voice access lines including lines with rebilling	3'346		3'304		3'267		3'233	3'201		3'169		3'143			-3.8%	-0.8%
Full access lines	192		219		238		255	270		285		297			24.8%	4.2%
Total Voice lines	3'538		3'523		3'505		3'488	3'471		3'454		3'440			-1.9%	-0.4%

Operational Data

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Broadband lines (in thousands)																
Broadband lines in single products	1'252		1'236		1'205		1'178	1'142		1'106		1'072			-11.0%	-3.1%
Broadband lines in bundle products	198		229		277		328	380		425		439			58.5%	3.3%
Broadband lines in convergent products	59		65		71		78	83		87		124			74.6%	42.5%
Retail broadband lines	1'509		1'530		1'553		1'584	1'605		1'618		1'635			5.3%	1.1%
Wholesale broadband lines	293		260		240		226	214		202		192			-20.0%	-5.0%
Total broadband lines	1'802		1'790		1'793		1'810	1'819		1'820		1'827			1.9%	0.4%
TV customers (in thousands)																
TV customers in single products	195		206		201		217	212		213		209			4.0%	-1.9%
TV customers in bundle products	80		111		157		204	257		299		314			100.0%	5.0%
TV customers in convergent products	0		0		0		0	0		0		33			n.m.	n.m.
TV customers	275		317		358		421	469		512		556			55.3%	8.6%
Wireline retail traffic minutes (in million)																
Local and DLD	1'792	1'651	3'443	1'563	5'006	1'696	6'702	1'662	1'498	3'160	1'434	4'594			-8.3%	-4.3%
Fix to mobile	294	294	588	291	879	289	1'168	285	284	569	282	851			-3.1%	-0.7%
Internet	42	33	75	28	103	26	129	8	0	8	0	8			n.m.	n.m.
Traffic national	2'128	1'978	4'106	1'882	5'988	2'011	7'999	1'955	1'782	3'737	1'716	5'453			-8.8%	-3.7%
Traffic international	306	291	597	280	877	286	1'163	287	270	557	264	821			-5.7%	-2.2%
Total wireline retail traffic	2'434	2'269	4'703	2'162	6'865	2'297	9'162	2'242	2'052	4'294	1'980	6'274			-8.4%	-3.5%
Wireline wholesale traffic minutes (in million)																
Total wireline wholesale traffic	2'642	2'394	5'036	2'222	7'258	2'381	9'639	2'363	2'170	4'533	2'056	6'589			-7.5%	-5.3%
Operational data Residential Customers																
Wireless																
Wireless customers (in thousands)																
Wireless customers in convergent products	57		63		68		75	80		84		121			77.9%	44.0%
Wireless customers in single products	4'381		4'387		4'419		4'444	4'440		4'450		4'442			0.5%	-0.2%
Total wireless customers	4'438		4'450		4'487		4'519	4'520		4'534		4'563			1.7%	0.6%
Wireless traffic minutes (in million)																
Voice domestic	1'052	1'072	2'124	1'053	3'177	1'109	4'286	1'093	1'077	2'170	1'039	3'209			-1.3%	-3.5%
Outbound roaming	16	25	41	32	73	20	93	15	23	38	30	68			-6.3%	30.4%
Connectivity voice (2)	1'068	1'097	2'165	1'085	3'250	1'129	4'379	1'108	1'100	2'208	1'069	3'277			-1.5%	-2.8%
Wireless SMS (in million)																
Data SMS	592	603	1'195	616	1'811	641	2'452	625	627	1'252	639	1'891			3.7%	1.9%
Wireless customers single subscriptions (in thousands)																
Wireless customers postpaid	2'201		2'207		2'221		2'231	2'218		2'220		2'198			-1.0%	-1.0%
Wireless customers prepaid	2'180		2'180		2'198		2'213	2'222		2'230		2'244			2.1%	0.6%
Total wireless customers single subscriptions	4'381		4'387		4'419		4'444	4'440		4'450		4'442			0.5%	-0.2%
Post-/Prepaid ratio	50/50		50/50		50/50		50/50	50/50		50/50		49/51				

Operational Data

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Wireless AMPU (in minutes)																
Blended wireless AMPU single subscriptions (in minutes)	99	101	101	101	100	105	102	105	107	106	106	106	106	106	5.0%	-0.9%
Wireless ARPU (in CHF)																
ARPU Postpaid	68	72	70	76	72	69	71	68	70	69	73	70	70	70	-3.9%	4.3%
ARPU Prepaid	12	12	12	13	12	12	12	11	11	11	12	11	11	11	-7.7%	9.1%
Blended wireless ARPU single subscriptions	40	42	41	45	42	41	42	39	41	40	42	41	41	-6.7%	2.4%	
Wireline																
Voice access lines (in thousands)																
Wireline Voice access lines in single products	2'397		2'329		2'249		2'168	2'086		2'014		1'942		1'942	-13.7%	-3.6%
Wireline Voice access lines in bundle products	184		213		258		307	358		398		408		408	58.1%	2.5%
Wireline Voice access lines in convergent products	0		0		0		0	0		0		33		33	n.m.	n.m.
Voice access lines including lines with rebilling	2'581		2'542		2'507		2'475	2'444		2'412		2'383		2'383	-4.9%	-1.2%
Broadband lines (in thousands)																
Broadband lines in single products	1'092		1'073		1'043		1'014	975		939		903		903	-13.4%	-3.8%
Broadband lines in bundle products	184		213		258		307	358		398		408		408	58.1%	2.5%
Broadband lines in convergent products	57		63		68		75	80		84		121		121	77.9%	44.0%
Retail broadband lines	1'333		1'349		1'369		1'396	1'413		1'421		1'432		1'432	4.6%	0.8%
TV customers (in thousands)																
TV customers in single products	189		199		194		209	204		205		200		200	3.1%	-2.4%
TV customers in bundle products	79		109		154		200	251		292		306		306	98.7%	4.8%
TV customers in convergent products	0		0		0		0	0		0		33		33	n.m.	n.m.
TV customers	268		308		348		409	455		497		539		539	54.9%	8.5%
TV ARPU (in CHF)																
TV ARPU access fee (single subscriptions)	25	27	26	26	26	26	26	23	25	24	24	24	24	24	-7.7%	-4.0%
TV ARPU VAS (total subscriber base)	8	7	7	7	7	7	7	7	7	7	5	6	6	6	-28.6%	-28.6%
Wireline Retail traffic minutes (in million)																
Local and DLD	1'169	1'065	2'234	997	3'231	1'112	4'343	1'068	944	2'012	900	2'912		2'912	-9.7%	-4.7%
Fix to mobile	145	145	290	142	432	139	571	134	134	268	132	400		400	-7.0%	-1.5%
Internet	36	28	64	23	87	22	109	7	0	7	0	7		7	n.m.	n.m.
Traffic national	1'350	1'238	2'588	1'162	3'750	1'273	5'023	1'209	1'078	2'287	1'032	3'319		3'319	-11.2%	-4.3%
Traffic international	168	159	327	151	478	159	637	152	144	296	137	433		433	-9.3%	-4.9%
Total wireline retail traffic	1'518	1'397	2'915	1'313	4'228	1'432	5'660	1'361	1'222	2'583	1'169	3'752		3'752	-11.0%	-4.3%

Operational Data

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Operational data Small & Medium-Sized Enterprises																
Wireless																
Wireless customers (in thousands)																
Wireless customers in convergent products	2		2		3		3	3		3		3			0.0%	0.0%
Wireless customers in single products	466		475		482		489	494		500		506			5.0%	1.2%
Total wireless customers	468		477		485		492	497		503		509			4.9%	1.2%
Wireless traffic minutes (in million)																
Voice domestic	205	221	426	221	647	230	877	225	231	456	229	685			3.6%	-0.9%
Outbound roaming	12	14	26	16	42	14	56	12	14	26	17	43			6.3%	21.4%
Connectivity voice (2)	217	235	452	237	689	244	933	237	245	482	246	728			3.8%	0.4%
Wireless SMS (in million)																
Data SMS	40	43	83	44	127	47	174	47	48	95	51	146			15.9%	6.3%
Wireless customers single subscriptions (in thousands)																
Wireless customers postpaid	466		475		482		489	494		500		506			5.0%	1.2%
Total wireless customers single subscriptions	466		475		482		489	494		500		506			5.0%	1.2%
Wireless AMPU (in minutes)																
Blended wireless AMPU single subscriptions (in minutes)	203	213	208	212	210	214	211	205	211	208	211	209			-0.5%	0.0%
Wireless ARPU (in CHF)																
ARPU Postpaid	89	95	92	97	94	90	93	85	90	87	91	89			-6.2%	1.1%
Blended wireless ARPU single subscriptions	89	95	92	97	94	90	93	85	90	87	91	89			-6.2%	1.1%
Wireline																
Voice access lines (in thousands)																
Wireline Voice access lines in single products	500		497		494		491	490		486		485			-1.8%	-0.2%
Wireline Voice access lines in bundle products	14		16		19		21	22		27		31			63.2%	14.8%
Wireline Voice access lines in convergent products	0		0		0		0	0		0		0			n.m.	n.m.
Voice access lines including lines with rebilling	514		513		513		512	512		513		516			0.6%	0.6%
Broadband lines (in thousands)																
Broadband lines in single products	132		134		133		134	137		136		137			3.0%	0.7%
Broadband lines in bundle products	14		16		19		21	22		27		31			63.2%	14.8%
Broadband lines in convergent products	2		2		3		3	3		3		3			0.0%	0.0%
Retail broadband lines	148		152		155		158	162		166		171			10.3%	3.0%
TV customers (in thousands)																
TV customers in single products	6		7		7		8	8		8		9			28.6%	12.5%
TV customers in bundle products	1		2		3		4	6		7		8			166.7%	14.3%
TV customers	7		9		10		12	14		15		17			70.0%	13.3%

Operational Data

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Wireline Retail traffic minutes (in million)																
Local and DLD	287	272	559	261	820	270	1'090	274	253	527	245	772			-6.1%	-3.2%
Fix to mobile	79	82	161	81	242	81	323	80	81	161	81	242			0.0%	0.0%
Internet	6	5	11	5	16	4	20	1	0	1	0	1			n.m.	n.m.
Traffic national	372	359	731	347	1'078	355	1'433	355	334	689	326	1'015			-6.1%	-2.4%
Traffic international	46	44	90	43	133	43	176	44	40	84	41	125			-4.7%	2.5%
Total wireline retail traffic	418	403	821	390	1'211	398	1'609	399	374	773	367	1'140			-5.9%	-1.9%
Operational data Corporate Business																
Wireless																
Wireless customers (in thousands)																
Wireless customers in convergent products	0		0		0		0	0		0		0			n.m.	n.m.
Wireless customers in single products	744		764		789		817	844		876		908			15.1%	3.7%
Total wireless customers	744		764		789		817	844		876		908			15.1%	3.7%
Wireless traffic minutes (in million)																
Voice domestic	281	283	564	281	845	299	1'144	299	301	600	299	899			6.4%	-0.7%
Outbound roaming	24	29	53	28	81	29	110	26	29	55	30	85			7.1%	3.4%
Connectivity voice (2)	305	312	617	309	926	328	1'254	325	330	655	329	984			6.5%	-0.3%
Wireless SMS (in million)																
Data SMS	46	48	94	49	143	53	196	52	55	107	57	164			16.3%	3.6%
Wireless customers single subscriptions (in thousands)																
Wireless customers postpaid	744		764		789		817	844		876		908			15.1%	3.7%
Total wireless customers single subscriptions	744		764		789		817	844		876		908			15.1%	3.7%
Wireless AMPU (in minutes)																
Blended wireless AMPU single subscriptions (in minutes)	168	168	168	162	166	164	166	156	156	156	151	154			-6.8%	-3.2%
Wireless ARPU (in CHF)																
ARPU Postpaid	67	70	68	68	68	64	67	61	63	62	60	61			-11.8%	-4.8%
Blended wireless ARPU single subscriptions	67	70	68	68	68	64	67	61	63	62	60	61			-11.8%	-4.8%
Wireline																
Voice access lines (in thousands)																
Voice access lines including lines with rebilling	251		249		247		246	245		244		244			-1.2%	0.0%
Broadband lines (in thousands)																
Retail broadband lines	28		29		29		30	30		31		32			10.3%	3.2%

Operational Data

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Wireline Retail traffic minutes (in million)																
Local and DLD	336	314	650	305	955	314	1'269	320	301	621	289	910			-5.2%	-4.0%
Fix to mobile	70	67	137	68	205	69	274	71	69	140	69	209			1.5%	0.0%
Traffic national	406	381	787	373	1'160	383	1'543	391	370	761	358	1'119			-4.0%	-3.2%
Traffic international	92	88	180	86	266	84	350	91	86	177	86	263			0.0%	0.0%
Total wireline retail traffic	498	469	967	459	1'426	467	1'893	482	456	938	444	1'382			-3.3%	-2.6%
Operational data Wholesale																
Wireless																
Wireless traffic minutes (in million)																
Connectivity voice (inbound roaming) (3)	51	44	95	49	144	43	187	53	46	99	46	145			-6.1%	0.0%
Wireline																
Full access lines (in thousands)																
Full access lines	192		219		238		255	270		285		297			24.8%	4.2%
Broadband lines (in thousands)																
Wholesale broadband lines	293		260		240		226	214		202		192			-20.0%	-5.0%
Wireline wholesale traffic minutes (in million)																
Total wireline wholesale traffic	2'642	2'394	5'036	2'222	7'258	2'381	9'639	2'363	2'170	4'533	2'056	6'589			-7.5%	-5.3%
Operational data Fastweb																
Broadband customers (in thousands)																
	1'678		1'694		1'712		1'724	1'733		1'741		1'560			-8.9%	-10.4%

(1) includes minutes from outgoing calls made by Swisscom customers and inbound roamers (foreign visitors) using Swisscom's mobile network

(2) includes minutes from outgoing calls made by Swisscom customers

(3) includes minutes from outgoing calls made by inbound roamers (foreign visitors) using Swisscom's mobile network

Remarks:

Swisscom does not accept any liability for misprints or other errors. All financials are in CHF million, unless specified otherwise, and presented under IFRS. The figures in this table are unaudited.

Revenue generating products and ARPU's

Swisscom Switzerland

Customer view (in thousands)

Wireless customers single subscriptions (Post + Prepaid)	5'591	5'626	5'690	5'750	5'778	5'826	5'856	2.9%	0.5%
Wireline voice access single subscriptions (PSTN+ISDN)	3'148	3'075	2'990	2'905	2'821	2'744	2'671	-10.7%	-2.7%
Broadband lines (single subscriptions) (xDSL + Fibre)	1'252	1'236	1'205	1'178	1'142	1'106	1'072	-11.0%	-3.1%
TV subscribers single subscriptions	195	206	201	217	212	213	209	4.0%	-1.9%
Total single play product subscriptions	10'186	10'143	10'086	10'050	9'953	9'889	9'808	-2.8%	-0.8%
Wireline bundle 2play subscriptions (Voice + Broadband)	118	118	120	124	123	126	125	4.2%	-0.8%
Wireline bundle 3play subscriptions (Voice, Broadband + TV)	80	111	157	204	257	299	314	100.0%	5.0%
Wireline bundle subscriptions	198	229	277	328	380	425	439	58.5%	3.3%
Convergent bundle subscriptions	59	65	71	78	83	87	124	74.6%	42.5%
Total bundle and convergent product subscriptions	257	294	348	406	463	512	563	61.8%	10.0%

Product view (in thousands)

Wireless customers in single products	5'591	5'626	5'690	5'750	5'778	5'826	5'856	2.9%	0.5%
Wireless customers in convergent products	59	65	71	78	83	87	124	74.6%	42.5%
Wireless customers in single + convergent products	5'650	5'691	5'761	5'828	5'861	5'913	5'980	3.8%	1.1%
Wireline voice access lines in single products	3'148	3'075	2'990	2'905	2'821	2'744	2'671	-10.7%	-2.7%
Wireline voice access lines in bundle products	198	229	277	328	380	425	439	58.5%	3.3%
Wireline voice access lines in convergent products	0	0	0	0	0	0	33	n.m.	n.m.
Wireline voice access lines single + bundle products	3'346	3'304	3'267	3'233	3'201	3'169	3'143	-3.8%	-0.8%
Broadband lines in single products	1'252	1'236	1'205	1'178	1'142	1'106	1'072	-11.0%	-3.1%
Broadband lines in bundle products	198	229	277	328	380	425	439	58.5%	3.3%
Broadband lines in convergent products	59	65	71	78	83	87	124	74.6%	42.5%
Broadband lines in single + bundle products	1'509	1'530	1'553	1'584	1'605	1'618	1'635	5.3%	1.1%
TV customers in single products	195	206	201	217	212	213	209	4.0%	-1.9%
TV customers in bundle products	80	111	157	204	257	299	314	100.0%	5.0%
TV customers in convergent products	0	0	0	0	0	0	33	n.m.	n.m.
TV customers in single + bundle products	275	317	358	421	469	512	556	55.3%	8.6%
Total number of underlying products	10'780	10'842	10'939	11'066	11'136	11'212	11'314	3.4%	0.9%

ARPU / ARPL (in CHF)

Blended ARPU wireless (single subscriptions) (Post + Prepaid)	47	50	49	52	50	48	49	-5.8%	2.1%
ARPL wireline voice (single subscription)	56	55	56	56	56	56	55	-1.8%	0.0%
ARPL wireline broadband (single subscriptions)	40	40	40	39	40	39	38	-2.6%	0.0%
ARPU TV access fee (single subscriptions)	25	27	26	26	26	26	24	-7.7%	-4.0%
Blended ARPU wireline bundle (2Play + 3Play)	77	82	80	85	82	88	83	17.6%	12.4%
ARPU convergent products (wireless + wireline broadband)	144	149	146	156	150	149	149	0.0%	4.0%

Residential Customers revenue

Customer view (in thousands)

Wireless customers single subscriptions (Post + Prepaid)	4'381	4'387	4'419	4'444	4'440	4'450	4'442	0.5%	-0.2%
Wireline voice access single subscriptions (PSTN + ISDN)	2'397	2'329	2'249	2'168	2'086	2'014	1'942	-13.7%	-3.6%
Broadband lines (single subscriptions) (xDSL + Fibre)	1'092	1'073	1'043	1'014	975	939	903	-13.4%	-3.8%
TV subscribers single subscriptions	189	199	194	209	204	205	200	3.1%	-2.4%
Total single play product subscriptions	8'059	7'988	7'905	7'835	7'705	7'608	7'487	-5.3%	-1.6%

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Swisscom Switzerland																
Customer view (in thousands)																
Wireless customers single subscriptions (Post + Prepaid)	5'591		5'626		5'690		5'750	5'778		5'826		5'856			2.9%	0.5%
Wireline voice access single subscriptions (PSTN+ISDN)	3'148		3'075		2'990		2'905	2'821		2'744		2'671			-10.7%	-2.7%
Broadband lines (single subscriptions) (xDSL + Fibre)	1'252		1'236		1'205		1'178	1'142		1'106		1'072			-11.0%	-3.1%
TV subscribers single subscriptions	195		206		201		217	212		213		209			4.0%	-1.9%
Total single play product subscriptions	10'186		10'143		10'086		10'050	9'953		9'889		9'808			-2.8%	-0.8%
Wireline bundle 2play subscriptions (Voice + Broadband)	118		118		120		124	123		126		125			4.2%	-0.8%
Wireline bundle 3play subscriptions (Voice, Broadband + TV)	80		111		157		204	257		299		314			100.0%	5.0%
Wireline bundle subscriptions	198		229		277		328	380		425		439			58.5%	3.3%
Convergent bundle subscriptions	59		65		71		78	83		87		124			74.6%	42.5%
Total bundle and convergent product subscriptions	257		294		348		406	463		512		563			61.8%	10.0%
Product view (in thousands)																
Wireless customers in single products	5'591		5'626		5'690		5'750	5'778		5'826		5'856			2.9%	0.5%
Wireless customers in convergent products	59		65		71		78	83		87		124			74.6%	42.5%
Wireless customers in single + convergent products	5'650		5'691		5'761		5'828	5'861		5'913		5'980			3.8%	1.1%
Wireline voice access lines in single products	3'148		3'075		2'990		2'905	2'821		2'744		2'671			-10.7%	-2.7%
Wireline voice access lines in bundle products	198		229		277		328	380		425		439			58.5%	3.3%
Wireline voice access lines in convergent products	0		0		0		0	0		0		33			n.m.	n.m.
Wireline voice access lines single + bundle products	3'346		3'304		3'267		3'233	3'201		3'169		3'143			-3.8%	-0.8%
Broadband lines in single products	1'252		1'236		1'205		1'178	1'142		1'106		1'072			-11.0%	-3.1%
Broadband lines in bundle products	198		229		277		328	380		425		439			58.5%	3.3%
Broadband lines in convergent products	59		65		71		78	83		87		124			74.6%	42.5%
Broadband lines in single + bundle products	1'509		1'530		1'553		1'584	1'605		1'618		1'635			5.3%	1.1%
TV customers in single products	195		206		201		217	212		213		209			4.0%	-1.9%
TV customers in bundle products	80		111		157		204	257		299		314			100.0%	5.0%
TV customers in convergent products	0		0		0		0	0		0		33			n.m.	n.m.
TV customers in single + bundle products	275		317		358		421	469		512		556			55.3%	8.6%
Total number of underlying products	10'780		10'842		10'939		11'066	11'136		11'212		11'314			3.4%	0.9%
ARPU / ARPL (in CHF)																
Blended ARPU wireless (single subscriptions) (Post + Prepaid)	47	50	49	52	50	48	49	46	48	47	49	48			-5.8%	2.1%
ARPL wireline voice (single subscription)	56	55	56	56	56	56	56	56	55	55	55	55			-1.8%	0.0%
ARPL wireline broadband (single subscriptions)	40	40	40	39	40	39	39	39	38	39	38	38			-2.6%	0.0%
ARPU TV access fee (single subscriptions)	25	27	26	26	26	26	26	23	25	24	24	24			-7.7%	-4.0%
Blended ARPU wireline bundle (2Play + 3Play)	77	82	80	85	82	88	83	89	89	90	100	93			17.6%	12.4%
ARPU convergent products (wireless + wireline broadband)	144	149	146	156	150	149	149	146	150	148	156	151			0.0%	4.0%
Residential Customers revenue																
Customer view (in thousands)																
Wireless customers single subscriptions (Post + Prepaid)	4'381		4'387		4'419		4'444	4'440		4'450		4'442			0.5%	-0.2%
Wireline voice access single subscriptions (PSTN + ISDN)	2'397		2'329		2'249		2'168	2'086		2'014		1'942			-13.7%	-3.6%
Broadband lines (single subscriptions) (xDSL + Fibre)	1'092		1'073		1'043		1'014	975		939		903			-13.4%	-3.8%
TV subscribers single subscriptions	189		199		194		209	204		205		200			3.1%	-2.4%
Total single play product subscriptions	8'059		7'988		7'905		7'835	7'705		7'608		7'487			-5.3%	-1.6%

Revenue generating products and ARPU's

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Wireline bundle 2play subscriptions (Voice + Broadband)	105		104		104		107	107		106		102			-1.9%	-3.8%
Wireline bundle 3play subscriptions (Voice, Broadband + TV)	79		109		154		200	251		292		306			98.7%	4.8%
Wireline bundle subscriptions	184		213		258		307	358		398		408			58.1%	2.5%
Convergent bundle subscriptions	57		63		68		75	80		84		121			77.9%	44.0%
Total bundle and convergent product subscriptions	241		276		326		382	438		482		529			62.3%	9.8%
Product view (in thousands)																
Wireless customers in single products (Post + Prepaid)	4'381		4'387		4'419		4'444	4'440		4'450		4'442			0.5%	-0.2%
Wireless customers in convergent products	57		63		68		75	80		84		121			77.9%	44.0%
Wireless customers in single + convergent products	4'438		4'450		4'487		4'519	4'520		4'534		4'563			1.7%	0.6%
Wireline voice access lines in single products	2'397		2'329		2'249		2'168	2'086		2'014		1'942			-13.7%	-3.6%
Wireline voice access lines in bundle products	184		213		258		307	358		398		408			58.1%	2.5%
Wireline voice access lines in convergent products	0		0		0		0	0		0		33			n.m.	n.m.
Wireline voice access lines in single + bundle products	2'581		2'542		2'507		2'475	2'444		2'412		2'383			-4.9%	-1.2%
Broadband lines in single products	1'092		1'073		1'043		1'014	975		939		903			-13.4%	-3.8%
Broadband lines in bundle products	184		213		258		307	358		398		408			58.1%	2.5%
Broadband lines in convergent products	57		63		68		75	80		84		121			77.9%	44.0%
Broadband lines in single + bundle products	1'333		1'349		1'369		1'396	1'413		1'421		1'432			4.6%	0.8%
TV customers in single products	189		199		194		209	204		205		200			3.1%	-2.4%
TV customers in bundle products	79		109		154		200	251		292		306			98.7%	4.8%
TV customers in convergent products	0		0		0		0	0		0		33			n.m.	n.m.
TV customers in single + bundle products	268		308		348		409	455		497		539			54.9%	8.5%
Total number of underlying products	8'620		8'649		8'711		8'799	8'832		8'864		8'917			2.4%	0.6%
ARPU / ARPL (in CHF)																
Blended ARPU wireless (single subscriptions)	40	42	41	45	42	41	42	39	41	40	42	41			-6.7%	2.4%
ARPL wireline voice (single subscription)	46	45	46	45	46	46	46	46	45	45	44	45			-2.2%	-2.2%
ARPL wireline broadband (single subscriptions)	38	38	38	38	38	38	38	37	37	37	37	37			-2.6%	0.0%
ARPU TV access fee (single subscriptions)	25	27	26	26	26	26	26	23	25	24	24	24			-7.7%	-4.0%
Blended ARPU wireline bundle (2Play + 3Play)	77	82	80	85	82	89	83	91	89	92	100	93			17.6%	12.4%
ARPU convergent products	130	135	133	142	136	135	136	132	135	133	143	137			0.7%	5.9%
Small & Medium-Sized Enterprises																
Customer view (in thousands)																
Wireless customers single subscriptions (Post + Prepaid)	466		475		482		489	494		500		506			5.0%	1.2%
Wireline voice access single subscriptions (PSTN + ISDN)	500		497		494		491	490		486		485			-1.8%	-0.2%
Broadband lines (single subscriptions) (xDSL + Fibre)	132		134		133		134	137		136		137			3.0%	0.7%
TV subscribers single subscriptions	6		7		7		8	8		8		9			28.6%	12.5%
Total single play product subscriptions	1'104		1'113		1'116		1'122	1'129		1'130		1'137			1.9%	0.6%
Wireline bundle 2play subscriptions (Voice + Broadband)	13		14		16		17	16		20		23			43.8%	15.0%
Wireline bundle 3play subscriptions (Voice, Broadband + TV)	1		2		3		4	6		7		8			166.7%	14.3%
Wireline bundle subscriptions	14		16		19		21	22		27		31			63.2%	14.8%
Convergent bundle subscriptions	2		2		3		3	3		3		3			0.0%	0.0%
Total bundle and convergent product subscriptions	16		18		22		24	25		30		34			54.5%	13.3%

Revenue generating products and ARPU's

	2010							2011							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Product view (in thousands)																
Wireless customers in single products (Post + Prepaid)	466		475		482		489	494		500		506			5.0%	1.2%
Wireless customers in convergent products	2		2		3		3	3		3		3			0.0%	0.0%
Wireless customers in single + convergent products	468		477		485		492	497		503		509			4.9%	1.2%
Wireline voice access lines in single products	500		497		494		491	490		486		485			-1.8%	-0.2%
Wireline voice access lines in bundle products	14		16		19		21	22		27		31			63.2%	14.8%
Wireline voice access lines in convergent products	0		0		0		0	0		0		0			n.m.	n.m.
Wireline voice access lines in single + bundle products	514		513		513		512	512		513		516			0.6%	0.6%
Broadband lines in single products	132		134		133		134	137		136		137			3.0%	0.7%
Broadband lines in bundle products	14		16		19		21	22		27		31			63.2%	14.8%
Broadband lines in convergent products	2		2		3		3	3		3		3			0.0%	0.0%
Broadband lines in single + bundle products	148		152		155		158	162		166		171			10.3%	3.0%
TV customers in single products	6		7		7		8	8		8		9			28.6%	12.5%
TV customers in bundle products	1		2		3		4	6		7		8			166.7%	14.3%
TV customers in single + bundle products	7		9		10		12	14		15		17			70.0%	13.3%
Total number of underlying products	1'137		1'151		1'163		1'174	1'185		1'197		1'213			4.3%	1.3%
ARPU / ARPL (in CHF)																
Blended ARPU wireless (single subscriptions)	89	95	92	97	94	90	93	85	90	87	91	89			-6.2%	1.1%
ARPL wireline voice (single subscription)	79	79	79	78	79	77	78	77	76	76	75	76			-3.8%	-1.3%
ARPL wireline broadband (single subscriptions)	51	52	52	51	52	51	52	50	50	50	48	50			-5.9%	-4.0%
ARPU TV access fee (single subscriptions)	25	27	26	26	26	26	26	21	27	24	24	21			-7.7%	-11.1%
Blended ARPU wireline bundle (2Play + 3Play)	75	79	78	80	78	81	79	82	89	86	97	91			21.3%	9.0%
ARPU convergent products	244	248	246	257	250	239	247	222	256	239	286	256			11.3%	11.7%
Corporate Business																
Customer view (in thousands)																
Wireless customers single subscriptions (Post + Prepaid)	744		764		789		817	844		876		908			15.1%	3.7%
Wireline voice access single subscriptions (PSTN + ISDN)	251		249		247		246	245		244		244			-1.2%	0.0%
Broadband lines (single subscriptions) (xDSL + Fibre)	28		29		29		30	30		31		32			10.3%	3.2%
Total single play product subscriptions	1'023		1'042		1'065		1'093	1'119		1'151		1'184			11.2%	2.9%
Total bundle and convergent product subscriptions	0		0		0		0	0		0		0			n.m.	n.m.
Product view (in thousands)																
Wireless customers in single + convergent products	744		764		789		817	844		876		908			15.1%	3.7%
Wireline voice access lines in single + bundle products	251		249		247		246	245		244		244			-1.2%	0.0%
Broadband lines in single + bundle products	28		29		29		30	30		31		32			10.3%	3.2%
Total number of underlying products	1'023		1'042		1'065		1'093	1'119		1'151		1'184			11.2%	2.9%
ARPU / ARPL (in CHF)																
Blended ARPU wireless (single subscriptions)	67	70	68	68	68	64	67	61	63	62	60	61			-11.8%	-4.8%
ARPL wireline voice (single subscription)	111	107	109	106	108	105	107	105	104	104	101	103			-4.7%	-2.9%
ARPL wireline broadband (single subscriptions)	61	62	62	61	61	61	61	59	58	59	58	58			-4.9%	0.0%

Remarks:

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