

# Swisscom Q1: “More. Or less. The same”

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Results Q1 2012

Investor & Analyst Presentation

2 May 2012



# Agenda “More. Or less. The same”

## 1. More of the same. And less of the same:

Carsten Schloter, CEO

- Key results
- Revenue changes
- EBITDA changes

## 2. Swiss core volume and revenue development

- 1P: less of the same
- 2P, 3P, 4P: more of the same
- Together: more or less the same

## 3. Revenue Generating Units, ARPUs, absolute revenue development

## 4. Other: Fastweb, SACs, TV, Mobile spectrum

## 5. Segmental results

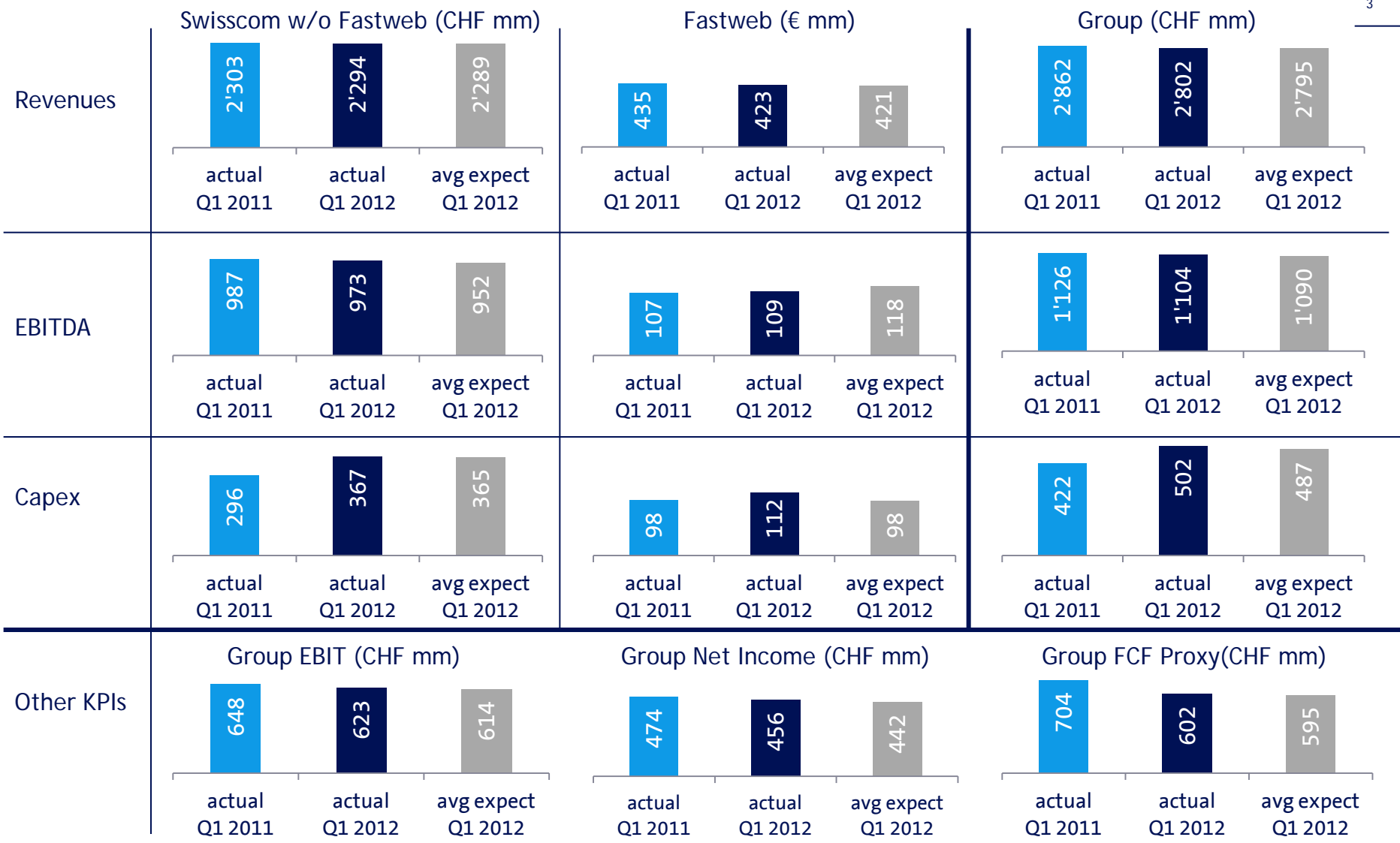
Ueli Dietiker, CFO

## 6. Group results

## 7. Outlook

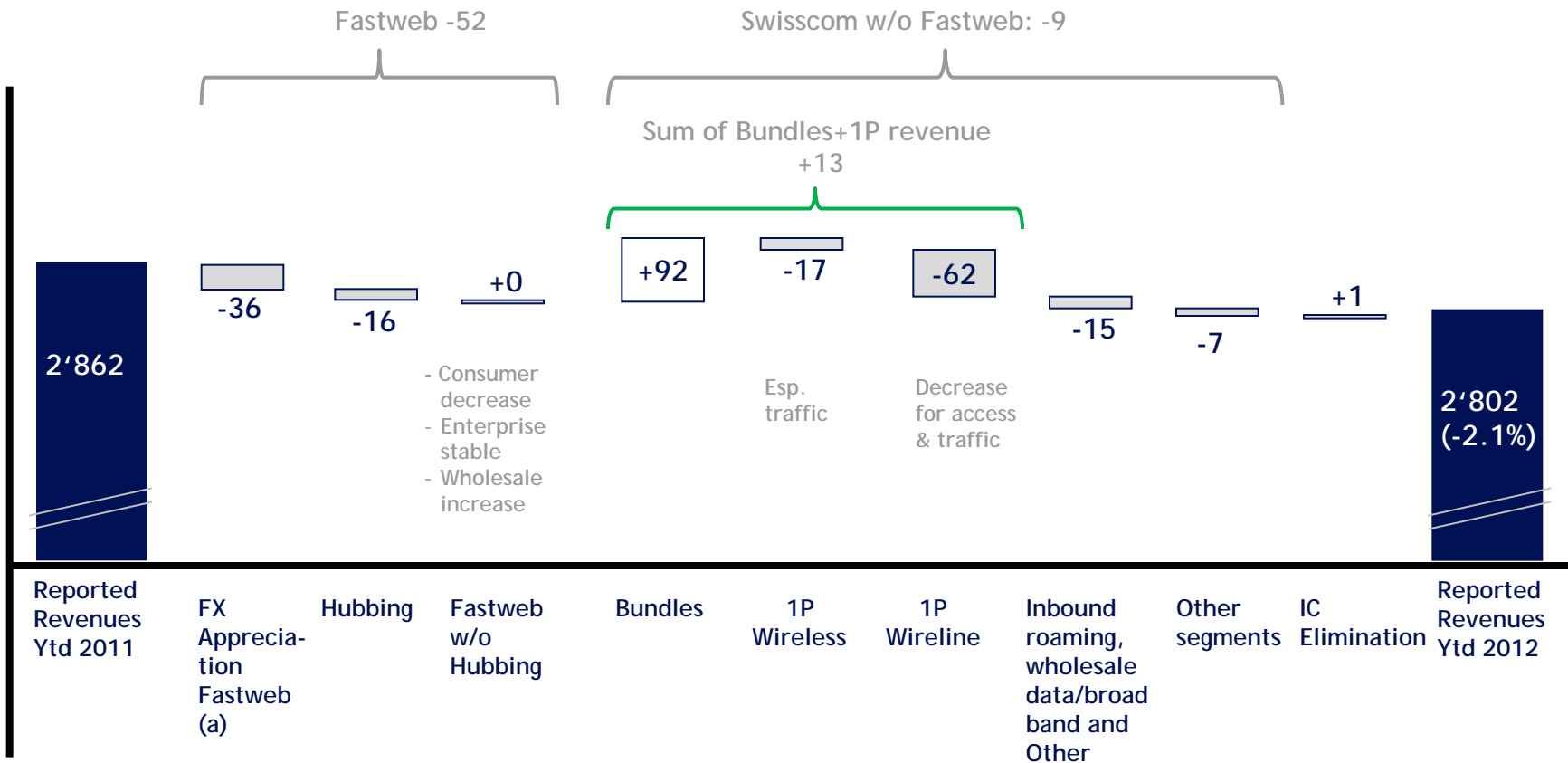
Attachment: Restatement details and explanation

# 1. key results both YoY and compared to market expectations “More or less the same”



# 1. Group revenues from Q1 2011 to Q1 2012

## Change YoY (2012 versus 2011) in CHF mm, total Swisscom Group



(a) Average exchange rate CHF/€ ytd 2011: 1.291 and in ytd 2012: 1.205, i.e. a weakening of Euro against Swiss Franc of 6.7%

**Stable Business in Switzerland, Fastweb stopped the decline. Revenues at constant currency down 0.8% only.**

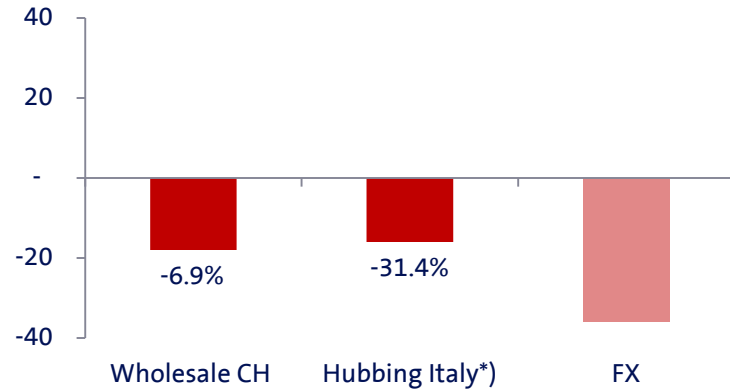
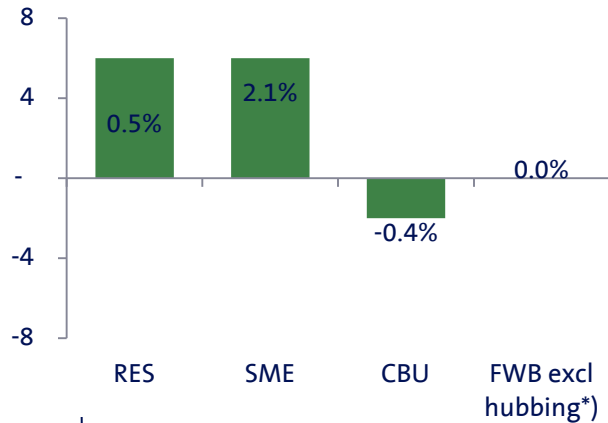
# 1. Group revenues YoY "More. Or less. The same" (A)

Change in Revenues, Q1 2012 over Q1 2011 in CHF mm

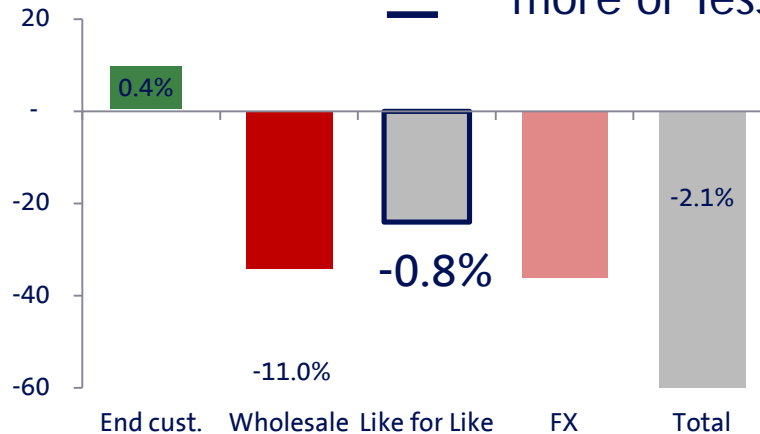
more of the same:  
business with end customers



less of the same:  
wholesale business and FX



= "more or less the same"



\*) In constant currency

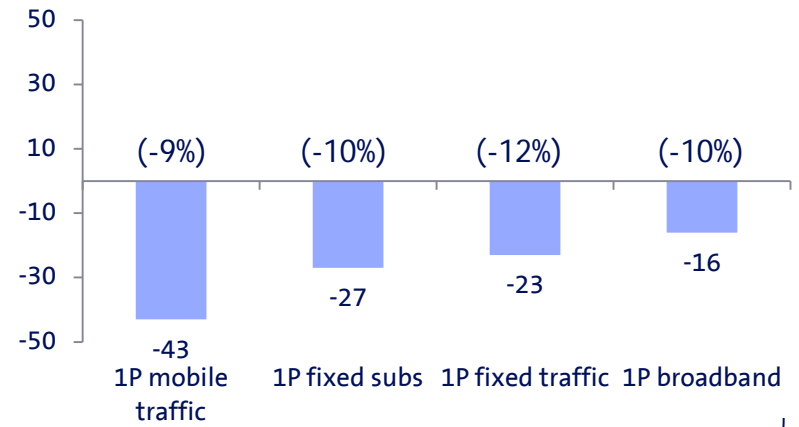
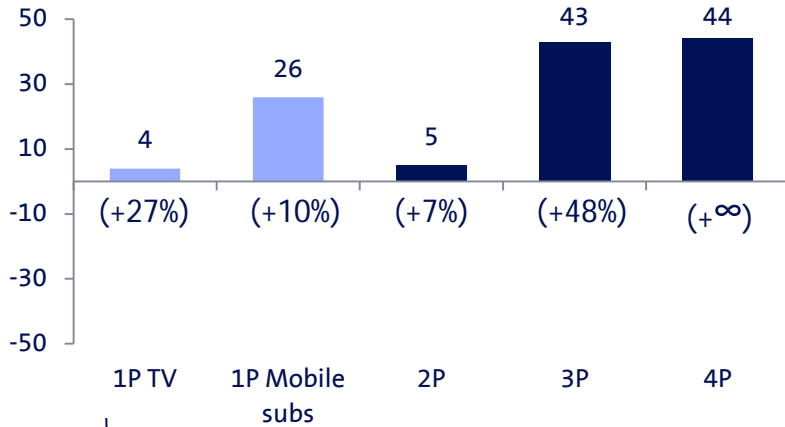
# 1. Revenues YoY in Swiss core business with end customers "More. Or less. The same" (B)

more of the same:  
Especially bundles

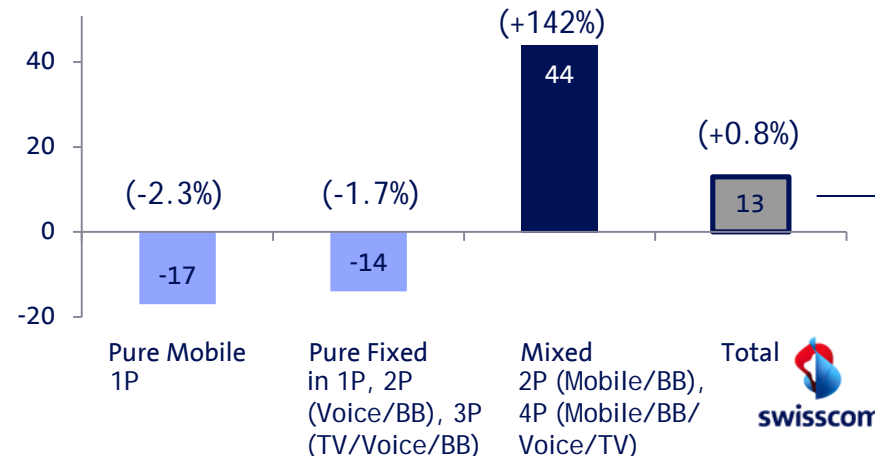
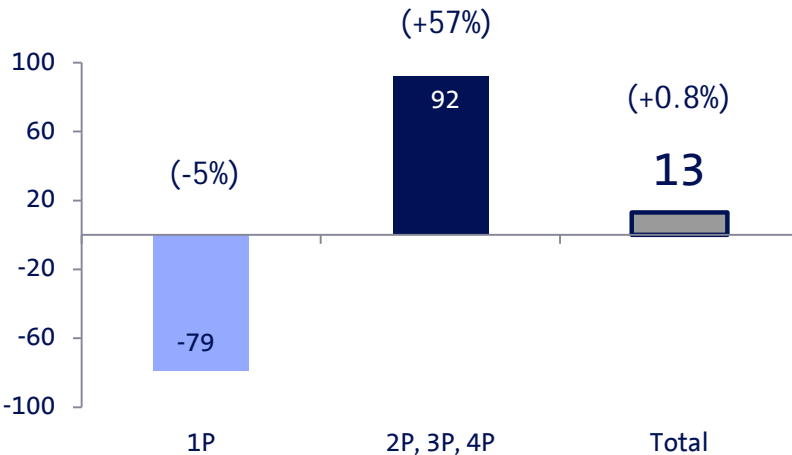


less of the same:  
1P fixed and mobile traffic

Change in Revenues, Q1 2012 over Q1 2011 in CHF mm



"more or less the same"





## 2. Single Play (1P): wireless voice = less of the same

Wireless voice volumes stable, however "rated" volumes in 1P declining...

Swisscom Switzerland

mm min.

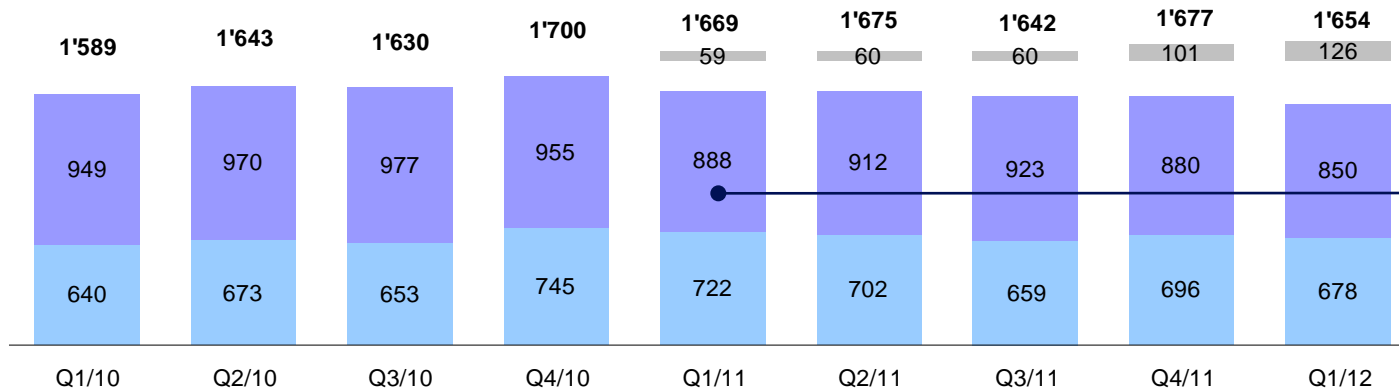
change YoY

in Total -1%

in Bundles  
+>100%

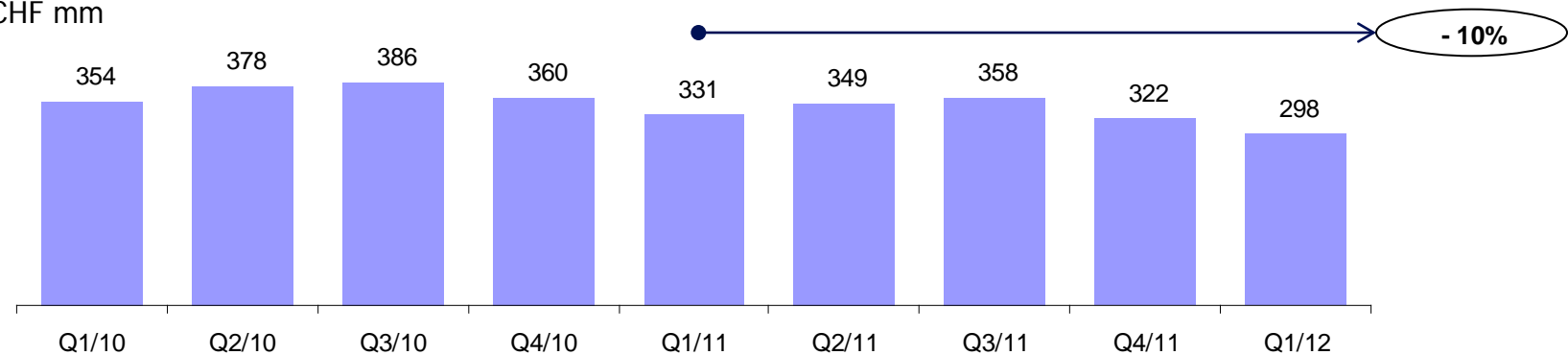
1P rated  
- 4%

1P non-rated  
- 6%



...as a result, revenues 1p wireless voice traffic\*) declining (also because of mix changes)

CHF mm



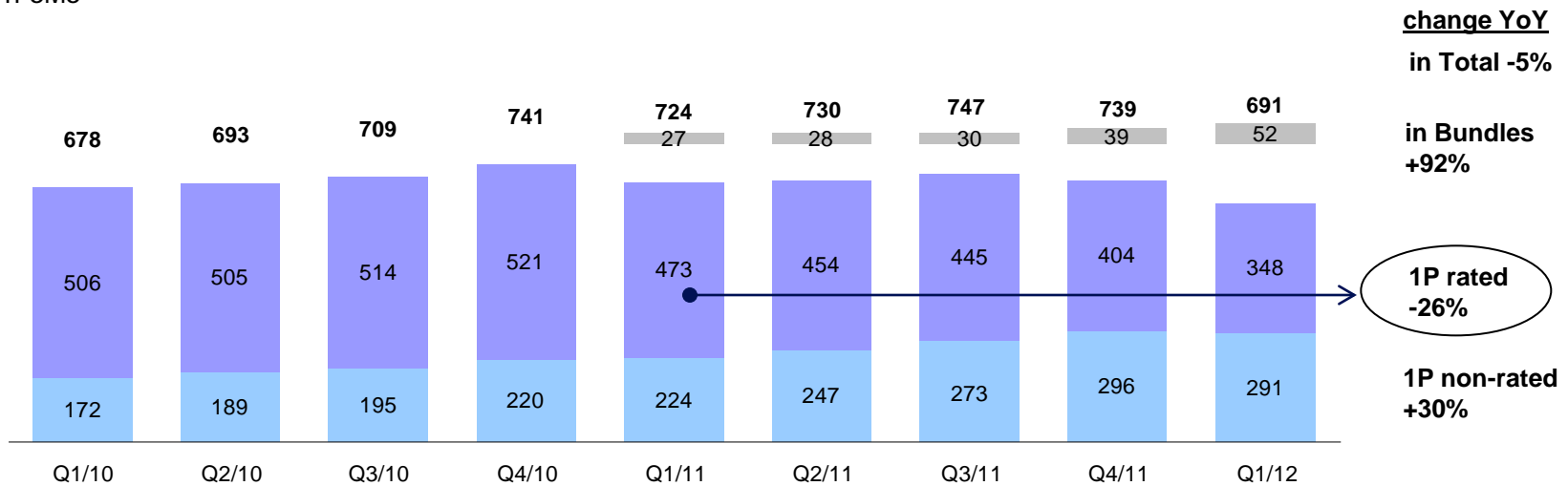
\*) including revenue VAS

## 2. Single Play (1P): SMS = less of the same

SMS volumes slightly decline, however "rated" volumes in 1P decrease...

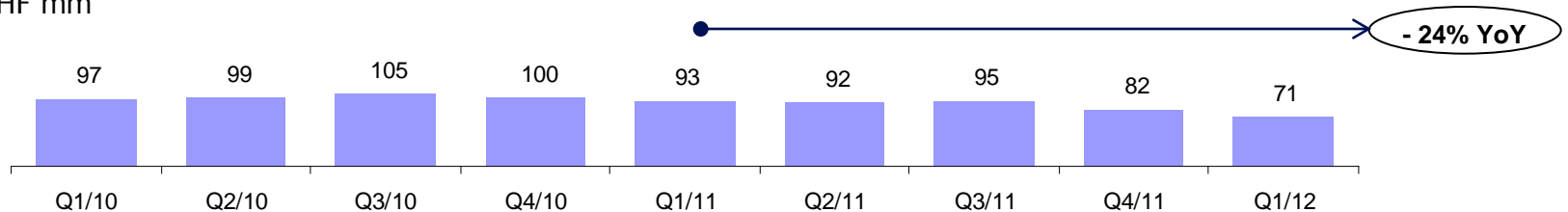
Swisscom Switzerland

mm SMS



...as a result, revenues 1p messaging declining

CHF mm



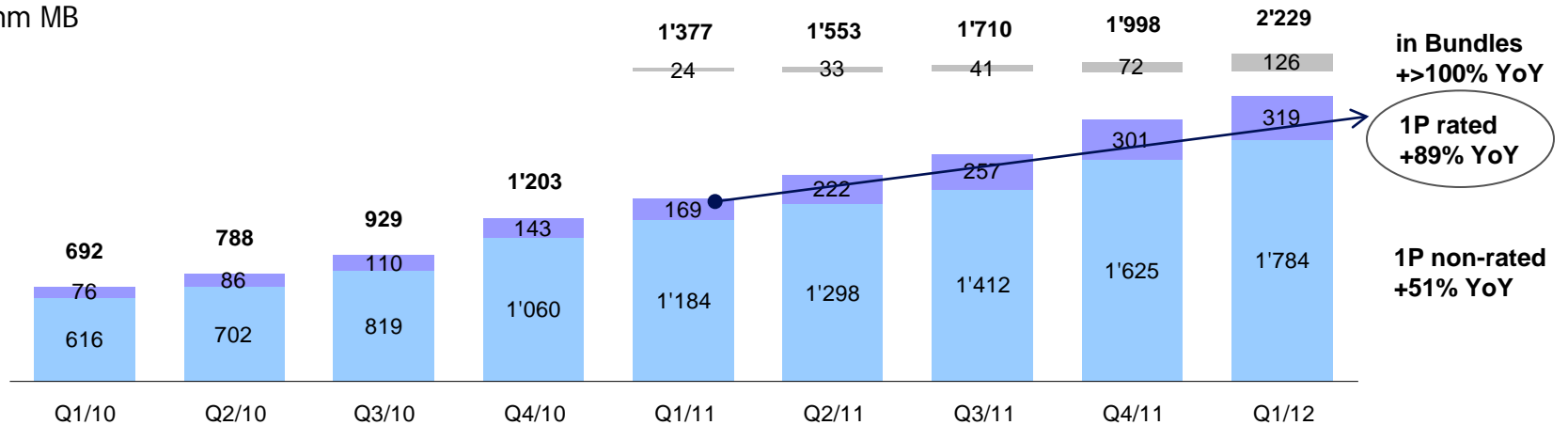
## 2. Single Play (1P): wireless data = more of the same

Wireless data volumes exploding, both rated and non-rated...

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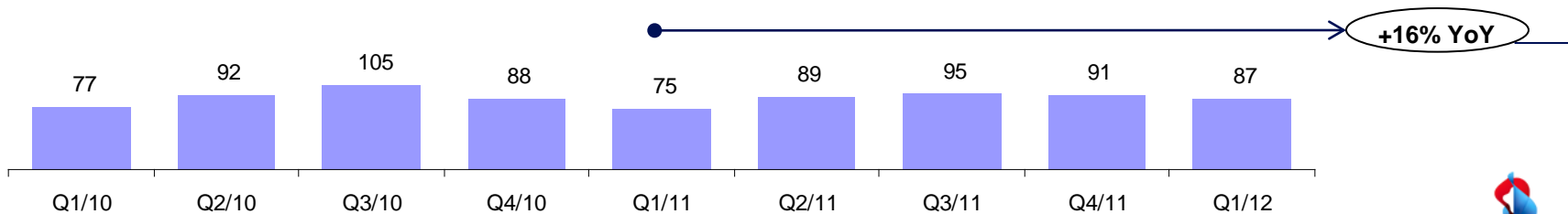
Swisscom Switzerland

mm MB



...as a result, 1P wireless data revenues growing despite lower pricing

CHF mm

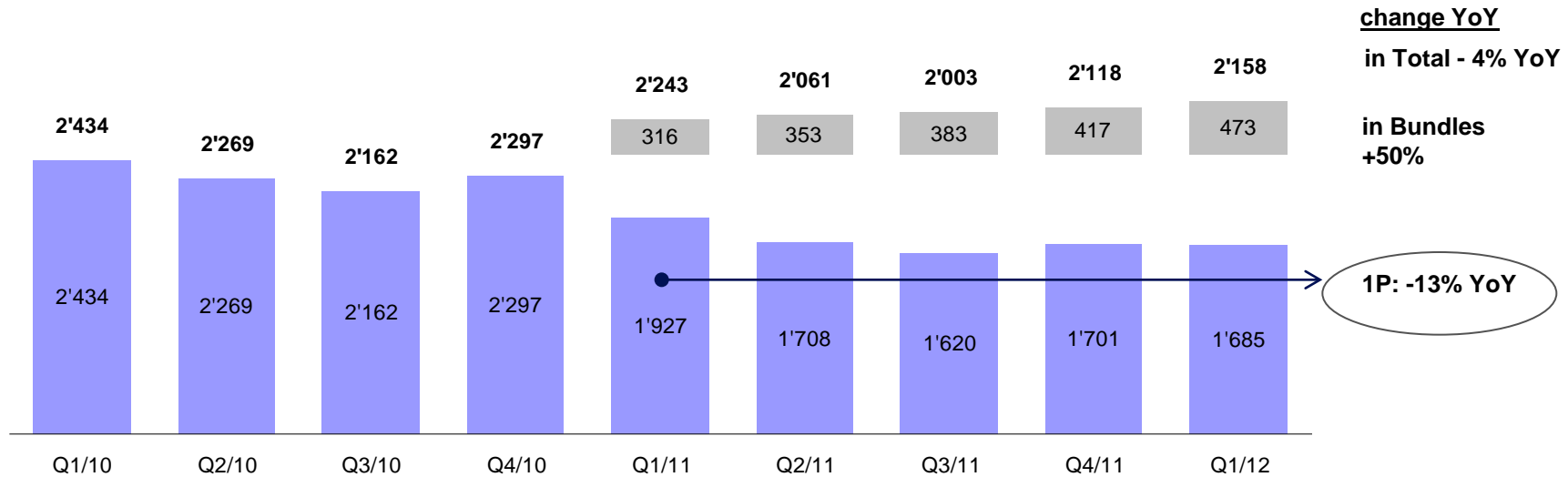


## 2. Single Play (1P): wireline voice = less of the same

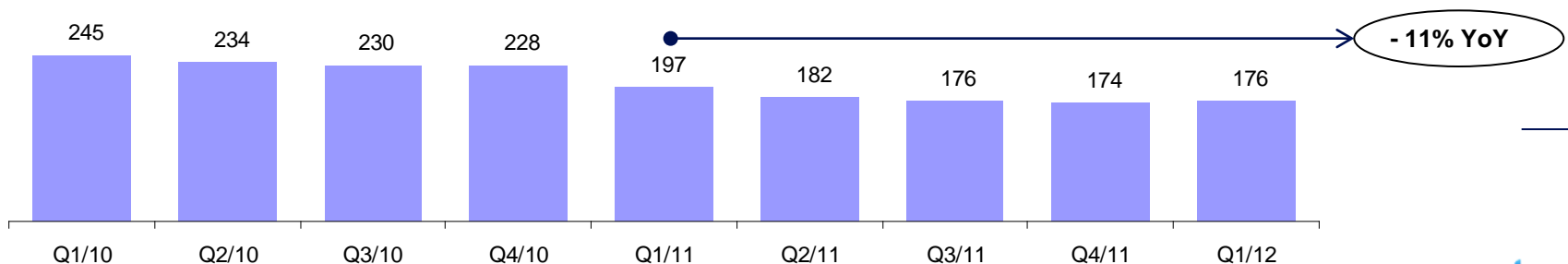
### Wireline voice volumes slightly lower...

Swisscom Switzerland

11



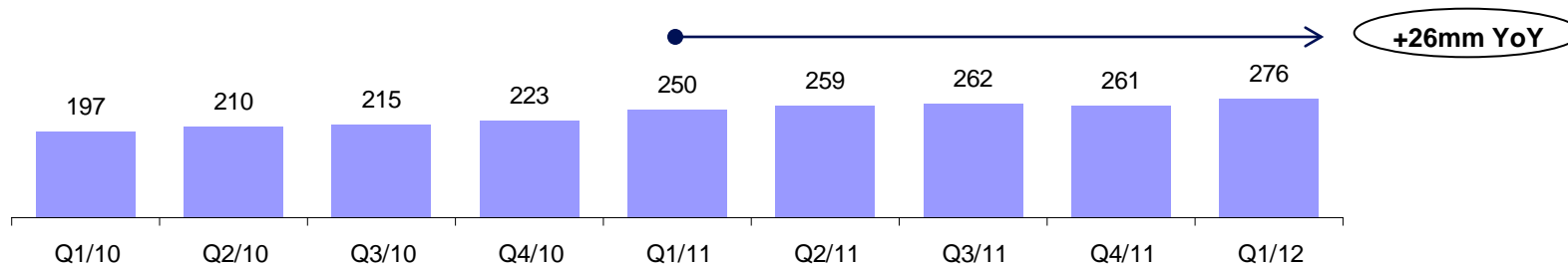
...as a result, 1P revenues wireline traffic<sup>\*)</sup> declining (also because of mix changes and lower pricing p. min.)



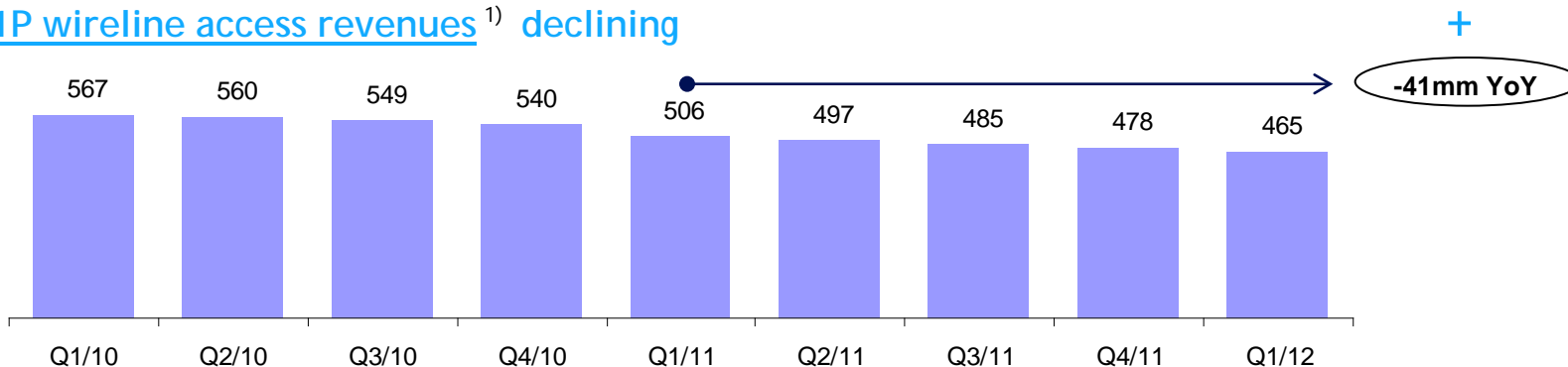
\*) including revenue VAS

## 2. Access (subscription) revenues: "More than less of the same"

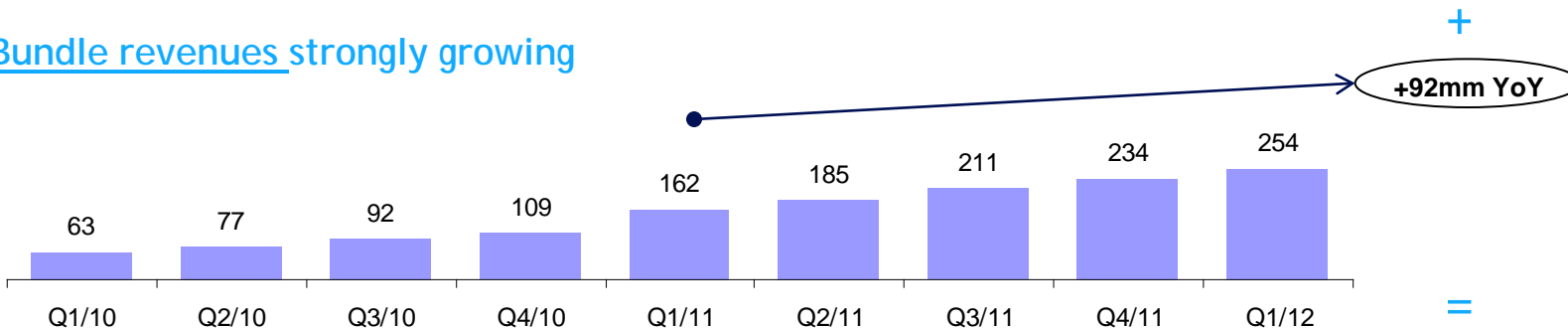
### 1P (single play) wireless access revenues increasing



### 1P wireline access revenues<sup>1)</sup> declining



### Bundle revenues strongly growing



Swisscom Switzerland

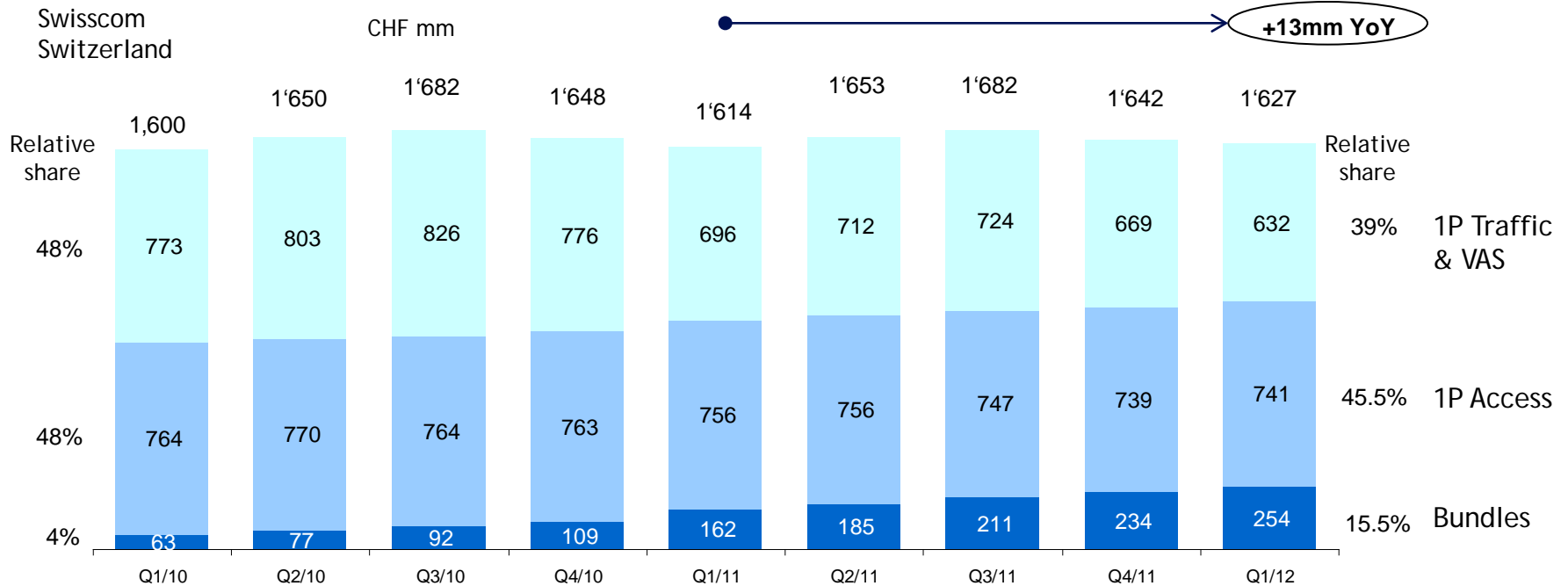
1) Including revenue wireline business networks

Total +77mmYoY



## 2. Taking everything together: more or less the same

### Shift of 1P traffic and 1P access into bundles



Growth in bundles (+92 CHF mm in Q1 versus Q1 of last year) overcompensate decline in 1P access and 1P traffic

### 3. RGUs (Revenue Generating Units): More than Less of the same

Access Lines/Subs/Products (000)

YTD, (Change to 31.03.2011 in brackets)

		TV	Fixed Voice & Access	Broadband	Mobile	Number of products in Bundle	Sum	Δ	
1P ↓ Bundles	Single Play	236 (+22)	2,536 (-286)	1,023 (-118)	5,900 (+123)	1	9,695	(-259)	(-2.6%)
	2Play Voice+BB		138 (+13)			2	276	(+26)	(+10%)
	2Play BB+Mobile			102 (+18)		2	204	(+36)	(+21%)
	3Play TV+Voice+BB		347 (+92)			3	1'041	(+276)	(+36%)
	4Play		72 (+72)		and 8 additional Mobile Subs	4	296	(+296)	
<b>Revenue Generating Units</b>		655 (+186) +40%	3,093 (-109) -3.4%	1,682 (+77) +4.8%	6,082 (+221) +3.8%		11,512	(+375)	(+3.4%)
Migration to ULL			+42				+42		
Net change			-67				417	(+4%)	

Number of Revenue Generating Units continues to grow



### 3. ARPUs: More or Less the same

#### ARPU / ARPL (CHF/month)

YTD, (Change to 31.3.2011 in brackets)

	TV (incl. VoD and Pay per View)	Fixed Voice & Access	Broad-band <sup>1)</sup>	Mobile <sup>2)</sup>	Number of products in bundle	Weighted average per underlying product <sup>1,2)</sup>
Single Play	28 (+5)	53 (+0)	38 (-1)	42 (-2)	1	45 (-1)
2Play Voice+BB	110 (+1)				2	55 (+1)
2Play BB+Mobile			105 (-24)		2	52 (-12)
3Play TV+Voice+BB	131 (+0)				3	44 (+0)
4Play			235		4	59
<b>Total weighted average</b>			50 (-1)			50 (-1)

Move to bundles implies up-scaling to higher ARPU's

1) ARPU excl. Business Networks

2) ARPU excl. Mobile Termination

### 3. Resulting Revenues (RGU x ARPU): More or Less the same

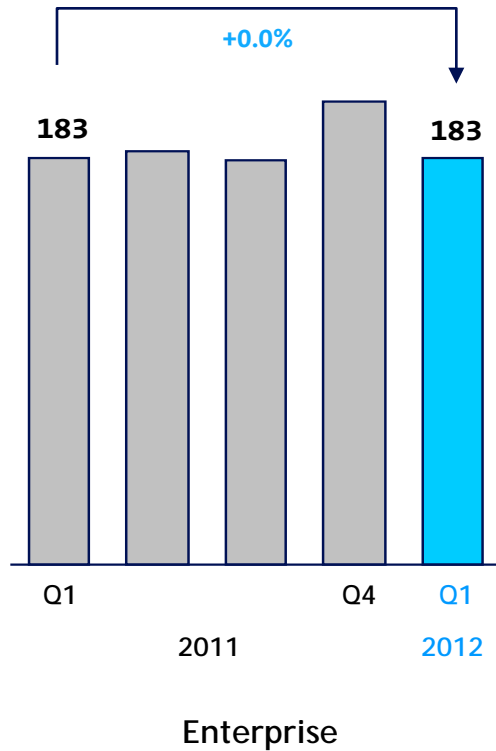
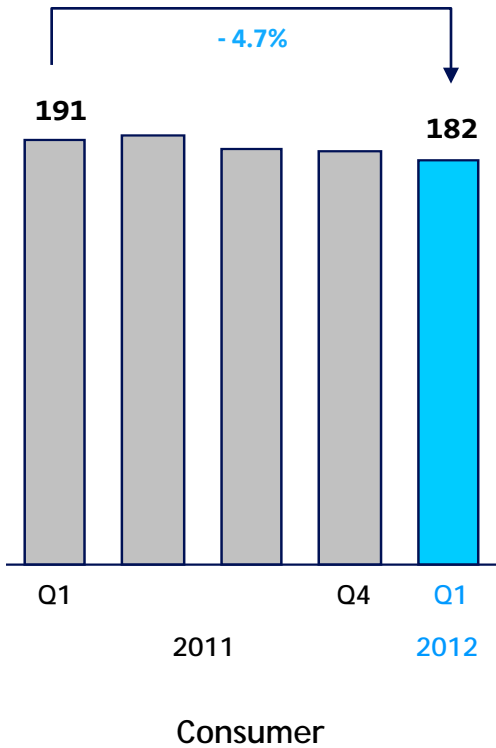
Net revenues (CHF mm)

YTD, (Change to prior year in brackets)

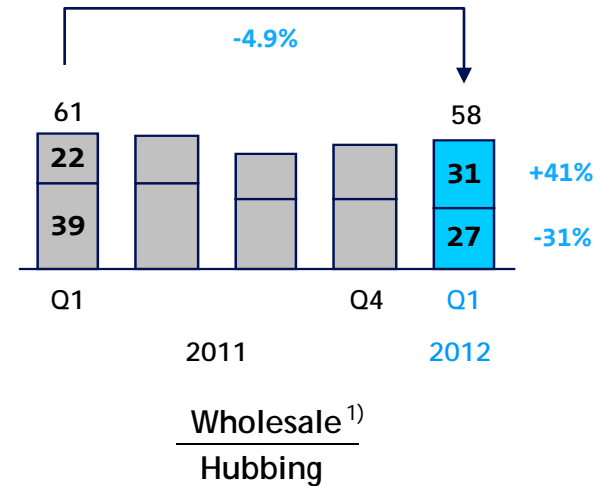
	TV	Fixed Voice & Access	Broadband & Business Networks	Mobile	Sum	Δ
<b>1P</b>	19 (+4)	410 (-48)	212 (-18)	732 (-17)	1,373	(-79) (-5.4%)
<b>Bundles</b>	2Play Voice+BB	46 (+5)			46	+92 (+57%)
	2Play BB+Mobile		31 (+0)		31	
	3Play TV+Voice+BB	133 (+43)			133	
	4Play	44 (+44)			44	
<b>Net Revenue Bundle + 1P</b>					1,627	+13 (+0.8%)

# 4. Other: Fastweb. Revenue development

Fastweb Quarterly revenues (in EUR mm)



Total revenues without Hubbing stable YoY at € 396 mm

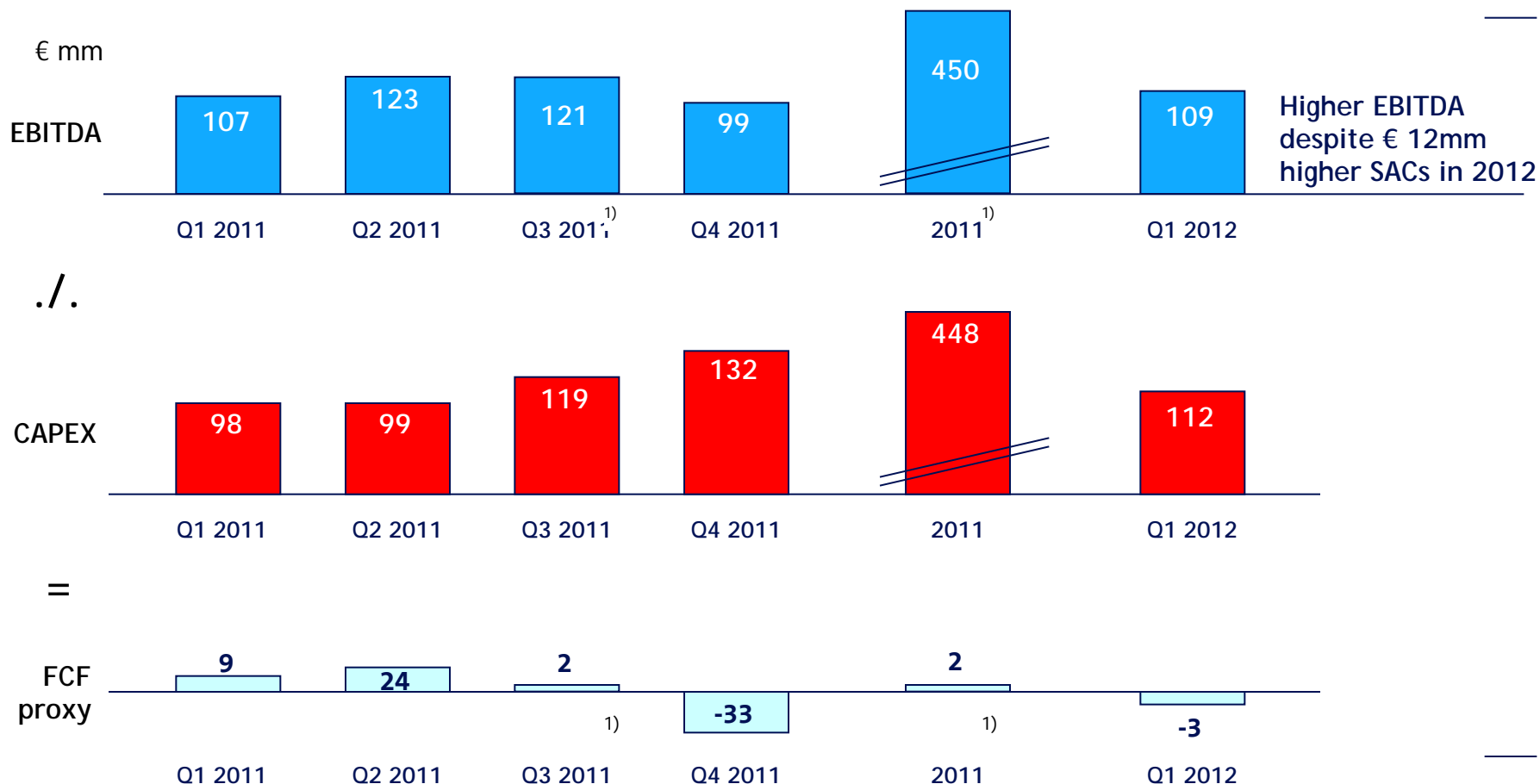


Consumer revenue decrease driven by reduction in interconnection rates and competitive pressure

Managed reduction of low margin hubbing revenue

1) Incl. revenues to Swisscom companies

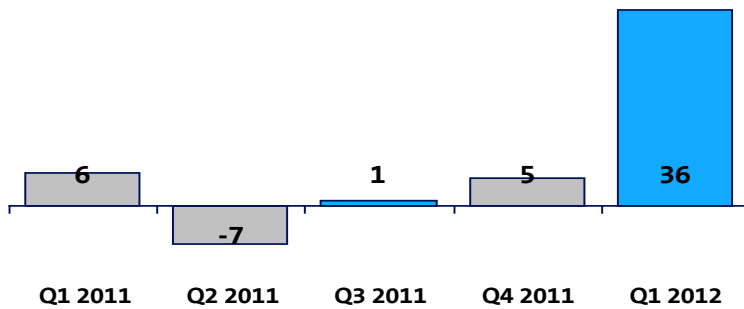
## 4. Other: Fastweb. EBITDA / CAPEX / FCF proxy



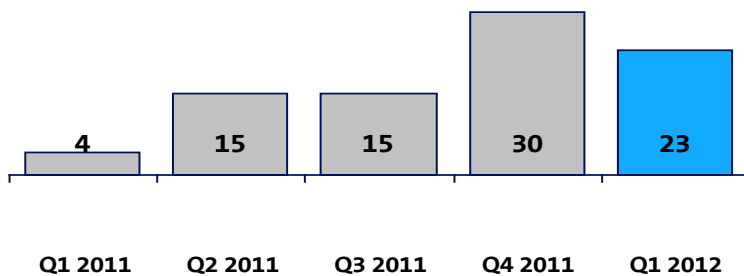
1) excluding other income of € 56mm recognised in Q3-2011 following a settlement of a dispute with another telecoms provider

## 4. Other: Fastweb. Broadband Customer Development

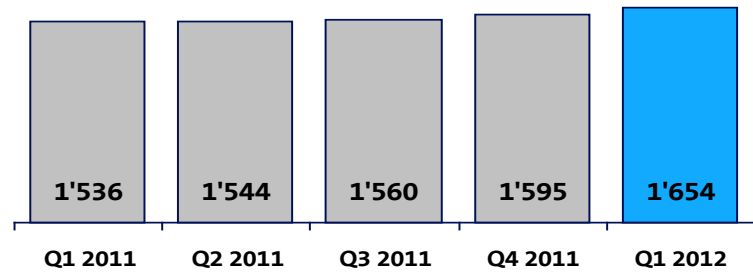
### Net Adds BB excl. Sky



### Net Adds Sky (excl. Migrators)

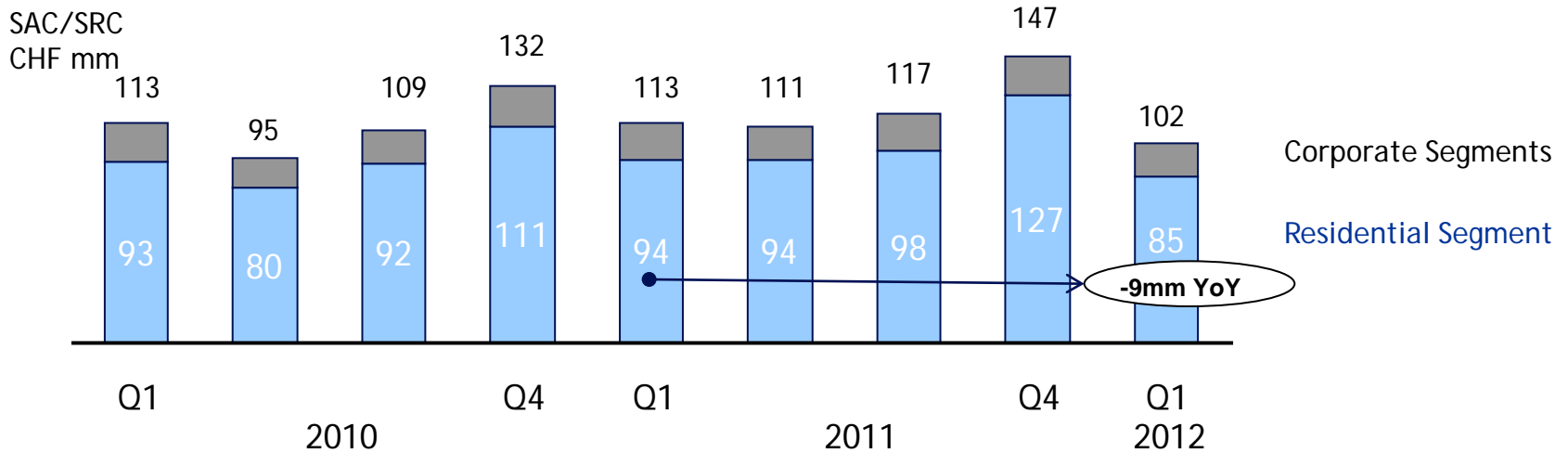
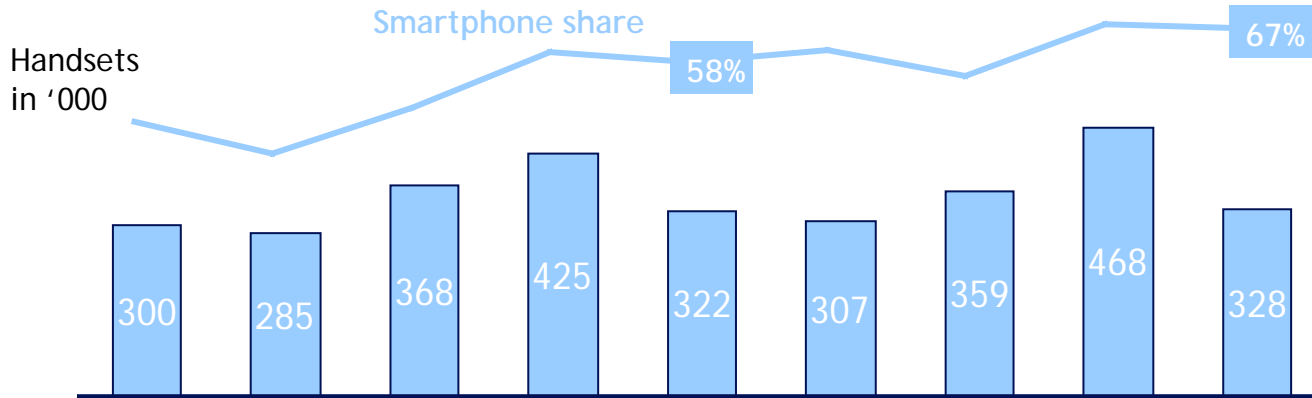


### Customer Base BB <sup>1)</sup>



1) Q1 and Q2 of 2011 adjusted by customer transfer (-197k) to another operator due to the settlement of a legal dispute

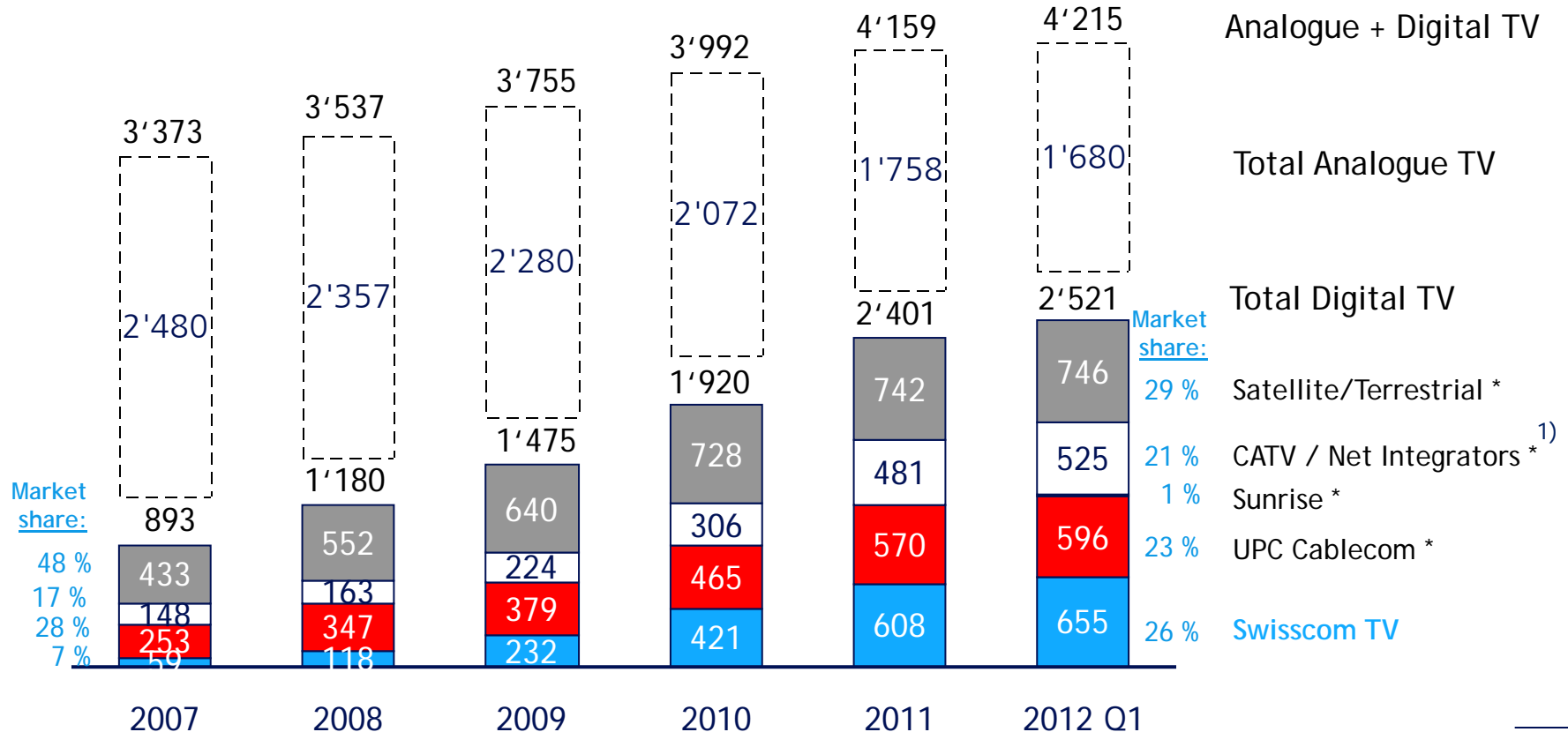
## 4. Other: Handsets & SACs



SAC/SRC in the residential segment decrease by CHF 9mm yoy, of which reduced subsidies per handset (-11mm) overcompensate the higher smartphone volume (+5mm)

# 4. Other: TV

## Market volumes (000) digital and analogue TV



1) Migration to digital largely driven by analogue customers who have been transferred technically, but have not subscribed to a digital product yet: these are still potential customers for Swisscom

\* Estimates for 2012 Q1

Swisscom with 47k net adds in Q1, bringing market share in digital TV to 26%. Substantial volume of analogue TV gives potential for further growth, although some of them seem to have moved already while still paying for their "old" analogue connection

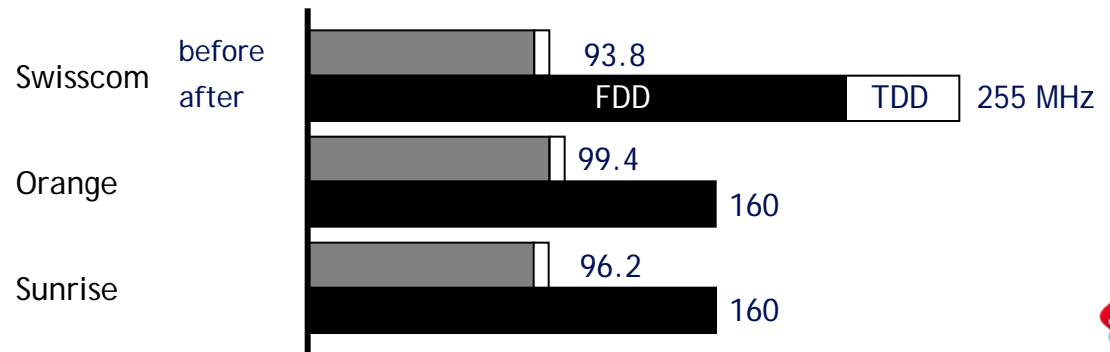


# 4. Other: Results spectrum auction

Swisscom acquired a substantial frequency range at a reasonable price.

Frequency		Swisscom		Orange		Sunrise		Unsold	
-band	-range	before	after	before	after	before	after		
MHz	MHz	MHz	MHz	MHz	MHz	MHz	MHz		
<b>FDD</b>	<b>800</b>	2x30	--	2x10	--	2x10	--	2x10	--
	<b>900</b>	2x35	2x12.2	2x15	2x6.6	2x5	2x15.4	2x15	--
	<b>1800</b>	2x75	2x17.2	2x30	2x25.6	2x25	2x15.4	2x20	--
	<b>2100</b>	2x60	2x15	2x30	2x15	2x20	2x15	2x10	--
	<b>2600</b>	2x70	--	2x20	--	2x20	--	2x25	2x5
<b>TDD</b>	<b>2100</b>	1x20	1x5	--	1x5	--	1x5	--	1x20
	<b>2600</b>	1x45	--	1x45	--	--	--	--	--
Purchase Price [MCHF]			359.8		154.7		481.7		

Swisscom purchased a range of 255 MHz in total, equal to 44% of total capacity sold. Its capacity share of the FDD technology reaches 39.6%



# Agenda “More. Or less. The same”

## 1. More of the same. And less of the same:

- Key results
- Revenue changes
- EBITDA changes

Carsten Schloter, CEO

## 2. Swiss core volume and revenue development

- 1P: less of the same
- 2P, 3P, 4P: more of the same
- Together: more or less the same

## 3. Revenue Generating Units, ARPUs, absolute revenue development

## 4. Other: Fastweb, SACs, TV, Mobile spectrum

## 5. Segmental results

Ueli Dietiker, CFO

## 6. Group results

## 7. Outlook

Attachment: Restatement details and explanation

## 5. Segmental results: residential customers

### Financials and operational data

	31.03.2012	YOY
Net revenue in MCHF <sup>1)</sup>	1'252	0.5%
Direct costs in MCHF	-283	-1.4%
Indirect costs in MCHF <sup>2)</sup>	-224	0.9%
<b>Contribution Margin 2 in MCHF</b>	<b>745</b>	<b>1.1%</b>
<i>Contribution Margin 2 in %</i>	<i>59.5%</i>	
CAPEX in MCHF	30	15.4%
FTE's	4'582	-1.9%
	31.03.2012	YOY
Voice lines in '000	2'332	-4.6%
BB lines in '000	1'467	3.8%
Wireless customers prepaid in '000	2'243	0.9%
Wireless customers postpaid in '000	2'347	2.1%
Wireless cancellation rate (annualised)	13.8%	-0.8 pp
Blended wireless ARPU MO in CHF	36	-2.7%
thereof ARPU new data in CHF	2.1	23.5%
TV subs in '000	635	39.6%

1) incl. intersegment revenues

2) incl. capitalised costs and other income

### 3m 2012

- **Net revenue** slightly up by 0.5%. Growth in bundle products and subscriber growth as well as higher number of sold devices compensate for the decrease of line loss and price erosion in single play products
- **Bundles:** strong increase in bundle revenue as the number of bundle customers has increased alongside. About two third of the 635k TV customers have subscribed for a bundle
- **Single play revenue:** The success of bundle products and the voice line loss lead to a decrease in single play products by -8.6%
- **Direct cost** decrease -1.4%, lower outpayments and lower subscriber acquisition/retention cost compensate for the increase of goods and services purchased
- **Indirect cost** up by +0.9% (efficiency gains are offset by higher pension cost)
- **Contribution Margin** up +0.4%-points to 59.5%
- **TV subscriber base** up +39.6%
- **New Data ARPU** up +23.5%

## 5. Segmental results: Small & Medium-sized Enterprises

### Financials and operational data

	31.03.2012	YOY
Net revenue in MCHF <sup>1)</sup>	288	2.1%
Direct costs in MCHF	-34	-5.6%
Indirect costs in MCHF <sup>2)</sup>	-35	12.9%
<b>Contribution Margin 2 in MCHF</b>	<b>219</b>	<b>1.9%</b>
<i>Contribution Margin 2 in %</i>	<i>76.0%</i>	
CAPEX in MCHF	3	0.0%
FTE's	825	11.8%
	31.03.2012	YOY
Voice lines in '000	518	1.0%
BB lines in '000	182	12.3%
Wireless customers in '000	525	5.6%
Wireless cancellation rate (annualised)	7.3%	0.5 pp
Blended wireless ARPU MO in CHF	80	-2.4%
thereof ARPU new data in CHF	10.7	9.2%

1) incl. intersegment revenues

2) incl. capitalised costs and other income

### 3m 2012

- Net revenue up by +2.1% ongoing growth for wireless subscriber, broadband and bundle products and wireless data overcompensate price erosion
- Direct costs down by -5.6% due to lower outpayments and acquisition/retention costs
- Indirect cost up +12.9% (efficiency gains are overcompensated by expenses for service level and a higher number of FTE)
- Contribution Margin down by 0.2%-points to 76.0% mainly due to higher indirect costs
- BB lines up +12.3%
- New Data ARPU up 9.2% to 10.7 CHF/month

## 5. Segmental results: corporate business

### Financials and operational data

	31.03.2012	YOY
Net revenue in MCHF <sup>1)</sup>	448	-0.4%
Direct costs in MCHF	-97	-10.2%
Indirect costs in MCHF <sup>2)</sup>	-120	6.2%
<b>Contribution Margin 2 in MCHF</b>	<b>231</b>	<b>0.9%</b>
<i>Contribution Margin 2 in %</i>	<i>51.6%</i>	
CAPEX in MCHF	19	-17.4%
FTE's	2'406	3.6%

	31.03.2012	YOY
Voice lines in '000	243	-0.8%
BB lines in '000	33	10.0%
Wireless customers in '000	967	14.6%
Wireless cancellation rate (annualised)	7.3%	0.5 pp
Blended wireless ARPU MO in CHF	53	-10.2%
thereof ARPU new data in CHF	15.7	0.0%

1) incl. intersegment revenues

2) incl. capitalised costs and other income

### 3m 2012

- Revenue slightly down by 0.4%.
- Decline of Wireline revenue (price erosion) partly compensated by growth in Wireless
- Direct cost down by 10.2% driven by lower outpayments and goods purchased
- Indirect cost increase by 6.2% due to higher number of FTE (+3.6% to 2'406)
- Contribution Margin up by 0.7%-points to 51.6% mainly due to lower direct costs.

## 5. Segmental results: wholesale

### Financials and operational data

	31.03.2012	YOY
Revenue from external customers in MCHF	153	-6.1%
Intersegment revenue in MCHF	88	-8.3%
<b>Net revenue in MCHF</b>	<b>241</b>	<b>-6.9%</b>
Direct costs in MCHF	-141	-5.4%
Indirect costs in MCHF <sup>1)</sup>	-5	25.0%
<b>Contribution Margin 2 in MCHF</b>	<b>95</b>	<b>-10.4%</b>
<i>Contribution Margin 2 in %</i>	<i>39.4%</i>	
CAPEX in MCHF	-	nm
FTE's	109	9.0%
	<b>31.03.2012</b>	<b>YOY</b>
Full access lines in '000	312	15.6%
BB (wholesale) lines in '000	179	-16.4%

1) incl. capitalised costs and other income

### 3m 2012

- **Net revenue** decreased by 18 MCHF
  - lower roaming rates
  - ongoing substitution towards full access
  - revenue decrease in data services
- **Direct costs** down by 8 MCHF as many revenue drivers push also down direct cost
- **Full access lines (ULL)** further increased, mostly substituting wholesale broadband lines

## 5. Segmental results: network and support functions

### Financials and operational data

	31.03.2012	YOY
Personnel expenses in MCHF	-174	7.4%
Rent in MCHF	-47	6.8%
Maintenance in MCHF	-40	11.1%
IT expenses in MCHF	-70	4.5%
Other OPEX in MCHF	-60	-10.4%
Indirect costs in MCHF	-391	4.0%
Capitalised costs and other income in MCHF	42	13.5%
<b>Contribution Margin 2 in MCHF</b>	<b>-349</b>	<b>2.9%</b>
Depreciation, amortisation and impairment in MCHF	-217	1.4%
<b>Segment result in MCHF</b>	<b>-566</b>	<b>2.4%</b>
CAPEX in MCHF	285	30.1%
FTE's	4'044	1.5%

### 3m 2012

- **Indirect costs** up by 15 MCHF mostly driven by higher termination benefits and higher pension cost.  
Higher costs for maintenance (access network & IT systems) were compensated by further cost savings due to efficiency improvements
- **Segment result** decreased by 13 MCHF as a result of higher indirect costs
- **CAPEX** above previous year (30.1%) mainly driven by higher spending for the fibre-infrastructure

## 5. Segmental results: Fastweb

### Financials and operational data

	31.03.2012	YOY
Consumer revenue in MEUR	182	-4.7%
Enterprise revenue in MEUR	183	0.0%
Wholesale revenue in MEUR <sup>1)</sup>	58	-4.9%
Net revenue in MEUR <sup>1)</sup>	423	-2.8%
of which net revenue excl. hubbing in MEUR	396	0.0%
OPEX in MEUR <sup>2)</sup>	-314	-4.3%
<b>EBITDA in MEUR</b>	<b>109</b>	<b>1.9%</b>
<i>EBITDA margin in %</i>	<i>25.8%</i>	
CAPEX in MEUR	112	14.3%
OpFCF Proxy in MEUR	-3	-133.3%
FTE's	3'064	-1.3%
<b>In Swisscom accounts</b>	<b>31.03.2012</b>	<b>YOY</b>
EBITDA in MCHF	131	-5.8%
CAPEX in MCHF	135	7.1%
	<b>31.03.2012</b>	<b>YOY</b>
BB customers in '000	1'654	-4.6%
Mobile value customers in '000	326	26.8%

1) incl. revenues to Swisscom companies

2) incl. capitalised costs and other income

### 3m 2012

- **Revenues** decreased by 2.8% YoY
  - Shortfall in Consumer revenues driven by reduction in interconnection rates and by competitive pressure due to loss-making offers (mobile to fixed cross subsidy) by competitors
  - Managed reduction of low margin Wholesale revenues (Hubbing) compensated by an increase in high margin Wholesale business
- Reported **EBITDA** reached 109 MEUR, up 2% YOY - despite the increase of SAC (+12 MEUR) due to the strong commercial performance - thanks to improved revenues mix, bad debt reduction and tightening of opex.
- **Contribution to Swisscom EBITDA** in CHF -5.8% due to the ongoing strengthening of Swiss Franc in a YOY context (Currency impact in Swisscom accounts: revenue -36 MCHF / EBITDA -9 MCHF)
- **Customer base** increased to 1,654k, +59k net adds in Q1 2012, confirming the good trend started in September 2011 in all segments.  
The decrease of -4.6% YoY is due to a customer transfer of 197k in Q3-2011 following a settlement of a legal dispute with another operator. Excluding this effect, customer base has increased by 7.7%

## 5. Segmental results: other

### Financials and operational data

	31.03.2012	YOY
Swisscom IT Services in MCHF	138	-0.7%
Swisscom Participations in MCHF	76	-2.6%
Hospitality Services in MCHF	15	-16.7%
Other in MCHF	-	n.m.
External revenue in MCHF	229	-3.0%
Net revenue in MCHF <sup>1)</sup>	427	3.1%
OPEX in MCHF <sup>2)</sup>	-356	3.2%
EBITDA in MCHF	71	2.9%
<i>EBITDA margin in %</i>	<i>16.6%</i>	
CAPEX in MCHF	36	12.5%
FTE's	4'537	3.3%

1) incl. intersegment revenues

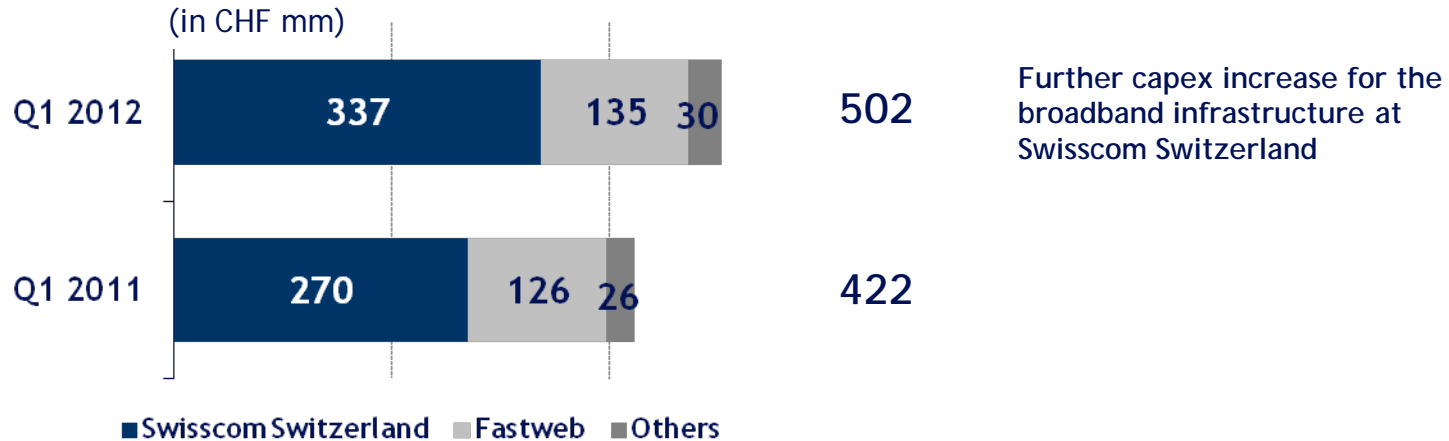
2) incl. capitalised costs and other income

### 3m 2012

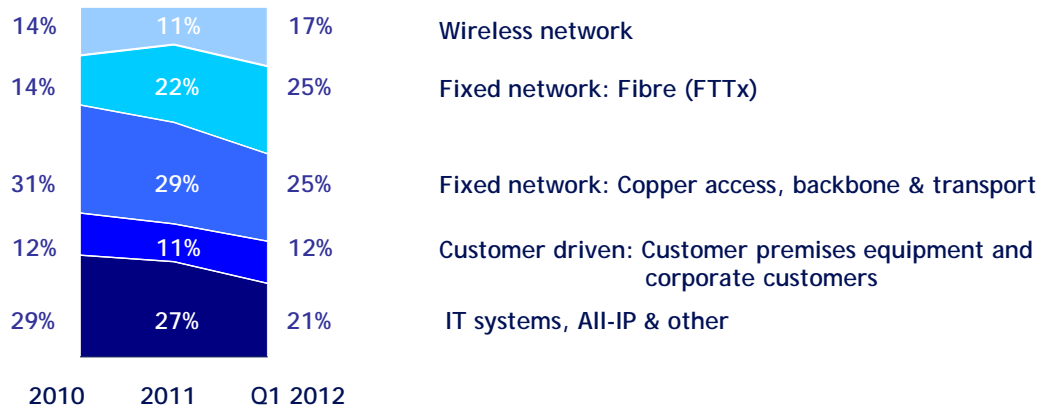
- **External revenue** down by 7 MCHF (-3.0%):  
IT Services down by 2 MCHF, mainly due to lower project business revenue
- **Net revenue** up by 13 MCHF, higher intersegment revenues are partly offset by lower external revenue
- **EBITDA** up by 2 MCHF mainly due to margin improvement at IT Services
- **Order intake IT Services** amount to 102 MCHF

## 6. Group results: capex breakdown

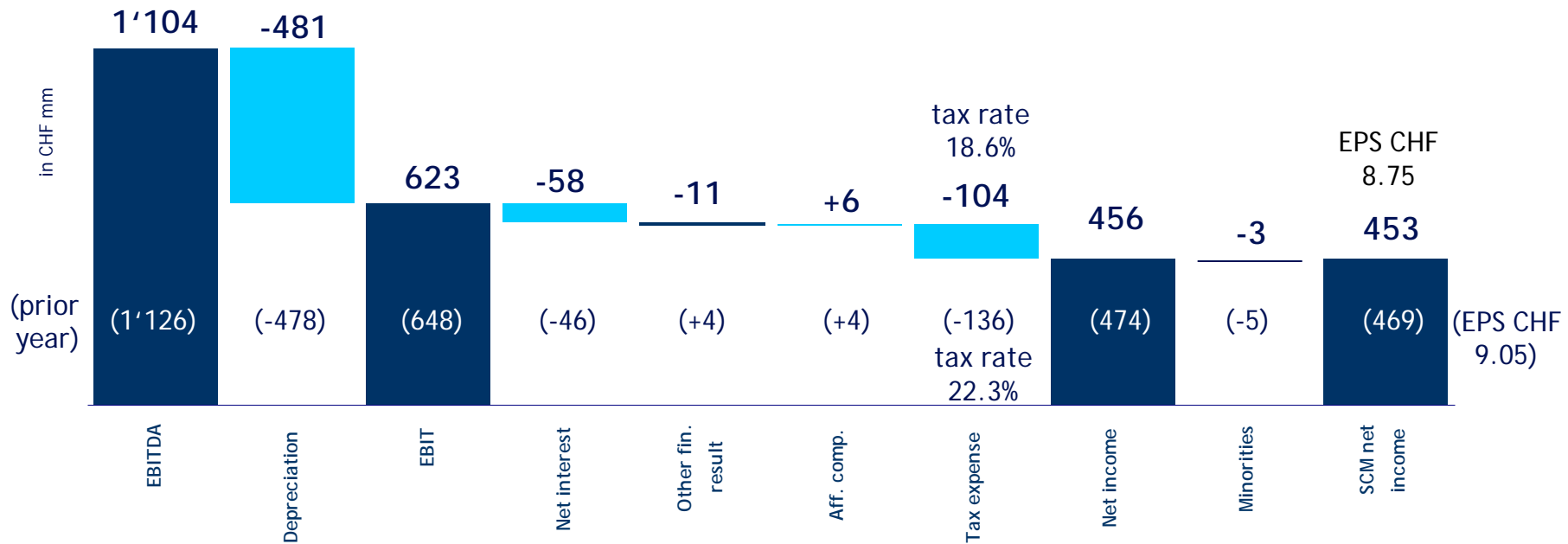
### Consolidated capex increase YoY (+CHF 80mm) due to further broadband rollout at SCS



### Capex of Swisscom Switzerland - trend to invest more into fibre continues

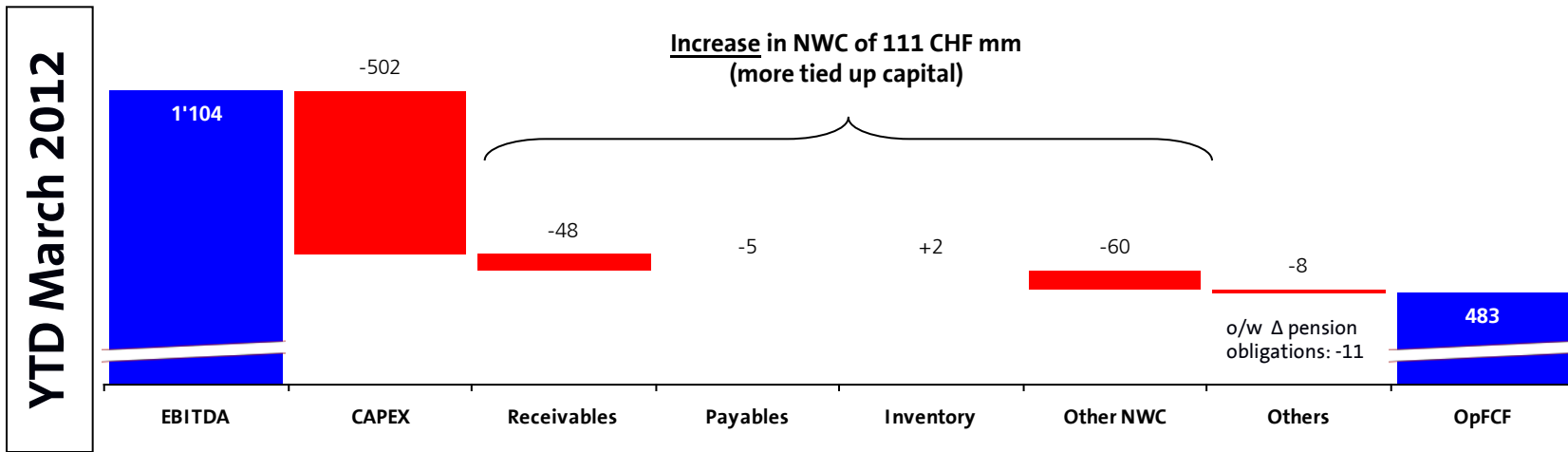


## 6. Group results: P&L breakdown

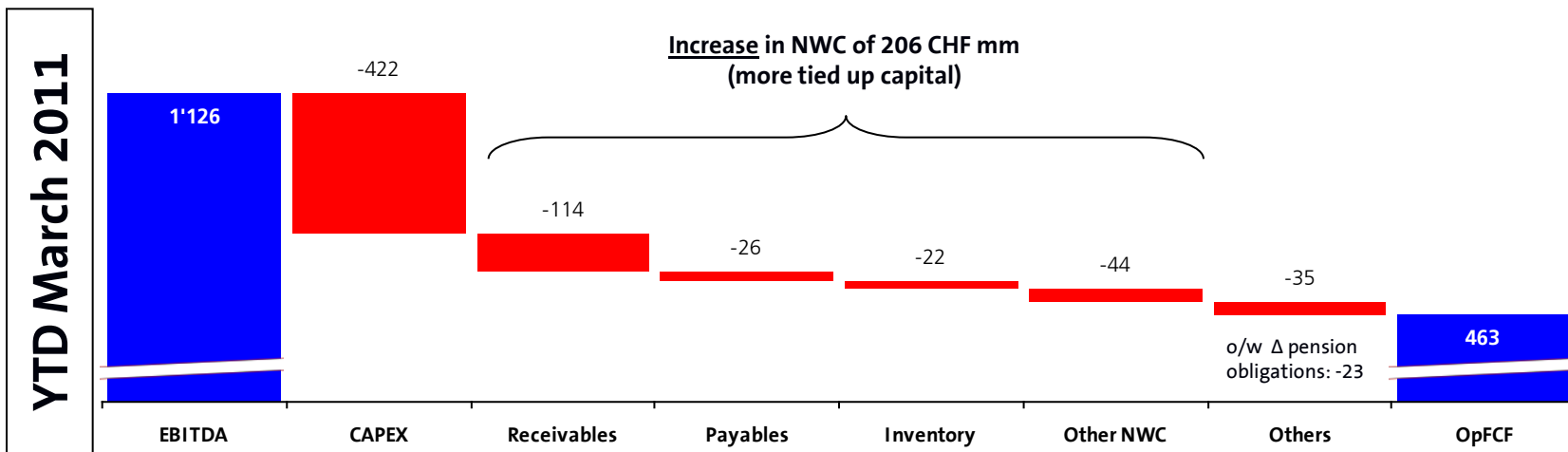


Net income slightly down

## 6. Group results: operating free cash flow breakdown



Δ	EBITDA	CAPEX	Receivables	Payables	Inventory	Other NWC	Others	OpFCF
	-22	-80	+66	+21	+24	-16	+27	+20
	o/w pension -14						o/w pension +12	o/w pension -2



## 7. Outlook 2012: unchanged

CHF bln	2011 Actual	2012 Expected Group Results
<i>Exchange rate CHF/€</i>	1.232	1.23
Revenues	11.467	11.4
EBITDA	4.584	4.4
CAPEX	2.095	2.2 (without cost for mobile spectrum)
Dividend/share (payable the year after)	22 <b>Paid on 13 April 2012</b>	22 Despite extra costs for mobile spectrum in 2012  (upon achieving the financial targets above, payable in 2013)

Net Debt per 31.3.2012 has already been increased for CHF 360mm mobile spectrum expense, however has not been paid yet. Therefore not in Q1 Capex or FCF. Will be booked later this year upon payment. Is not part of CHF 2.2 bln Capex guidance for 2012

# Q&A

# Attachment: Restatement of prior year figures into new 2012 structures

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Investor Relations  
May 2012

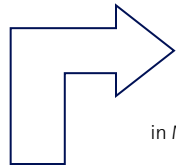
# Why a restatement (1/2)?

- External revenues
  - The new structure - unlike the old one - allows for separate reporting on the revenue generation from the different bundles such as 2play, 3play and quadruple play (different combinations of the products voice, broadband, TV and Mobile). As those revenue streams are expected to further grow in importance going forward, it now becomes opportune to report separately on those lines
  - Traffic revenue generated by the bundle customers are now reported as part of the bundle revenue
  - Finally, revenue is separately reported for the direct sales and for the 3rd party sales (like wholesale or hardware over 3rd party channels)
- Intercompany revenues
  - Internal charging was simplified
- Operational data
  - Alongside with the separation of the consumer revenue and the intermediary revenue, also the ARPU Mobile is now split into an ARPU MO (Mobile originating) and an ARPU MT (Mobile Termination).
  - The ARPL of the single play products voice no longer include traffic revenue generated by the bundle customers
  - The ARPU of the 2play, 3play and 4play products include the revenue part of traffic revenue generated by the bundle customers
  - With the introduction of an new billing system, minor clean-up of customer-related data was done

# Why a restatement (2/2)?

- Expenses
  - Newly, the promotion cost paid to 3rd party channels for the sale of handsets is booked in the other operating expenses (indirect cost) and no longer in the SAC/SRC line
  - Service fulfillment und service assurance will in 2012 not any more charged internally, as it is not relevant for the steering of the segments
  - Other services (e.g. direct marketing) used to be accounted as intersegment revenue will be accounted as other income
  - Postal services used to be charged to the segment Networks and Support Functions. In 2012, it will be charged directly to the customer segments (most of it to Residential Customers)
  - Services from Other Segments (Broadcasting) were charged to the segment Residential Customers. In 2012 those services will be charged to the segment Networks and Support Functions.
- Capex
  - Part of the Capex posted in the segment Networks and Support Functions were directly driven by the segment Corporate Business. In 2012, those Capex will be posted in the segment Corporate Business
- Balance sheet
  - No change

# Reconciliation from old to new revenue structure Swisscom Schweiz



Old structure

## New structure

in MCHF

2011

	Bundles			1P revenue		Customised Solutions	Termination & other W-sale		HW own channels	HW 3rd party channels	Other revenue
	2Play	3Play	4Play	Wireless	Wireline		Termination	Other Wholesale			
<b>Wireless revenue</b>				<b>3'104</b>			<b>137</b>	<b>137</b>			<b>31</b>
Wireless Access				899							8
Wireless Traffic				2'155							1
Wholesale Wireless							137	137			
Other Wireless				50							22
<b>Wireline revenue</b>	<b>169</b>	<b>448</b>	<b>24</b>		<b>2'695</b>	<b>32</b>	<b>65</b>	<b>271</b>			<b>49</b>
Wireline access	48	5			1'897	17					
Wireline traffic	15	15	16		723	15					
Wholesale wireline							65	263			
Wireline bundles	94	421	0								
Other wireline	12	7	8		75			8			49
<b>Convergent products</b>	<b>125</b>	<b>0</b>	<b>26</b>			<b>10</b>					
<b>Solutions revenue</b>						<b>185</b>					
<b>Other revenue</b>						<b>136</b>			<b>347</b>	<b>232</b>	<b>173</b>
<b>Total external net revenue</b>	<b>294</b>	<b>448</b>	<b>50</b>	<b>3'104</b>	<b>2'695</b>	<b>363</b>	<b>202</b>	<b>408</b>	<b>347</b>	<b>232</b>	<b>253</b>
<b>Total external net revenue</b>	<b>294</b>	<b>448</b>	<b>50</b>	<b>3'104</b>	<b>2'695</b>	<b>363</b>	<b>202</b>	<b>408</b>	<b>347</b>	<b>232</b>	<b>253</b>

# Overview of the effects on segment level

- The changes as described lead to the following effects in the restated figures of 2011:

<i>in MCHF</i>	2011 Effects from restatement									
	Residential Customers	Small & Medium -Sized Enterprises	Corporate Business	Wholesale	Networks and Support Functions	Elimination	Swisscom Schweiz	Other operating segments	Elimination	Swisscom Group
Net revenue from external customers	-	-	-	-	-	-	-	-	-	-
Intersegment revenue	-65	-21	-16	-	-	90	-12	-30	42	-
<b>Net revenue</b>	<b>-65</b>	<b>-21</b>	<b>-16</b>	<b>-</b>	<b>-</b>	<b>90</b>	<b>-12</b>	<b>-30</b>	<b>42</b>	<b>-</b>
<b>EBITDA</b>	<b>-67</b>	<b>6</b>	<b>-1</b>	<b>11</b>	<b>55</b>	<b>-</b>	<b>4</b>	<b>-4</b>	<b>-</b>	<b>-</b>
<b>CAPEX</b>	<b>-</b>	<b>-</b>	<b>17</b>	<b>-</b>	<b>-17</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

# Facts & Figures

## ARPU reconciliation 2011

Until now, the reported ARPU Wireless included the Termination revenue, no breakdown into ARPU MO and ARPU MT was disclosed

	Residential customers	Small and medium-sized enterprises	Corporate Business	Swisscom Schweiz
ARPU Postpaid	70	88	60	70
ARPU Prepaid	11			11
ARPU Wireless	40	88	60	47

As the new revenue structure separates the wireless revenue into a part "consumer" and a part "wholesale", it makes perfectly sense to differentiate the ARPU accordingly.

ARPU MO Postpaid	67	85	58	67
ARPU MO Prepaid	10			10
ARPU MO Wireless	38	85	58	45
ARPU MT Wireless	2	3	2	2
ARPU Wireless	40	88	60	47

# Cautionary statement regarding forward-looking statements

"This communication contains statements that constitute "forward-looking statements". In this communication, such forward-looking statements include, without limitation, statements relating to our financial condition, results of operations and business and certain of our strategic plans and objectives.

Because these forward-looking statements are subject to risks and uncertainties, actual future results may differ materially from those expressed in or implied by the statements. Many of these risks and uncertainties relate to factors which are beyond Swisscom's ability to control or estimate precisely, such as future market conditions, currency fluctuations, the behaviour of other market participants, the actions of governmental regulators and other risk factors detailed in Swisscom's and Fastweb's past and future filings and reports, including those filed with the U.S. Securities and Exchange Commission and in past and future filings, press releases, reports and other information posted on Swisscom Group Companies' websites.

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