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Facts & Figures

as per March 31, 2018

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P&L Overview

	2017							2018							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Retail Customers	1'497	1'481	2'978	1'478	4'456	1'515	5'971	1'456							-2.7%	-3.9%
Enterprise Customers	586	599	1'185	586	1'771	631	2'402	584							-0.3%	-7.4%
Wholesale	138	135	273	157	430	148	578	141							2.2%	-4.7%
IT, Network & Infrastructure	6	7	13	6	19	7	26	5							-16.7%	-28.6%
Swisscom Switzerland	2'227	2'222	4'449	2'227	6'676	2'301	8'977	2'186							-1.8%	-5.0%
Fastweb	482	508	990	554	1'544	611	2'155	572							18.7%	-6.4%
Other operating segments	122	129	251	132	383	146	529	127							4.1%	-13.0%
Group Headquarters	0	0	0	1	1	0	1	0							n.m.	n.m.
Net revenue from external customers	2'831	2'859	5'690	2'914	8'604	3'058	11'662	2'885							1.9%	-5.7%
Direct costs	(606)	(599)	(1'205)	(678)	(1'883)	(783)	(2'666)	(704)							16.2%	-10.1%
Personnel expenses	(753)	(738)	(1'491)	(695)	(2'186)	(816)	(3'002)	(723)							-4.0%	-11.4%
Other operating expenses	(490)	(525)	(1'015)	(533)	(1'548)	(659)	(2'207)	(503)							2.7%	-23.7%
Capitalized costs and other income	91	190	281	86	367	141	508	103							13.2%	-27.0%
Operating income (EBITDA)	1'073	1'187	2'260	1'094	3'354	941	4'295	1'058							-1.4%	12.4%
Depreciation, amortization and impairment	(523)	(534)	(1'057)	(531)	(1'588)	(576)	(2'164)	(540)							3.3%	-6.3%
Operating income (EBIT)	550	653	1'203	563	1'766	365	2'131	518							-5.8%	41.9%
Financial income and financial expense, net	(49)	(49)	(98)	(20)	(118)	(42)	(160)	(41)							-16.3%	-2.4%
Share of profit of investments in associates	(1)	(2)	(3)	(3)	(6)	(5)	(11)	(2)							100.0%	-60.0%
Income before income tax expense	500	602	1'102	540	1'642	318	1'960	475							-5.0%	49.4%
Income tax expense	(127)	(136)	(263)	(110)	(373)	(19)	(392)	(96)							-24.4%	405.3%
Income from continuing operations	373	466	839	430	1'269	299	1'568	379							1.6%	26.8%
Income from discontinued operations	0	0	0	0	0	0	0	0							n.m.	n.m.
Net income	373	466	839	430	1'269	299	1'568	379							1.6%	26.8%
Net income attributable to equity holders of Swisscom AG	373	467	840	430	1'270	300	1'570	381							2.1%	27.0%
Net income attributable to minority interests	0	(1)	(1)	0	(1)	(1)	(2)	(2)							n.m.	100.0%
Average number of shares outstanding (in million)	51.800	51.800	51.800	51.801	51.800	51.801	51.801	51.801							0.0%	0.0%
Earnings per share (EPS) in CHF	7.20	9.02	16.22	8.30	24.52	5.79	30.31	7.36							2.2%	27.1%

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

	2017							2018							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Group revenue																
Retail Customers	1'517	1'501	3'018	1'499	4'517	1'536	6'053	1'476						-2.7%	-3.9%	
Enterprise Customers	613	626	1'239	613	1'852	658	2'510	611						-0.3%	-7.1%	
Wholesale	206	215	421	277	698	246	944	203						-1.5%	-17.5%	
IT, Network & Infrastructure	42	42	84	41	125	42	167	41						-2.4%	-2.4%	
Intersegment elimination	(132)	(143)	(275)	(180)	(455)	(161)	(616)	(125)						-5.3%	-22.4%	
Swisscom Switzerland	2'246	2'241	4'487	2'250	6'737	2'321	9'058	2'206						-1.8%	-5.0%	
Fastweb	484	511	995	556	1'551	613	2'164	574						18.6%	-6.4%	
Other operating segments	187	210	397	215	612	238	850	197						5.3%	-17.2%	
Group Headquarters	0	1	1	1	2	(1)	1	0						n.m.	-100.0%	
Net revenue incl. intersegment revenue	2'917	2'963	5'880	3'022	8'902	3'171	12'073	2'977						2.1%	-6.1%	
Intersegment elimination	(86)	(104)	(190)	(108)	(298)	(113)	(411)	(92)						7.0%	-18.6%	
Net revenue from external customers	2'831	2'859	5'690	2'914	8'604	3'058	11'662	2'885						1.9%	-5.7%	
Retail Customers revenue																
Wireless access	577	576	1'153	580	1'733	574	2'307	574						-0.5%	0.0%	
Wireless traffic & VAS	96	101	197	108	305	90	395	81						-15.6%	-10.0%	
Wireless	673	677	1'350	688	2'038	664	2'702	655						-2.7%	-1.4%	
t/o Wireless service revenue in fix-mobile bundles	172	176	348	189	537	199	736	210						22.1%	5.5%	
Wireline access	588	581	1'169	581	1'750	586	2'336	572						-2.7%	-2.4%	
Wireline traffic & VAS	91	85	176	71	247	74	321	70						-23.1%	-5.4%	
Wireline business networks	1	1	2	2	4	1	5	1						0.0%	0.0%	
Wireline	680	667	1'347	654	2'001	661	2'662	643						-5.4%	-2.7%	
t/o Wireline service revenue in fix-mobile bundles	192	209	401	202	603	209	812	229						19.3%	9.6%	
t/o Wireline service revenue in fixed-only bundles	309	305	614	321	935	336	1'271	325						5.2%	-3.3%	
Service revenue	1'353	1'344	2'697	1'342	4'039	1'325	5'364	1'298						-4.1%	-2.0%	
Solutions	9	8	17	10	27	10	37	10						11.1%	0.0%	
Hardware sales	104	99	203	101	304	147	451	120						15.4%	-18.4%	
Other sales	31	30	61	25	86	33	119	28						-9.7%	-15.2%	
Net revenue from external customers	1'497	1'481	2'978	1'478	4'456	1'515	5'971	1'456						-2.7%	-3.9%	
Intersegment revenue	20	20	40	21	61	21	82	20						0.0%	-4.8%	
Net revenue Retail Customers	1'517	1'501	3'018	1'499	4'517	1'536	6'053	1'476						-2.7%	-3.9%	

P&L Breakdown

	2017							2018							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Enterprise Customers revenue																
Wireless access	71	74	145	75	220	77	297	75						5.6%	-2.6%	
Wireless traffic & VAS	49	49	98	47	145	43	188	38						-22.4%	-11.6%	
Wireless	120	123	243	122	365	120	485	113						-5.8%	-5.8%	
Wireline access	44	44	88	42	130	43	173	40						-9.1%	-7.0%	
Wireline traffic & VAS	29	23	52	26	78	25	103	22						-24.1%	-12.0%	
Wireline business networks	70	72	142	68	210	69	279	69						-1.4%	0.0%	
Wireline	143	139	282	136	418	137	555	131						-8.4%	-4.4%	
Business numbers	16	15	31	15	46	15	61	16						0.0%	6.7%	
Service revenue	279	277	556	273	829	272	1'101	260						-6.8%	-4.4%	
Solutions	261	271	532	264	796	288	1'084	268						2.7%	-6.9%	
Hardware sales	43	46	89	41	130	67	197	50						16.3%	-25.4%	
Other sales	3	5	8	8	16	4	20	6						100.0%	50.0%	
Net revenue from external customers	586	599	1'185	586	1'771	631	2'402	584						-0.3%	-7.4%	
Intersegment revenue	27	27	54	27	81	27	108	27						0.0%	0.0%	
Net revenue Enterprise Customers	613	626	1'239	613	1'852	658	2'510	611						-0.3%	-7.1%	
Wholesale revenue																
Wholesale termination	28	29	57	28	85	27	112	27						-3.6%	0.0%	
Wholesale services	61	61	122	66	188	70	258	67						9.8%	-4.3%	
Inbound roaming	46	41	87	60	147	48	195	44						-4.3%	-8.3%	
Other sales	3	4	7	3	10	3	13	3						0.0%	0.0%	
Net revenue from external customers	138	135	273	157	430	148	578	141						2.2%	-4.7%	
Intersegment revenue	68	80	148	120	268	98	366	62						-8.8%	-36.7%	
Net revenue Wholesale	206	215	421	277	698	246	944	203						-1.5%	-17.5%	
IT, Network & Infrastructure revenue																
Other sales (facility & fleet management)	6	7	13	6	19	7	26	5						-16.7%	-28.6%	
Net revenue from external customers	6	7	13	6	19	7	26	5						-16.7%	-28.6%	
Intersegment revenue	36	35	71	35	106	35	141	36						0.0%	2.9%	
Net revenue IT, Network & Infrastructure	42	42	84	41	125	42	167	41						-2.4%	-2.4%	

P&L Breakdown

	2017							2018							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Swisscom Switzerland revenue																
Wireless access	648	650	1'298	655	1'953	651	2'604	649						0.2%	-0.3%	
Wireless traffic & VAS	146	149	295	155	450	132	582	119						-18.5%	-9.8%	
Wireless	794	799	1'593	810	2'403	783	3'186	768						-3.3%	-1.9%	
t/o Wireless service revenue in fix-mobile bundles	172	176	348	189	537	199	736	210						22.1%	5.5%	
Wireline access	632	625	1'257	624	1'881	629	2'510	611						-3.3%	-2.9%	
Wireline traffic & VAS	119	109	228	96	324	99	423	92						-22.7%	-7.1%	
Wireline business networks	71	73	144	70	214	70	284	71						0.0%	1.4%	
Wireline	822	807	1'629	790	2'419	798	3'217	774						-5.8%	-3.0%	
t/o Wireline service revenue in fix-mobile bundles	192	209	401	202	603	209	812	229						19.3%	9.6%	
t/o Wireline service revenue in fixed-only bundles	309	305	614	321	935	336	1'271	325						5.2%	-3.3%	
Business numbers	16	15	31	15	46	15	61	16						0.0%	6.7%	
Service revenue	1'632	1'621	3'253	1'615	4'868	1'596	6'464	1'558						-4.5%	-2.4%	
Solutions	269	280	549	274	823	298	1'121	278						3.3%	-6.7%	
Hardware sales	147	145	292	142	434	214	648	170						15.6%	-20.6%	
Wholesale termination	28	29	57	28	85	27	112	27						-3.6%	0.0%	
Wholesale services	63	65	128	69	197	72	269	71						12.7%	-1.4%	
Inbound roaming	46	41	87	60	147	48	195	44						-4.3%	-8.3%	
Other sales	42	41	83	39	122	46	168	38						-9.5%	-17.4%	
Net revenue from external customers	2'227	2'222	4'449	2'227	6'676	2'301	8'977	2'186						-1.8%	-5.0%	
Intersegment revenue	19	19	38	23	61	20	81	20						5.3%	0.0%	
Net revenue Swisscom Switzerland	2'246	2'241	4'487	2'250	6'737	2'321	9'058	2'206						-1.8%	-5.0%	
Fastweb revenue																
Consumer	248	259	507	286	793	304	1'097	300						21.0%	-1.3%	
Enterprise	179	189	368	201	569	222	791	210						17.3%	-5.4%	
Wholesale	55	60	115	67	182	85	267	62						12.7%	-27.1%	
Other revenue	0	0	0	0	0	0	0	0						n.m.	n.m.	
Net revenue from external customers	482	508	990	554	1'544	611	2'155	572						18.7%	-6.4%	
Intersegment revenue	2	3	5	2	7	2	9	2						0.0%	0.0%	
Net revenue Fastweb	484	511	995	556	1'551	613	2'164	574						18.6%	-6.4%	
Other operating segments revenue																
Net revenue from external customers	122	129	251	132	383	146	529	127						4.1%	-13.0%	
Intersegment revenue	65	81	146	83	229	92	321	70						7.7%	-23.9%	
Net revenue other operating segments	187	210	397	215	612	238	850	197						5.3%	-17.2%	

P&L Breakdown

	2017							2018							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Group Headquarters revenue																
Group Headquarters revenue	0	0	0	1	1	0	1	0						n.m.	n.m.	
Intersegment revenue	0	1	1	0	1	(1)	0	0						n.m.	-100.0%	
Net revenue Group Headquarters	0	1	1	1	2	(1)	1	0						n.m.	-100.0%	
Group OPEX																
Retail Customers	(594)	(598)	(1'192)	(636)	(1'828)	(743)	(2'571)	(596)						0.3%	-19.8%	
Enterprise Customers	(414)	(414)	(828)	(401)	(1'229)	(459)	(1'688)	(417)						0.7%	-9.2%	
Wholesale	(102)	(112)	(214)	(154)	(368)	(130)	(498)	(94)						-7.8%	-27.7%	
IT, Network & Infrastructure	(340)	(336)	(676)	(329)	(1'005)	(412)	(1'417)	(331)						-2.6%	-19.7%	
Intersegment elimination	132	143	275	179	454	162	616	124						-6.1%	-23.5%	
Swisscom Switzerland	(1'318)	(1'317)	(2'635)	(1'341)	(3'976)	(1'582)	(5'558)	(1'314)						-0.3%	-16.9%	
Fastweb	(329)	(232)	(561)	(362)	(923)	(396)	(1'319)	(407)						23.7%	2.8%	
Other operating segments	(147)	(170)	(317)	(166)	(483)	(187)	(670)	(158)						7.5%	-15.5%	
Group Headquarters	(26)	(22)	(48)	(25)	(73)	(39)	(112)	(22)						-15.4%	-43.6%	
Reconciliation pension cost	(20)	(27)	(47)	(28)	(75)	(17)	(92)	(15)						-25.0%	-11.8%	
Intersegment elimination	82	96	178	102	280	104	384	89						8.5%	-14.4%	
Group OPEX	(1'758)	(1'672)	(3'430)	(1'820)	(5'250)	(2'117)	(7'367)	(1'827)						3.9%	-13.7%	
EBITDA																
Retail Customers (Contribution margin 2)	923	903	1'826	863	2'689	793	3'482	880						-4.7%	11.0%	
Enterprise Customers (Contribution margin 2)	199	212	411	212	623	199	822	194						-2.5%	-2.5%	
Wholesale (Contribution margin 2)	104	103	207	123	330	116	446	109						4.8%	-6.0%	
IT, Network & Infrastructure (Contribution margin 2)	(298)	(294)	(592)	(288)	(880)	(370)	(1'250)	(290)						-2.7%	-21.6%	
Intersegment elimination	0	0	0	(1)	(1)	1	0	(1)						n.m.	n.m.	
Swisscom Switzerland (EBITDA)	928	924	1'852	909	2'761	739	3'500	892						-3.9%	20.7%	
Fastweb	155	279	434	194	628	217	845	167						7.7%	-23.0%	
Other operating segments	40	40	80	49	129	51	180	39						-2.5%	-23.5%	
Group Headquarters	(26)	(21)	(47)	(24)	(71)	(40)	(111)	(22)						-15.4%	-45.0%	
Reconciliation pension cost	(20)	(27)	(47)	(28)	(75)	(17)	(92)	(15)						-25.0%	-11.8%	
Intersegment elimination	(4)	(8)	(12)	(6)	(18)	(9)	(27)	(3)						-25.0%	-66.7%	
Group EBITDA	1'073	1'187	2'260	1'094	3'354	941	4'295	1'058						-1.4%	12.4%	

P&L Breakdown

	2017							2018							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
EBITDA/Contribution margin 2 in % of net revenue																
Retail Customers	60.8%	60.2%	60.5%	57.6%	59.5%	51.6%	57.5%	59.6%								
Enterprise Customers	32.5%	33.9%	33.2%	34.6%	33.6%	30.2%	32.7%	31.8%								
Wholesale	50.5%	47.9%	49.2%	44.4%	47.3%	47.2%	47.2%	53.7%								
IT, Network & Infrastructure	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Swisscom Switzerland	41.3%	41.2%	41.3%	40.4%	41.0%	31.8%	38.6%	40.4%								
Fastweb	32.0%	54.6%	43.6%	34.9%	40.5%	35.4%	39.0%	29.1%								
Other operating segments	21.4%	19.0%	20.2%	22.8%	21.1%	21.4%	21.2%	19.8%								
Group Headquarters	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Group EBITDA in % of net revenue	37.9%	41.5%	39.7%	37.5%	39.0%	30.8%	36.8%	36.7%								
Depreciation, amortization and impairment																
Retail Customers	(32)	(33)	(65)	(31)	(96)	(30)	(126)	(38)							18.8%	26.7%
Enterprise Customers	(19)	(20)	(39)	(20)	(59)	(21)	(80)	(18)							-5.3%	-14.3%
Wholesale	0	0	0	0	0	0	0	0							n.m.	n.m.
IT, Network & Infrastructure	(316)	(325)	(641)	(320)	(961)	(318)	(1'279)	(322)							1.9%	1.3%
Intersegment elimination	0	(1)	(1)	2	1	(1)	0	0							n.m.	-100.0%
Swisscom Switzerland	(367)	(379)	(746)	(369)	(1'115)	(370)	(1'485)	(378)							3.0%	2.2%
Fastweb	(140)	(141)	(281)	(146)	(427)	(162)	(589)	(149)							6.4%	-8.0%
Other operating segments	(17)	(17)	(34)	(15)	(49)	(47)	(96)	(15)							-11.8%	-68.1%
Group Headquarters	0	0	0	0	0	0	0	0							n.m.	n.m.
Intersegment elimination	1	3	4	(1)	3	3	6	2							100.0%	-33.3%
Depreciation, amortization and impairment	(523)	(534)	(1'057)	(531)	(1'588)	(576)	(2'164)	(540)							3.3%	-6.3%
Operating income (EBIT)																
Retail Customers (segment result)	891	870	1'761	832	2'593	763	3'356	842							-5.5%	10.4%
Enterprise Customers (segment result)	180	192	372	192	564	178	742	176							-2.2%	-1.1%
Wholesale (segment result)	104	103	207	123	330	116	446	109							4.8%	-6.0%
IT, Network & Infrastructure (segment result)	(614)	(619)	(1'233)	(608)	(1'841)	(688)	(2'529)	(612)							-0.3%	-11.0%
Intersegment elimination	0	(1)	(1)	1	0	0	0	(1)							n.m.	n.m.
Swisscom Switzerland (EBIT)	561	545	1'106	540	1'646	369	2'015	514							-8.4%	39.3%
Fastweb	15	138	153	48	201	55	256	18							20.0%	-67.3%
Other operating segments	23	23	46	34	80	4	84	24							4.3%	500.0%
Group Headquarters	(26)	(21)	(47)	(24)	(71)	(40)	(111)	(22)							-15.4%	-45.0%
Reconciliation pension cost	(20)	(27)	(47)	(28)	(75)	(17)	(92)	(15)							-25.0%	-11.8%
Intersegment elimination	(3)	(5)	(8)	(7)	(15)	(6)	(21)	(1)							-66.7%	-83.3%
Group EBIT	550	653	1'203	563	1'766	365	2'131	518							-5.8%	41.9%

P&L Breakdown

	2017							2018							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
EBIT/Segment result in % of net revenue																
Retail Customers	58.7%	58.0%	58.3%	55.5%	57.4%	49.7%	55.4%	57.0%								
Enterprise Customers	29.4%	30.7%	30.0%	31.3%	30.5%	27.1%	29.6%	28.8%								
Wholesale	50.5%	47.9%	49.2%	44.4%	47.3%	47.2%	47.2%	53.7%								
IT, Network & Infrastructure	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Swisscom Switzerland	25.0%	24.3%	24.6%	24.0%	24.4%	15.9%	22.2%	23.3%								
Fastweb	3.1%	27.0%	15.4%	8.6%	13.0%	9.0%	11.8%	3.1%								
Other operating segments	12.3%	11.0%	11.6%	15.8%	13.1%	1.7%	9.9%	12.2%								
Group Headquarters	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Group EBIT in % of net revenue	19.4%	22.8%	21.1%	19.3%	20.5%	11.9%	18.3%	18.0%								
CAPEX																
Fixed network & infrastructure	26%	27%	27%	30%	28%	32%	29%	31%								
Fibre (FTTx)	29%	30%	29%	32%	30%	25%	28%	32%								
Wireless network	18%	18%	18%	17%	17%	14%	16%	18%								
Customer premises equipment	6%	6%	6%	4%	5%	4%	5%	5%								
IT systems, All IP & other	21%	19%	20%	17%	20%	25%	22%	14%								
Swisscom Switzerland	(357)	(362)	(719)	(364)	(1'083)	(571)	(1'654)	(311)						-12.9%	-45.5%	
Fastweb	(165)	(161)	(326)	(158)	(484)	(208)	(692)	(185)						12.1%	-11.1%	
Other operating segments	(11)	(13)	(24)	(15)	(39)	(19)	(58)	(8)						-27.3%	-57.9%	
Group Headquarters	0	0	0	0	0	0	0	0						n.m.	n.m.	
Intersegment elimination	4	8	12	7	19	7	26	3						-25.0%	-57.1%	
Group CAPEX	(529)	(528)	(1'057)	(530)	(1'587)	(791)	(2'378)	(501)						-5.3%	-36.7%	
Number of employees (End of period)																
Retail Customers	5'977		5'813		5'750		5'657	5'583							-6.6%	-1.3%
Enterprise Customers	4'642		4'610		4'620		4'603	4'602							-0.9%	0.0%
Wholesale	86		86		87		88	85							-1.2%	-3.4%
IT, Network & Infrastructure	5'014		4'911		4'850		4'809	4'761							-5.0%	-1.0%
Swisscom Switzerland	15'719		15'420		15'307		15'157	15'031							-4.4%	-0.8%
Fastweb	2'503		2'494		2'509		2'504	2'510							0.3%	0.2%
Other operating segments	2'575		2'585		2'617		2'580	2'523							-2.0%	-2.2%
Group Headquarters	282		276		271		265	262							-7.1%	-1.1%
Group Number of employees (End of period)	21'079		20'775		20'704		20'506	20'326							-3.6%	-0.9%

Remarks:

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OPEX Breakdown

	2017							2018							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
OPEX Swisscom Switzerland																
Direct costs	(435)	(433)	(868)	(485)	(1'353)	(573)	(1'926)	(455)							4.6%	-20.6%
Personnel expenses	(586)	(558)	(1'144)	(530)	(1'674)	(622)	(2'296)	(568)							-3.1%	-8.7%
Other operating expenses	(327)	(346)	(673)	(342)	(1'015)	(439)	(1'454)	(319)							-2.4%	-27.3%
Intersegment expenses	(35)	(37)	(72)	(38)	(110)	(39)	(149)	(37)							5.7%	-5.1%
./. Capitalized costs and other income	65	57	122	54	176	91	267	65							0.0%	-28.6%
Total OPEX Swisscom Switzerland	(1'318)	(1'317)	(2'635)	(1'341)	(3'976)	(1'582)	(5'558)	(1'314)							-0.3%	-16.9%
OPEX Fastweb																
Direct costs	(165)	(160)	(325)	(186)	(511)	(203)	(714)	(236)							43.0%	16.3%
Personnel expenses	(50)	(48)	(98)	(46)	(144)	(54)	(198)	(48)							-4.0%	-11.1%
Other operating expenses	(123)	(138)	(261)	(141)	(402)	(164)	(566)	(135)							9.8%	-17.7%
Intersegment expenses	(1)	0	(1)	(1)	(2)	(1)	(3)	(1)							0.0%	0.0%
./. Capitalized costs and other income	10	114	124	12	136	26	162	13							30.0%	-50.0%
Total OPEX Fastweb	(329)	(232)	(561)	(362)	(923)	(396)	(1'319)	(407)							23.7%	2.8%
OPEX Other operating segments																
Direct costs	(5)	(7)	(12)	(7)	(19)	(6)	(25)	(12)							140.0%	100.0%
Personnel expenses	(77)	(84)	(161)	(73)	(234)	(91)	(325)	(77)							0.0%	-15.4%
Other operating expenses	(56)	(70)	(126)	(77)	(203)	(82)	(285)	(66)							17.9%	-19.5%
Intersegment expenses	(12)	(13)	(25)	(13)	(38)	(14)	(52)	(12)							0.0%	-14.3%
./. Capitalized costs and other income	3	4	7	4	11	6	17	9							200.0%	50.0%
Total OPEX Other operating segments	(147)	(170)	(317)	(166)	(483)	(187)	(670)	(158)							7.5%	-15.5%
OPEX Group Headquarters																
Direct costs	0	0	0	0	0	0	0	0							n.m.	n.m.
Personnel expenses	(24)	(21)	(45)	(20)	(65)	(35)	(100)	(19)							-20.8%	-45.7%
Other operating expenses	(16)	(14)	(30)	(13)	(43)	(15)	(58)	(15)							-6.3%	0.0%
Intersegment expenses	(8)	(8)	(16)	(10)	(26)	(9)	(35)	(8)							0.0%	-11.1%
./. Capitalized costs and other income	22	21	43	18	61	20	81	20							-9.1%	0.0%
Total OPEX Group Headquarters	(26)	(22)	(48)	(25)	(73)	(39)	(112)	(22)							-15.4%	-43.6%

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SCS Breakdown

	2017							2018							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Retail Customers																
Net revenue (incl. intersegment revenue)	1'517	1'501	3'018	1'499	4'517	1'536	6'053	1'476							-2.7%	-3.9%
Outpayments	(49)	(57)	(106)	(91)	(197)	(71)	(268)	(44)							-10.2%	-38.0%
Subscriber acquisition and retention costs (1)	(108)	(111)	(219)	(111)	(330)	(138)	(468)	(98)							-9.3%	-29.0%
Other costs (incl. goods and services purchased)	(151)	(142)	(293)	(157)	(450)	(212)	(662)	(180)							19.2%	-15.1%
Direct costs (incl. intersegment direct costs)	(308)	(310)	(618)	(359)	(977)	(421)	(1'398)	(322)							4.5%	-23.5%
Contribution margin 1	1'209	1'191	2'400	1'140	3'540	1'115	4'655	1'154							-4.5%	3.5%
Contribution margin 1 in % of net revenue	79.7%	79.3%	79.5%	76.1%	78.4%	72.6%	76.9%	78.2%								
Total workforce expenses	(219)	(210)	(429)	(203)	(632)	(214)	(846)	(207)							-5.5%	-3.3%
Other operating expenses (2)	(104)	(112)	(216)	(103)	(319)	(139)	(458)	(99)							-4.8%	-28.8%
Indirect costs (incl. intersegment indirect costs)	(323)	(322)	(645)	(306)	(951)	(353)	(1'304)	(306)							-5.3%	-13.3%
./. Capitalized costs and other income	37	34	71	29	100	31	131	32							-13.5%	3.2%
Contribution margin 2	923	903	1'826	863	2'689	793	3'482	880							-4.7%	11.0%
Contribution margin 2 in % of net revenue	60.8%	60.2%	60.5%	57.6%	59.5%	51.6%	57.5%	59.6%								
CAPEX	(45)	(41)	(86)	(39)	(125)	(67)	(192)	(36)							-20.0%	-46.3%
Number of employees (FTE)	5'977		5'813		5'750		5'657	5'583							-6.6%	-1.3%
Enterprise Customers																
Net revenue (incl. intersegment revenue)	613	626	1'239	613	1'852	658	2'510	611							-0.3%	-7.1%
Outpayments	(27)	(30)	(57)	(37)	(94)	(32)	(126)	(24)							-11.1%	-25.0%
Subscriber acquisition and retention costs (1)	(8)	(7)	(15)	(6)	(21)	(7)	(28)	(5)							-37.5%	-28.6%
Other costs (incl. goods and services purchased)	(149)	(140)	(289)	(132)	(421)	(166)	(587)	(158)							6.0%	-4.8%
Direct costs (incl. intersegment direct costs)	(184)	(177)	(361)	(175)	(536)	(205)	(741)	(187)							1.6%	-8.8%
Contribution margin 1	429	449	878	438	1'316	453	1'769	424							-1.2%	-6.4%
Contribution margin 1 in % of net revenue	70.0%	71.7%	70.9%	71.5%	71.1%	68.8%	70.5%	69.4%								
Total workforce expenses	(204)	(203)	(407)	(190)	(597)	(202)	(799)	(204)							0.0%	1.0%
Other operating expenses (2)	(54)	(57)	(111)	(58)	(169)	(77)	(246)	(54)							0.0%	-29.9%
Indirect costs (incl. intersegment indirect costs)	(258)	(260)	(518)	(248)	(766)	(279)	(1'045)	(258)							0.0%	-7.5%
./. Capitalized costs and other income	28	23	51	22	73	25	98	28							0.0%	12.0%
Contribution margin 2	199	212	411	212	623	199	822	194							-2.5%	-2.5%
Contribution margin 2 in % of net revenue	32.5%	33.9%	33.2%	34.6%	33.6%	30.2%	32.7%	31.8%								
CAPEX	(20)	(16)	(36)	(14)	(50)	(19)	(69)	(11)							-45.0%	-42.1%
Number of employees (FTE)	4'642		4'610		4'620		4'603	4'602							-0.9%	0.0%

SCS Breakdown

	2017							2018							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Wholesale																
Net revenue (incl. intersegment revenue)	206	215	421	277	698	246	944	203							-1.5%	-17.5%
Outpayments	(96)	(108)	(204)	(147)	(351)	(123)	(474)	(88)							-8.3%	-28.5%
Subscriber acquisition and retention costs (1)	0	0	0	0	0	0	0	0							n.m.	n.m.
Other costs (incl. goods and services purchased)	(1)	(1)	(2)	(1)	(3)	(1)	(4)	(2)							100.0%	100.0%
Direct costs (incl. intersegment direct costs)	(97)	(109)	(206)	(148)	(354)	(124)	(478)	(90)							-7.2%	-27.4%
Contribution margin 1	109	106	215	129	344	122	466	113							3.7%	-7.4%
Contribution margin 1 in % of net revenue	52.9%	49.3%	51.1%	46.6%	49.3%	49.6%	49.4%	55.7%								
Total workforce expenses	(4)	(3)	(7)	(4)	(11)	(3)	(14)	(4)							0.0%	33.3%
Other operating expenses (2)	(1)	(1)	(2)	(3)	(5)	(3)	(8)	(1)							0.0%	-66.7%
Indirect costs (incl. intersegment indirect costs)	(5)	(4)	(9)	(7)	(16)	(6)	(22)	(5)							0.0%	-16.7%
./. Capitalized costs and other income	0	1	1	1	2	0	2	1							n.m.	n.m.
Contribution margin 2	104	103	207	123	330	116	446	109							4.8%	-6.0%
Contribution margin 2 in % of net revenue	50.5%	47.9%	49.2%	44.4%	47.3%	47.2%	47.2%	53.7%								
CAPEX	0	0	0	0	0	0	0	0							n.m.	n.m.
Number of employees (FTE)	86		86		87		88	85							-1.2%	-3.4%
IT, Network & Infrastructure																
Net revenue (incl. intersegment revenue)	42	42	84	41	125	42	167	41							-2.4%	-2.4%
Direct costs (incl. intersegment direct costs)	(4)	(2)	(6)	(3)	(9)	(3)	(12)	(3)							-25.0%	0.0%
Contribution margin 1	38	40	78	38	116	39	155	38							0.0%	-2.6%
Contribution margin 1 in % of net revenue	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Total workforce expenses	(225)	(205)	(430)	(199)	(629)	(270)	(899)	(217)							-3.6%	-19.6%
Rent	(44)	(44)	(88)	(43)	(131)	(48)	(179)	(45)							2.3%	-6.3%
Maintenance	(41)	(44)	(85)	(49)	(134)	(52)	(186)	(42)							2.4%	-19.2%
IT expenses	(46)	(50)	(96)	(48)	(144)	(57)	(201)	(44)							-4.3%	-22.8%
Other expenses	(99)	(101)	(200)	(93)	(293)	(126)	(419)	(96)							-3.0%	-23.8%
Other operating expenses	(230)	(239)	(469)	(233)	(702)	(283)	(985)	(227)							-1.3%	-19.8%
Indirect costs (incl. intersegment indirect costs)	(455)	(444)	(899)	(432)	(1'331)	(553)	(1'884)	(444)							-2.4%	-19.7%
./. Capitalized costs and other income	119	110	229	106	335	144	479	116							-2.5%	-19.4%
Contribution margin 2	(298)	(294)	(592)	(288)	(880)	(370)	(1'250)	(290)							-2.7%	-21.6%
Contribution margin 2 in % of net revenue	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
CAPEX	(293)	(304)	(597)	(310)	(907)	(486)	(1'393)	(263)							-10.2%	-45.9%
Number of employees (FTE)	5'014		4'911		4'850		4'809	4'761							-5.0%	-1.0%

SCS Breakdown

	2017							2018							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Swisscom Switzerland																
Net revenue (incl. intersegment revenue)	2'246	2'241	4'487	2'250	6'737	2'321	9'058	2'206							-1.8%	-5.0%
Outpayments	(82)	(94)	(176)	(134)	(310)	(109)	(419)	(74)							-9.8%	-32.1%
Subscriber acquisition and retention costs (1)	(117)	(117)	(234)	(117)	(351)	(145)	(496)	(101)							-13.7%	-30.3%
Other costs (incl. goods and services purchased)	(241)	(225)	(466)	(240)	(706)	(322)	(1'028)	(284)							17.8%	-11.8%
Direct costs (incl. intercompany direct costs)	(440)	(436)	(876)	(491)	(1'367)	(576)	(1'943)	(459)							4.3%	-20.3%
Contribution margin 1	1'806	1'805	3'611	1'759	5'370	1'745	7'115	1'747							-3.3%	0.1%
Contribution margin 1 in % of net revenue	80.4%	80.5%	80.5%	78.2%	79.7%	75.2%	78.5%	79.2%								
Total workforce expenses	(652)	(621)	(1'273)	(595)	(1'868)	(690)	(2'558)	(632)							-3.1%	-8.4%
Other operating expenses (2)	(291)	(317)	(608)	(309)	(917)	(407)	(1'324)	(288)							-1.0%	-29.2%
Indirect costs (incl. intersegment indirect costs)	(943)	(938)	(1'881)	(904)	(2'785)	(1'097)	(3'882)	(920)							-2.4%	-16.1%
./. Capitalized costs and other income	65	57	122	54	176	91	267	65							0.0%	-28.6%
Contribution margin 2	928	924	1'852	909	2'761	739	3'500	892							-3.9%	20.7%
Contribution margin 2 in % of net revenue	41.3%	41.2%	41.3%	40.4%	41.0%	31.8%	38.6%	40.4%								
CAPEX	(357)	(362)	(719)	(364)	(1'083)	(571)	(1'654)	(311)							-12.9%	-45.5%
Number of employees (FTE)	15'719		15'420		15'307		15'157	15'031							-4.4%	-0.8%

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

(2) Other operating expenses excluding dealer commissions

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Fastweb

	2017							2018							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Fastweb (in EUR million)																
Consumer	232	238	470	253	723	263	986	257							10.8%	-2.3%
Enterprise	168	173	341	177	518	192	710	180							7.1%	-6.3%
Wholesale	51	57	108	58	166	74	240	53							3.9%	-28.4%
Other revenue	0	0	0	0	0	0	0	0							n.m.	n.m.
Net revenue from external customers	451	468	919	488	1'407	529	1'936	490							8.6%	-7.4%
Intersegment revenue	2	2	4	3	7	1	8	2							0.0%	100.0%
Net revenue	453	470	923	491	1'414	530	1'944	492							8.6%	-7.2%
Operating expenses	(308)	(212)	(520)	(321)	(841)	(344)	(1'185)	(348)							13.0%	1.2%
EBITDA	145	258	403	170	573	186	759	144							-0.7%	-22.6%
EBITDA in % of net revenue	32.0%	54.9%	43.7%	34.6%	40.5%	35.1%	39.0%	29.3%								
CAPEX	(155)	(147)	(302)	(139)	(441)	(181)	(622)	(159)							2.6%	-12.2%
Number of employees (FTE)	2'503		2'494		2'509		2'504	2'510							0.3%	0.2%

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Operating Free Cash Flow

	2017							2018							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Operating income (EBITDA)	1'073	1'187	2'260	1'094	3'354	941	4'295	1'058							-1.4%	12.4%
Changes in operating assets and liabilities and other payments or receipts from operating activities	(83)	(102)	(185)	94	(91)	311	220	(200)							141.0%	n.m.
Capital expenditure	(529)	(528)	(1'057)	(530)	(1'587)	(791)	(2'378)	(501)							-5.3%	-36.7%
Proceeds from sale of assets	2	0	2	2	4	26	30	2							0.0%	-92.3%
Operating free cash flow before minority interests	463	557	1'020	660	1'680	487	2'167	359							-22.5%	-26.3%
Dividends paid to minority interests	0	(8)	(8)	0	(8)	0	(8)	0							n.m.	n.m.
Operating free cash flow	463	549	1'012	660	1'672	487	2'159	359							-22.5%	-26.3%

Remarks:

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Operational data

	2017							2018							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Operational data Swisscom Switzerland																
Product view (in thousands)																
Wireless subscribers	6'601		6'593		6'582		6'637	6'632							0.5%	-0.1%
Broadband lines	1'988		1'989		2'000		2'014	2'025							1.9%	0.5%
Wireline voice access lines	2'297		2'208		2'128		2'047	1'977							-13.9%	-3.4%
TV subscribers	1'438		1'447		1'453		1'467	1'492							3.8%	1.7%
Total number of underlying products	12'324		12'237		12'163		12'165	12'126							-1.6%	-0.3%
Wireless																
Wireless subscribers (in thousands)																
Wireless subscribers prepaid	2'039		2'018		1'980		1'995	1'986							-2.6%	-0.5%
Wireless subscribers postpaid value	3'963		3'979		3'998		4'036	4'041							2.0%	0.1%
Wireless subscribers postpaid volume (data, multi-SIM)	599		596		604		606	605							1.0%	-0.2%
Wireless subscribers postpaid	4'562		4'575		4'602		4'642	4'646							1.8%	0.1%
Wireless subscribers	6'601		6'593		6'582		6'637	6'632							0.5%	-0.1%
Infinity subscribers	2'160		1'889		1'613		1'364	1'157							-46.4%	-15.2%
inOne mobile subscribers	0		342		708		1'014	1'257							n.m.	24.0%
Infinity / inOne mobile subscribers	2'160		2'232		2'321		2'378	2'414							11.8%	1.5%
ARPU wireless (in CHF)																
Blended wireless ARPU	40	41	40	41	41	40	40	39							-2.5%	-2.5%
Blended wireless ARPU IFRS	38	38	38	39	38	37	38	36							-5.3%	-2.7%
ARPU postpaid	56	56	56	56	56	55	56	53							-5.4%	-3.6%
ARPU postpaid IFRS	52	53	52	53	53	52	52	50							-3.8%	-3.8%
Wireless cancellation rate (annualised)																
Wireless cancellation rate postpaid value	7.2%	7.3%	7.2%	6.4%	7.0%	7.1%	7.0%	8.5%								
Wireless cancellation rate postpaid	8.3%	8.7%	8.5%	8.0%	8.4%	9.4%	8.6%	9.8%								
Wireline																
Broadband lines (in thousands)																
Broadband lines in single products	252		205		150		107	89							-64.7%	-16.8%
Broadband lines in bundle products	1'736		1'784		1'850		1'907	1'936							11.5%	1.5%
Broadband lines	1'988		1'989		2'000		2'014	2'025							1.9%	0.5%
thereof Broadband lines >80 Mbps	901		931		997		1'047	1'098							21.9%	4.9%
Wireline voice access lines (in thousands)																
Wireline voice access lines in single products	1'041		931		813		704	630							-39.5%	-10.5%
Wireline voice access lines in bundle products	1'256		1'277		1'315		1'343	1'347							7.2%	0.3%
Wireline voice access lines	2'297		2'208		2'128		2'047	1'977							-13.9%	-3.4%
TV subscribers (in thousands)																
TV subscribers	1'438		1'447		1'453		1'467	1'492							3.8%	1.7%

Operational data

	2017							2018							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Wholesale																
Wholesale lines (in thousands)																
Full access lines	120		116		114		107	100							-16.7%	-6.5%
Wholesale broadband lines	385		402		419		435	449							16.6%	3.2%
Operational data Retail Customers																
Product view (in thousands)																
Wireless subscribers	5'345		5'333		5'314		5'370	5'367							0.4%	-0.1%
Broadband lines	1'950		1'951		1'962		1'976	1'988							1.9%	0.6%
Wireline voice access lines	2'063		1'982		1'911		1'840	1'779							-13.8%	-3.3%
TV subscribers	1'438		1'447		1'453		1'467	1'492							3.8%	1.7%
Total number of underlying products	10'796		10'713		10'640		10'653	10'626							-1.6%	-0.3%
ARPU underlying products (in CHF)																
Blended ARPUP	41	42	41	42	42	41	42	41							0.0%	0.0%
Bundle products																
Bundle subscription (in thousands)																
2Play bundle	303		331		381		416	434							43.2%	4.3%
3Play bundle	1'021		1'045		1'071		1'093	1'100							7.7%	0.6%
4Play bundle	409		403		391		389	391							-4.4%	0.5%
Total bundle subscriptions	1'733		1'779		1'843		1'898	1'925							11.1%	1.4%
thereof fix-mobile bundle subscriptions	697		702		711		731	758							8.8%	3.7%
Bundle revenue (in CHF million)																
2Play bundle	91	95	186	93	279	120	399	115							26.4%	-4.2%
3Play bundle	383	404	787	392	1'179	422	1'601	424							10.7%	0.5%
4Play bundle	199	191	390	226	616	202	818	225							13.1%	11.4%
ARPU bundle (in CHF)																
Blended ARPU 2Play bundle	98	95	96	89	93	84	91	90							-8.2%	7.1%
Blended ARPU 3Play bundle	128	131	130	124	129	129	129	129							0.8%	0.0%
Blended ARPU 4Play bundle	168	156	165	183	174	181	177	192							14.3%	6.1%
Blended ARPU bundle	132	128	130	134	132	133	132	132							0.0%	-0.8%
Wireless																
Wireless subscribers (in thousands)																
Wireless subscribers prepaid	2'039		2'018		1'980		1'995	1'986							-2.6%	-0.5%
Wireless subscribers postpaid value	3'087		3'098		3'110		3'140	3'145							1.9%	0.2%
Wireless subscribers postpaid volume (data, multi-SIM)	219		217		224		235	236							7.8%	0.4%
Wireless subscribers postpaid	3'306		3'315		3'334		3'375	3'381							2.3%	0.2%
Wireless subscribers	5'345		5'333		5'314		5'370	5'367							0.4%	-0.1%
Infinity / inOne penetration in % of postpaid value subscribers	68%		70%		73%		74%	75%								
Infinity subscribers	2'108		1'839		1'565		1'319	1'117							-47.0%	-15.3%
inOne mobile subscribers	0		342		708		1'014	1'257							n.m.	24.0%
Total Infinity / inOne mobile subscribers	2'108		2'182		2'273		2'333	2'374							12.6%	1.8%
thereof inOne mobile subscribers in bundle	0		173		364		539	689							n.m.	27.8%

Operational data

	2017							2018							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
ARPU wireless (in CHF)																
ARPU prepaid	5	6	6	6	6	5	6	5						0.0%	0.0%	
ARPU postpaid	65	65	65	66	65	63	65	62						-4.6%	-1.6%	
ARPU postpaid IFRS	60	60	60	61	61	59	60	57						-5.0%	-3.4%	
Blended wireless ARPU	42	43	42	43	43	42	42	41						-2.4%	-2.4%	
Blended wireless ARPU IFRS	39	40	39	40	40	39	39	38						-2.6%	-2.6%	
ARPU Infinity / inOne	81	80	80	79	80	76	79	76						-6.2%	0.0%	
Wireless cancellation rate (annualised, in %)																
Wireless cancellation rate postpaid value	7.4%	7.3%	7.3%	6.4%	7.0%	6.9%	7.0%	7.7%								
Wireless cancellation rate postpaid	8.0%	8.6%	8.3%	7.9%	8.2%	9.0%	8.4%	9.1%								
Wireline																
Broadband lines (in thousands)																
Broadband lines in single products	217		172		119		78	63						-71.0%	-19.2%	
Broadband lines in bundle products	1'733		1'779		1'843		1'898	1'925						11.1%	1.4%	
Broadband lines	1'950		1'951		1'962		1'976	1'988						1.9%	0.6%	
thereof inOne Broadband lines	0		235		474		680	833						n.m.	22.5%	
thereof inOne fix-mobile bundle	0		126		244		352	444						n.m.	26.1%	
Wireline voice access lines (in thousands)																
Wireline Voice access lines in single products	808		706		598		500	435						-46.2%	-13.0%	
Wireline Voice access lines in bundle products	1'255		1'276		1'313		1'340	1'344						7.1%	0.3%	
Wireline voice access lines	2'063		1'982		1'911		1'840	1'779						-13.8%	-3.3%	
thereof inOne Wireline voice access lines	0		146		298		429	520						n.m.	21.2%	
TV subscribers (in thousands)																
TV subscribers	1'438		1'447		1'453		1'467	1'492						3.8%	1.7%	
thereof inOne TV subscribers	0		200		388		536	660						n.m.	23.1%	
ARPU wireline (in CHF)																
Blended wireline ARPU	41	41	41	41	41	41	41	40						-2.4%	-2.4%	
Households (in thousands)																
Households wireline	2'541		2'486		2'441		2'398	2'361						-7.1%	-1.5%	
RGU per household (#)	2.14		2.16		2.18		2.20	2.22						3.7%	n.m.	
ARPU household (in CHF)	89	89	89	88	89	91	89	90						1.1%	-1.1%	

Operational data

	2017							2018							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Operational data Enterprise Customers																
Product view (in thousands)																
Wireless subscribers	1'256		1'260		1'268		1'267	1'265							0.7%	-0.2%
Broadband lines	38		38		38		38	37							-2.6%	-2.6%
Wireline voice access lines	234		226		217		207	198							-15.4%	-4.3%
Total number of underlying products	1'528		1'524		1'523		1'512	1'500							-1.8%	-0.8%
ARPU underlying products (in CHF)																
Blended ARPUP	60	60	60	59	60	59	59	56							-6.7%	-5.1%
Wireless																
Wireless subscribers (in thousands)																
Wireless subscribers postpaid value	876		881		888		896	896							2.3%	0.0%
Wireless subscribers postpaid volume (data, multi-SIM)	380		379		380		371	369							-2.9%	-0.5%
Wireless subscribers postpaid	1'256		1'260		1'268		1'267	1'265							0.7%	-0.2%
Wireless subscribers	1'256		1'260		1'268		1'267	1'265							0.7%	-0.2%
ARPU wireless (in CHF)																
Blended wireless ARPU	32	33	33	32	32	32	32	30							-6.3%	-6.3%
Wireline																
Broadband lines (in thousands)																
Broadband lines	38		38		38		38	37							-2.6%	-2.6%
Wireline voice access lines (in thousands)																
Wireline voice access lines	234		226		217		207	198							-15.4%	-4.3%
ARPU wireline (in CHF)																
Blended wireline ARPU	211	217	214	222	216	242	222	240							13.7%	-0.8%
Operational data Wholesale																
Wireline																
Full access lines (in thousands)																
Full access lines	120		116		114		107	100							-16.7%	-6.5%
Broadband lines (in thousands)																
Wholesale broadband lines	385		402		419		435	449							16.6%	3.2%

Operational data

	2017							2018							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Operational data Fastweb																
Broadband customers (in thousands)																
Broadband customers	2'400		2'411		2'421		2'451	2'483							3.5%	1.3%
Wireless customers (in thousands)																
Wireless customers	763		880		989		1'065	1'185							55.3%	11.3%

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.