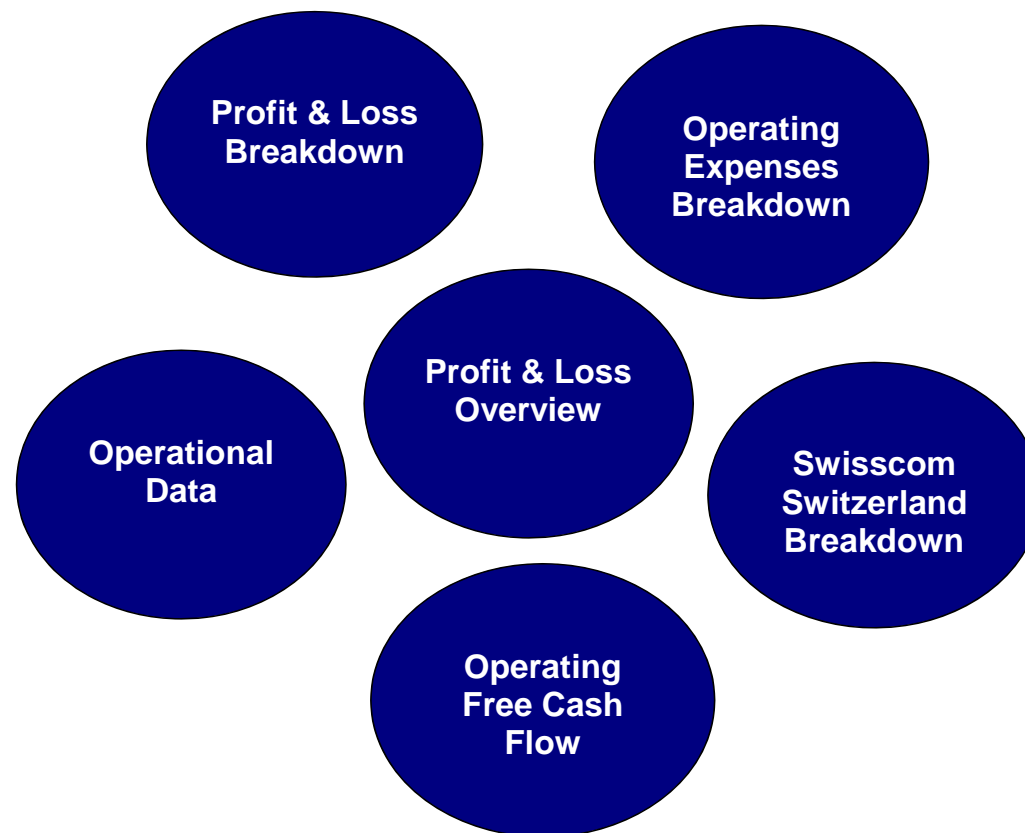


Facts & Figures

as per December 31, 2013



P&L Overview

	2012							2013							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Ytd	YoY Q4	QoQ Q4/Q3
Residential Customers	1'208	1'204	2'412	1'227	3'639	1'300	4'939	1'190	1'247	2'437	1'254	3'691	1'294	4'985	0.9%	-0.5%	3.2%
Small & Medium-Sized Enterprises	281	287	568	284	852	283	1'135	274	282	556	286	842	286	1'128	-0.6%	1.1%	0.0%
Corporate Business	423	435	858	431	1'289	450	1'739	412	419	831	419	1'250	438	1'688	-2.9%	-2.7%	4.5%
Wholesale	153	147	300	151	451	143	594	149	146	295	148	443	145	588	-1.0%	1.4%	-2.0%
Networks and Support Functions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Swisscom Switzerland	2'065	2'073	4'138	2'093	6'231	2'176	8'407	2'025	2'094	4'119	2'107	6'226	2'163	8'389	-0.2%	-0.6%	2.7%
Fastweb	508	514	1'022	490	1'512	528	2'040	486	507	993	494	1'487	526	2'013	-1.3%	-0.4%	6.5%
Other operating segments	229	232	461	222	683	253	936	223	261	484	266	750	282	1'032	10.3%	11.5%	6.0%
Group Headquarters	0	0	0	1	1	0	1	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Net revenue from external customers	2'802	2'819	5'621	2'806	8'427	2'957	11'384	2'734	2'862	5'596	2'867	8'463	2'971	11'434	0.4%	0.5%	3.6%
Goods and services purchased	(555)	(566)	(1'121)	(566)	(1'687)	(712)	(2'399)	(552)	(604)	(1'156)	(561)	(1'717)	(621)	(2'338)	-2.5%	-12.8%	10.7%
Personnel expenses	(676)	(659)	(1'335)	(606)	(1'941)	(544)	(2'485)	(671)	(691)	(1'362)	(638)	(2'000)	(706)	(2'706)	8.9%	29.8%	10.7%
Other operating expenses	(564)	(551)	(1'115)	(590)	(1'705)	(691)	(2'396)	(557)	(599)	(1'156)	(596)	(1'752)	(724)	(2'476)	3.3%	4.8%	21.5%
Capitalized costs and other income	91	83	174	78	252	121	373	77	103	180	74	254	134	388	4.0%	10.7%	81.1%
Operating income (EBITDA)	1'098	1'126	2'224	1'122	3'346	1'131	4'477	1'031	1'071	2'102	1'146	3'248	1'054	4'302	-3.9%	-6.8%	-8.0%
Depreciation, amortization and impairment	(481)	(482)	(963)	(491)	(1'454)	(496)	(1'950)	(491)	(501)	(992)	(509)	(1'501)	(543)	(2'044)	4.8%	9.5%	6.7%
Operating income (EBIT)	617	644	1'261	631	1'892	635	2'527	540	570	1'110	637	1'747	511	2'258	-10.6%	-19.5%	-19.8%
Financial income and financial expense, net	(76)	(76)	(152)	(77)	(229)	(97)	(326)	(65)	(58)	(123)	(73)	(196)	(63)	(259)	-20.6%	-35.1%	-13.7%
Share of profit of investments in associates	6	8	14	11	25	7	32	6	6	12	6	18	12	30	-6.3%	71.4%	100.0%
Income before income tax expense	547	576	1'123	565	1'688	545	2'233	481	518	999	570	1'569	460	2'029	-9.1%	-15.6%	-19.3%
Income tax expense	(102)	(114)	(216)	(116)	(332)	(86)	(418)	(91)	(89)	(180)	(116)	(296)	(38)	(334)	-20.1%	-55.8%	-67.2%
Income from continuing operations	445	462	907	449	1'356	459	1'815	390	429	819	454	1'273	422	1'695	-6.6%	-8.1%	-7.0%
Income from discontinued operations	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Net income	445	462	907	449	1'356	459	1'815	390	429	819	454	1'273	422	1'695	-6.6%	-8.1%	-7.0%
Net income attributable to equity holders of Swisscom AG	442	458	900	448	1'348	460	1'808	388	427	815	450	1'265	420	1'685	-6.8%	-8.7%	-6.7%
Net income attributable to minority interests	3	4	7	1	8	(1)	7	2	2	4	4	8	2	10	42.9%	n.m.	-50.0%
Average number of shares outstanding (in million)	51.799	51.801	51.800	51.801	51.800	51.801	51.801	51.800	51.801	51.800	51.801	51.801	51.801	51.801	0.0%	0.0%	0.0%
Earnings per share (EPS) in CHF	8.53	8.84	17.37	8.65	26.02	8.88	34.90	7.49	8.24	15.73	8.69	24.42	8.11	32.53	-6.8%	-8.7%	-6.7%

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

	2012							2013							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Group revenue																	
Residential Customers	1'252	1'247	2'499	1'269	3'768	1'345	5'113	1'231	1'289	2'520	1'293	3'813	1'332	5'145	0.6%	-1.0%	3.0%
Small & Medium-Sized Enterprises	288	293	581	291	872	289	1'161	280	289	569	291	860	291	1'151	-0.9%	0.7%	0.0%
Corporate Business	448	458	906	455	1'361	474	1'835	439	443	882	443	1'325	462	1'787	-2.6%	-2.5%	4.3%
Wholesale	241	239	480	250	730	236	966	237	244	481	246	727	239	966	0.0%	1.3%	-2.8%
Networks and Support Functions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Intersegment elimination	(150)	(151)	(301)	(157)	(458)	(156)	(614)	(146)	(156)	(302)	(151)	(453)	(147)	(600)	-2.3%	-5.8%	-2.6%
Swisscom Switzerland	2'079	2'086	4'165	2'108	6'273	2'188	8'461	2'041	2'109	4'150	2'122	6'272	2'177	8'449	-0.1%	-0.5%	2.6%
Fastweb	510	516	1'026	492	1'518	530	2'048	487	509	996	494	1'490	528	2'018	-1.5%	-0.4%	6.9%
Other operating segments	427	425	852	415	1'267	461	1'728	412	454	866	460	1'326	493	1'819	5.3%	6.9%	7.2%
Group Headquarters	0	1	1	0	1	1	2	0	1	1	0	1	0	1	-50.0%	n.m.	n.m.
Net revenue incl. intersegment revenue	3'016	3'028	6'044	3'015	9'059	3'180	12'239	2'940	3'073	6'013	3'076	9'089	3'198	12'287	0.4%	0.6%	4.0%
Intersegment elimination	(214)	(209)	(423)	(209)	(632)	(223)	(855)	(206)	(211)	(417)	(209)	(626)	(227)	(853)	-0.2%	1.8%	8.6%
Net revenue from external customers	2'802	2'819	5'621	2'806	8'427	2'957	11'384	2'734	2'862	5'596	2'867	8'463	2'971	11'434	0.4%	0.5%	3.6%
Residential Customers revenue																	
2P Bundle	61	66	127	72	199	72	271	74	75	149	78	227	77	304	12.2%	6.9%	-1.3%
3P Bundle	129	132	261	137	398	138	536	141	149	290	156	446	169	615	14.7%	22.5%	8.3%
4P Bundle	43	52	95	72	167	86	253	94	105	199	118	317	123	440	73.9%	43.0%	4.2%
Bundles	233	250	483	281	764	296	1'060	309	329	638	352	990	369	1'359	28.2%	24.7%	4.8%
Wireless access	214	218	432	227	659	248	907	264	276	540	291	831	299	1'130	24.6%	20.6%	2.7%
Wireless traffic	241	249	490	238	728	186	914	156	159	315	172	487	137	624	-31.7%	-26.3%	-20.3%
Wireless VAS	10	9	19	9	28	9	37	8	7	15	6	21	7	28	-24.3%	-22.2%	16.7%
Wireless	465	476	941	474	1'415	443	1'858	428	442	870	469	1'339	443	1'782	-4.1%	0.0%	-5.5%
Wireline telephony access	143	139	282	135	417	131	548	126	122	248	117	365	112	477	-13.0%	-14.5%	-4.3%
Wireline telephony traffic	86	77	163	74	237	73	310	68	61	129	57	186	56	242	-21.9%	-23.3%	-1.8%
Wireline telephony VAS	5	5	10	5	15	5	20	4	4	8	4	12	4	16	-20.0%	-20.0%	0.0%
Wireline telephony	234	221	455	214	669	209	878	198	187	385	178	563	172	735	-16.3%	-17.7%	-3.4%
Wireline internet	102	98	200	96	296	92	388	88	85	173	82	255	77	332	-14.4%	-16.3%	-6.1%
Wireline TV	18	17	35	18	53	19	72	18	17	35	24	59	30	89	23.6%	57.9%	25.0%
Wireline	354	336	690	328	1'018	320	1'338	304	289	593	284	877	279	1'156	-13.6%	-12.8%	-1.8%
1P revenue	819	812	1'631	802	2'433	763	3'196	732	731	1'463	753	2'216	722	2'938	-8.1%	-5.4%	-4.1%
Customised solutions	0	1	1	0	1	1	2	0	1	1	0	1	0	1	-50.0%	n.m.	n.m.
Hardware sales own channels	62	58	120	56	176	91	267	64	61	125	64	189	86	275	3.0%	-5.5%	34.4%
Other direct sales	44	43	87	36	123	35	158	32	52	84	45	129	50	179	13.3%	42.9%	11.1%
Direct sales external customers	1'158	1'164	2'322	1'175	3'497	1'186	4'683	1'137	1'174	2'311	1'214	3'525	1'227	4'752	1.5%	3.5%	1.1%
3rd party sales external customers	50	40	90	52	142	114	256	53	73	126	40	166	67	233	-9.0%	-41.2%	67.5%
Net revenue from external customers	1'208	1'204	2'412	1'227	3'639	1'300	4'939	1'190	1'247	2'437	1'254	3'691	1'294	4'985	0.9%	-0.5%	3.2%
thereof service revenue	1'052	1'062	2'114	1'084	3'198	1'060	4'258	1'041	1'061	2'102	1'105	3'207	1'092	4'299	1.0%	3.0%	-1.2%
Intersegment revenue	44	43	87	42	129	45	174	41	42	83	39	122	38	160	-8.0%	-15.6%	-2.6%
Net revenue Residential Customers	1'252	1'247	2'499	1'269	3'768	1'345	5'113	1'231	1'289	2'520	1'293	3'813	1'332	5'145	0.6%	-1.0%	3.0%

P&L Breakdown

	2012							2013							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Small & Medium-Sized Enterprises revenue																	
2P Bundle	15	16	31	15	46	12	58	12	14	26	14	40	14	54	-6.9%	16.7%	0.0%
3P Bundle	4	5	9	15	24	26	50	26	30	56	36	92	38	130	160.0%	46.2%	5.6%
4P Bundle	1	1	2	2	4	0	4	2	2	4	2	6	3	9	125.0%	n.m.	50.0%
Bundles	20	22	42	32	74	38	112	40	46	86	52	138	55	193	72.3%	44.7%	5.8%
Wireless access	43	47	90	48	138	53	191	56	59	115	62	177	63	240	25.7%	18.9%	1.6%
Wireless traffic	75	77	152	70	222	56	278	47	50	97	46	143	43	186	-33.1%	-23.2%	-6.5%
Wireless VAS	1	1	2	0	2	1	3	1	0	1	1	2	1	3	0.0%	0.0%	0.0%
Wireless	119	125	244	118	362	110	472	104	109	213	109	322	107	429	-9.1%	-2.7%	-1.8%
Wireline telephony access	57	58	115	57	172	56	228	54	55	109	53	162	54	216	-5.3%	-3.6%	1.9%
Wireline telephony traffic	47	45	92	41	133	42	175	40	39	79	37	116	36	152	-13.1%	-14.3%	-2.7%
Wireline telephony VAS	1	0	1	1	2	0	2	1	0	1	1	2	0	2	0.0%	n.m.	-100.0%
Wireline telephony	105	103	208	99	307	98	405	95	94	189	91	280	90	370	-8.6%	-8.2%	-1.1%
Wireline internet	28	27	55	26	81	27	108	26	25	51	25	76	24	100	-7.4%	-11.1%	-4.0%
Wireline TV	1	1	2	1	3	1	4	1	1	2	1	3	2	5	25.0%	100.0%	100.0%
Wireline business networks	2	1	3	2	5	1	6	2	1	3	2	5	1	6	0.0%	0.0%	-50.0%
Wireline	136	132	268	128	396	127	523	124	121	245	119	364	117	481	-8.0%	-7.9%	-1.7%
1P revenue	255	257	512	246	758	237	995	228	230	458	228	686	224	910	-8.5%	-5.5%	-1.8%
Customised solutions	3	6	9	2	11	6	17	4	4	8	4	12	4	16	-5.9%	-33.3%	0.0%
Hardware sales own channels	3	3	6	4	10	3	13	3	2	5	3	8	4	12	-7.7%	33.3%	33.3%
Other direct sales	0	(1)	(1)	0	(1)	(1)	(2)	(1)	0	(1)	(1)	(2)	(1)	(3)	50.0%	0.0%	0.0%
Direct sales external customers	281	287	568	284	852	283	1'135	274	282	556	286	842	286	1'128	-0.6%	1.1%	0.0%
3rd party sales external customers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Net revenue from external customers	281	287	568	284	852	283	1'135	274	282	556	286	842	286	1'128	-0.6%	1.1%	0.0%
thereof service revenue	278	284	562	282	844	279	1'123	272	281	553	283	836	283	1'119	-0.4%	1.4%	0.0%
Intersegment revenue	7	6	13	7	20	6	26	6	7	13	5	18	5	23	-11.5%	-16.7%	0.0%
Net revenue Small & Medium-Sized Enterprises	288	293	581	291	872	289	1'161	280	289	569	291	860	291	1'151	-0.9%	0.7%	0.0%

P&L Breakdown

	2012							2013							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Corporate Business revenue																	
Bundles	0	0	0	0	0	1	1	0	0	0	0	0	1	1	0.0%	0.0%	n.m.
Wireless access	19	20	39	22	61	20	81	31	36	67	38	105	43	148	82.7%	115.0%	13.2%
Wireless traffic	125	134	259	128	387	126	513	107	108	215	102	317	96	413	-19.5%	-23.8%	-5.9%
Wireless VAS	3	1	4	2	6	3	9	3	1	4	2	6	3	9	0.0%	0.0%	50.0%
Wireless	147	155	302	152	454	149	603	141	145	286	142	428	142	570	-5.5%	-4.7%	0.0%
Wireline telephony access	35	33	68	35	103	33	136	33	32	65	33	98	32	130	-4.4%	-3.0%	-3.0%
Wireline telephony traffic	34	33	67	31	98	32	130	31	31	62	30	92	30	122	-6.2%	-6.3%	0.0%
Wireline telephony VAS	2	2	4	1	5	2	7	1	2	3	1	4	1	5	-28.6%	-50.0%	0.0%
Wireline telephony	71	68	139	67	206	67	273	65	65	130	64	194	63	257	-5.9%	-6.0%	-1.6%
Wireline internet	16	16	32	17	49	16	65	16	16	32	16	48	16	64	-1.5%	0.0%	0.0%
Wireline business networks	66	68	134	68	202	67	269	65	64	129	64	193	63	256	-4.8%	-6.0%	-1.6%
Wireline	153	152	305	152	457	150	607	146	145	291	144	435	142	577	-4.9%	-5.3%	-1.4%
1P revenue	300	307	607	304	911	299	1'210	287	290	577	286	863	284	1'147	-5.2%	-5.0%	-0.7%
Customised solutions	81	82	163	84	247	95	342	80	82	162	85	247	95	342	0.0%	0.0%	11.8%
Hardware sales own channels	22	26	48	25	73	34	107	23	24	47	27	74	35	109	1.9%	2.9%	29.6%
Other direct sales	6	3	9	3	12	6	18	6	4	10	5	15	6	21	16.7%	0.0%	20.0%
Direct sales external customers	409	418	827	416	1'243	435	1'678	396	400	796	403	1'199	421	1'620	-3.5%	-3.2%	4.5%
3rd party sales external customers	14	17	31	15	46	15	61	16	19	35	16	51	17	68	11.5%	13.3%	6.3%
Net revenue from external customers	423	435	858	431	1'289	450	1'739	412	419	831	419	1'250	438	1'688	-2.9%	-2.7%	4.5%
thereof service revenue	396	405	801	402	1'203	411	1'614	384	389	773	388	1'161	397	1'558	-3.5%	-3.4%	2.3%
Intersegment revenue	25	23	48	24	72	24	96	27	24	51	24	75	24	99	3.1%	0.0%	0.0%
Net revenue Corporate Business	448	458	906	455	1'361	474	1'835	439	443	882	443	1'325	462	1'787	-2.6%	-2.5%	4.3%
Wholesale revenue																	
Direct sales external customers	1	2	3	1	4	1	5	1	1	2	1	3	0	3	-40.0%	n.m.	-100.0%
Termination wholesale	51	50	101	48	149	47	196	46	47	93	43	136	44	180	-8.2%	-6.4%	2.3%
Wholesale voice	29	28	57	26	83	28	111	28	25	53	25	78	24	102	-8.1%	-14.3%	-4.0%
Wholesale data	18	18	36	18	54	17	71	19	20	39	21	60	20	80	12.7%	17.6%	-4.8%
Wholesale broadband	17	15	32	15	47	16	63	16	17	33	18	51	18	69	9.5%	12.5%	0.0%
Inbound roaming	36	31	67	36	103	29	132	35	32	67	36	103	33	136	3.0%	13.8%	-8.3%
Other wholesale services	100	92	192	95	287	90	377	98	94	192	100	292	95	387	2.7%	5.6%	-5.0%
Other 3rd party sales	1	3	4	7	11	5	16	4	4	8	4	12	6	18	12.5%	20.0%	50.0%
3rd party sales external customers	152	145	297	150	447	142	589	148	145	293	147	440	145	585	-0.7%	2.1%	-1.4%
Net revenue from external customers	153	147	300	151	451	143	594	149	146	295	148	443	145	588	-1.0%	1.4%	-2.0%
thereof service revenue	150	143	293	143	436	137	573	144	141	285	143	428	140	568	-0.9%	2.2%	-2.1%
Intersegment revenue	88	92	180	99	279	93	372	88	98	186	98	284	94	378	1.6%	1.1%	-4.1%
Net revenue Wholesale	241	239	480	250	730	236	966	237	244	481	246	727	239	966	0.0%	1.3%	-2.8%

P&L Breakdown

	2012							2013							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Swisscom Switzerland revenue																	
2P Bundle	77	81	158	87	245	83	328	86	90	176	92	268	90	358	9.1%	8.4%	-2.2%
3P Bundle	133	137	270	152	422	165	587	168	179	347	191	538	208	746	27.1%	26.1%	8.9%
4P Bundle	44	53	97	74	171	86	257	95	107	202	121	323	126	449	74.7%	46.5%	4.1%
Bundles	254	271	525	313	838	334	1'172	349	376	725	404	1'129	424	1'553	32.5%	26.9%	5.0%
Wireless access	276	285	561	297	858	320	1'178	351	371	722	391	1'113	404	1'517	28.8%	26.3%	3.3%
Wireless traffic	443	458	901	435	1'336	369	1'705	310	317	627	320	947	278	1'225	-28.2%	-24.7%	-13.1%
Wireless VAS	13	13	26	11	37	12	49	12	8	20	9	29	11	40	-18.4%	-8.3%	22.2%
Wireless	732	756	1'488	743	2'231	701	2'932	673	696	1'369	720	2'089	693	2'782	-5.1%	-1.1%	-3.8%
Wireline telephony access	234	231	465	226	691	221	912	214	208	422	204	626	197	823	-9.8%	-10.9%	-3.4%
Wireline telephony traffic	168	153	321	147	468	147	615	139	131	270	123	393	122	515	-16.3%	-17.0%	-0.8%
Wireline telephony VAS	8	7	15	7	22	7	29	6	6	12	6	18	6	24	-17.2%	-14.3%	0.0%
Wireline telephony	410	391	801	380	1'181	375	1'556	359	345	704	333	1'037	325	1'362	-12.5%	-13.3%	-2.4%
Wireline internet	144	143	287	140	427	135	562	129	128	257	121	378	120	498	-11.4%	-11.1%	-0.8%
Wireline TV	19	18	37	19	56	20	76	19	18	37	26	63	30	93	22.4%	50.0%	15.4%
Wireline business networks	68	69	137	69	206	70	276	67	65	132	66	198	64	262	-5.1%	-8.6%	-3.0%
Wireline	641	621	1'262	608	1'870	600	2'470	574	556	1'130	546	1'676	539	2'215	-10.3%	-10.2%	-1.3%
1P revenue	1'373	1'377	2'750	1'351	4'101	1'301	5'402	1'247	1'252	2'499	1'266	3'765	1'232	4'997	-7.5%	-5.3%	-2.7%
Customised solutions	85	87	172	88	260	100	360	84	87	171	90	261	99	360	0.0%	-1.0%	10.0%
Hardware sales own channels	87	88	175	83	258	130	388	90	88	178	92	270	126	396	2.1%	-3.1%	37.0%
Other direct sales	50	48	98	40	138	41	179	38	55	93	51	144	55	199	11.2%	34.1%	7.8%
Direct sales external customers	1'849	1'871	3'720	1'875	5'595	1'906	7'501	1'808	1'858	3'666	1'903	5'569	1'936	7'505	0.1%	1.6%	1.7%
Termination wholesale	51	50	101	48	149	47	196	46	47	93	43	136	44	180	-8.2%	-6.4%	2.3%
Wholesale voice	30	30	60	28	88	29	117	30	27	57	26	83	26	109	-6.8%	-10.3%	0.0%
Wholesale data	18	18	36	18	54	17	71	19	20	39	21	60	20	80	12.7%	17.6%	-4.8%
Wholesale broadband	17	15	32	15	47	16	63	16	17	33	18	51	18	69	9.5%	12.5%	0.0%
Inbound roaming	36	31	67	36	103	29	132	35	32	67	36	103	33	136	3.0%	13.8%	-8.3%
Other wholesale services	101	94	195	97	292	91	383	100	96	196	101	297	97	394	2.9%	6.6%	-4.0%
Hardware sales 3rd party channels	50	42	92	52	144	111	255	51	71	122	40	162	62	224	-12.2%	-44.1%	55.0%
Other 3rd party sales	14	16	30	21	51	21	72	20	22	42	20	62	24	86	19.4%	14.3%	20.0%
3rd party sales external customers	216	202	418	218	636	270	906	217	236	453	204	657	227	884	-2.4%	-15.9%	11.3%
Net revenue from external customers	2'065	2'073	4'138	2'093	6'231	2'176	8'407	2'025	2'094	4'119	2'107	6'226	2'163	8'389	-0.2%	-0.6%	2.7%
thereof service revenue	1'877	1'894	3'771	1'910	5'681	1'887	7'568	1'841	1'873	3'714	1'919	5'633	1'911	7'544	-0.3%	1.3%	-0.4%
Intersegment revenue	14	13	27	15	42	12	54	16	15	31	15	46	14	60	11.1%	16.7%	-6.7%
Net revenue Swisscom Switzerland	2'079	2'086	4'165	2'108	6'273	2'188	8'461	2'041	2'109	4'150	2'122	6'272	2'177	8'449	-0.1%	-0.5%	2.6%

P&L Breakdown

	2012							2013							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY YoY Q4	YoY YoY Q4	YoY YoY Q4
Fastweb revenue																	
Consumer	219	219	438	215	653	219	872	228	229	457	228	685	229	914	4.8%	4.6%	0.4%
Enterprise	221	235	456	233	689	264	953	218	238	456	231	687	260	947	-0.6%	-1.5%	12.6%
Wholesale	68	60	128	42	170	45	215	40	40	80	35	115	37	152	-29.3%	-17.8%	5.7%
thereof hubbing	33	33	66	19	85	20	105	17	14	31	11	42	14	56	-46.7%	-30.0%	27.3%
Other revenue	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Net revenue from external customers	508	514	1'022	490	1'512	528	2'040	486	507	993	494	1'487	526	2'013	-1.3%	-0.4%	6.5%
Intersegment revenue	2	2	4	2	6	2	8	1	2	3	0	3	2	5	-37.5%	0.0%	n.m.
Net revenue Fastweb	510	516	1'026	492	1'518	530	2'048	487	509	996	494	1'490	528	2'018	-1.5%	-0.4%	6.9%
thereof net revenue excluding hubbing	477	483	960	473	1'433	510	1'943	470	495	965	483	1'448	514	1'962	1.0%	0.8%	6.4%
Other operating segments revenue																	
Swisscom IT Services	138	130	268	119	387	134	521	129	158	287	156	443	169	612	17.5%	26.1%	8.3%
Group Related Businesses	66	76	142	79	221	87	308	74	79	153	87	240	89	329	6.8%	2.3%	2.3%
Hospitality Services	15	17	32	15	47	22	69	11	16	27	14	41	15	56	-18.8%	-31.8%	7.1%
Other	10	9	19	9	28	10	38	9	8	17	9	26	9	35	-7.9%	-10.0%	0.0%
Net revenue from external customers	229	232	461	222	683	253	936	223	261	484	266	750	282	1'032	10.3%	11.5%	6.0%
Intersegment revenue	198	193	391	193	584	208	792	189	193	382	194	576	211	787	-0.6%	1.4%	8.8%
Net revenue other operating segments	427	425	852	415	1'267	461	1'728	412	454	866	460	1'326	493	1'819	5.3%	6.9%	7.2%
Group Headquarters revenue																	
Group Headquarters revenue	0	0	0	1	1	0	1	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Intersegment revenue	0	1	1	(1)	0	1	1	0	1	1	0	1	0	1	0.0%	n.m.	n.m.
Net revenue Group Headquarters	0	1	1	0	1	1	2	0	1	1	0	1	0	1	-50.0%	n.m.	n.m.
Group OPEX																	
Residential Customers	(504)	(503)	(1'007)	(534)	(1'541)	(686)	(2'227)	(521)	(558)	(1'079)	(534)	(1'613)	(634)	(2'247)	0.9%	-7.6%	18.7%
Small & Medium-Sized Enterprises	(65)	(68)	(133)	(68)	(201)	(78)	(279)	(67)	(73)	(140)	(69)	(209)	(78)	(287)	2.9%	0.0%	13.0%
Corporate Business	(218)	(223)	(441)	(213)	(654)	(236)	(890)	(219)	(217)	(436)	(212)	(648)	(232)	(880)	-1.1%	-1.7%	9.4%
Wholesale	(147)	(150)	(297)	(157)	(454)	(145)	(599)	(141)	(148)	(289)	(149)	(438)	(144)	(582)	-2.8%	-0.7%	-3.4%
Networks and Support Functions	(372)	(358)	(730)	(360)	(1'090)	(433)	(1'523)	(362)	(380)	(742)	(363)	(1'105)	(401)	(1'506)	-1.1%	-7.4%	10.5%
Intersegment elimination	150	151	301	157	458	156	614	146	155	301	153	454	146	600	-2.3%	-6.4%	-4.6%
Swisscom Switzerland	(1'156)	(1'151)	(2'307)	(1'175)	(3'482)	(1'422)	(4'904)	(1'164)	(1'221)	(2'385)	(1'174)	(3'559)	(1'343)	(4'902)	0.0%	-5.6%	14.4%
Fastweb	(379)	(367)	(746)	(344)	(1'090)	(356)	(1'446)	(368)	(370)	(738)	(339)	(1'077)	(321)	(1'398)	-3.3%	-9.8%	-5.3%
Other operating segments	(357)	(350)	(707)	(345)	(1'052)	(402)	(1'454)	(339)	(368)	(707)	(382)	(1'089)	(427)	(1'516)	4.3%	6.2%	11.8%
Group Headquarters	(27)	(31)	(58)	(29)	(87)	(25)	(112)	(29)	(31)	(60)	(27)	(87)	(41)	(128)	14.3%	64.0%	51.9%
Reconciliation pension cost	6	3	9	4	13	166	179	(5)	(7)	(12)	(4)	(16)	(1)	(17)	n.m.	n.m.	-75.0%
Intersegment elimination	209	203	412	205	617	213	830	202	206	408	205	613	216	829	-0.1%	1.4%	5.4%
Group OPEX	(1'704)	(1'693)	(3'397)	(1'684)	(5'081)	(1'826)	(6'907)	(1'703)	(1'791)	(3'494)	(1'721)	(5'215)	(1'917)	(7'132)	3.3%	5.0%	11.4%

P&L Breakdown

	2012							2013							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
EBITDA																	
Residential Customers (Contribution margin 2)	748	744	1'492	735	2'227	659	2'886	710	731	1'441	759	2'200	698	2'898	0.4%	5.9%	-8.0%
Small & Medium-Sized Enterprises (Contribution margin 2)	223	225	448	223	671	211	882	213	216	429	222	651	213	864	-2.0%	0.9%	-4.1%
Corporate Business (Contribution margin 2)	230	235	465	242	707	238	945	220	226	446	231	677	230	907	-4.0%	-3.4%	-0.4%
Wholesale (Contribution margin 2)	94	89	183	93	276	91	367	96	96	192	97	289	95	384	4.6%	4.4%	-2.1%
Networks and Support Functions (Contribution margin 2)	(372)	(358)	(730)	(360)	(1'090)	(433)	(1'523)	(362)	(380)	(742)	(363)	(1'105)	(401)	(1'506)	-1.1%	-7.4%	10.5%
Intersegment elimination	0	0	0	0	0	0	0	0	(1)	(1)	2	1	(1)	0	n.m.	n.m.	n.m.
Swisscom Switzerland (EBITDA)	923	935	1'858	933	2'791	766	3'557	877	888	1'765	948	2'713	834	3'547	-0.3%	8.9%	-12.0%
Fastweb	131	149	280	148	428	174	602	119	139	258	155	413	207	620	3.0%	19.0%	33.5%
Other operating segments	70	75	145	70	215	59	274	73	86	159	78	237	66	303	10.6%	11.9%	-15.4%
Group Headquarters	(27)	(30)	(57)	(29)	(86)	(24)	(110)	(29)	(30)	(59)	(27)	(86)	(41)	(127)	15.5%	70.8%	51.9%
Reconciliation pension cost	6	3	9	4	13	166	179	(5)	(7)	(12)	(4)	(16)	(1)	(17)	n.m.	n.m.	-75.0%
Intersegment elimination	(5)	(6)	(11)	(4)	(15)	(10)	(25)	(4)	(5)	(9)	(4)	(13)	(11)	(24)	-4.0%	10.0%	175.0%
Group EBITDA	1'098	1'126	2'224	1'122	3'346	1'131	4'477	1'031	1'071	2'102	1'146	3'248	1'054	4'302	-3.9%	-6.8%	-8.0%
EBITDA/Contribution margin 2 in % of net revenue																	
Residential Customers	59.7%	59.7%	59.7%	57.9%	59.1%	49.0%	56.4%	57.7%	56.7%	57.2%	58.7%	57.7%	52.4%	56.3%			
Small & Medium-Sized Enterprises	77.4%	76.8%	77.1%	76.6%	76.9%	73.0%	76.0%	76.1%	74.7%	75.4%	76.3%	75.7%	73.2%	75.1%			
Corporate Business	51.3%	51.3%	51.3%	53.2%	51.9%	50.2%	51.5%	50.1%	51.0%	50.6%	52.1%	51.1%	49.8%	50.8%			
Wholesale	39.0%	37.2%	38.1%	37.2%	37.8%	38.6%	38.0%	40.5%	39.3%	39.9%	39.4%	39.8%	39.7%	39.8%			
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.	n.m.	n.m.			
Swisscom Switzerland	44.4%	44.8%	44.6%	44.3%	44.5%	35.0%	42.0%	43.0%	42.1%	42.5%	44.7%	43.3%	38.3%	42.0%			
Fastweb	25.7%	28.9%	27.3%	30.1%	28.2%	32.8%	29.4%	24.4%	27.3%	25.9%	31.4%	27.7%	39.2%	30.7%			
Other operating segments	16.4%	17.6%	17.0%	16.9%	17.0%	12.8%	15.9%	17.7%	18.9%	18.4%	17.0%	17.9%	13.4%	16.7%			
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.	n.m.	n.m.			
Group EBITDA in % of net revenue	39.2%	39.9%	39.6%	40.0%	39.7%	38.2%	39.3%	37.7%	37.4%	37.6%	40.0%	38.4%	35.5%	37.6%			
Depreciation, amortization and impairment																	
Residential Customers	(24)	(22)	(46)	(22)	(68)	(24)	(92)	(25)	(27)	(52)	(28)	(80)	(28)	(108)	17.4%	16.7%	0.0%
Small & Medium-Sized Enterprises	(1)	(1)	(2)	(1)	(3)	(1)	(4)	(1)	(2)	(3)	0	(3)	(2)	(5)	25.0%	100.0%	n.m.
Corporate Business	(16)	(17)	(33)	(19)	(52)	(18)	(70)	(18)	(19)	(37)	(19)	(56)	(19)	(75)	7.1%	5.6%	0.0%
Wholesale	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Networks and Support Functions	(217)	(217)	(434)	(226)	(660)	(226)	(886)	(224)	(231)	(455)	(230)	(685)	(232)	(917)	3.5%	2.7%	0.9%
Intersegment elimination	1	(1)	0	0	0	(1)	(1)	0	2	2	(3)	(1)	2	1	n.m.	n.m.	n.m.
Swisscom Switzerland	(257)	(258)	(515)	(268)	(783)	(270)	(1'053)	(268)	(277)	(545)	(280)	(825)	(279)	(1'104)	4.8%	3.3%	-0.4%
Fastweb	(178)	(177)	(355)	(177)	(532)	(183)	(715)	(180)	(181)	(361)	(187)	(548)	(192)	(740)	3.5%	4.9%	2.7%
Other operating segments	(43)	(45)	(88)	(44)	(132)	(45)	(177)	(43)	(40)	(83)	(43)	(126)	(69)	(195)	10.2%	53.3%	60.5%
Group Headquarters	(4)	(4)	(8)	(4)	(12)	0	(12)	(2)	(2)	(4)	(2)	(6)	(2)	(8)	-33.3%	n.m.	0.0%
Intersegment elimination	1	2	3	2	5	2	7	2	(1)	1	3	4	(1)	3	-57.1%	n.m.	n.m.
Depreciation, amortization and impairment	(481)	(482)	(963)	(491)	(1'454)	(496)	(1'950)	(491)	(501)	(992)	(509)	(1'501)	(543)	(2'044)	4.8%	9.5%	6.7%

P&L Breakdown

	2012							2013							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Operating income (EBIT)																	
Residential Customers (segment result)	724	722	1'446	713	2'159	635	2'794	685	704	1'389	731	2'120	670	2'790	-0.1%	5.5%	-8.3%
Small & Medium-Sized Enterprises (segment result)	222	224	446	222	668	210	878	212	214	426	222	648	211	859	-2.2%	0.5%	-5.0%
Corporate Business (segment result)	214	218	432	223	655	220	875	202	207	409	212	621	211	832	-4.9%	-4.1%	-0.5%
Wholesale (segment result)	94	89	183	93	276	91	367	96	96	192	97	289	95	384	4.6%	4.4%	-2.1%
Networks and Support Functions (segment result)	(589)	(575)	(1'164)	(586)	(1'750)	(659)	(2'409)	(586)	(611)	(1'197)	(593)	(1'790)	(633)	(2'423)	0.6%	-3.9%	6.7%
Intersegment elimination	1	(1)	0	0	0	(1)	(1)	0	1	1	(1)	0	1	1	n.m.	n.m.	n.m.
Swisscom Switzerland (EBIT)	666	677	1'343	665	2'008	496	2'504	609	611	1'220	668	1'888	555	2'443	-2.4%	11.9%	-16.9%
Fastweb	(47)	(28)	(75)	(29)	(104)	(9)	(113)	(61)	(42)	(103)	(32)	(135)	15	(120)	6.2%	n.m.	n.m.
Other operating segments	27	30	57	26	83	14	97	30	46	76	35	111	(3)	108	11.3%	n.m.	n.m.
Group Headquarters	(31)	(34)	(65)	(33)	(98)	(24)	(122)	(31)	(32)	(63)	(29)	(92)	(43)	(135)	10.7%	79.2%	48.3%
Reconciliation pension cost	6	3	9	4	13	166	179	(5)	(7)	(12)	(4)	(16)	(1)	(17)	n.m.	n.m.	-75.0%
Intersegment elimination	(4)	(4)	(8)	(2)	(10)	(8)	(18)	(2)	(6)	(8)	(1)	(9)	(12)	(21)	16.7%	50.0%	1100.0%
Group EBIT	617	644	1'261	631	1'892	635	2'527	540	570	1'110	637	1'747	511	2'258	-10.6%	-19.5%	-19.8%
EBIT/Segment result in % of net revenue																	
Residential Customers	57.8%	57.9%	57.9%	56.2%	57.3%	47.2%	54.6%	55.6%	54.6%	55.1%	56.5%	55.6%	50.3%	54.2%			
Small & Medium-Sized Enterprises	77.1%	76.5%	76.8%	76.3%	76.6%	72.7%	75.6%	75.7%	74.0%	74.9%	76.3%	75.3%	72.5%	74.6%			
Corporate Business	47.8%	47.6%	47.7%	49.0%	48.1%	46.4%	47.7%	46.0%	46.7%	46.4%	47.9%	46.9%	45.7%	46.6%			
Wholesale	39.0%	37.2%	38.1%	37.2%	37.8%	38.6%	38.0%	40.5%	39.3%	39.9%	39.4%	39.8%	39.7%	39.8%			
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.	n.m.	n.m.			
Swisscom Switzerland	32.0%	32.5%	32.2%	31.5%	32.0%	22.7%	29.6%	29.8%	29.0%	29.4%	31.5%	30.1%	25.5%	28.9%			
Fastweb	-9.2%	-5.4%	-7.3%	-5.9%	-6.9%	-1.7%	-5.5%	-12.5%	-8.3%	-10.3%	-6.5%	-9.1%	2.8%	-5.9%			
Other operating segments	6.3%	7.1%	6.7%	6.3%	6.6%	3.0%	5.6%	7.3%	10.1%	8.8%	7.6%	8.4%	-0.6%	5.9%			
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.	n.m.	n.m.			
Group EBIT in % of net revenue	22.0%	22.8%	22.4%	22.5%	22.5%	21.5%	22.2%	19.8%	19.9%	19.8%	22.2%	20.6%	17.2%	19.7%			
CAPEX																	
Residential Customers	30	36	66	33	99	63	162	42	41	83	47	130	69	199	22.8%	9.5%	46.8%
Small & Medium-Sized Enterprises	3	3	6	4	10	7	17	2	4	6	4	10	7	17	0.0%	0.0%	75.0%
Corporate Business	19	21	40	18	58	30	88	16	25	41	23	64	28	92	4.5%	-6.7%	21.7%
Wholesale	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Networks and Support Functions	285	269	554	623	1'177	408	1'585	225	283	508	287	795	413	1'208	-23.8%	1.2%	43.9%
Intersegment elimination	0	0	0	1	1	(1)	0	(1)	1	0	0	0	0	0	n.m.	n.m.	n.m.
Swisscom Switzerland	337	329	666	679	1'345	507	1'852	284	354	638	361	999	517	1'516	-18.1%	2.0%	43.2%
Fastweb	135	140	275	118	393	138	531	155	160	315	168	483	212	695	30.9%	53.6%	26.2%
Other operating segments	36	49	85	45	130	37	167	38	38	76	56	132	63	195	16.8%	70.3%	12.5%
Group Headquarters	0	0	0	0	0	1	1	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Intersegment elimination	(6)	(3)	(9)	(6)	(15)	(7)	(22)	(3)	(5)	(8)	(6)	(14)	4	(10)	-54.5%	n.m.	n.m.
Group CAPEX	502	515	1'017	836	1'853	676	2'529	474	547	1'021	579	1'600	796	2'396	-5.3%	17.8%	37.5%

P&L Breakdown

	2012							2013							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Number of employees (End of period)																	
Residential Customers	4'527	4'433		4'362		4'316		4'406	4'694		4'793		4'754		10.1%	10.1%	-0.8%
Small & Medium-Sized Enterprises	672	679		682		681		692	735		753		757		11.2%	11.2%	0.5%
Corporate Business	2'372	2'377		2'372		2'360		2'387	2'404		2'433		2'441		3.4%	3.4%	0.3%
Wholesale	114	112		114		116		109	111		109		107		-7.8%	-7.8%	-1.8%
Networks and Support Functions	4'314	4'314		4'354		4'389		4'424	4'400		4'425		4'404		0.3%	0.3%	-0.5%
Swisscom Switzerland	11'999	11'915		11'884		11'862		12'018	12'344		12'513		12'463		5.1%	5.1%	-0.4%
Fastweb	3'064	3'032		2'911		2'893		2'389	2'379		2'370		2'363		-18.3%	-18.3%	-0.3%
Other operating segments	4'501	4'509		4'457		4'419		4'505	4'802		4'991		4'964		12.3%	12.3%	-0.5%
Group Headquarters	350	349		343		340		335	334		320		318		-6.5%	-6.5%	-0.6%
Group Number of employees (End of period)	19'914	19'805		19'595		19'514		19'247	19'859		20'194		20'108		3.0%	3.0%	-0.4%

Remarks:

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OPEX Breakdown

	2012							2013							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
OPEX Swisscom Switzerland																	
Goods and services purchased	(339)	(341)	(680)	(374)	(1'054)	(499)	(1'553)	(363)	(387)	(750)	(365)	(1'115)	(439)	(1'554)	0.1%	-12.0%	20.3%
Personnel expenses	(429)	(420)	(849)	(382)	(1'231)	(458)	(1'689)	(413)	(427)	(840)	(394)	(1'234)	(432)	(1'666)	-1.4%	-5.7%	9.6%
Other operating expenses	(264)	(268)	(532)	(292)	(824)	(336)	(1'160)	(260)	(284)	(544)	(289)	(833)	(350)	(1'183)	2.0%	4.2%	21.1%
Intersegment expenses	(167)	(165)	(332)	(167)	(499)	(172)	(671)	(168)	(166)	(334)	(169)	(503)	(170)	(673)	0.3%	-1.2%	0.6%
./. Capitalized costs and other income	43	43	86	40	126	43	169	40	43	83	43	126	48	174	3.0%	11.6%	11.6%
Total OPEX Swisscom Switzerland	(1'156)	(1'151)	(2'307)	(1'175)	(3'482)	(1'422)	(4'904)	(1'164)	(1'221)	(2'385)	(1'174)	(3'559)	(1'343)	(4'902)	0.0%	-5.6%	14.4%
OPEX Fastweb																	
Goods and services purchased	(176)	(188)	(364)	(161)	(525)	(167)	(692)	(156)	(169)	(325)	(150)	(475)	(123)	(598)	-13.6%	-26.3%	-18.0%
Personnel expenses	(62)	(56)	(118)	(53)	(171)	(60)	(231)	(61)	(58)	(119)	(48)	(167)	(59)	(226)	-2.2%	-1.7%	22.9%
Other operating expenses	(163)	(138)	(301)	(147)	(448)	(167)	(615)	(168)	(175)	(343)	(153)	(496)	(206)	(702)	14.1%	23.4%	34.6%
Intersegment expenses	0	(1)	(1)	0	(1)	(1)	(2)	0	(1)	(1)	0	(1)	(1)	(2)	0.0%	0.0%	n.m.
./. Capitalized costs and other income	22	16	38	17	55	39	94	17	33	50	12	62	68	130	38.3%	74.4%	466.7%
Total OPEX Fastweb	(379)	(367)	(746)	(344)	(1'090)	(356)	(1'446)	(368)	(370)	(738)	(339)	(1'077)	(321)	(1'398)	-3.3%	-9.8%	-5.3%
OPEX Other operating segments																	
Goods and services purchased	(40)	(37)	(77)	(31)	(108)	(46)	(154)	(33)	(49)	(82)	(46)	(128)	(57)	(185)	20.1%	23.9%	23.9%
Personnel expenses	(170)	(165)	(335)	(156)	(491)	(176)	(667)	(172)	(178)	(350)	(172)	(522)	(192)	(714)	7.0%	9.1%	11.6%
Other operating expenses	(152)	(149)	(301)	(156)	(457)	(188)	(645)	(136)	(147)	(283)	(160)	(443)	(172)	(615)	-4.7%	-8.5%	7.5%
Intersegment expenses	(10)	(12)	(22)	(11)	(33)	(11)	(44)	(10)	(12)	(22)	(13)	(35)	(17)	(52)	18.2%	54.5%	30.8%
./. Capitalized costs and other income	15	13	28	9	37	19	56	12	18	30	9	39	11	50	-10.7%	-42.1%	22.2%
Total OPEX Other operating segments	(357)	(350)	(707)	(345)	(1'052)	(402)	(1'454)	(339)	(368)	(707)	(382)	(1'089)	(427)	(1'516)	4.3%	6.2%	11.8%
OPEX Group Headquarters																	
Goods and services purchased	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Personnel expenses	(23)	(23)	(46)	(22)	(68)	(17)	(85)	(22)	(24)	(46)	(20)	(66)	(26)	(92)	8.2%	52.9%	30.0%
Other operating expenses	(11)	(15)	(26)	(13)	(39)	(21)	(60)	(13)	(12)	(25)	(15)	(40)	(25)	(65)	8.3%	19.0%	66.7%
Intersegment expenses	(10)	(11)	(21)	(11)	(32)	(11)	(43)	(12)	(12)	(24)	(12)	(36)	(12)	(48)	11.6%	9.1%	0.0%
./. Capitalized costs and other income	17	18	35	17	52	24	76	18	17	35	20	55	22	77	1.3%	-8.3%	10.0%
Total OPEX Group Headquarters	(27)	(31)	(58)	(29)	(87)	(25)	(112)	(29)	(31)	(60)	(27)	(87)	(41)	(128)	14.3%	64.0%	51.9%

Remarks:

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SCS Breakdown

	2012							2013							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Residential Customers																	
Net revenue (incl. intersegment revenue)	1'252	1'247	2'499	1'269	3'768	1'345	5'113	1'231	1'289	2'520	1'293	3'813	1'332	5'145	0.6%	-1.0%	3.0%
Outpayments	(44)	(48)	(92)	(55)	(147)	(50)	(197)	(48)	(53)	(101)	(56)	(157)	(51)	(208)	5.6%	2.0%	-8.9%
Subscriber acquisition and retention costs (1)	(85)	(87)	(172)	(108)	(280)	(128)	(408)	(94)	(93)	(187)	(98)	(285)	(113)	(398)	-2.5%	-11.7%	15.3%
Other costs of goods and services purchased	(154)	(143)	(297)	(152)	(449)	(259)	(708)	(162)	(183)	(345)	(150)	(495)	(212)	(707)	-0.1%	-18.1%	41.3%
Direct costs (incl. intersegment direct costs)	(283)	(278)	(561)	(315)	(876)	(437)	(1'313)	(304)	(329)	(633)	(304)	(937)	(376)	(1'313)	0.0%	-14.0%	23.7%
Contribution margin 1	969	969	1'938	954	2'892	908	3'800	927	960	1'887	989	2'876	956	3'832	0.8%	5.3%	-3.3%
Contribution margin 1 in % of net revenue	77.4%	77.7%	77.6%	75.2%	76.8%	67.5%	74.3%	75.3%	74.5%	74.9%	76.5%	75.4%	71.8%	74.5%			
Personnel expenses	(124)	(124)	(248)	(115)	(363)	(117)	(480)	(121)	(126)	(247)	(122)	(369)	(126)	(495)	3.1%	7.7%	3.3%
Other operating expenses (2)	(105)	(110)	(215)	(111)	(326)	(139)	(465)	(103)	(112)	(215)	(118)	(333)	(141)	(474)	1.9%	1.4%	19.5%
Indirect costs (incl. intersegment indirect costs)	(229)	(234)	(463)	(226)	(689)	(256)	(945)	(224)	(238)	(462)	(240)	(702)	(267)	(969)	2.5%	4.3%	11.3%
./. Capitalized costs and other income	8	9	17	7	24	7	31	7	9	16	10	26	9	35	12.9%	28.6%	-10.0%
Contribution margin 2	748	744	1'492	735	2'227	659	2'886	710	731	1'441	759	2'200	698	2'898	0.4%	5.9%	-8.0%
Contribution margin 2 in % of net revenue	59.7%	59.7%	59.7%	57.9%	59.1%	49.0%	56.4%	57.7%	56.7%	57.2%	58.7%	57.7%	52.4%	56.3%			
CAPEX	30	36	66	33	99	63	162	42	41	83	47	130	69	199	22.8%	9.5%	46.8%
Number of employees (FTE)	4'527		4'433		4'362		4'316	4'406		4'694		4'793		4'754	10.1%	10.1%	-0.8%
Small & Medium-Sized Enterprises																	
Net revenue (incl. intersegment revenue)	288	293	581	291	872	289	1'161	280	289	569	291	860	291	1'151	-0.9%	0.7%	0.0%
Outpayments	(15)	(16)	(31)	(17)	(48)	(16)	(64)	(15)	(16)	(31)	(17)	(48)	(15)	(63)	-1.6%	-6.3%	-11.8%
Subscriber acquisition and retention costs (1)	(13)	(12)	(25)	(14)	(39)	(19)	(58)	(14)	(15)	(29)	(13)	(42)	(18)	(60)	3.4%	-5.3%	38.5%
Other costs of goods and services purchased	(6)	(6)	(12)	(6)	(18)	(6)	(24)	(7)	(8)	(15)	(6)	(21)	(7)	(28)	16.7%	16.7%	16.7%
Direct costs (incl. intersegment direct costs)	(34)	(34)	(68)	(37)	(105)	(41)	(146)	(36)	(39)	(75)	(36)	(111)	(40)	(151)	3.4%	-2.4%	11.1%
Contribution margin 1	254	259	513	254	767	248	1'015	244	250	494	255	749	251	1'000	-1.5%	1.2%	-1.6%
Contribution margin 1 in % of net revenue	88.2%	88.4%	88.3%	87.3%	88.0%	85.8%	87.4%	87.1%	86.5%	86.8%	87.6%	87.1%	86.3%	86.9%			
Personnel expenses	(21)	(21)	(42)	(20)	(62)	(20)	(82)	(21)	(23)	(44)	(21)	(65)	(23)	(88)	7.3%	15.0%	9.5%
Other operating expenses (2)	(11)	(13)	(24)	(12)	(36)	(18)	(54)	(10)	(12)	(22)	(13)	(35)	(15)	(50)	-7.4%	-16.7%	15.4%
Indirect costs (incl. intersegment indirect costs)	(32)	(34)	(66)	(32)	(98)	(38)	(136)	(31)	(35)	(66)	(34)	(100)	(38)	(138)	1.5%	0.0%	11.8%
./. Capitalized costs and other income	1	0	1	1	2	1	3	0	1	1	1	2	0	2	-33.3%	n.m.	-100.0%
Contribution margin 2	223	225	448	223	671	211	882	213	216	429	222	651	213	864	-2.0%	0.9%	-4.1%
Contribution margin 2 in % of net revenue	77.4%	76.8%	77.1%	76.6%	76.9%	73.0%	76.0%	76.1%	74.7%	75.4%	76.3%	75.7%	73.2%	75.1%			
CAPEX	3	3	6	4	10	7	17	2	4	6	4	10	7	17	0.0%	0.0%	75.0%
Number of employees (FTE)	672		679		682		681	692		735		753		757	11.2%	11.2%	0.5%

SCS Breakdown

	2012							2013							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Corporate Business																	
Net revenue (incl. intersegment revenue)	448	458	906	455	1'361	474	1'835	439	443	882	443	1'325	462	1'787	-2.6%	-2.5%	4.3%
Outpayments	(40)	(42)	(82)	(40)	(122)	(40)	(162)	(38)	(40)	(78)	(38)	(116)	(39)	(155)	-4.3%	-2.5%	2.6%
Subscriber acquisition and retention costs (1)	(12)	(10)	(22)	(9)	(31)	(11)	(42)	(9)	(8)	(17)	(8)	(25)	(10)	(35)	-16.7%	-9.1%	25.0%
Other costs of goods and services purchased	(45)	(49)	(94)	(49)	(143)	(58)	(201)	(50)	(47)	(97)	(52)	(149)	(59)	(208)	3.5%	1.7%	13.5%
Direct costs (incl. intersegment direct costs)	(97)	(101)	(198)	(98)	(296)	(109)	(405)	(97)	(95)	(192)	(98)	(290)	(108)	(398)	-1.7%	-0.9%	10.2%
Contribution margin 1	351	357	708	357	1'065	365	1'430	342	348	690	345	1'035	354	1'389	-2.9%	-3.0%	2.6%
Contribution margin 1 in % of net revenue	78.3%	77.9%	78.1%	78.5%	78.3%	77.0%	77.9%	77.9%	78.6%	78.2%	77.9%	78.1%	76.6%	77.7%			
Personnel expenses	(96)	(98)	(194)	(89)	(283)	(93)	(376)	(96)	(97)	(193)	(90)	(283)	(95)	(378)	0.5%	2.2%	5.6%
Other operating expenses (2)	(30)	(30)	(60)	(31)	(91)	(40)	(131)	(32)	(30)	(62)	(30)	(92)	(33)	(125)	-4.6%	-17.5%	10.0%
Indirect costs (incl. intersegment indirect costs)	(126)	(128)	(254)	(120)	(374)	(133)	(507)	(128)	(127)	(255)	(120)	(375)	(128)	(503)	-0.8%	-3.8%	6.7%
./. Capitalized costs and other income	5	6	11	5	16	6	22	6	5	11	6	17	4	21	-4.5%	-33.3%	-33.3%
Contribution margin 2	230	235	465	242	707	238	945	220	226	446	231	677	230	907	-4.0%	-3.4%	-0.4%
Contribution margin 2 in % of net revenue	51.3%	51.3%	51.3%	53.2%	51.9%	50.2%	51.5%	50.1%	51.0%	50.6%	52.1%	51.1%	49.8%	50.8%			
CAPEX	19	21	40	18	58	30	88	16	25	41	23	64	28	92	4.5%	-6.7%	21.7%
Number of employees (FTE)	2'372		2'377		2'372		2'360	2'387		2'404		2'433		2'441	3.4%	3.4%	0.3%
Wholesale																	
Net revenue (incl. intersegment revenue)	241	239	480	250	730	236	966	237	244	481	246	727	239	966	0.0%	1.3%	-2.8%
Outpayments	(140)	(146)	(286)	(151)	(437)	(144)	(581)	(134)	(146)	(280)	(143)	(423)	(138)	(561)	-3.4%	-4.2%	-3.5%
Subscriber acquisition and retention costs (1)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Other costs of goods and services purchased	(1)	0	(1)	1	0	0	0	(1)	0	(1)	(1)	(2)	(1)	(3)	n.m.	n.m.	0.0%
Direct costs (incl. intersegment direct costs)	(141)	(146)	(287)	(150)	(437)	(144)	(581)	(135)	(146)	(281)	(144)	(425)	(139)	(564)	-2.9%	-3.5%	-3.5%
Contribution margin 1	100	93	193	100	293	92	385	102	98	200	102	302	100	402	4.4%	8.7%	-2.0%
Contribution margin 1 in % of net revenue	41.5%	38.9%	40.2%	40.0%	40.1%	39.0%	39.9%	43.0%	40.2%	41.6%	41.5%	41.5%	41.8%	41.6%			
Personnel expenses	(5)	(4)	(9)	(5)	(14)	(4)	(18)	(5)	(4)	(9)	(4)	(13)	(5)	(18)	0.0%	25.0%	25.0%
Other operating expenses (2)	(1)	(1)	(2)	(2)	(4)	3	(1)	(1)	1	0	(1)	(1)	0	(1)	0.0%	n.m.	-100.0%
Indirect costs (incl. intersegment indirect costs)	(6)	(5)	(11)	(7)	(18)	(1)	(19)	(6)	(3)	(9)	(5)	(14)	(5)	(19)	0.0%	400.0%	0.0%
./. Capitalized costs and other income	0	1	1	0	1	0	1	0	1	1	0	1	0	1	0.0%	n.m.	n.m.
Contribution margin 2	94	89	183	93	276	91	367	96	96	192	97	289	95	384	4.6%	4.4%	-2.1%
Contribution margin 2 in % of net revenue	39.0%	37.2%	38.1%	37.2%	37.8%	38.6%	38.0%	40.5%	39.3%	39.9%	39.4%	39.8%	39.7%	39.8%			
CAPEX	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Number of employees (FTE)	114		112		114		116	109		111		109		107	-7.8%	-7.8%	-1.8%

SCS Breakdown

	2012							2013							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
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.	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.	n.m.
Contribution margin 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	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	(190)	(179)	(369)	(161)	(530)	(228)	(758)	(177)	(183)	(360)	(164)	(524)	(188)	(712)	-6.1%	-17.5%	14.6%
Rent	(47)	(45)	(92)	(46)	(138)	(45)	(183)	(46)	(46)	(92)	(46)	(138)	(49)	(187)	2.2%	8.9%	6.5%
Maintenance	(40)	(47)	(87)	(46)	(133)	(52)	(185)	(42)	(50)	(92)	(50)	(142)	(55)	(197)	6.5%	5.8%	10.0%
IT expenses	(71)	(74)	(145)	(73)	(218)	(77)	(295)	(74)	(78)	(152)	(79)	(231)	(74)	(305)	3.4%	-3.9%	-6.3%
Other expenses	(71)	(59)	(130)	(79)	(209)	(81)	(290)	(68)	(68)	(136)	(70)	(206)	(86)	(292)	0.7%	6.2%	22.9%
Other operating expenses	(229)	(225)	(454)	(244)	(698)	(255)	(953)	(230)	(242)	(472)	(245)	(717)	(264)	(981)	2.9%	3.5%	7.8%
Indirect costs (incl. intersegment indirect costs)	(419)	(404)	(823)	(405)	(1'228)	(483)	(1'711)	(407)	(425)	(832)	(409)	(1'241)	(452)	(1'693)	-1.1%	-6.4%	10.5%
./. Capitalized costs and other income	47	46	93	45	138	50	188	45	45	90	46	136	51	187	-0.5%	2.0%	10.9%
Contribution margin 2	(372)	(358)	(730)	(360)	(1'090)	(433)	(1'523)	(362)	(380)	(742)	(363)	(1'105)	(401)	(1'506)	-1.1%	-7.4%	10.5%
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	285	269	554	623	1'177	408	1'585	225	283	508	287	795	413	1'208	-23.8%	1.2%	43.9%
Number of employees (FTE)	4'314		4'314		4'354		4'389	4'424		4'400		4'425		4'404	0.3%	0.3%	-0.5%
Swisscom Switzerland																	
Net revenue (incl. intersegment revenue)	2'079	2'086	4'165	2'108	6'273	2'188	8'461	2'041	2'109	4'150	2'122	6'272	2'177	8'449	-0.1%	-0.5%	2.6%
Outpayments	(108)	(114)	(222)	(121)	(343)	(114)	(457)	(105)	(116)	(221)	(116)	(337)	(112)	(449)	-1.8%	-1.8%	-3.4%
Subscriber acquisition and retention costs (1)	(102)	(101)	(203)	(123)	(326)	(148)	(474)	(109)	(109)	(218)	(112)	(330)	(133)	(463)	-2.3%	-10.1%	18.8%
Other costs of goods and services purchased	(192)	(189)	(381)	(197)	(578)	(311)	(889)	(206)	(224)	(430)	(197)	(627)	(265)	(892)	0.3%	-14.8%	34.5%
Direct costs (incl. intercompany direct costs)	(402)	(404)	(806)	(441)	(1'247)	(573)	(1'820)	(420)	(449)	(869)	(425)	(1'294)	(510)	(1'804)	-0.9%	-11.0%	20.0%
Contribution margin 1	1'677	1'682	3'359	1'667	5'026	1'615	6'641	1'621	1'660	3'281	1'697	4'978	1'667	6'645	0.1%	3.2%	-1.8%
Contribution margin 1 in % of net revenue	80.7%	80.6%	80.6%	79.1%	80.1%	73.8%	78.5%	79.4%	78.7%	79.1%	80.0%	79.4%	76.6%	78.6%			
Personnel expenses	(436)	(426)	(862)	(389)	(1'251)	(463)	(1'714)	(420)	(433)	(853)	(401)	(1'254)	(437)	(1'691)	-1.3%	-5.6%	9.0%
Other operating expenses (2)	(361)	(364)	(725)	(385)	(1'110)	(429)	(1'539)	(364)	(382)	(746)	(391)	(1'137)	(444)	(1'581)	2.7%	3.5%	13.6%
Indirect costs (incl. intersegment indirect costs)	(797)	(790)	(1'587)	(774)	(2'361)	(892)	(3'253)	(784)	(815)	(1'599)	(792)	(2'391)	(881)	(3'272)	0.6%	-1.2%	11.2%
./. Capitalized costs and other income	43	43	86	40	126	43	169	40	43	83	43	126	48	174	3.0%	11.6%	11.6%
Contribution margin 2	923	935	1'858	933	2'791	766	3'557	877	888	1'765	948	2'713	834	3'547	-0.3%	8.9%	-12.0%
Contribution margin 2 in % of net revenue	44.4%	44.8%	44.6%	44.3%	44.5%	35.0%	42.0%	43.0%	42.1%	42.5%	44.7%	43.3%	38.3%	42.0%			
CAPEX	337	329	666	679	1'345	507	1'852	284	354	638	361	999	517	1'516	-18.1%	2.0%	43.2%
Number of employees (FTE)	11'999		11'915		11'884		11'862	12'018		12'344		12'513		12'463	5.1%	5.1%	-0.4%

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

(2) Other operating expenses excluding dealer commissions

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.

Operating Free Cash Flow

	2012							2013							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Operating income (EBITDA)	1'098	1'126	2'224	1'122	3'346	1'131	4'477	1'031	1'071	2'102	1'146	3'248	1'054	4'302	-3.9%	-6.8%	-8.0%
Changes in operating assets and liabilities and other payments or receipts from operating activities	(118)	(103)	(221)	(10)	(231)	154	(77)	(317)	90	(227)	(42)	(269)	327	58	n.m.	112.3%	n.m.
Capital expenditure	(502)	(515)	(1'017)	(836)	(1'853)	(676)	(2'529)	(474)	(547)	(1'021)	(579)	(1'600)	(796)	(2'396)	-5.3%	17.8%	37.5%
Proceeds from sale of assets	5	2	7	3	10	15	25	5	15	20	3	23	5	28	12.0%	-66.7%	66.7%
Operating free cash flow before minority interests	483	510	993	279	1'272	624	1'896	245	629	874	528	1'402	590	1'992	5.1%	-5.4%	11.7%
Dividends paid to minority interests	0	(14)	(14)	0	(14)	0	(14)	0	(14)	(14)	0	(14)	0	(14)	0.0%	n.m.	n.m.
Operating free cash flow	483	496	979	279	1'258	624	1'882	245	615	860	528	1'388	590	1'978	5.1%	-5.4%	11.7%

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.

Operational Data

	2012							2013							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Operational data Swisscom Switzerland																	
Product view (in thousands)																	
Wireless customers in single products	5'900		5'885		5'882		5'901	5'937		5'943		5'956		5'988	1.5%	1.5%	0.5%
Wireless customers in bundles	182		229		271		316	333		364		390		419	32.6%	32.6%	7.4%
Wireless customers	6'082		6'114		6'153		6'217	6'270		6'307		6'346		6'407	3.1%	3.1%	1.0%
Wireline voice access lines in single products	2'536		2'465		2'407		2'350	2'272		2'207		2'142		2'073	-11.8%	-11.8%	-3.2%
Wireline voice access lines in bundles	557		593		627		663	698		729		763		806	21.6%	21.6%	5.6%
Wireline voice access lines	3'093		3'058		3'034		3'013	2'970		2'936		2'905		2'879	-4.4%	-4.4%	-0.9%
Broadband lines in single products	1'023		995		969		939	909		878		843		810	-13.7%	-13.7%	-3.9%
Broadband lines in bundles	659		699		739		788	842		889		938		1'001	27.0%	27.0%	6.7%
Broadband lines	1'682		1'694		1'708		1'727	1'751		1'767		1'781		1'811	4.9%	4.9%	1.7%
TV customers in single products	236		245		248		270	291		289		281		276	2.2%	2.2%	-1.8%
TV customers in bundles	419		449		480		521	569		613		662		724	39.0%	39.0%	9.4%
TV customers	655		694		728		791	860		902		943		1'000	26.4%	26.4%	6.0%
Total number of underlying products	11'512		11'560		11'623		11'748	11'851		11'912		11'975		12'097	3.0%	3.0%	1.0%
Bundle products																	
Bundle subscription (in thousands)																	
2Play bundle subscription	240		237		239		248	257		264		270		279	12.5%	12.5%	3.3%
3Play bundle subscription	347		374		387		403	428		451		479		517	28.3%	28.3%	7.9%
4Play bundle subscription	72		88		113		137	157		174		189		205	49.6%	49.6%	8.5%
Total bundle subscriptions	659		699		739		788	842		889		938		1'001	27.0%	27.0%	6.7%
Bundle ARPU (in CHF)																	
Blended ARPU 2Play bundle	107	112	110	121	113	114	114	113	113	113	111	112	109	112	-1.8%	-4.4%	-1.8%
Blended ARPU 3Play bundle	131	128	130	134	131	138	133	134	135	135	139	136	138	136	2.3%	0.0%	-0.7%
Blended ARPU 4Play bundle	235	221	227	245	234	228	232	216	215	215	218	216	212	215	-7.3%	-7.0%	-2.8%
Wireless Retail																	
Wireless customers (in thousands)																	
Wireless customers prepaid	2'243		2'231		2'210		2'199	2'196		2'180		2'173		2'176	-1.0%	-1.0%	0.1%
Wireless customers postpaid	3'657		3'654		3'672		3'702	3'741		3'763		3'783		3'812	3.0%	3.0%	0.8%
Wireless customers in single products	5'900		5'885		5'882		5'901	5'937		5'943		5'956		5'988	1.5%	1.5%	0.5%
Wireless customers in bundles	182		229		271		316	333		364		390		419	32.6%	32.6%	7.4%
Wireless customers	6'082		6'114		6'153		6'217	6'270		6'307		6'346		6'407	3.1%	3.1%	1.0%

Operational Data

	2012							2013							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Wireless ARPU (in CHF)																	
ARPU MO Postpaid	62	64	63	64	63	59	62	56	58	57	60	58	57	58	-6.5%	-3.4%	-5.0%
ARPU MO Prepaid	10	10	10	8	9	9	9	8	8	8	9	8	8	8	-11.1%	-11.1%	-11.1%
Blended wireless ARPU MO single subscriptions	42	43	43	43	43	40	42	38	39	39	41	39	39	39	-7.1%	-2.5%	-4.9%
thereof ARPU Base Fee	16	16	16	17	17	18	17	19	20	20	22	21	23	21	23.5%	27.8%	4.5%
thereof ARPU Voice	16	17	17	16	16	13	15	11	11	11	11	10	9	10	-33.3%	-30.8%	-18.2%
thereof ARPU Non-Voice	10	10	10	10	10	9	10	8	8	8	8	8	7	8	-20.0%	-22.2%	-12.5%
Blended wireless ARPU single subscriptions	44	45	45	45	45	42	44	40	41	41	43	41	41	41	-6.8%	-2.4%	-4.7%
thereof ARPU MT	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0.0%	0.0%	0.0%
Wireless cancellation rate (annualised, in %)																	
Average quarterly wireless cancellation rate		12.0%		12.7%		13.0%			11.8%		12.4%		11.6%				
Wireless cancellation rate cumulated	11.9%		12.0%		12.1%		12.0%	11.9%		11.8%		12.0%		11.9%			
Wireless traffic minutes (in million)																	
Voice domestic	1'601	1'569	3'170	1'537	4'707	1'625	6'332	1'676	1'752	3'428	1'694	5'122	1'770	6'892	8.8%	8.9%	4.5%
Outbound roaming	53	64	117	75	192	58	250	52	65	117	76	193	61	254	1.6%	5.2%	-19.7%
Connectivity voice domestic & outbound (1)	1'654	1'633	3'287	1'612	4'899	1'683	6'582	1'728	1'817	3'545	1'770	5'315	1'831	7'146	8.6%	8.8%	3.4%
Wireless SMS (in million)																	
Data SMS	691	694	1'385	694	2'079	677	2'756	628	607	1'235	598	1'833	552	2'385	-13.5%	-18.5%	-7.7%
Wireline Retail																	
Voice access lines (in thousands)																	
Wireline Voice access lines in single products	2'536		2'465		2'407		2'350	2'272		2'207		2'142		2'073	-11.8%	-11.8%	-3.2%
Wireline Voice access lines in bundle products	557		593		627		663	698		729		763		806	21.6%	21.6%	5.6%
Voice access lines	3'093		3'058		3'034		3'013	2'970		2'936		2'905		2'879	-4.4%	-4.4%	-0.9%
ARPL Voice (in CHF)																	
ARPL wireline voice (single subscription)	53	53	53	52	53	53	53	52	52	52	51	52	52	52	-1.9%	-1.9%	2.0%
Broadband lines (in thousands)																	
Broadband lines in single products	1'023		995		969		939	909		878		843		810	-13.7%	-13.7%	-3.9%
Broadband lines in bundle products	659		699		739		788	842		889		938		1'001	27.0%	27.0%	6.7%
Broadband lines	1'682		1'694		1'708		1'727	1'751		1'767		1'781		1'811	4.9%	4.9%	1.7%
ARPL Broadband (in CHF)																	
ARPL broadband (single subscription)	38	38	38	38	38	37	38	37	36	37	36	36	36	36	-5.3%	-2.7%	0.0%
TV customers (in thousands)																	
TV customers in single products	236		245		248		270	291		289		281		276	2.2%	2.2%	-1.8%
TV customers in bundle products	419		449		480		521	569		613		662		724	39.0%	39.0%	9.4%
TV customers	655		694		728		791	860		902		943		1'000	26.4%	26.4%	6.0%

Operational Data

	2012							2013							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
ARPU TV (in CHF)																	
ARPU TV access fee (single subscription)	21	19	20	20	20	19	20	16	16	16	16	16	17	16	-20.0%	-10.5%	6.3%
Wireline retail traffic minutes (in million)																	
Traffic national	1'888	1'738	3'626	1'611	5'237	1'718	6'955	1'681	1'659	3'340	1'512	4'852	1'607	6'459	-7.1%	-6.5%	6.3%
Traffic international	270	251	521	236	757	243	1'000	237	230	467	216	683	223	906	-9.4%	-8.2%	3.2%
Total wireline retail traffic	2'158	1'989	4'147	1'847	5'994	1'961	7'955	1'918	1'889	3'807	1'728	5'535	1'830	7'365	-7.4%	-6.7%	5.9%
Wholesale																	
Wireless wholesale traffic minutes (in million)																	
Inbound roaming wireless traffic	52	43	95	46	141	42	183	52	62	114	30	144	50	194	6.0%	19.0%	66.7%
Wholesale lines (in thousands)																	
Full access lines	312		317		310		300	290		280		268		256	-14.7%	-14.7%	-4.5%
Wholesale broadband lines	179		176		181		186	196		201		208		215	15.6%	15.6%	3.4%
Operational data Residential Customers																	
Product view (in thousands)																	
Wireless customers in single products	4'412		4'385		4'358		4'350	4'366		4'350		4'350		4'362	0.3%	0.3%	0.3%
Wireless customers in bundles	178		201		236		273	281		305		325		348	27.5%	27.5%	7.1%
Wireless customers	4'590		4'586		4'594		4'623	4'647		4'655		4'675		4'710	1.9%	1.9%	0.7%
Wireline voice access lines in single products	1'819		1'757		1'704		1'646	1'580		1'524		1'466		1'403	-14.8%	-14.8%	-4.3%
Wireline voice access lines in bundles	513		542		570		599	625		649		678		714	19.2%	19.2%	5.3%
Wireline voice access lines	2'332		2'299		2'274		2'245	2'205		2'173		2'144		2'117	-5.7%	-5.7%	-1.3%
Broadband lines in single products	855		829		806		777	750		722		687		656	-15.6%	-15.6%	-4.5%
Broadband lines in bundles	612		644		678		720	765		804		848		903	25.4%	25.4%	6.5%
Broadband lines	1'467		1'473		1'484		1'497	1'515		1'526		1'535		1'559	4.1%	4.1%	1.6%
TV customers in single products	226		234		237		258	277		275		267		261	1.2%	1.2%	-2.2%
TV customers in bundles	409		438		468		508	555		598		645		706	39.0%	39.0%	9.5%
TV customers	635		672		705		766	832		873		912		967	26.2%	26.2%	6.0%
Total number of underlying products	9'024		9'030		9'057		9'131	9'199		9'227		9'266		9'353	2.4%	2.4%	0.9%
Bundle products																	
Bundle subscription (in thousands)																	
2Play bundle subscription	203		205		209		217	224		228		233		239	10.1%	10.1%	2.6%
3Play bundle subscription	338		352		358		368	387		405		430		463	25.8%	25.8%	7.7%
4Play bundle subscription	71		87		111		135	154		171		185		201	48.9%	48.9%	8.6%
Total bundle subscriptions	612		644		678		720	765		804		848		903	25.4%	25.4%	6.5%

Operational Data

	2012							2013							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Bundle ARPU (in CHF)																	
Blended ARPU 2Play bundle	102	106	104	117	108	114	110	112	111	112	111	111	109	111	0.9%	-4.4%	-1.8%
Blended ARPU 3Play bundle	130	128	129	128	129	127	128	124	125	125	126	125	126	125	-2.3%	-0.8%	0.0%
Blended ARPU 4Play bundle	233	220	226	240	232	231	231	215	215	215	217	216	211	214	-7.4%	-8.7%	-2.8%
Wireless Retail																	
Wireless customers (in thousands)																	
Wireless customers prepaid	2'243		2'231		2'210		2'199	2'196		2'180		2'173		2'176	-1.0%	-1.0%	0.1%
Wireless customers postpaid	2'169		2'154		2'148		2'151	2'170		2'170		2'177		2'186	1.6%	1.6%	0.4%
Wireless customers in single products	4'412		4'385		4'358		4'350	4'366		4'350		4'350		4'362	0.3%	0.3%	0.3%
Wireless customers in bundles	178		201		236		273	281		305		325		348	27.5%	27.5%	7.1%
Wireless customers	4'590		4'586		4'594		4'623	4'647		4'655		4'675		4'710	1.9%	1.9%	0.7%
Wireless ARPU (in CHF)																	
ARPU MO Postpaid	63	64	63	64	64	60	63	58	61	60	64	61	61	61	-3.2%	1.7%	-4.7%
ARPU MO Prepaid	9	9	9	9	9	9	9	8	8	8	9	8	8	8	-11.1%	-11.1%	-11.1%
Blended wireless ARPU MO single subscriptions	36	36	36	36	36	34	35	33	34	33	36	34	34	34	-2.9%	0.0%	-5.6%
Wireless traffic minutes (in million)																	
Voice domestic	1'045	1'013	2'058	1'002	3'060	1'087	4'147	1'117	1'161	2'278	1'127	3'405	1'179	4'584	10.5%	8.5%	4.6%
Outbound roaming	15	21	36	30	66	17	83	16	22	38	29	67	20	87	4.8%	17.6%	-31.0%
Connectivity voice domestic & outgoing (1)	1'060	1'034	2'094	1'032	3'126	1'104	4'230	1'133	1'183	2'316	1'156	3'472	1'199	4'671	10.4%	8.6%	3.7%
Wireless SMS (in million)																	
Data SMS	589	592	1'181	590	1'771	582	2'353	531	510	1'041	500	1'541	459	2'000	-15.0%	-21.1%	-8.2%
Wireline Retail																	
Voice access lines (in thousands)																	
Wireline Voice access lines in single products	1'819		1'757		1'704		1'646	1'580		1'524		1'466		1'403	-14.8%	-14.8%	-4.3%
Wireline Voice access lines in bundle products	513		542		570		599	625		649		678		714	19.2%	19.2%	5.3%
Voice access lines	2'332		2'299		2'274		2'245	2'205		2'173		2'144		2'117	-5.7%	-5.7%	-1.3%
ARPL Voice (in CHF)																	
ARPL wireline voice (single subscription)	42	41	42	41	42	42	42	41	40	41	40	40	40	40	-4.8%	-4.8%	0.0%
Broadband lines (in thousands)																	
Broadband lines in single products	855		829		806		777	750		722		687		656	-15.6%	-15.6%	-4.5%
Broadbandlines in bundle products	612		644		678		720	765		804		848		903	25.4%	25.4%	6.5%
Broadband lines	1'467		1'473		1'484		1'497	1'515		1'526		1'535		1'559	4.1%	4.1%	1.6%
ARPL Broadband (in CHF)																	
ARPL broadband (single subscription)	37	36	36	36	36	36	36	36	35	36	35	35	35	35	-2.8%	-2.8%	0.0%

Operational Data

	2012							2013							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
TV customers (in thousands)																	
TV customers in single products	226		234		237		258	277		275		267		261	1.2%	1.2%	-2.2%
TV customers in bundle products	409		438		468		508	555		598		645		706	39.0%	39.0%	9.5%
TV customers	635		672		705		766	832		873		912		967	26.2%	26.2%	6.0%
ARPU TV (in CHF)																	
ARPU TV access fee (single subscription)	21	19	20	19	20	19	20	16	15	16	16	16	16	16	-20.0%	-15.8%	0.0%
Wireline retail traffic minutes (in million)																	
Traffic national	1'148	1'045	2'193	966	3'159	1'050	4'209	1'026	943	1'969	860	2'829	937	3'766	-10.5%	-10.8%	9.0%
Traffic international	141	133	274	124	398	130	528	126	117	243	109	352	117	469	-11.2%	-10.0%	7.3%
Total wireline retail traffic	1'289	1'178	2'467	1'090	3'557	1'180	4'737	1'152	1'060	2'212	969	3'181	1'054	4'235	-10.6%	-10.7%	8.8%
Operational data Small & Medium-Sized Enterprises																	
Product view (in thousands)																	
Wireless customers in single products	521		508		508		514	511		512		512		512	-0.4%	-0.4%	0.0%
Wireless customers in bundles	4		28		35		43	52		59		65		71	65.1%	65.1%	9.2%
Wireless customers	525		536		543		557	563		571		577		583	4.7%	4.7%	1.0%
Wireline voice access lines in single products	474		467		461		456	446		438		432		425	-6.8%	-6.8%	-1.6%
Wireline voice access lines in bundles	44		51		57		64	73		80		85		92	43.8%	43.8%	8.2%
Wireline voice access lines	518		518		518		520	519		518		517		517	-0.6%	-0.6%	0.0%
Broadband lines in single products	135		132		129		128	124		120		120		117	-8.6%	-8.6%	-2.5%
Broadband lines in bundles	47		55		61		68	77		85		90		98	44.1%	44.1%	8.9%
Broadband lines	182		187		190		196	201		205		210		215	9.7%	9.7%	2.4%
TV customers in single products	10		11		11		12	14		14		14		15	25.0%	25.0%	7.1%
TV customers in bundles	10		11		12		13	14		15		17		18	38.5%	38.5%	5.9%
TV customers	20		22		23		25	28		29		31		33	32.0%	32.0%	6.5%
Total number of underlying products	1'245		1'263		1'274		1'298	1'311		1'323		1'335		1'348	3.9%	3.9%	1.0%
Bundle products																	
Bundle subscription (in thousands)																	
2Play bundle subscription	37		32		30		31	33		36		37		40	29.0%	29.0%	8.1%
3Play bundle subscription	9		22		29		35	41		46		49		54	54.3%	54.3%	10.2%
4Play bundle subscription	1		1		2		2	3		3		4		4	100.0%	100.0%	0.0%
Total bundle subscriptions	47		55		61		68	77		85		90		98	44.1%	44.1%	8.9%
Bundle ARPU (in CHF)																	
Blended ARPU 2Play bundle	141	148	145	149	146	128	142	127	135	132	122	128	122	127	-10.6%	-4.7%	0.0%
Blended ARPU 3Play bundle	160	131	144	206	178	268	215	232	230	230	251	237	246	240	11.6%	-8.2%	-2.0%
Blended ARPU 4Play bundle	302	275	286	577	414	27	270	237	241	238	246	241	239	241	-10.7%	785.2%	-2.8%

Operational Data

	2012							2013							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Wireless Retail																	
Wireless customers (in thousands)																	
Wireless customers in single products	521		508		508		514	511		512		512		512	-0.4%	-0.4%	0.0%
Wireless customers in bundles	4		28		35		43	52		59		65		71	65.1%	65.1%	9.2%
Wireless customers	525		536		543		557	563		571		577		583	4.7%	4.7%	1.0%
Wireless ARPU (in CHF)																	
ARPU MO Postpaid	80	83	82	80	81	74	79	70	74	72	74	73	72	72	-8.9%	-2.7%	-2.7%
Blended wireless ARPU MO single subscriptions	80	83	82	80	81	74	79	70	74	72	74	73	72	72	-8.9%	-2.7%	-2.7%
Wireless traffic minutes (in million)																	
Voice domestic	240	250	490	244	734	231	965	262	285	547	277	824	289	1'113	15.3%	25.1%	4.3%
Outbound roaming	12	14	26	16	42	13	55	12	15	27	18	45	14	59	7.3%	7.7%	-22.2%
Connectivity voice domestic & outgoing (1)	252	264	516	260	776	244	1'020	274	300	574	295	869	303	1'172	14.9%	24.2%	2.7%
Wireless SMS (in million)																	
Data SMS	48	48	96	50	146	42	188	48	48	96	50	146	47	193	2.7%	11.9%	-6.0%
Wireline Retail																	
Voice access lines (in thousands)																	
Wireline Voice access lines in single products	474		467		461		456	446		438		432		425	-6.8%	-6.8%	-1.6%
Wireline Voice access lines in bundle products	44		51		57		64	73		80		85		92	43.8%	43.8%	8.2%
Voice access lines	518		518		518		520	519		518		517		517	-0.6%	-0.6%	0.0%
ARPL Voice (in CHF)																	
ARPL wireline voice (single subscription)	74	73	74	72	73	72	73	71	71	71	70	71	70	71	-2.7%	-2.8%	0.0%
Broadband lines (in thousands)																	
Broadband lines in single products	135		132		129		128	124		120		120		117	-8.6%	-8.6%	-2.5%
Broadband lines in bundle products	47		55		61		68	77		85		90		98	44.1%	44.1%	8.9%
Broadband lines	182		187		190		196	201		205		210		215	9.7%	9.7%	2.4%
ARPL Broadband (in CHF)																	
ARPL broadband (single subscription)	49	48	48	48	48	45	48	45	44	45	44	44	43	44	-8.3%	-4.4%	-2.3%
TV customers (in thousands)																	
TV customers in single products	10		11		11		12	14		14		14		15	25.0%	25.0%	7.1%
TV customers in bundle products	10		11		12		13	14		15		17		18	38.5%	38.5%	5.9%
TV customers	20		22		23		25	28		29		31		33	32.0%	32.0%	6.5%
ARPU TV (in CHF)																	
ARPU TV access fee (single subscription)	26	24	25	24	25	24	24	21	20	21	21	21	21	21	-12.5%	-12.5%	0.0%

Operational Data

	2012							2013							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Wireline retail traffic minutes (in million)																	
Traffic national	357	336	693	302	995	308	1'303	304	370	674	319	993	332	1'325	1.7%	7.8%	4.1%
Traffic international	42	38	80	36	116	36	152	36	40	76	36	112	36	148	-2.6%	0.0%	0.0%
Total wireline retail traffic	399	374	773	338	1'111	344	1'455	340	410	750	355	1'105	368	1'473	1.2%	7.0%	3.7%
Operational data Corporate Business																	
Product view (in thousands)																	
Wireless customers	967		992		1'016		1'037	1'060		1'081		1'094		1'114	7.4%	7.4%	1.8%
Wireline voice access lines	243		241		242		248	246		245		244		245	-1.2%	-1.2%	0.4%
Broadband lines	33		34		34		34	35		36		36		37	8.8%	8.8%	2.8%
Total number of underlying products	1'243		1'267		1'292		1'319	1'341		1'362		1'374		1'396	5.8%	5.8%	1.6%
Wireless Retail																	
Wireless customers (in thousands)																	
Wireless customers	967		992		1'016		1'037	1'060		1'081		1'094		1'114	7.4%	7.4%	1.8%
Wireless ARPU (in CHF)																	
Blended wireless ARPU MO single subscriptions	53	54	53	52	53	48	52	45	46	46	44	45	43	44	-15.4%	-10.4%	-2.3%
Wireless traffic minutes (in million)																	
Voice domestic	316	306	622	291	913	307	1'220	297	306	603	290	893	302	1'195	-2.0%	-1.6%	4.1%
Outbound roaming	26	29	55	29	84	28	112	24	28	52	29	81	27	108	-3.6%	-3.6%	-6.9%
Connectivity voice domestic & outgoing (1)	342	335	677	320	997	335	1'332	321	334	655	319	974	329	1'303	-2.2%	-1.8%	3.1%
Wireless SMS (in million)																	
Data SMS	54	54	108	54	162	53	215	49	49	98	48	146	46	192	-10.7%	-13.2%	-4.2%
Wireline Retail																	
Voice access lines (in thousands)																	
Voice access lines	243		241		242		248	246		245		244		245	-1.2%	-1.2%	0.4%
ARPL Voice (in CHF)																	
ARPL wireline voice (single subscription)	100	95	96	93	95	95	95	93	94	94	92	93	93	93	-2.1%	-2.1%	1.1%
Broadband lines (in thousands)																	
Broadband lines	33		34		34		34	35		36		36		37	8.8%	8.8%	2.8%
ARPL Broadband (in CHF)																	
ARPL broadband (single subscription)	53	61	57	56	56	52	55	51	50	50	51	51	51	51	-7.3%	-1.9%	0.0%
Wireline retail traffic minutes (in million)																	
Traffic national	383	357	740	343	1'083	360	1'443	351	346	697	333	1'030	338	1'368	-5.2%	-6.1%	1.5%
Traffic international	87	80	167	76	243	77	320	75	73	148	71	219	70	289	-9.7%	-9.1%	-1.4%
Total wireline retail traffic	470	437	907	419	1'326	437	1'763	426	419	845	404	1'249	408	1'657	-6.0%	-6.6%	1.0%

Operational Data

	2012							2013							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Operational data Wholesale																	
Wireless																	
Wireless traffic minutes (in million)																	
Connectivity voice (inbound roaming) (2)	52	43	95	46	141	42	183	52	62	114	30	144	50	194	6.0%	19.0%	66.7%
Wireline																	
Full access lines (in thousands)																	
Full access lines	312		317		310		300	290		280		268		256	-14.7%	-14.7%	-4.5%
Broadband lines (in thousands)																	
Wholesale broadband lines	179		176		181		186	196		201		208		215	15.6%	15.6%	3.4%
Operational data Fastweb																	
Broadband customers (in thousands)	1'654		1'673		1'704		1'767	1'861		1'887		1'911		1'942	9.9%	9.9%	1.6%

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

(2) 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.