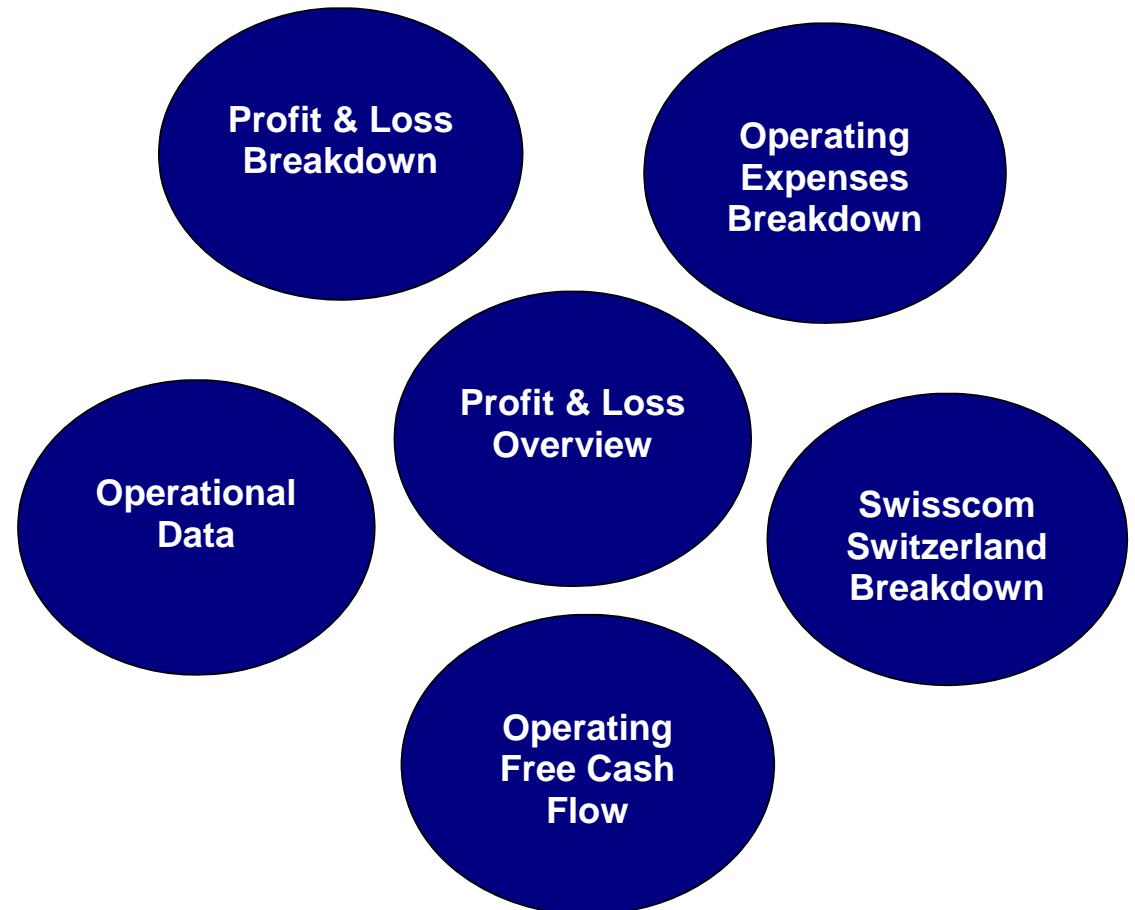


Facts & Figures

as per March 31, 2014



P&L Overview

	2013							2014							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
Residential Customers	1'190	1'247	2'437	1'254	3'691	1'294	4'985	1'234							3.7%	-4.6%
Small & Medium-Sized Enterprises	274	282	556	286	842	286	1'128	282							2.9%	-1.4%
Corporate Business	412	419	831	419	1'250	438	1'688	414							0.5%	-5.5%
Wholesale	149	146	295	148	443	145	588	145							-2.7%	0.0%
Networks and Support Functions	0	0	0	0	0	0	0	0							n.m.	n.m.
Swisscom Switzerland	2'025	2'094	4'119	2'107	6'226	2'163	8'389	2'075							2.5%	-4.1%
Fastweb	486	507	993	494	1'487	526	2'013	482							-0.8%	-8.4%
Other operating segments	223	261	484	266	750	282	1'032	264							18.4%	-6.4%
Group Headquarters	0	0	0	0	0	0	0	0							n.m.	n.m.
Net revenue from external customers	2'734	2'862	5'596	2'867	8'463	2'971	11'434	2'821							3.2%	-5.0%
Goods and services purchased	(552)	(604)	(1'156)	(561)	(1'717)	(621)	(2'338)	(552)							0.0%	-11.1%
Personnel expenses	(671)	(691)	(1'362)	(638)	(2'000)	(706)	(2'706)	(692)							3.1%	-2.0%
Other operating expenses	(557)	(599)	(1'156)	(596)	(1'752)	(724)	(2'476)	(597)							7.2%	-17.5%
Capitalized costs and other income	77	103	180	74	254	134	388	81							5.2%	-39.6%
Operating income (EBITDA)	1'031	1'071	2'102	1'146	3'248	1'054	4'302	1'061							2.9%	0.7%
Depreciation, amortization and impairment	(491)	(501)	(992)	(509)	(1'501)	(543)	(2'044)	(510)							3.9%	-6.1%
Operating income (EBIT)	540	570	1'110	637	1'747	511	2'258	551							2.0%	7.8%
Financial income and financial expense, net	(65)	(58)	(123)	(73)	(196)	(63)	(259)	(84)							29.2%	33.3%
Share of profit of investments in associates	6	6	12	6	18	12	30	3							-50.0%	-75.0%
Income before income tax expense	481	518	999	570	1'569	460	2'029	470							-2.3%	2.2%
Income tax expense	(91)	(89)	(180)	(116)	(296)	(38)	(334)	(97)							6.6%	155.3%
Income from continuing operations	390	429	819	454	1'273	422	1'695	373							-4.4%	-11.6%
Income from discontinued operations	0	0	0	0	0	0	0	0							n.m.	n.m.
Net income	390	429	819	454	1'273	422	1'695	373							-4.4%	-11.6%
Net income attributable to equity holders of Swisscom AG	388	427	815	450	1'265	420	1'685	369							-4.9%	-12.1%
Net income attributable to minority interests	2	2	4	4	8	2	10	4							100.0%	100.0%
Average number of shares outstanding (in million)	51.800	51.801	51.800	51.801	51.801	51.801	51.801	51.800							0.0%	0.0%
Earnings per share (EPS) in CHF	7.49	8.24	15.73	8.69	24.42	8.11	32.53	7.12							-4.9%	-12.2%

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

	2013							2014							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY	QoQ
															Q1	Q1/Q4
Group revenue																
Residential Customers	1'231	1'289	2'520	1'293	3'813	1'332	5'145	1'274							3.5%	-4.4%
Small & Medium-Sized Enterprises	280	289	569	291	860	291	1'151	287							2.5%	-1.4%
Corporate Business	439	443	882	443	1'325	462	1'787	436							-0.7%	-5.6%
Wholesale	237	244	481	246	727	239	966	229							-3.4%	-4.2%
Networks and Support Functions	0	0	0	0	0	0	0	0							n.m.	n.m.
Intersegment elimination	(146)	(156)	(302)	(151)	(453)	(147)	(600)	(137)							-6.2%	-6.8%
Swisscom Switzerland	2'041	2'109	4'150	2'122	6'272	2'177	8'449	2'089							2.4%	-4.0%
Fastweb	487	509	996	494	1'490	528	2'018	483							-0.8%	-8.5%
Other operating segments	412	454	866	460	1'326	493	1'819	450							9.2%	-8.7%
Group Headquarters	0	1	1	0	1	0	1	0							n.m.	n.m.
Net revenue incl. intersegment revenue	2'940	3'073	6'013	3'076	9'089	3'198	12'287	3'022							2.8%	-5.5%
Intersegment elimination	(206)	(211)	(417)	(209)	(626)	(227)	(853)	(201)							-2.4%	-11.5%
Net revenue from external customers	2'734	2'862	5'596	2'867	8'463	2'971	11'434	2'821							3.2%	-5.0%
Residential Customers revenue																
2P Bundle	74	75	149	78	227	77	304	80							8.1%	3.9%
3P Bundle	141	149	290	156	446	169	615	173							22.7%	2.4%
4P Bundle	94	105	199	118	317	123	440	128							36.2%	4.1%
Bundles	309	329	638	352	990	369	1'359	381							23.3%	3.3%
Wireless access	264	276	540	291	831	299	1'130	308							16.7%	3.0%
Wireless traffic	156	159	315	172	487	137	624	121							-22.4%	-11.7%
Wireless VAS	8	7	15	6	21	7	28	5							-37.5%	-28.6%
Wireless	428	442	870	469	1'339	443	1'782	434							1.4%	-2.0%
Wireline telephony access	126	122	248	117	365	112	477	109							-13.5%	-2.7%
Wireline telephony traffic	68	61	129	57	186	56	242	51							-25.0%	-8.9%
Wireline telephony VAS	4	4	8	4	12	4	16	3							-25.0%	-25.0%
Wireline telephony	198	187	385	178	563	172	735	163							-17.7%	-5.2%
Wireline internet	88	85	173	82	255	77	332	73							-17.0%	-5.2%
Wireline TV	18	17	35	24	59	30	89	22							22.2%	-26.7%
Wireline	304	289	593	284	877	279	1'156	258							-15.1%	-7.5%
1P revenue	732	731	1'463	753	2'216	722	2'938	692							-5.5%	-4.2%
Customised solutions	0	1	1	0	1	0	1	0							n.m.	n.m.
Hardware sales own channels	64	61	125	64	189	86	275	60							-6.3%	-30.2%
Other direct sales	32	52	84	45	129	50	179	55							71.9%	10.0%
Direct sales external customers	1'137	1'174	2'311	1'214	3'525	1'227	4'752	1'188							4.5%	-3.2%
3rd party sales external customers	53	73	126	40	166	67	233	46							-13.2%	-31.3%
Net revenue from external customers	1'190	1'247	2'437	1'254	3'691	1'294	4'985	1'234							3.7%	-4.6%
thereof service revenue	1'041	1'061	2'102	1'105	3'207	1'092	4'299	1'073							3.1%	-1.7%
Intersegment revenue	41	42	83	39	122	38	160	40							-2.4%	5.3%
Net revenue Residential Customers	1'231	1'289	2'520	1'293	3'813	1'332	5'145	1'274							3.5%	-4.4%

P&L Breakdown

	2013							2014							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY	QoQ
															Q1	Q1/Q4
Small & Medium-Sized Enterprises revenue																
2P Bundle	12	14	26	14	40	14	54	15							25.0%	7.1%
3P Bundle	26	30	56	36	92	38	130	40							53.8%	5.3%
4P Bundle	2	2	4	2	6	3	9	3							50.0%	0.0%
Bundles	40	46	86	52	138	55	193	58							45.0%	5.5%
Wireless access	56	59	115	62	177	63	240	66							17.9%	4.8%
Wireless traffic	47	50	97	46	143	43	186	36							-23.4%	-16.3%
Wireless VAS	1	0	1	1	2	1	3	1							0.0%	0.0%
Wireless	104	109	213	109	322	107	429	103							-1.0%	-3.7%
Wireline telephony access	54	55	109	53	162	54	216	52							-3.7%	-3.7%
Wireline telephony traffic	40	39	79	37	116	36	152	35							-12.5%	-2.8%
Wireline telephony VAS	1	0	1	1	2	0	2	1							0.0%	n.m.
Wireline telephony	95	94	189	91	280	90	370	88							-7.4%	-2.2%
Wireline internet	26	25	51	25	76	24	100	24							-7.7%	0.0%
Wireline TV	1	1	2	1	3	2	5	1							0.0%	-50.0%
Wireline business networks	2	1	3	2	5	1	6	2							0.0%	100.0%
Wireline	124	121	245	119	364	117	481	115							-7.3%	-1.7%
1P revenue	228	230	458	228	686	224	910	218							-4.4%	-2.7%
Customised solutions	4	4	8	4	12	4	16	4							0.0%	0.0%
Hardware sales own channels	3	2	5	3	8	4	12	3							0.0%	-25.0%
Other direct sales	(1)	0	(1)	(1)	(2)	(1)	(3)	(1)							0.0%	0.0%
Direct sales external customers	274	282	556	286	842	286	1'128	282							2.9%	-1.4%
3rd party sales external customers	0	0	0	0	0	0	0	0							n.m.	n.m.
Net revenue from external customers	274	282	556	286	842	286	1'128	282							2.9%	-1.4%
thereof service revenue	272	281	553	283	836	283	1'119	280							2.9%	-1.1%
Intersegment revenue	6	7	13	5	18	5	23	5							-16.7%	0.0%
Net revenue Small & Medium-Sized Enterprises	280	289	569	291	860	291	1'151	287							2.5%	-1.4%

P&L Breakdown

	2013							2014							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY	QoQ
															Q1	Q1/Q4
Corporate Business revenue																
Bundles	0	0	0	0	0	1	1	0							n.m.	-100.0%
Wireless access	31	36	67	38	105	43	148	45							45.2%	4.7%
Wireless traffic	107	108	215	102	317	96	413	88							-17.8%	-8.3%
Wireless VAS	3	1	4	2	6	3	9	2							-33.3%	-33.3%
Wireless	141	145	286	142	428	142	570	135							-4.3%	-4.9%
Wireline telephony access	33	32	65	33	98	32	130	32							-3.0%	0.0%
Wireline telephony traffic	31	31	62	30	92	30	122	30							-3.2%	0.0%
Wireline telephony VAS	1	2	3	1	4	1	5	1							0.0%	0.0%
Wireline telephony	65	65	130	64	194	63	257	63							-3.1%	0.0%
Wireline internet	16	16	32	16	48	16	64	17							6.3%	6.3%
Wireline business networks	65	64	129	64	193	63	256	63							-3.1%	0.0%
Wireline	146	145	291	144	435	142	577	143							-2.1%	0.7%
1P revenue	287	290	577	286	863	284	1'147	278							-3.1%	-2.1%
Customised solutions	80	82	162	85	247	95	342	81							1.3%	-14.7%
Hardware sales own channels	23	24	47	27	74	35	109	30							30.4%	-14.3%
Other direct sales	6	4	10	5	15	6	21	6							0.0%	0.0%
Direct sales external customers	396	400	796	403	1'199	421	1'620	395							-0.3%	-6.2%
3rd party sales external customers	16	19	35	16	51	17	68	19							18.8%	11.8%
Net revenue from external customers	412	419	831	419	1'250	438	1'688	414							0.5%	-5.5%
thereof service revenue	384	389	773	388	1'161	397	1'558	378							-1.6%	-4.8%
Intersegment revenue	27	24	51	24	75	24	99	22							-18.5%	-8.3%
Net revenue Corporate Business	439	443	882	443	1'325	462	1'787	436							-0.7%	-5.6%
Wholesale revenue																
Direct sales external customers	1	1	2	1	3	0	3	1							0.0%	n.m.
Termination wholesale	46	47	93	43	136	44	180	42							-8.7%	-4.5%
Wholesale voice	28	25	53	25	78	24	102	24							-14.3%	0.0%
Wholesale data	19	20	39	21	60	20	80	21							10.5%	5.0%
Wholesale broadband	16	17	33	18	51	18	69	19							18.8%	5.6%
Inbound roaming	35	32	67	36	103	33	136	35							0.0%	6.1%
Other wholesale services	98	94	192	100	292	95	387	99							1.0%	4.2%
Other 3rd party sales	4	4	8	4	12	6	18	3							-25.0%	-50.0%
3rd party sales external customers	148	145	293	147	440	145	585	144							-2.7%	-0.7%
Net revenue from external customers	149	146	295	148	443	145	588	145							-2.7%	0.0%
thereof service revenue	144	141	285	143	428	140	568	141							-2.1%	0.7%
Intersegment revenue	88	98	186	98	284	94	378	84							-4.5%	-10.6%
Net revenue Wholesale	237	244	481	246	727	239	966	229							-3.4%	-4.2%

P&L Breakdown

	2013							2014							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY	QoQ
															Q1	Q1/Q4
Swisscom Switzerland revenue																
2P Bundle	86	90	176	92	268	90	358	94							9.3%	4.4%
3P Bundle	168	179	347	191	538	208	746	214							27.4%	2.9%
4P Bundle	95	107	202	121	323	126	449	131							37.9%	4.0%
Bundles	349	376	725	404	1'129	424	1'553	439							25.8%	3.5%
Wireless access	351	371	722	391	1'113	404	1'517	419							19.4%	3.7%
Wireless traffic	310	317	627	320	947	278	1'225	246							-20.6%	-11.5%
Wireless VAS	12	8	20	9	29	11	40	8							-33.3%	-27.3%
Wireless	673	696	1'369	720	2'089	693	2'782	673							0.0%	-2.9%
Wireline telephony access	214	208	422	204	626	197	823	193							-9.8%	-2.0%
Wireline telephony traffic	139	131	270	123	393	122	515	116							-16.5%	-4.9%
Wireline telephony VAS	6	6	12	6	18	6	24	5							-16.7%	-16.7%
Wireline telephony	359	345	704	333	1'037	325	1'362	314							-12.5%	-3.4%
Wireline internet	129	128	257	121	378	120	498	113							-12.4%	-5.8%
Wireline TV	19	18	37	26	63	30	93	23							21.1%	-23.3%
Wireline business networks	67	65	132	66	198	64	262	65							-3.0%	1.6%
Wireline	574	556	1'130	546	1'676	539	2'215	515							-10.3%	-4.5%
1P revenue	1'247	1'252	2'499	1'266	3'765	1'232	4'997	1'188							-4.7%	-3.6%
Customised solutions	84	87	171	90	261	99	360	85							1.2%	-14.1%
Hardware sales own channels	90	88	178	92	270	126	396	93							3.3%	-26.2%
Other direct sales	38	55	93	51	144	55	199	60							57.9%	9.1%
Direct sales external customers	1'808	1'858	3'666	1'903	5'569	1'936	7'505	1'865							3.2%	-3.7%
Termination wholesale	46	47	93	43	136	44	180	42							-8.7%	-4.5%
Wholesale voice	30	27	57	26	83	26	109	26							-13.3%	0.0%
Wholesale data	19	20	39	21	60	20	80	21							10.5%	5.0%
Wholesale broadband	16	17	33	18	51	18	69	19							18.8%	5.6%
Inbound roaming	35	32	67	36	103	33	136	35							0.0%	6.1%
Other wholesale services	100	96	196	101	297	97	394	101							1.0%	4.1%
Hardware sales 3rd party channels	51	71	122	40	162	62	224	45							-11.8%	-27.4%
Other 3rd party sales	20	22	42	20	62	24	86	22							10.0%	-8.3%
3rd party sales external customers	217	236	453	204	657	227	884	210							-3.2%	-7.5%
Net revenue from external customers	2'025	2'094	4'119	2'107	6'226	2'163	8'389	2'075							2.5%	-4.1%
thereof service revenue	1'841	1'873	3'714	1'919	5'633	1'911	7'544	1'872							1.7%	-2.0%
Intersegment revenue	16	15	31	15	46	14	60	14							-12.5%	0.0%
Net revenue Swisscom Switzerland	2'041	2'109	4'150	2'122	6'272	2'177	8'449	2'089							2.4%	-4.0%

P&L Breakdown

	2013							2014							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 revenue																
Consumer	228	229	457	228	685	229	914	229						0.4%	0.0%	
Enterprise	218	238	456	231	687	260	947	216						-0.9%	-16.9%	
Wholesale	40	40	80	35	115	37	152	37						-7.5%	0.0%	
thereof hubbing	17	14	31	11	42	14	56	9						-47.1%	-35.7%	
Other revenue	0	0	0	0	0	0	0	0						n.m.	n.m.	
Net revenue from external customers	486	507	993	494	1'487	526	2'013	482						-0.8%	-8.4%	
Intersegment revenue	1	2	3	0	3	2	5	1						0.0%	-50.0%	
Net revenue Fastweb	487	509	996	494	1'490	528	2'018	483						-0.8%	-8.5%	
thereof net revenue excluding hubbing	470	495	965	483	1'448	514	1'962	474						0.9%	-7.8%	
Other operating segments revenue																
Swisscom IT Services	129	158	287	156	443	169	612	164						27.1%	-3.0%	
Group Related Businesses	74	79	153	87	240	89	329	76						2.7%	-14.6%	
Hospitality Services	11	16	27	14	41	15	56	16						45.5%	6.7%	
Other	9	8	17	9	26	9	35	8						-11.1%	-11.1%	
Net revenue from external customers	223	261	484	266	750	282	1'032	264						18.4%	-6.4%	
Intersegment revenue	189	193	382	194	576	211	787	186						-1.6%	-11.8%	
Net revenue other operating segments	412	454	866	460	1'326	493	1'819	450						9.2%	-8.7%	
Group Headquarters revenue																
Group Headquarters revenue	0	0	0	0	0	0	0	0						n.m.	n.m.	
Intersegment revenue	0	1	1	0	1	0	1	0						n.m.	n.m.	
Net revenue Group Headquarters	0	1	1	0	1	0	1	0						n.m.	n.m.	
Group OPEX																
Residential Customers	(521)	(558)	(1'079)	(534)	(1'613)	(634)	(2'247)	(544)						4.4%	-14.2%	
Small & Medium-Sized Enterprises	(67)	(73)	(140)	(69)	(209)	(78)	(287)	(72)						7.5%	-7.7%	
Corporate Business	(219)	(217)	(436)	(212)	(648)	(232)	(880)	(219)						0.0%	-5.6%	
Wholesale	(141)	(148)	(289)	(149)	(438)	(144)	(582)	(134)						-5.0%	-6.9%	
Networks and Support Functions	(362)	(380)	(742)	(363)	(1'105)	(401)	(1'506)	(364)						0.6%	-9.2%	
Intersegment elimination	146	155	301	153	454	146	600	138						-5.5%	-5.5%	
Swisscom Switzerland	(1'164)	(1'221)	(2'385)	(1'174)	(3'559)	(1'343)	(4'902)	(1'195)						2.7%	-11.0%	
Fastweb	(368)	(370)	(738)	(339)	(1'077)	(321)	(1'398)	(351)						-4.6%	9.3%	
Other operating segments	(339)	(368)	(707)	(382)	(1'089)	(427)	(1'516)	(382)						12.7%	-10.5%	
Group Headquarters	(29)	(31)	(60)	(27)	(87)	(41)	(128)	(25)						-13.8%	-39.0%	
Reconciliation pension cost	(5)	(7)	(12)	(4)	(16)	(1)	(17)	(2)						-60.0%	100.0%	
Intersegment elimination	202	206	408	205	613	216	829	195						-3.5%	-9.7%	
Group OPEX	(1'703)	(1'791)	(3'494)	(1'721)	(5'215)	(1'917)	(7'132)	(1'760)						3.3%	-8.2%	

P&L Breakdown

	2013							2014							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																
Residential Customers (Contribution margin 2)	710	731	1'441	759	2'200	698	2'898	730							2.8%	4.6%
Small & Medium-Sized Enterprises (Contribution margin 2)	213	216	429	222	651	213	864	215							0.9%	0.9%
Corporate Business (Contribution margin 2)	220	226	446	231	677	230	907	217							-1.4%	-5.7%
Wholesale (Contribution margin 2)	96	96	192	97	289	95	384	95							-1.0%	0.0%
Networks and Support Functions (Contribution margin 2)	(362)	(380)	(742)	(363)	(1'105)	(401)	(1'506)	(364)							0.6%	-9.2%
Intersegment elimination	0	(1)	(1)	2	1	(1)	0	1							n.m.	n.m.
Swisscom Switzerland (EBITDA)	877	888	1'765	948	2'713	834	3'547	894							1.9%	7.2%
Fastweb	119	139	258	155	413	207	620	132							10.9%	-36.2%
Other operating segments	73	86	159	78	237	66	303	68							-6.8%	3.0%
Group Headquarters	(29)	(30)	(59)	(27)	(86)	(41)	(127)	(25)							-13.8%	-39.0%
Reconciliation pension cost	(5)	(7)	(12)	(4)	(16)	(1)	(17)	(2)							-60.0%	100.0%
Intersegment elimination	(4)	(5)	(9)	(4)	(13)	(11)	(24)	(6)							50.0%	-45.5%
Group EBITDA	1'031	1'071	2'102	1'146	3'248	1'054	4'302	1'061							2.9%	0.7%
EBITDA/Contribution margin 2 in % of net revenue																
Residential Customers	57.7%	56.7%	57.2%	58.7%	57.7%	52.4%	56.3%	57.3%								
Small & Medium-Sized Enterprises	76.1%	74.7%	75.4%	76.3%	75.7%	73.2%	75.1%	74.9%								
Corporate Business	50.1%	51.0%	50.6%	52.1%	51.1%	49.8%	50.8%	49.8%								
Wholesale	40.5%	39.3%	39.9%	39.4%	39.8%	39.7%	39.8%	41.5%								
Networks and Support Functions	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Swisscom Switzerland	43.0%	42.1%	42.5%	44.7%	43.3%	38.3%	42.0%	42.8%								
Fastweb	24.4%	27.3%	25.9%	31.4%	27.7%	39.2%	30.7%	27.3%								
Other operating segments	17.7%	18.9%	18.4%	17.0%	17.9%	13.4%	16.7%	15.1%								
Group Headquarters	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Group EBITDA in % of net revenue	37.7%	37.4%	37.6%	40.0%	38.4%	35.5%	37.6%	37.6%								
Depreciation, amortization and impairment																
Residential Customers	(25)	(27)	(52)	(28)	(80)	(28)	(108)	(28)							12.0%	0.0%
Small & Medium-Sized Enterprises	(1)	(2)	(3)	0	(3)	(2)	(5)	(1)							0.0%	-50.0%
Corporate Business	(18)	(19)	(37)	(19)	(56)	(19)	(75)	(17)							-5.6%	-10.5%
Wholesale	0	0	0	0	0	0	0	0							n.m.	n.m.
Networks and Support Functions	(224)	(231)	(455)	(230)	(685)	(232)	(917)	(236)							5.4%	1.7%
Intersegment elimination	0	2	2	(3)	(1)	2	1	(1)							n.m.	n.m.
Swisscom Switzerland	(268)	(277)	(545)	(280)	(825)	(279)	(1'104)	(283)							5.6%	1.4%
Fastweb	(180)	(181)	(361)	(187)	(548)	(192)	(740)	(189)							5.0%	-1.6%
Other operating segments	(43)	(40)	(83)	(43)	(126)	(69)	(195)	(39)							-9.3%	-43.5%
Group Headquarters	(2)	(2)	(4)	(2)	(6)	(2)	(8)	0							n.m.	-100.0%
Intersegment elimination	2	(1)	1	3	4	(1)	3	1							-50.0%	n.m.
Depreciation, amortization and impairment	(491)	(501)	(992)	(509)	(1'501)	(543)	(2'044)	(510)							3.9%	-6.1%

P&L Breakdown

	2013							2014							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 (EBIT)																
Residential Customers (segment result)	685	704	1'389	731	2'120	670	2'790	702						2.5%	4.8%	
Small & Medium-Sized Enterprises (segment result)	212	214	426	222	648	211	859	214						0.9%	1.4%	
Corporate Business (segment result)	202	207	409	212	621	211	832	200						-1.0%	-5.2%	
Wholesale (segment result)	96	96	192	97	289	95	384	95						-1.0%	0.0%	
Networks and Support Functions (segment result)	(586)	(611)	(1'197)	(593)	(1'790)	(633)	(2'423)	(600)						2.4%	-5.2%	
Intersegment elimination	0	1	1	(1)	0	1	1	0						n.m.	-100.0%	
Swisscom Switzerland (EBIT)	609	611	1'220	668	1'888	555	2'443	611						0.3%	10.1%	
Fastweb	(61)	(42)	(103)	(32)	(135)	15	(120)	(57)						-6.6%	n.m.	
Other operating segments	30	46	76	35	111	(3)	108	29						-3.3%	n.m.	
Group Headquarters	(31)	(32)	(63)	(29)	(92)	(43)	(135)	(25)						-19.4%	-41.9%	
Reconciliation pension cost	(5)	(7)	(12)	(4)	(16)	(1)	(17)	(2)						-60.0%	100.0%	
Intersegment elimination	(2)	(6)	(8)	(1)	(9)	(12)	(21)	(5)						150.0%	-58.3%	
Group EBIT	540	570	1'110	637	1'747	511	2'258	551						2.0%	7.8%	
EBIT/Segment result in % of net revenue																
Residential Customers	55.6%	54.6%	55.1%	56.5%	55.6%	50.3%	54.2%	55.1%								
Small & Medium-Sized Enterprises	75.7%	74.0%	74.9%	76.3%	75.3%	72.5%	74.6%	74.6%								
Corporate Business	46.0%	46.7%	46.4%	47.9%	46.9%	45.7%	46.6%	45.9%								
Wholesale	40.5%	39.3%	39.9%	39.4%	39.8%	39.7%	39.8%	41.5%								
Networks and Support Functions	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Swisscom Switzerland	29.8%	29.0%	29.4%	31.5%	30.1%	25.5%	28.9%	29.2%								
Fastweb	-12.5%	-8.3%	-10.3%	-6.5%	-9.1%	2.8%	-5.9%	-11.8%								
Other operating segments	7.3%	10.1%	8.8%	7.6%	8.4%	-0.6%	5.9%	6.4%								
Group Headquarters	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Group EBIT in % of net revenue	19.8%	19.9%	19.8%	22.2%	20.6%	17.2%	19.7%	19.5%								
CAPEX																
Residential Customers	42	41	83	47	130	69	199	37						-11.9%	-46.4%	
Small & Medium-Sized Enterprises	2	4	6	4	10	7	17	5						150.0%	-28.6%	
Corporate Business	16	25	41	23	64	28	92	17						6.3%	-39.3%	
Wholesale	0	0	0	0	0	0	0	0						n.m.	n.m.	
Networks and Support Functions	225	283	508	287	795	413	1'208	241						7.1%	-41.6%	
Intersegment elimination	(1)	1	0	0	0	0	0	(1)						0.0%	n.m.	
Swisscom Switzerland	284	354	638	361	999	517	1'516	299						5.3%	-42.2%	
Fastweb	155	160	315	168	483	212	695	173						11.6%	-18.4%	
Other operating segments	38	38	76	56	132	63	195	52						36.8%	-17.5%	
Group Headquarters	0	0	0	0	0	0	0	0						n.m.	n.m.	
Intersegment elimination	(3)	(5)	(8)	(6)	(14)	4	(10)	(5)						66.7%	n.m.	
Group CAPEX	474	547	1'021	579	1'600	796	2'396	519						9.5%	-34.8%	

P&L Breakdown

	2013							2014							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
	Number of employees (End of period)															
Residential Customers	4'406		4'694		4'793		4'754	4'779							8.5%	0.5%
Small & Medium-Sized Enterprises	692		735		753		757	761							10.0%	0.5%
Corporate Business	2'387		2'404		2'433		2'441	2'424							1.6%	-0.7%
Wholesale	109		111		109		107	111							1.8%	3.7%
Networks and Support Functions	4'424		4'400		4'425		4'404	4'447							0.5%	1.0%
Swisscom Switzerland	12'018		12'344		12'513		12'463	12'522							4.2%	0.5%
Fastweb	2'389		2'379		2'370		2'363	2'362							-1.1%	0.0%
Other operating segments	4'505		4'802		4'991		4'964	4'883							8.4%	-1.6%
Group Headquarters	335		334		320		318	314							-6.3%	-1.3%
Group Number of employees (End of period)	19'247		19'859		20'194		20'108	20'081							4.3%	-0.1%

Remarks:

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OPEX Breakdown

	2013							2014							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																
Goods and services purchased	(363)	(387)	(750)	(365)	(1'115)	(439)	(1'554)	(370)							1.9%	-15.7%
Personnel expenses	(413)	(427)	(840)	(394)	(1'234)	(432)	(1'666)	(433)							4.8%	0.2%
Other operating expenses	(260)	(284)	(544)	(289)	(833)	(350)	(1'183)	(270)							3.8%	-22.9%
Intersegment expenses	(168)	(166)	(334)	(169)	(503)	(170)	(673)	(165)							-1.8%	-2.9%
./. Capitalized costs and other income	40	43	83	43	126	48	174	43							7.5%	-10.4%
Total OPEX Swisscom Switzerland	(1'164)	(1'221)	(2'385)	(1'174)	(3'559)	(1'343)	(4'902)	(1'195)							2.7%	-11.0%
OPEX Fastweb																
Goods and services purchased	(156)	(169)	(325)	(150)	(475)	(123)	(598)	(130)							-16.7%	5.7%
Personnel expenses	(61)	(58)	(119)	(48)	(167)	(59)	(226)	(58)							-4.9%	-1.7%
Other operating expenses	(168)	(175)	(343)	(153)	(496)	(206)	(702)	(176)							4.8%	-14.6%
Intersegment expenses	0	(1)	(1)	0	(1)	(1)	(2)	0							n.m.	-100.0%
./. Capitalized costs and other income	17	33	50	12	62	68	130	13							-23.5%	-80.9%
Total OPEX Fastweb	(368)	(370)	(738)	(339)	(1'077)	(321)	(1'398)	(351)							-4.6%	9.3%
OPEX Other operating segments																
Goods and services purchased	(33)	(49)	(82)	(46)	(128)	(57)	(185)	(53)							60.6%	-7.0%
Personnel expenses	(172)	(178)	(350)	(172)	(522)	(192)	(714)	(180)							4.7%	-6.3%
Other operating expenses	(136)	(147)	(283)	(160)	(443)	(172)	(615)	(154)							13.2%	-10.5%
Intersegment expenses	(10)	(12)	(22)	(13)	(35)	(17)	(52)	(13)							30.0%	-23.5%
./. Capitalized costs and other income	12	18	30	9	39	11	50	18							50.0%	63.6%
Total OPEX Other operating segments	(339)	(368)	(707)	(382)	(1'089)	(427)	(1'516)	(382)							12.7%	-10.5%
OPEX Group Headquarters																
Goods and services purchased	0	0	0	0	0	0	0	0							n.m.	n.m.
Personnel expenses	(22)	(24)	(46)	(20)	(66)	(26)	(92)	(21)							-4.5%	-19.2%
Other operating expenses	(13)	(12)	(25)	(15)	(40)	(25)	(65)	(12)							-7.7%	-52.0%
Intersegment expenses	(12)	(12)	(24)	(12)	(36)	(12)	(48)	(10)							-16.7%	-16.7%
./. Capitalized costs and other income	18	17	35	20	55	22	77	18							0.0%	-18.2%
Total OPEX Group Headquarters	(29)	(31)	(60)	(27)	(87)	(41)	(128)	(25)							-13.8%	-39.0%

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SCS Breakdown

	2013							2014							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
Residential Customers																
Net revenue (incl. intersegment revenue)	1'231	1'289	2'520	1'293	3'813	1'332	5'145	1'274							3.5%	-4.4%
Outpayments	(48)	(53)	(101)	(56)	(157)	(51)	(208)	(47)							-2.1%	-7.8%
Subscriber acquisition and retention costs (1)	(94)	(93)	(187)	(98)	(285)	(113)	(398)	(94)							0.0%	-16.8%
Other costs of goods and services purchased	(162)	(183)	(345)	(150)	(495)	(212)	(707)	(165)							1.9%	-22.2%
Direct costs (incl. intersegment direct costs)	(304)	(329)	(633)	(304)	(937)	(376)	(1'313)	(306)							0.7%	-18.6%
Contribution margin 1	927	960	1'887	989	2'876	956	3'832	968							4.4%	1.3%
Contribution margin 1 in % of net revenue	75.3%	74.5%	74.9%	76.5%	75.4%	71.8%	74.5%	76.0%								
Personnel expenses	(121)	(126)	(247)	(122)	(369)	(126)	(495)	(131)							8.3%	4.0%
Other operating expenses (2)	(103)	(112)	(215)	(118)	(333)	(141)	(474)	(115)							11.7%	-18.4%
Indirect costs (incl. intersegment indirect costs)	(224)	(238)	(462)	(240)	(702)	(267)	(969)	(246)							9.8%	-7.9%
./. Capitalized costs and other income	7	9	16	10	26	9	35	8							14.3%	-11.1%
Contribution margin 2	710	731	1'441	759	2'200	698	2'898	730							2.8%	4.6%
Contribution margin 2 in % of net revenue	57.7%	56.7%	57.2%	58.7%	57.7%	52.4%	56.3%	57.3%								
CAPEX	42	41	83	47	130	69	199	37							-11.9%	-46.4%
Number of employees (FTE)	4'406		4'694		4'793	69	4'754	4'779							8.5%	0.5%
Small & Medium-Sized Enterprises																
Net revenue (incl. intersegment revenue)	280	289	569	291	860	291	1'151	287							2.5%	-1.4%
Outpayments	(15)	(16)	(31)	(17)	(48)	(15)	(63)	(14)							-6.7%	-6.7%
Subscriber acquisition and retention costs (1)	(14)	(15)	(29)	(13)	(42)	(18)	(60)	(15)							7.1%	-16.7%
Other costs of goods and services purchased	(7)	(8)	(15)	(6)	(21)	(7)	(28)	(8)							14.3%	14.3%
Direct costs (incl. intersegment direct costs)	(36)	(39)	(75)	(36)	(111)	(40)	(151)	(37)							2.8%	-7.5%
Contribution margin 1	244	250	494	255	749	251	1'000	250							2.5%	-0.4%
Contribution margin 1 in % of net revenue	87.1%	86.5%	86.8%	87.6%	87.1%	86.3%	86.9%	87.1%								
Personnel expenses	(21)	(23)	(44)	(21)	(65)	(23)	(88)	(24)							14.3%	4.3%
Other operating expenses (2)	(10)	(12)	(22)	(13)	(35)	(15)	(50)	(12)							20.0%	-20.0%
Indirect costs (incl. intersegment indirect costs)	(31)	(35)	(66)	(34)	(100)	(38)	(138)	(36)							16.1%	-5.3%
./. Capitalized costs and other income	0	1	1	1	2	0	2	1							n.m.	n.m.
Contribution margin 2	213	216	429	222	651	213	864	215							0.9%	0.9%
Contribution margin 2 in % of net revenue	76.1%	74.7%	75.4%	76.3%	75.7%	73.2%	75.1%	74.9%								
CAPEX	2	4	6	4	10	7	17	5							150.0%	-28.6%
Number of employees (FTE)	692		735		753	7	757	761							10.0%	0.5%

SCS Breakdown

	2013							2014							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
Corporate Business																
Net revenue (incl. intersegment revenue)	439	443	882	443	1'325	462	1'787	436							-0.7%	-5.6%
Outpayments	(38)	(40)	(78)	(38)	(116)	(39)	(155)	(35)							-7.9%	-10.3%
Subscriber acquisition and retention costs (1)	(9)	(8)	(17)	(8)	(25)	(10)	(35)	(8)							-11.1%	-20.0%
Other costs of goods and services purchased	(50)	(47)	(97)	(52)	(149)	(59)	(208)	(55)							10.0%	-6.8%
Direct costs (incl. intersegment direct costs)	(97)	(95)	(192)	(98)	(290)	(108)	(398)	(98)							1.0%	-9.3%
Contribution margin 1	342	348	690	345	1'035	354	1'389	338							-1.2%	-4.5%
Contribution margin 1 in % of net revenue	77.9%	78.6%	78.2%	77.9%	78.1%	76.6%	77.7%	77.5%								
Personnel expenses	(96)	(97)	(193)	(90)	(283)	(95)	(378)	(99)							3.1%	4.2%
Other operating expenses (2)	(32)	(30)	(62)	(30)	(92)	(33)	(125)	(27)							-15.6%	-18.2%
Indirect costs (incl. intersegment indirect costs)	(128)	(127)	(255)	(120)	(375)	(128)	(503)	(126)							-1.6%	-1.6%
./. Capitalized costs and other income	6	5	11	6	17	4	21	5							-16.7%	25.0%
Contribution margin 2	220	226	446	231	677	230	907	217							-1.4%	-5.7%
Contribution margin 2 in % of net revenue	50.1%	51.0%	50.6%	52.1%	51.1%	49.8%	50.8%	49.8%								
CAPEX	16	25	41	23	64	28	92	17							6.3%	-39.3%
Number of employees (FTE)	2'387		2'404		2'433	28	2'441	2'424							1.6%	-0.7%
Wholesale																
Net revenue (incl. intersegment revenue)	237	244	481	246	727	239	966	229							-3.4%	-4.2%
Outpayments	(134)	(146)	(280)	(143)	(423)	(138)	(561)	(128)							-4.5%	-7.2%
Subscriber acquisition and retention costs (1)	0	0	0	0	0	0	0	0							n.m.	n.m.
Other costs of goods and services purchased	(1)	0	(1)	(1)	(2)	(1)	(3)	0							n.m.	-100.0%
Direct costs (incl. intersegment direct costs)	(135)	(146)	(281)	(144)	(425)	(139)	(564)	(128)							-5.2%	-7.9%
Contribution margin 1	102	98	200	102	302	100	402	101							-1.0%	1.0%
Contribution margin 1 in % of net revenue	43.0%	40.2%	41.6%	41.5%	41.5%	41.8%	41.6%	44.1%								
Personnel expenses	(5)	(4)	(9)	(4)	(13)	(5)	(18)	(5)							0.0%	0.0%
Other operating expenses (2)	(1)	1	0	(1)	(1)	0	(1)	(1)							0.0%	n.m.
Indirect costs (incl. intersegment indirect costs)	(6)	(3)	(9)	(5)	(14)	(5)	(19)	(6)							0.0%	20.0%
./. Capitalized costs and other income	0	1	1	0	1	0	1	0							n.m.	n.m.
Contribution margin 2	96	96	192	97	289	95	384	95							-1.0%	0.0%
Contribution margin 2 in % of net revenue	40.5%	39.3%	39.9%	39.4%	39.8%	39.7%	39.8%	41.5%								
CAPEX	0	0	0	0	0	0	0	0							n.m.	n.m.
Number of employees (FTE)	109		111		109		107	111							1.8%	3.7%

SCS Breakdown

	2013							2014							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
Networks and Support Functions																
Net revenue (incl. intersegment revenue)	0	0	0	0	0	0	0	0							n.m.	n.m.
Direct costs (incl. intersegment direct costs)	0	0	0	0	0	0	0	0							n.m.	n.m.
Contribution margin 1	0	0	0	0	0	0	0	0							n.m.	n.m.
Contribution margin 1 in % of net revenue	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Personnel expenses	(177)	(183)	(360)	(164)	(524)	(188)	(712)	(181)							2.3%	-3.7%
Rent	(46)	(46)	(92)	(46)	(138)	(49)	(187)	(46)							0.0%	-6.1%
Maintenance	(42)	(50)	(92)	(50)	(142)	(55)	(197)	(44)							4.8%	-20.0%
IT expenses	(74)	(78)	(152)	(79)	(231)	(74)	(305)	(75)							1.4%	1.4%
Other expenses	(68)	(68)	(136)	(70)	(206)	(86)	(292)	(65)							-4.4%	-24.4%
Other operating expenses	(230)	(242)	(472)	(245)	(717)	(264)	(981)	(230)							0.0%	-12.9%
Indirect costs (incl. intersegment indirect costs)	(407)	(425)	(832)	(409)	(1'241)	(452)	(1'693)	(411)							1.0%	-9.1%
./. Capitalized costs and other income	45	45	90	46	136	51	187	47							4.4%	-7.8%
Contribution margin 2	(362)	(380)	(742)	(363)	(1'105)	(401)	(1'506)	(364)							0.6%	-9.2%
Contribution margin 2 in % of net revenue	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
CAPEX	225	283	508	287	795	413	1'208	241							7.1%	-41.6%
Number of employees (FTE)	4'424		4'400		4'425		4'404	4'447							0.5%	1.0%
Swisscom Switzerland																
Net revenue (incl. intersegment revenue)	2'041	2'109	4'150	2'122	6'272	2'177	8'449	2'089							2.4%	-4.0%
Outpayments	(105)	(116)	(221)	(116)	(337)	(112)	(449)	(102)							-2.9%	-8.9%
Subscriber acquisition and retention costs (1)	(109)	(109)	(218)	(112)	(330)	(133)	(463)	(111)							1.8%	-16.5%
Other costs of goods and services purchased	(206)	(224)	(430)	(197)	(627)	(265)	(892)	(213)							3.4%	-19.6%
Direct costs (incl. intercompany direct costs)	(420)	(449)	(869)	(425)	(1'294)	(510)	(1'804)	(426)							1.4%	-16.5%
Contribution margin 1	1'621	1'660	3'281	1'697	4'978	1'667	6'645	1'663							2.6%	-0.2%
Contribution margin 1 in % of net revenue	79.4%	78.7%	79.1%	80.0%	79.4%	76.6%	78.6%	79.6%								
Personnel expenses	(420)	(433)	(853)	(401)	(1'254)	(437)	(1'691)	(439)							4.5%	0.5%
Other operating expenses (2)	(364)	(382)	(746)	(391)	(1'137)	(444)	(1'581)	(373)							2.5%	-16.0%
Indirect costs (incl. intersegment indirect costs)	(784)	(815)	(1'599)	(792)	(2'391)	(881)	(3'272)	(812)							3.6%	-7.8%
./. Capitalized costs and other income	40	43	83	43	126	48	174	43							7.5%	-10.4%
Contribution margin 2	877	888	1'765	948	2'713	834	3'547	894							1.9%	7.2%
Contribution margin 2 in % of net revenue	43.0%	42.1%	42.5%	44.7%	43.3%	38.3%	42.0%	42.8%								
CAPEX	284	354	638	361	999	517	1'516	299							5.3%	-42.2%
Number of employees (FTE)	12'018		12'344		12'513		12'463	12'522							4.2%	0.5%

(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

	2013							2014							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)	1'031	1'071	2'102	1'146	3'248	1'054	4'302	1'061							2.9%	0.7%
Changes in operating assets and liabilities and other payments or receipts from operating activities	(317)	90	(227)	(42)	(269)	327	58	(210)							-33.8%	n.m.
Capital expenditure	(474)	(547)	(1'021)	(579)	(1'600)	(796)	(2'396)	(519)							9.5%	-34.8%
Proceeds from sale of assets	5	15	20	3	23	5	28	2							-60.0%	-60.0%
Operating free cash flow before minority interests	245	629	874	528	1'402	590	1'992	334							36.3%	-43.4%
Dividends paid to minority interests	0	(14)	(14)	0	(14)	0	(14)	0							n.m.	n.m.
Operating free cash flow	245	615	860	528	1'388	590	1'978	334							36.3%	-43.4%

Remarks:

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Operational Data

	2013							2014							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 customers in single products	5'937		5'943		5'956		5'988	5'985							0.8%	-0.1%
Wireless customers in bundles	333		364		390		419	444							33.3%	6.0%
Wireless customers	6'270		6'307		6'346		6'407	6'429							2.5%	0.3%
Wireline voice access lines in single products	2'272		2'207		2'142		2'073	2'007							-11.7%	-3.2%
Wireline voice access lines in bundles	698		729		763		806	849							21.6%	5.3%
Wireline voice access lines	2'970		2'936		2'905		2'879	2'856							-3.8%	-0.8%
Broadband lines in single products	909		878		843		810	773							-15.0%	-4.6%
Broadband lines in bundles	842		889		938		1'001	1'060							25.9%	5.9%
Broadband lines	1'751		1'767		1'781		1'811	1'833							4.7%	1.2%
TV customers in single products	291		289		281		276	271							-6.9%	-1.8%
TV customers in bundles	569		613		662		724	781							37.3%	7.9%
TV customers	860		902		943		1'000	1'052							22.3%	5.2%
Total number of underlying products	11'851		11'912		11'975		12'097	12'170							2.7%	0.6%
Bundle products																
Bundle subscription (in thousands)																
2Play bundle subscriptions	257		264		270		279	287							11.7%	2.9%
3Play bundle subscriptions	428		451		479		517	555							29.7%	7.4%
4Play bundle subscriptions	157		174		189		205	218							38.9%	6.3%
Total bundle subscriptions	842		889		938		1'001	1'060							25.9%	5.9%
Bundle ARPU (in CHF)																
Blended ARPU 2Play bundle	113	113	113	111	112	109	112	111							-1.8%	1.8%
Blended ARPU 3Play bundle	134	135	135	139	136	138	136	135							0.7%	-2.2%
Blended ARPU 4Play bundle	216	215	215	218	216	212	215	212							-1.9%	0.0%
Wireless Retail																
Wireless customers (in thousands)																
Wireless customers prepaid	2'196		2'180		2'173		2'176	2'173							-1.0%	-0.1%
Wireless customers postpaid	3'741		3'763		3'783		3'812	3'812							1.9%	0.0%
Wireless customers in single products	5'937		5'943		5'956		5'988	5'985							0.8%	-0.1%
Wireless customers in bundles	333		364		390		419	444							33.3%	6.0%
Wireless customers	6'270		6'307		6'346		6'407	6'429							2.5%	0.3%

Operational Data

	2013							2014							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
Wireless ARPU (in CHF)																
ARPU MO Postpaid	56	58	57	60	58	57	58	56						0.0%	-1.8%	
ARPU MO Prepaid	8	8	8	9	8	8	8	7						-12.5%	-12.5%	
Blended wireless ARPU MO single subscriptions	38	39	39	41	39	39	39	38						0.0%	-2.6%	
thereof ARPU Base Fee	19	20	20	22	21	23	21	23						21.1%	0.0%	
thereof ARPU Voice	11	11	11	11	10	9	10	9						-18.2%	0.0%	
thereof ARPU Non-Voice	8	8	8	8	8	7	8	6						-25.0%	-14.3%	
Blended wireless ARPU single subscriptions	40	41	41	43	41	41	41	39						-2.5%	-4.9%	
thereof ARPU MT	2	2	2	2	2	2	2	1						-50.0%	-50.0%	
Wireless cancellation rate (annualised, in %)																
Average quarterly wireless cancellation rate		11.8%		12.4%		11.6%										
Wireless cancellation rate cumulated	11.9%		11.8%		12.0%		11.9%	12.4%								
Wireless traffic minutes (in million)																
Voice domestic	1'676	1'752	3'428	1'694	5'122	1'770	6'892	1'841						9.8%	4.0%	
Outbound roaming	52	65	117	76	193	61	254	53						1.9%	-13.1%	
Connectivity voice domestic & outbound (1)	1'728	1'817	3'545	1'770	5'315	1'831	7'146	1'894						9.6%	3.4%	
Wireless SMS (in million)																
Data SMS	628	607	1'235	598	1'833	552	2'385	509						-18.9%	-7.8%	
Wireline Retail																
Voice access lines (in thousands)																
Wireline Voice access lines in single products	2'272		2'207		2'142		2'073	2'007						-11.7%	-3.2%	
Wireline Voice access lines in bundle products	698		729		763		806	849						21.6%	5.3%	
Voice access lines	2'970		2'936		2'905		2'879	2'856						-3.8%	-0.8%	
ARPL Voice (in CHF)																
ARPL wireline voice (single subscription)	52	52	52	51	52	52	52	52						0.0%	0.0%	
Broadband lines (in thousands)																
Broadband lines in single products	909		878		843		810	773						-15.0%	-4.6%	
Broadband lines in bundle products	842		889		938		1'001	1'060						25.9%	5.9%	
Broadband lines	1'751		1'767		1'781		1'811	1'833						4.7%	1.2%	
ARPL Broadband (in CHF)																
ARPL broadband (single subscription)	37	36	37	36	36	36	36	36						-2.7%	0.0%	
TV customers (in thousands)																
TV customers in single products	291		289		281		276	271						-6.9%	-1.8%	
TV customers in bundle products	569		613		662		724	781						37.3%	7.9%	
TV customers	860		902		943		1'000	1'052						22.3%	5.2%	

Operational Data

	2013							2014							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 TV (in CHF)																
ARPU TV access fee (single subscription)	16	16	16	16	16	17	16	16							0.0%	-5.9%
Wireline retail traffic minutes (in million)																
Traffic national	1'681	1'659	3'340	1'512	4'852	1'607	6'459	1'506							-10.4%	-6.3%
Traffic international	237	230	467	216	683	223	906	210							-11.4%	-5.8%
Total wireline retail traffic	1'918	1'889	3'807	1'728	5'535	1'830	7'365	1'716							-10.5%	-6.2%
Wholesale																
Wireless wholesale traffic minutes (in million)																
Inbound roaming wireless traffic	52	62	114	30	144	50	194	60							15.4%	20.0%
Wholesale lines (in thousands)																
Full access lines	290		280		268		256	241							-16.9%	-5.9%
Wholesale broadband lines	196		201		208		215	221							12.8%	2.8%
Operational data Residential Customers																
Product view (in thousands)																
Wireless customers in single products	4'366		4'350		4'350		4'362	4'357							-0.2%	-0.1%
Wireless customers in bundles	281		305		325		348	367							30.6%	5.5%
Wireless customers	4'647		4'655		4'675		4'710	4'724							1.7%	0.3%
Wireline voice access lines in single products	1'580		1'524		1'466		1'403	1'347							-14.7%	-4.0%
Wireline voice access lines in bundles	625		649		678		714	750							20.0%	5.0%
Wireline voice access lines	2'205		2'173		2'144		2'117	2'097							-4.9%	-0.9%
Broadband lines in single products	750		722		687		656	622							-17.1%	-5.2%
Broadband lines in bundles	765		804		848		903	956							25.0%	5.9%
Broadband lines	1'515		1'526		1'535		1'559	1'578							4.2%	1.2%
TV customers in single products	277		275		267		261	256							-7.6%	-1.9%
TV customers in bundles	555		598		645		706	761							37.1%	7.8%
TV customers	832		873		912		967	1'017							22.2%	5.2%
Total number of underlying products	9'199		9'227		9'266		9'353	9'416							2.4%	0.7%
Bundle products																
Bundle subscription (in thousands)																
2Play bundle subscriptions	224		228		233		239	245							9.4%	2.5%
3Play bundle subscriptions	387		405		430		463	497							28.4%	7.3%
4Play bundle subscriptions	154		171		185		201	214							39.0%	6.5%
Total bundle subscriptions	765		804		848		903	956							25.0%	5.9%

Operational Data

	2013							2014							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
Bundle ARPU (in CHF)																
Blended ARPU 2Play bundle	112	111	112	111	111	109	111	107						-4.5%	-1.8%	
Blended ARPU 3Play bundle	124	125	125	126	125	126	125	121						-2.4%	-4.0%	
Blended ARPU 4Play bundle	215	215	215	217	216	211	214	205						-4.7%	-2.8%	
Wireless Retail																
Wireless customers (in thousands)																
Wireless customers prepaid	2'196		2'180		2'173		2'176	2'173						-1.0%	-0.1%	
Wireless customers postpaid	2'170		2'170		2'177		2'186	2'184						0.6%	-0.1%	
Wireless customers in single products	4'366		4'350		4'350		4'362	4'357						-0.2%	-0.1%	
Wireless customers in bundles	281		305		325		348	367						30.6%	5.5%	
Wireless customers	4'647		4'655		4'675		4'710	4'724						1.7%	0.3%	
Wireless ARPU (in CHF)																
ARPU MO Postpaid	58	61	60	64	61	61	61	60						3.4%	-1.6%	
ARPU MO Prepaid	8	8	8	9	8	8	8	7						-12.5%	-12.5%	
Blended wireless ARPU MO single subscriptions	33	34	33	36	34	34	34	33						0.0%	-2.9%	
Wireless traffic minutes (in million)																
Voice domestic	1'117	1'161	2'278	1'127	3'405	1'179	4'584	1'233						10.4%	4.6%	
Outbound roaming	16	22	38	29	67	20	87	15						-6.3%	-25.0%	
Connectivity voice domestic & outgoing (1)	1'133	1'183	2'316	1'156	3'472	1'199	4'671	1'248						10.2%	4.1%	
Wireless SMS (in million)																
Data SMS	531	510	1'041	500	1'541	459	2'000	422						-20.5%	-8.1%	
Wireline Retail																
Voice access lines (in thousands)																
Wireline Voice access lines in single products	1'580		1'524		1'466		1'403	1'347						-14.7%	-4.0%	
Wireline Voice access lines in bundle products	625		649		678		714	750						20.0%	5.0%	
Voice access lines	2'205		2'173		2'144		2'117	2'097						-4.9%	-0.9%	
ARPL Voice (in CHF)																
ARPL wireline voice (single subscription)	41	40	41	40	40	40	40	39						-4.9%	-2.5%	
Broadband lines (in thousands)																
Broadband lines in single products	750		722		687		656	622						-17.1%	-5.2%	
Broadbandlines in bundle products	765		804		848		903	956						25.0%	5.9%	
Broadband lines	1'515		1'526		1'535		1'559	1'578						4.2%	1.2%	
ARPL Broadband (in CHF)																
ARPL broadband (single subscription)	36	35	36	35	35	35	35	35						-2.8%	0.0%	

Operational Data

	2013							2014							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
TV customers (in thousands)																
TV customers in single products	277		275		267		261	256							-7.6%	-1.9%
TV customers in bundle products	555		598		645		706	761							37.1%	7.8%
TV customers	832		873		912		967	1'017							22.2%	5.2%
ARPU TV (in CHF)																
ARPU TV access fee (single subscription)	16	15	16	16	16	16	16	16							0.0%	0.0%
Wireline retail traffic minutes (in million)																
Traffic national	1'026	943	1'969	860	2'829	937	3'766	854							-16.8%	-8.9%
Traffic international	126	117	243	109	352	117	469	105							-16.7%	-10.3%
Total wireline retail traffic	1'152	1'060	2'212	969	3'181	1'054	4'235	959							-16.8%	-9.0%
Operational data Small & Medium-Sized Enterprises																
Product view (in thousands)																
Wireless customers in single products	511		512		512		512	511							0.0%	-0.2%
Wireless customers in bundles	52		59		65		71	77							48.1%	8.5%
Wireless customers	563		571		577		583	588							4.4%	0.9%
Wireline voice access lines in single products	446		438		432		425	416							-6.7%	-2.1%
Wireline voice access lines in bundles	73		80		85		92	99							35.6%	7.6%
Wireline voice access lines	519		518		517		517	515							-0.8%	-0.4%
Broadband lines in single products	124		120		120		117	114							-8.1%	-2.6%
Broadband lines in bundles	77		85		90		98	104							35.1%	6.1%
Broadband lines	201		205		210		215	218							8.5%	1.4%
TV customers in single products	14		14		14		15	15							7.1%	0.0%
TV customers in bundles	14		15		17		18	20							42.9%	11.1%
TV customers	28		29		31		33	35							25.0%	6.1%
Total number of underlying products	1'311		1'323		1'335		1'348	1'356							3.4%	0.6%
Bundle products																
Bundle subscription (in thousands)																
2Play bundle subscriptions	33		36		37		40	42							27.3%	5.0%
3Play bundle subscriptions	41		46		49		54	58							41.5%	7.4%
4Play bundle subscriptions	3		3		4		4	4							33.3%	0.0%
Total bundle subscriptions	77		85		90		98	104							35.1%	6.1%
Bundle ARPU (in CHF)																
Blended ARPU 2Play bundle	127	135	132	122	128	122	127	120							-5.5%	-1.6%
Blended ARPU 3Play bundle	232	230	230	251	237	246	240	239							3.0%	-2.8%
Blended ARPU 4Play bundle	237	241	238	246	241	239	241	233							-1.7%	-2.5%

Operational Data

	2013							2014							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
Wireless Retail																
Wireless customers (in thousands)																
Wireless customers in single products	511		512		512		512	511							0.0%	-0.2%
Wireless customers in bundles	52		59		65		71	77							48.1%	8.5%
Wireless customers	563		571		577		583	588							4.4%	0.9%
Wireless ARPU (in CHF)																
ARPU MO Postpaid	70	74	72	74	73	72	72	70							0.0%	-2.8%
Blended wireless ARPU MO single subscriptions	70	74	72	74	73	72	72	70							0.0%	-2.8%
Wireless traffic minutes (in million)																
Voice domestic	262	285	547	277	824	289	1'113	308							17.6%	6.6%
Outbound roaming	12	15	27	18	45	14	59	13							8.3%	-7.1%
Connectivity voice domestic & outgoing (1)	274	300	574	295	869	303	1'172	321							17.2%	5.9%
Wireless SMS (in million)																
Data SMS	48	48	96	50	146	47	193	45							-6.3%	-4.3%
Wireline Retail																
Voice access lines (in thousands)																
Wireline Voice access lines in single products	446		438		432		425	416							-6.7%	-2.1%
Wireline Voice access lines in bundle products	73		80		85		92	99							35.6%	7.6%
Voice access lines	519		518		517		517	515							-0.8%	-0.4%
ARPL Voice (in CHF)																
ARPL wireline voice (single subscription)	71	71	71	70	71	70	71	70							-1.4%	0.0%
Broadband lines (in thousands)																
Broadband lines in single products	124		120		120		117	114							-8.1%	-2.6%
Broadband lines in bundle products	77		85		90		98	104							35.1%	6.1%
Broadband lines	201		205		210		215	218							8.5%	1.4%
ARPL Broadband (in CHF)																
ARPL broadband (single subscription)	45	44	45	44	44	43	44	43							-4.4%	0.0%
TV customers (in thousands)																
TV customers in single products	14		14		14		15	15							7.1%	0.0%
TV customers in bundle products	14		15		17		18	20							42.9%	11.1%
TV customers	28		29		31		33	35							25.0%	6.1%
ARPU TV (in CHF)																
ARPU TV access fee (single subscription)	21	20	21	21	21	21	21	21							0.0%	0.0%

Operational Data

	2013							2014							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
Wireline retail traffic minutes (in million)																
Traffic national	304	370	674	319	993	332	1'325	312							2.6%	-6.0%
Traffic international	36	40	76	36	112	36	148	35							-2.8%	-2.8%
Total wireline retail traffic	340	410	750	355	1'105	368	1'473	347							2.1%	-5.7%
Operational data Corporate Business																
Product view (in thousands)																
Wireless customers	1'060		1'081		1'094		1'114	1'117							5.4%	0.3%
Wireline voice access lines	246		245		244		245	244							-0.8%	-0.4%
Broadband lines	35		36		36		37	37							5.7%	0.0%
Total number of underlying products	1'341		1'362		1'374		1'396	1'398							4.3%	0.1%
Wireless Retail																
Wireless customers (in thousands)																
Wireless customers	1'060		1'081		1'094		1'114	1'117							5.4%	0.3%
Wireless ARPU (in CHF)																
Blended wireless ARPU MO single subscriptions	45	46	46	44	45	43	44	40							-11.1%	-7.0%
Wireless traffic minutes (in million)																
Voice domestic	297	306	603	290	893	302	1'195	300							1.0%	-0.7%
Outbound roaming	24	28	52	29	81	27	108	25							4.2%	-7.4%
Connectivity voice domestic & outgoing (1)	321	334	655	319	974	329	1'303	325							1.2%	-1.2%
Wireless SMS (in million)																
Data SMS	49	49	98	48	146	46	192	42							-14.3%	-8.7%
Wireline Retail																
Voice access lines (in thousands)																
Voice access lines	246		245		244		245	244							-0.8%	-0.4%
ARPL Voice (in CHF)																
ARPL wireline voice (single subscription)	93	94	94	92	93	93	93	93							0.0%	0.0%
Broadband lines (in thousands)																
Broadband lines	35		36		36		37	37							5.7%	0.0%
ARPL Broadband (in CHF)																
ARPL broadband (single subscription)	51	50	50	51	51	51	51	51							0.0%	0.0%
Wireline retail traffic minutes (in million)																
Traffic national	351	346	697	333	1'030	338	1'368	340							-3.1%	0.6%
Traffic international	75	73	148	71	219	70	289	70							-6.7%	0.0%
Total wireline retail traffic	426	419	845	404	1'249	408	1'657	410							-3.8%	0.5%

Operational Data

	2013							2014							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 Wholesale																
Wireless																
Wireless traffic minutes (in million)																
Connectivity voice (inbound roaming) (2)	52	62	114	30	144	50	194	60							15.4%	20.0%
Wireline																
Full access lines (in thousands)																
Full access lines	290		280		268		256	241							-16.9%	-5.9%
Broadband lines (in thousands)																
Wholesale broadband lines	196		201		208		215	221							12.8%	2.8%
Operational data Fastweb																
Broadband customers (in thousands)	1'861		1'887		1'911		1'942	1'984							6.6%	2.2%

(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.