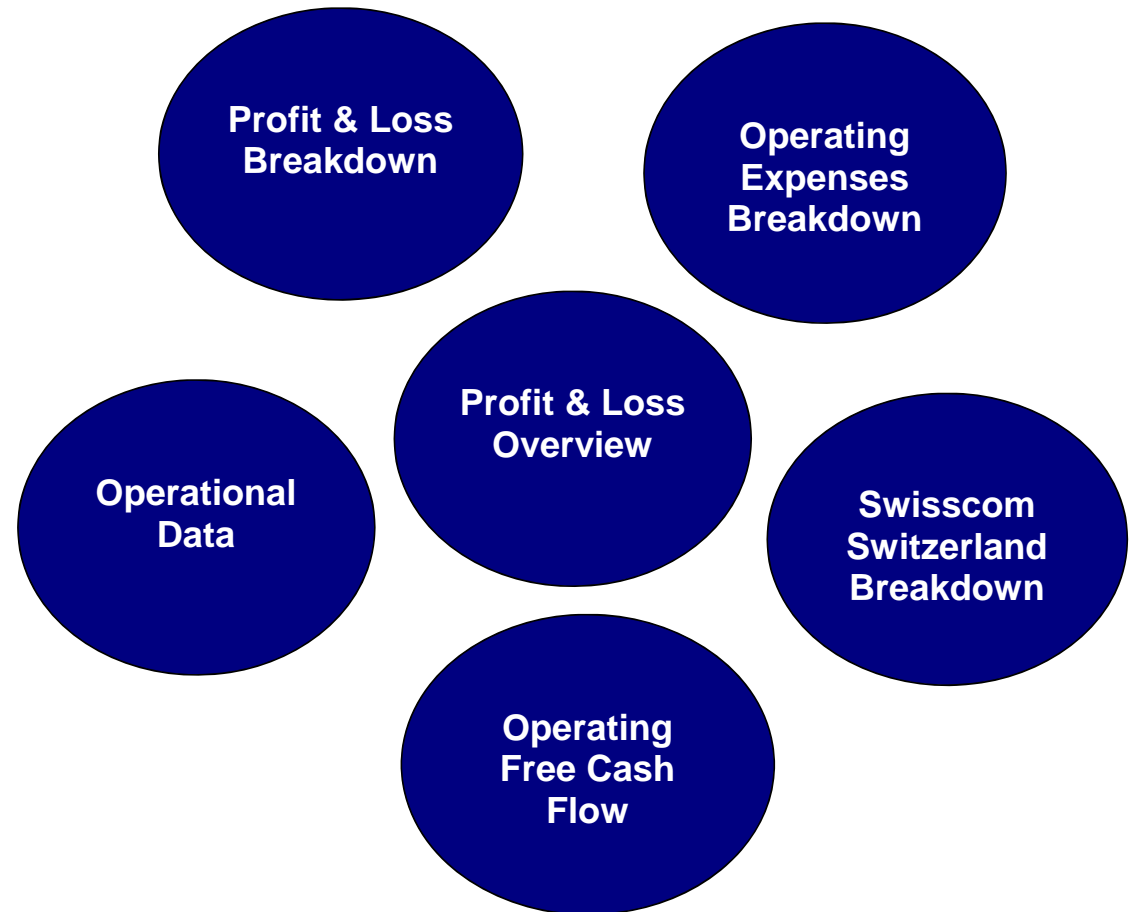


Facts & Figures

as per December 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.	YtD	YoY Q4	QoQ Q4/Q3
Residential Customers	1'190	1'247	2'437	1'254	3'691	1'294	4'985	1'234	1'258	2'492	1'299	3'791	1'377	5'168	3.7%	6.4%	6.0%
Small & Medium-Sized Enterprises	274	282	556	286	842	286	1'128	282	286	568	284	852	287	1'139	1.0%	0.3%	1.1%
Corporate Business	412	419	831	419	1'250	438	1'688	414	417	831	424	1'255	439	1'694	0.4%	0.2%	3.5%
Wholesale	149	146	295	148	443	145	588	145	139	284	144	428	142	570	-3.1%	-2.1%	-1.4%
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	2'025	2'094	4'119	2'107	6'226	2'163	8'389	2'075	2'100	4'175	2'151	6'326	2'245	8'571	2.2%	3.8%	4.4%
Fastweb	486	507	993	494	1'487	526	2'013	482	498	980	512	1'492	551	2'043	1.5%	4.8%	7.6%
Other operating segments	223	261	484	266	750	282	1'032	264	281	545	265	810	278	1'088	5.4%	-1.4%	4.9%
Group Headquarters	0	0	0	0	0	0	0	0	0	0	1	1	0	1	n.m.	n.m.	-100.0%
Net revenue from external customers	2'734	2'862	5'596	2'867	8'463	2'971	11'434	2'821	2'879	5'700	2'929	8'629	3'074	11'703	2.4%	3.5%	5.0%
Goods and services purchased	(552)	(604)	(1'156)	(561)	(1'717)	(621)	(2'338)	(552)	(558)	(1'110)	(583)	(1'693)	(676)	(2'369)	1.3%	8.9%	16.0%
Personnel expenses	(671)	(691)	(1'362)	(638)	(2'000)	(706)	(2'706)	(692)	(684)	(1'376)	(655)	(2'031)	(720)	(2'751)	1.7%	2.0%	9.9%
Other operating expenses	(557)	(599)	(1'156)	(596)	(1'752)	(724)	(2'476)	(597)	(599)	(1'196)	(620)	(1'816)	(724)	(2'540)	2.6%	0.0%	16.8%
Capitalized costs and other income	77	103	180	74	254	134	388	81	83	164	119	283	87	370	-4.6%	-35.1%	-26.9%
Operating income (EBITDA)	1'031	1'071	2'102	1'146	3'248	1'054	4'302	1'061	1'121	2'182	1'190	3'372	1'041	4'413	2.6%	-1.2%	-12.5%
Depreciation, amortization and impairment	(491)	(501)	(992)	(509)	(1'501)	(543)	(2'044)	(510)	(512)	(1'022)	(511)	(1'533)	(558)	(2'091)	2.3%	2.8%	9.2%
Operating income (EBIT)	540	570	1'110	637	1'747	511	2'258	551	609	1'160	679	1'839	483	2'322	2.8%	-5.5%	-28.9%
Financial income and financial expense, net	(65)	(58)	(123)	(73)	(196)	(63)	(259)	(84)	(64)	(148)	(26)	(174)	(86)	(260)	0.4%	36.5%	230.8%
Share of profit of investments in associates	6	6	12	6	18	12	30	3	10	13	8	21	5	26	-13.3%	-58.3%	-37.5%
Income before income tax expense	481	518	999	570	1'569	460	2'029	470	555	1'025	661	1'686	402	2'088	2.9%	-12.6%	-39.2%
Income tax expense	(91)	(89)	(180)	(116)	(296)	(38)	(334)	(97)	(122)	(219)	(118)	(337)	(45)	(382)	14.4%	18.4%	-61.9%
Income from continuing operations	390	429	819	454	1'273	422	1'695	373	433	806	543	1'349	357	1'706	0.6%	-15.4%	-34.3%
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	390	429	819	454	1'273	422	1'695	373	433	806	543	1'349	357	1'706	0.6%	-15.4%	-34.3%
Net income attributable to equity holders of Swisscom AG	388	427	815	450	1'265	420	1'685	369	430	799	540	1'339	355	1'694	0.5%	-15.5%	-34.3%
Net income attributable to minority interests	2	2	4	4	8	2	10	4	3	7	3	10	2	12	20.0%	0.0%	-33.3%
Average number of shares outstanding (in million)	51.800	51.801	51.800	51.801	51.801	51.801	51.801	51.800	51.801	51.801	51.802	51.801	51.802	51.801	0.0%	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	8.30	15.42	10.42	25.85	6.85	32.70	0.5%	-15.5%	-34.3%

Remarks:

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

P&L Breakdown

	2013							2014							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	1'231	1'289	2'520	1'293	3'813	1'332	5'145	1'274	1'297	2'571	1'336	3'907	1'419	5'326	3.5%	6.5%	6.2%
Small & Medium-Sized Enterprises	280	289	569	291	860	291	1'151	287	291	578	289	867	292	1'159	0.7%	0.3%	1.0%
Corporate Business	439	443	882	443	1'325	462	1'787	436	440	876	449	1'325	463	1'788	0.1%	0.2%	3.1%
Wholesale	237	244	481	246	727	239	966	229	228	457	239	696	233	929	-3.8%	-2.5%	-2.5%
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	(146)	(156)	(302)	(151)	(453)	(147)	(600)	(137)	(142)	(279)	(146)	(425)	(146)	(571)	-4.8%	-0.7%	0.0%
Swisscom Switzerland	2'041	2'109	4'150	2'122	6'272	2'177	8'449	2'089	2'114	4'203	2'167	6'370	2'261	8'631	2.2%	3.9%	4.3%
Fastweb	487	509	996	494	1'490	528	2'018	483	499	982	513	1'495	552	2'047	1.4%	4.5%	7.6%
Other operating segments	412	454	866	460	1'326	493	1'819	450	476	926	474	1'400	489	1'889	3.8%	-0.8%	3.2%
Group Headquarters	0	1	1	0	1	0	1	0	1	1	0	1	1	2	100.0%	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	3'090	6'112	3'154	9'266	3'303	12'569	2.3%	3.3%	4.7%
Intersegment elimination	(206)	(211)	(417)	(209)	(626)	(227)	(853)	(201)	(211)	(412)	(225)	(637)	(229)	(866)	1.5%	0.9%	1.8%
Net revenue from external customers	2'734	2'862	5'596	2'867	8'463	2'971	11'434	2'821	2'879	5'700	2'929	8'629	3'074	11'703	2.4%	3.5%	5.0%
Residential Customers revenue																	
2P Bundle	74	75	149	78	227	77	304	80	78	158	76	234	80	314	3.3%	3.9%	5.3%
3P Bundle	141	149	290	156	446	169	615	173	194	367	213	580	220	800	30.1%	30.2%	3.3%
4P Bundle	94	105	199	118	317	123	440	128	136	264	141	405	149	554	25.9%	21.1%	5.7%
Bundles	309	329	638	352	990	369	1'359	381	408	789	430	1'219	449	1'668	22.7%	21.7%	4.4%
Wireless access	264	276	540	291	831	299	1'130	308	313	621	325	946	330	1'276	12.9%	10.4%	1.5%
Wireless traffic	156	159	315	172	487	137	624	121	130	251	135	386	113	499	-20.0%	-17.5%	-16.3%
Wireless VAS	8	7	15	6	21	7	28	5	6	11	5	16	4	20	-28.6%	-42.9%	-20.0%
Wireless	428	442	870	469	1'339	443	1'782	434	449	883	465	1'348	447	1'795	0.7%	0.9%	-3.9%
Wireline telephony access	126	122	248	117	365	112	477	109	102	211	99	310	93	403	-15.5%	-17.0%	-6.1%
Wireline telephony traffic	68	61	129	57	186	56	242	51	46	97	44	141	44	185	-23.6%	-21.4%	0.0%
Wireline telephony VAS	4	4	8	4	12	4	16	3	4	7	3	10	3	13	-18.8%	-25.0%	0.0%
Wireline telephony	198	187	385	178	563	172	735	163	152	315	146	461	140	601	-18.2%	-18.6%	-4.1%
Wireline internet	88	85	173	82	255	77	332	73	70	143	68	211	66	277	-16.6%	-14.3%	-2.9%
Wireline TV	18	17	35	24	59	30	89	22	22	44	19	63	19	82	-7.9%	-36.7%	0.0%
Wireline	304	289	593	284	877	279	1'156	258	244	502	233	735	225	960	-17.0%	-19.4%	-3.4%
1P revenue	732	731	1'463	753	2'216	722	2'938	692	693	1'385	698	2'083	672	2'755	-6.2%	-6.9%	-3.7%
Customised solutions	0	1	1	0	1	0	1	0	0	0	1	1	0	1	0.0%	n.m.	-100.0%
Hardware sales own channels	64	61	125	64	189	86	275	60	60	120	62	182	97	279	1.5%	12.8%	56.5%
Other direct sales	32	52	84	45	129	50	179	55	60	115	67	182	75	257	43.6%	50.0%	11.9%
Direct sales external customers	1'137	1'174	2'311	1'214	3'525	1'227	4'752	1'188	1'221	2'409	1'258	3'667	1'293	4'960	4.4%	5.4%	2.8%
3rd party sales external customers	53	73	126	40	166	67	233	46	37	83	41	124	84	208	-10.7%	25.4%	104.9%
Net revenue from external customers	1'190	1'247	2'437	1'254	3'691	1'294	4'985	1'234	1'258	2'492	1'299	3'791	1'377	5'168	3.7%	6.4%	6.0%
thereof service revenue	1'041	1'061	2'102	1'105	3'207	1'092	4'299	1'073	1'101	2'174	1'128	3'302	1'122	4'424	2.9%	2.7%	-0.5%
Intersegment revenue	41	42	83	39	122	38	160	40	39	79	37	116	42	158	-1.3%	10.5%	13.5%
Net revenue Residential Customers	1'231	1'289	2'520	1'293	3'813	1'332	5'145	1'274	1'297	2'571	1'336	3'907	1'419	5'326	3.5%	6.5%	6.2%

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.	YtD	YoY Q4	QoQ Q4/Q3
Small & Medium-Sized Enterprises revenue																	
2P Bundle	12	14	26	14	40	14	54	15	15	30	13	43	16	59	9.3%	14.3%	23.1%
3P Bundle	26	30	56	36	92	38	130	40	44	84	50	134	46	180	38.5%	21.1%	-8.0%
4P Bundle	2	2	4	2	6	3	9	3	3	6	3	9	4	13	44.4%	33.3%	33.3%
nP Business bundle	0	0	0	0	0	0	0	0	0	0	0	0	1	1	n.m.	n.m.	n.m.
Bundles	40	46	86	52	138	55	193	58	62	120	66	186	67	253	31.1%	21.8%	1.5%
Wireless access	56	59	115	62	177	63	240	66	67	133	68	201	71	272	13.3%	12.7%	4.4%
Wireless traffic	47	50	97	46	143	43	186	36	40	76	35	111	33	144	-22.6%	-23.3%	-5.7%
Wireless VAS	1	0	1	1	2	1	3	1	0	1	1	2	1	3	0.0%	0.0%	0.0%
Wireless	104	109	213	109	322	107	429	103	107	210	104	314	105	419	-2.3%	-1.9%	1.0%
Wireline telephony access	54	55	109	53	162	54	216	52	51	103	50	153	51	204	-5.6%	-5.6%	2.0%
Wireline telephony traffic	40	39	79	37	116	36	152	35	33	68	31	99	31	130	-14.5%	-13.9%	0.0%
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	95	94	189	91	280	90	370	88	84	172	82	254	82	336	-9.2%	-8.9%	0.0%
Wireline internet	26	25	51	25	76	24	100	24	25	49	24	73	22	95	-5.0%	-8.3%	-8.3%
Wireline TV	1	1	2	1	3	2	5	1	1	2	2	4	1	5	0.0%	-50.0%	-50.0%
Wireline business networks	2	1	3	2	5	1	6	2	1	3	1	4	2	6	0.0%	100.0%	100.0%
Wireline	124	121	245	119	364	117	481	115	111	226	109	335	107	442	-8.1%	-8.5%	-1.8%
1P revenue	228	230	458	228	686	224	910	218	218	436	213	649	212	861	-5.4%	-5.4%	-0.5%
Customised solutions	4	4	8	4	12	4	16	4	4	8	3	11	5	16	0.0%	25.0%	66.7%
Hardware sales own channels	3	2	5	3	8	4	12	3	2	5	3	8	3	11	-8.3%	-25.0%	0.0%
Other direct sales	(1)	0	(1)	(1)	(2)	(1)	(3)	(1)	0	(1)	(1)	(2)	0	(2)	-33.3%	n.m.	-100.0%
Direct sales external customers	274	282	556	286	842	286	1'128	282	286	568	284	852	287	1'139	1.0%	0.3%	1.1%
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	274	282	556	286	842	286	1'128	282	286	568	284	852	287	1'139	1.0%	0.3%	1.1%
thereof service revenue	272	281	553	283	836	283	1'119	280	284	564	282	846	284	1'130	1.0%	0.4%	0.7%
Intersegment revenue	6	7	13	5	18	5	23	5	5	10	5	15	5	20	-13.0%	0.0%	0.0%
Net revenue Small & Medium-Sized Enterprises	280	289	569	291	860	291	1'151	287	291	578	289	867	292	1'159	0.7%	0.3%	1.0%

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.	YtD	YoY Q4	QoQ Q4/Q3
Corporate Business revenue																	
Bundles	0	0	0	0	0	1	1	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Wireless access	31	36	67	38	105	43	148	45	49	94	50	144	56	200	35.1%	30.2%	12.0%
Wireless traffic	107	108	215	102	317	96	413	88	90	178	90	268	86	354	-14.3%	-10.4%	-4.4%
Wireless VAS	3	1	4	2	6	3	9	2	2	4	2	6	2	8	-11.1%	-33.3%	0.0%
Wireless	141	145	286	142	428	142	570	135	141	276	142	418	144	562	-1.4%	1.4%	1.4%
Wireline telephony access	33	32	65	33	98	32	130	32	31	63	32	95	32	127	-2.3%	0.0%	0.0%
Wireline telephony traffic	31	31	62	30	92	30	122	30	30	60	28	88	30	118	-3.3%	0.0%	7.1%
Wireline telephony VAS	1	2	3	1	4	1	5	1	1	2	1	3	1	4	-20.0%	0.0%	0.0%
Wireline telephony	65	65	130	64	194	63	257	63	62	125	61	186	63	249	-3.1%	0.0%	3.3%
Wireline internet	16	16	32	16	48	16	64	17	15	32	17	49	15	64	0.0%	-6.3%	-11.8%
Wireline business networks	65	64	129	64	193	63	256	63	63	126	61	187	64	251	-2.0%	1.6%	4.9%
Wireline	146	145	291	144	435	142	577	143	140	283	139	422	142	564	-2.3%	0.0%	2.2%
1P revenue	287	290	577	286	863	284	1'147	278	281	559	281	840	286	1'126	-1.8%	0.7%	1.8%
Customised solutions	80	82	162	85	247	95	342	81	88	169	84	253	98	351	2.6%	3.2%	16.7%
Hardware sales own channels	23	24	47	27	74	35	109	30	24	54	29	83	27	110	0.9%	-22.9%	-6.9%
Other direct sales	6	4	10	5	15	6	21	6	5	11	13	24	6	30	42.9%	0.0%	-53.8%
Direct sales external customers	396	400	796	403	1'199	421	1'620	395	398	793	407	1'200	417	1'617	-0.2%	-1.0%	2.5%
3rd party sales external customers	16	19	35	16	51	17	68	19	19	38	17	55	22	77	13.2%	29.4%	29.4%
Net revenue from external customers	412	419	831	419	1'250	438	1'688	414	417	831	424	1'255	439	1'694	0.4%	0.2%	3.5%
thereof service revenue	384	389	773	388	1'161	397	1'558	378	387	765	383	1'148	407	1'555	-0.2%	2.5%	6.3%
Intersegment revenue	27	24	51	24	75	24	99	22	23	45	25	70	24	94	-5.1%	0.0%	-4.0%
Net revenue Corporate Business	439	443	882	443	1'325	462	1'787	436	440	876	449	1'325	463	1'788	0.1%	0.2%	3.1%
Wholesale revenue																	
Direct sales external customers	1	1	2	1	3	0	3	1	0	1	1	2	0	2	-33.3%	n.m.	-100.0%
Termination wholesale	46	47	93	43	136	44	180	42	43	85	39	124	41	165	-8.3%	-6.8%	5.1%
Wholesale voice	28	25	53	25	78	24	102	24	23	47	20	67	20	87	-14.7%	-16.7%	0.0%
Wholesale data	19	20	39	21	60	20	80	21	21	42	21	63	22	85	6.3%	10.0%	4.8%
Wholesale broadband	16	17	33	18	51	18	69	19	20	39	19	58	19	77	11.6%	5.6%	0.0%
Inbound roaming	35	32	67	36	103	33	136	35	28	63	40	103	33	136	0.0%	0.0%	-17.5%
Other wholesale services	98	94	192	100	292	95	387	99	92	191	100	291	94	385	-0.5%	-1.1%	-6.0%
Other 3rd party sales	4	4	8	4	12	6	18	3	4	7	4	11	7	18	0.0%	16.7%	75.0%
3rd party sales external customers	148	145	293	147	440	145	585	144	139	283	143	426	142	568	-2.9%	-2.1%	-0.7%
Net revenue from external customers	149	146	295	148	443	145	588	145	139	284	144	428	142	570	-3.1%	-2.1%	-1.4%
thereof service revenue	144	141	285	143	428	140	568	141	135	276	140	416	135	551	-3.0%	-3.6%	-3.6%
Intersegment revenue	88	98	186	98	284	94	378	84	89	173	95	268	91	359	-5.0%	-3.2%	-4.2%
Net revenue Wholesale	237	244	481	246	727	239	966	229	228	457	239	696	233	929	-3.8%	-2.5%	-2.5%

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.	YtD	YoY Q4	QoQ Q4/Q3
Swisscom Switzerland revenue																	
2P Bundle	86	90	176	92	268	90	358	94	93	187	90	277	97	374	4.5%	7.8%	7.8%
3P Bundle	168	179	347	191	538	208	746	214	238	452	262	714	266	980	31.4%	27.9%	1.5%
4P Bundle	95	107	202	121	323	126	449	131	139	270	144	414	152	566	26.1%	20.6%	5.6%
nP Business bundle	0	0	0	0	0	0	0	0	0	0	0	0	1	1	n.m.	n.m.	n.m.
Bundles	349	376	725	404	1'129	424	1'553	439	470	909	496	1'405	516	1'921	23.7%	21.7%	4.0%
Wireless access	351	371	722	391	1'113	404	1'517	419	428	847	445	1'292	456	1'748	15.2%	12.9%	2.5%
Wireless traffic	310	317	627	320	947	278	1'225	246	259	505	258	763	233	996	-18.7%	-16.2%	-9.7%
Wireless VAS	12	8	20	9	29	11	40	8	8	16	8	24	8	32	-20.0%	-27.3%	0.0%
Wireless	673	696	1'369	720	2'089	693	2'782	673	695	1'368	711	2'079	697	2'776	-0.2%	0.6%	-2.0%
Wireline telephony access	214	208	422	204	626	197	823	193	185	378	180	558	175	733	-10.9%	-11.2%	-2.8%
Wireline telephony traffic	139	131	270	123	393	122	515	116	108	224	104	328	105	433	-15.9%	-13.9%	1.0%
Wireline telephony VAS	6	6	12	6	18	6	24	5	5	10	5	15	5	20	-16.7%	-16.7%	0.0%
Wireline telephony	359	345	704	333	1'037	325	1'362	314	298	612	289	901	285	1'186	-12.9%	-12.3%	-1.4%
Wireline internet	129	128	257	121	378	120	498	113	112	225	108	333	105	438	-12.0%	-12.5%	-2.8%
Wireline TV	19	18	37	26	63	30	93	23	23	46	21	67	19	86	-7.5%	-36.7%	-9.5%
Wireline business networks	67	65	132	66	198	64	262	65	64	129	63	192	65	257	-1.9%	1.6%	3.2%
Wireline	574	556	1'130	546	1'676	539	2'215	515	497	1'012	481	1'493	474	1'967	-11.2%	-12.1%	-1.5%
1P revenue	1'247	1'252	2'499	1'266	3'765	1'232	4'997	1'188	1'192	2'380	1'192	3'572	1'171	4'743	-5.1%	-5.0%	-1.8%
Customised solutions	84	87	171	90	261	99	360	85	92	177	89	266	102	368	2.2%	3.0%	14.6%
Hardware sales own channels	90	88	178	92	270	126	396	93	85	178	95	273	127	400	1.0%	0.8%	33.7%
Other direct sales	38	55	93	51	144	55	199	60	68	128	77	205	81	286	43.7%	47.3%	5.2%
Direct sales external customers	1'808	1'858	3'666	1'903	5'569	1'936	7'505	1'865	1'907	3'772	1'949	5'721	1'997	7'718	2.8%	3.2%	2.5%
Termination wholesale	46	47	93	43	136	44	180	42	43	85	39	124	41	165	-8.3%	-6.8%	5.1%
Wholesale voice	30	27	57	26	83	26	109	26	25	51	22	73	23	96	-11.9%	-11.5%	4.5%
Wholesale data	19	20	39	21	60	20	80	21	21	42	21	63	22	85	6.3%	10.0%	4.8%
Wholesale broadband	16	17	33	18	51	18	69	19	20	39	19	58	19	77	11.6%	5.6%	0.0%
Inbound roaming	35	32	67	36	103	33	136	35	28	63	40	103	33	136	0.0%	0.0%	-17.5%
Other wholesale services	100	96	196	101	297	97	394	101	94	195	102	297	97	394	0.0%	0.0%	-4.9%
Hardware sales 3rd party channels	51	71	122	40	162	62	224	45	36	81	37	118	71	189	-15.6%	14.5%	91.9%
Other 3rd party sales	20	22	42	20	62	24	86	22	20	42	24	66	39	105	22.1%	62.5%	62.5%
3rd party sales external customers	217	236	453	204	657	227	884	210	193	403	202	605	248	853	-3.5%	9.3%	22.8%
Net revenue from external customers	2'025	2'094	4'119	2'107	6'226	2'163	8'389	2'075	2'100	4'175	2'151	6'326	2'245	8'571	2.2%	3.8%	4.4%
thereof service revenue	1'841	1'873	3'714	1'919	5'633	1'911	7'544	1'872	1'907	3'779	1'934	5'713	1'947	7'660	1.5%	1.9%	0.7%
Intersegment revenue	16	15	31	15	46	14	60	14	14	28	16	44	16	60	0.0%	14.3%	0.0%
Net revenue Swisscom Switzerland	2'041	2'109	4'150	2'122	6'272	2'177	8'449	2'089	2'114	4'203	2'167	6'370	2'261	8'631	2.2%	3.9%	4.3%

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.	YtD	YoY Q4	QoQ Q4/Q3
Fastweb revenue																	
Consumer	228	229	457	228	685	229	914	229	229	458	226	684	230	914	0.0%	0.4%	1.8%
Enterprise	218	238	456	231	687	260	947	216	229	445	244	689	268	957	1.1%	3.1%	9.8%
Wholesale	40	40	80	35	115	37	152	37	40	77	42	119	53	172	13.2%	43.2%	26.2%
thereof hubbing	17	14	31	11	42	14	56	9	9	18	7	25	9	34	-39.3%	-35.7%	28.6%
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	486	507	993	494	1'487	526	2'013	482	498	980	512	1'492	551	2'043	1.5%	4.8%	7.6%
Intersegment revenue	1	2	3	0	3	2	5	1	1	2	1	3	1	4	-20.0%	-50.0%	0.0%
Net revenue Fastweb	487	509	996	494	1'490	528	2'018	483	499	982	513	1'495	552	2'047	1.4%	4.5%	7.6%
thereof net revenue excluding hubbing	470	495	965	483	1'448	514	1'962	474	490	964	506	1'470	543	2'013	2.6%	5.6%	7.3%
Other operating segments revenue																	
Swisscom IT Services	129	158	287	156	443	169	612	164	169	333	156	489	161	650	6.2%	-4.7%	3.2%
Group Related Businesses	74	79	153	87	240	89	329	76	83	159	86	245	84	329	0.0%	-5.6%	-2.3%
Hospitality Services	11	16	27	14	41	15	56	16	20	36	14	50	14	64	14.3%	-6.7%	0.0%
Other	9	8	17	9	26	9	35	8	9	17	9	26	19	45	28.6%	111.1%	111.1%
Net revenue from external customers	223	261	484	266	750	282	1'032	264	281	545	265	810	278	1'088	5.4%	-1.4%	4.9%
Intersegment revenue	189	193	382	194	576	211	787	186	195	381	209	590	211	801	1.8%	0.0%	1.0%
Net revenue other operating segments	412	454	866	460	1'326	493	1'819	450	476	926	474	1'400	489	1'889	3.8%	-0.8%	3.2%
Group Headquarters revenue																	
Group Headquarters revenue	0	0	0	0	0	0	0	0	0	0	1	1	0	1	n.m.	n.m.	-100.0%
Intersegment revenue	0	1	1	0	1	0	1	0	1	1	(1)	0	1	1	0.0%	n.m.	n.m.
Net revenue Group Headquarters	0	1	1	0	1	0	1	0	1	1	0	1	1	2	100.0%	n.m.	n.m.
Group OPEX																	
Residential Customers	(521)	(558)	(1'079)	(534)	(1'613)	(634)	(2'247)	(544)	(555)	(1'099)	(574)	(1'673)	(702)	(2'375)	5.7%	10.7%	22.3%
Small & Medium-Sized Enterprises	(67)	(73)	(140)	(69)	(209)	(78)	(287)	(72)	(71)	(143)	(74)	(217)	(86)	(303)	5.6%	10.3%	16.2%
Corporate Business	(219)	(217)	(436)	(212)	(648)	(232)	(880)	(219)	(217)	(436)	(222)	(658)	(230)	(888)	0.9%	-0.9%	3.6%
Wholesale	(141)	(148)	(289)	(149)	(438)	(144)	(582)	(134)	(136)	(270)	(141)	(411)	(137)	(548)	-5.8%	-4.9%	-2.8%
Networks and Support Functions	(362)	(380)	(742)	(363)	(1'105)	(401)	(1'506)	(364)	(374)	(738)	(361)	(1'099)	(413)	(1'512)	0.4%	3.0%	14.4%
Intersegment elimination	146	155	301	153	454	146	600	138	141	279	146	425	146	571	-4.8%	0.0%	0.0%
Swisscom Switzerland	(1'164)	(1'221)	(2'385)	(1'174)	(3'559)	(1'343)	(4'902)	(1'195)	(1'212)	(2'407)	(1'226)	(3'633)	(1'422)	(5'055)	3.1%	5.9%	16.0%
Fastweb	(368)	(370)	(738)	(339)	(1'077)	(321)	(1'398)	(351)	(344)	(695)	(350)	(1'045)	(377)	(1'422)	1.7%	17.4%	7.7%
Other operating segments	(339)	(368)	(707)	(382)	(1'089)	(427)	(1'516)	(382)	(378)	(760)	(348)	(1'108)	(420)	(1'528)	0.8%	-1.6%	20.7%
Group Headquarters	(29)	(31)	(60)	(27)	(87)	(41)	(128)	(25)	(32)	(57)	(27)	(84)	(39)	(123)	-3.9%	-4.9%	44.4%
Reconciliation pension cost	(5)	(7)	(12)	(4)	(16)	(1)	(17)	(2)	2	0	(4)	(4)	4	0	n.m.	n.m.	n.m.
Intersegment elimination	202	206	408	205	613	216	829	195	206	401	216	617	221	838	1.1%	2.3%	2.3%
Group OPEX	(1'703)	(1'791)	(3'494)	(1'721)	(5'215)	(1'917)	(7'132)	(1'760)	(1'758)	(3'518)	(1'739)	(5'257)	(2'033)	(7'290)	2.2%	6.1%	16.9%

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.	YtD	YoY Q4	QoQ Q4/Q3
EBITDA																	
Residential Customers (Contribution margin 2)	710	731	1'441	759	2'200	698	2'898	730	742	1'472	762	2'234	717	2'951	1.8%	2.7%	-5.9%
Small & Medium-Sized Enterprises (Contribution margin 2)	213	216	429	222	651	213	864	215	220	435	215	650	206	856	-0.9%	-3.3%	-4.2%
Corporate Business (Contribution margin 2)	220	226	446	231	677	230	907	217	223	440	227	667	233	900	-0.8%	1.3%	2.6%
Wholesale (Contribution margin 2)	96	96	192	97	289	95	384	95	92	187	98	285	96	381	-0.8%	1.1%	-2.0%
Networks and Support Functions (Contribution margin 2)	(362)	(380)	(742)	(363)	(1'105)	(401)	(1'506)	(364)	(374)	(738)	(361)	(1'099)	(413)	(1'512)	0.4%	3.0%	14.4%
Intersegment elimination	0	(1)	(1)	2	1	(1)	0	1	(1)	0	0	0	0	0	n.m.	n.m.	n.m.
Swisscom Switzerland (EBITDA)	877	888	1'765	948	2'713	834	3'547	894	902	1'796	941	2'737	839	3'576	0.8%	0.6%	-10.8%
Fastweb	119	139	258	155	413	207	620	132	155	287	163	450	175	625	0.8%	-15.5%	7.4%
Other operating segments	73	86	159	78	237	66	303	68	98	166	126	292	69	361	19.1%	4.5%	-45.2%
Group Headquarters	(29)	(30)	(59)	(27)	(86)	(41)	(127)	(25)	(31)	(56)	(27)	(83)	(38)	(121)	-4.7%	-7.3%	40.7%
Reconciliation pension cost	(5)	(7)	(12)	(4)	(16)	(1)	(17)	(2)	2	0	(4)	(4)	4	0	n.m.	n.m.	n.m.
Intersegment elimination	(4)	(5)	(9)	(4)	(13)	(11)	(24)	(6)	(5)	(11)	(9)	(20)	(8)	(28)	16.7%	-27.3%	-11.1%
Group EBITDA	1'031	1'071	2'102	1'146	3'248	1'054	4'302	1'061	1'121	2'182	1'190	3'372	1'041	4'413	2.6%	-1.2%	-12.5%
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%	57.2%	57.3%	57.0%	57.2%	50.5%	55.4%			
Small & Medium-Sized Enterprises	76.1%	74.7%	75.4%	76.3%	75.7%	73.2%	75.1%	74.9%	75.6%	75.3%	74.4%	75.0%	70.5%	73.9%			
Corporate Business	50.1%	51.0%	50.6%	52.1%	51.1%	49.8%	50.8%	49.8%	50.7%	50.2%	50.6%	50.3%	50.3%	50.3%			
Wholesale	40.5%	39.3%	39.9%	39.4%	39.8%	39.7%	39.8%	41.5%	40.4%	40.9%	41.0%	40.9%	41.2%	41.0%			
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	43.0%	42.1%	42.5%	44.7%	43.3%	38.3%	42.0%	42.8%	42.7%	42.7%	43.4%	43.0%	37.1%	41.4%			
Fastweb	24.4%	27.3%	25.9%	31.4%	27.7%	39.2%	30.7%	27.3%	31.1%	29.2%	31.8%	30.1%	31.7%	30.5%			
Other operating segments	17.7%	18.9%	18.4%	17.0%	17.9%	13.4%	16.7%	15.1%	20.6%	17.9%	26.6%	20.9%	14.1%	19.1%			
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	37.7%	37.4%	37.6%	40.0%	38.4%	35.5%	37.6%	37.6%	38.9%	38.3%	40.6%	39.1%	33.9%	37.7%			
Depreciation, amortization and impairment																	
Residential Customers	(25)	(27)	(52)	(28)	(80)	(28)	(108)	(28)	(30)	(58)	(31)	(89)	(39)	(128)	18.5%	39.3%	25.8%
Small & Medium-Sized Enterprises	(1)	(2)	(3)	0	(3)	(2)	(5)	(1)	(2)	(3)	(1)	(4)	(2)	(6)	20.0%	0.0%	100.0%
Corporate Business	(18)	(19)	(37)	(19)	(56)	(19)	(75)	(17)	(18)	(35)	(17)	(52)	(16)	(68)	-9.3%	-15.8%	-5.9%
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	(224)	(231)	(455)	(230)	(685)	(232)	(917)	(236)	(242)	(478)	(246)	(724)	(247)	(971)	5.9%	6.5%	0.4%
Intersegment elimination	0	2	2	(3)	(1)	2	1	(1)	1	0	0	0	0	0	n.m.	n.m.	n.m.
Swisscom Switzerland	(268)	(277)	(545)	(280)	(825)	(279)	(1'104)	(283)	(291)	(574)	(295)	(869)	(304)	(1'173)	6.3%	9.0%	3.1%
Fastweb	(180)	(181)	(361)	(187)	(548)	(192)	(740)	(189)	(182)	(371)	(176)	(547)	(197)	(744)	0.5%	2.6%	11.9%
Other operating segments	(43)	(40)	(83)	(43)	(126)	(69)	(195)	(39)	(40)	(79)	(40)	(119)	(56)	(175)	-10.3%	-18.8%	40.0%
Group Headquarters	(2)	(2)	(4)	(2)	(6)	(2)	(8)	0	(1)	(1)	(1)	(2)	(3)	(5)	-37.5%	50.0%	200.0%
Intersegment elimination	2	(1)	1	3	4	(1)	3	1	2	3	1	4	2	6	100.0%	n.m.	100.0%
Depreciation, amortization and impairment	(491)	(501)	(992)	(509)	(1'501)	(543)	(2'044)	(510)	(512)	(1'022)	(511)	(1'533)	(558)	(2'091)	2.3%	2.8%	9.2%

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.	YtD	YoY Q4	QoQ Q4/Q3
Operating income (EBIT)																	
Residential Customers (segment result)	685	704	1'389	731	2'120	670	2'790	702	712	1'414	731	2'145	678	2'823	1.2%	1.2%	-7.3%
Small & Medium-Sized Enterprises (segment result)	212	214	426	222	648	211	859	214	218	432	214	646	204	850	-1.0%	-3.3%	-4.7%
Corporate Business (segment result)	202	207	409	212	621	211	832	200	205	405	210	615	217	832	0.0%	2.8%	3.3%
Wholesale (segment result)	96	96	192	97	289	95	384	95	92	187	98	285	96	381	-0.8%	1.1%	-2.0%
Networks and Support Functions (segment result)	(586)	(611)	(1'197)	(593)	(1'790)	(633)	(2'423)	(600)	(616)	(1'216)	(607)	(1'823)	(660)	(2'483)	2.5%	4.3%	8.7%
Intersegment elimination	0	1	1	(1)	0	1	1	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Swisscom Switzerland (EBIT)	609	611	1'220	668	1'888	555	2'443	611	611	1'222	646	1'868	535	2'403	-1.6%	-3.6%	-17.2%
Fastweb	(61)	(42)	(103)	(32)	(135)	15	(120)	(57)	(27)	(84)	(13)	(97)	(22)	(119)	-0.8%	n.m.	69.2%
Other operating segments	30	46	76	35	111	(3)	108	29	58	87	86	173	13	186	72.2%	n.m.	-84.9%
Group Headquarters	(31)	(32)	(63)	(29)	(92)	(43)	(135)	(25)	(32)	(57)	(28)	(85)	(41)	(126)	-6.7%	-4.7%	46.4%
Reconciliation pension cost	(5)	(7)	(12)	(4)	(16)	(1)	(17)	(2)	2	0	(4)	(4)	4	0	n.m.	n.m.	n.m.
Intersegment elimination	(2)	(6)	(8)	(1)	(9)	(12)	(21)	(5)	(3)	(8)	(8)	(16)	(6)	(22)	4.8%	-50.0%	-25.0%
Group EBIT	540	570	1'110	637	1'747	511	2'258	551	609	1'160	679	1'839	483	2'322	2.8%	-5.5%	-28.9%
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%	54.9%	55.0%	54.7%	54.9%	47.8%	53.0%			
Small & Medium-Sized Enterprises	75.7%	74.0%	74.9%	76.3%	75.3%	72.5%	74.6%	74.6%	74.9%	74.7%	74.0%	74.5%	69.9%	73.3%			
Corporate Business	46.0%	46.7%	46.4%	47.9%	46.9%	45.7%	46.6%	45.9%	46.6%	46.2%	46.8%	46.4%	46.9%	46.5%			
Wholesale	40.5%	39.3%	39.9%	39.4%	39.8%	39.7%	39.8%	41.5%	40.4%	40.9%	41.0%	40.9%	41.2%	41.0%			
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	29.8%	29.0%	29.4%	31.5%	30.1%	25.5%	28.9%	29.2%	28.9%	29.1%	29.8%	29.3%	23.7%	27.8%			
Fastweb	-12.5%	-8.3%	-10.3%	-6.5%	-9.1%	2.8%	-5.9%	-11.8%	-5.4%	-8.6%	-2.5%	-6.5%	-4.0%	-5.8%			
Other operating segments	7.3%	10.1%	8.8%	7.6%	8.4%	-0.6%	5.9%	6.4%	12.2%	9.4%	18.1%	12.4%	2.7%	9.8%			
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	19.8%	19.9%	19.8%	22.2%	20.6%	17.2%	19.7%	19.5%	21.2%	20.4%	23.2%	21.3%	15.7%	19.8%			
CAPEX																	
Residential Customers	42	41	83	47	130	69	199	37	41	78	39	117	55	172	-13.6%	-20.3%	41.0%
Small & Medium-Sized Enterprises	2	4	6	4	10	7	17	5	6	11	6	17	8	25	47.1%	14.3%	33.3%
Corporate Business	16	25	41	23	64	28	92	17	20	37	20	57	26	83	-9.8%	-7.1%	30.0%
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	225	283	508	287	795	413	1'208	241	311	552	355	907	384	1'291	6.9%	-7.0%	8.2%
Intersegment elimination	(1)	1	0	0	0	0	0	(1)	0	(1)	2	1	(1)	0	n.m.	n.m.	n.m.
Swisscom Switzerland	284	354	638	361	999	517	1'516	299	378	677	422	1'099	472	1'571	3.6%	-8.7%	11.8%
Fastweb	155	160	315	168	483	212	695	173	173	346	148	494	188	682	-1.9%	-11.3%	27.0%
Other operating segments	38	38	76	56	132	63	195	52	54	106	49	155	56	211	8.2%	-11.1%	14.3%
Group Headquarters	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Intersegment elimination	(3)	(5)	(8)	(6)	(14)	4	(10)	(5)	(7)	(12)	(9)	(21)	(7)	(28)	180.0%	n.m.	-22.2%
Group CAPEX	474	547	1'021	579	1'600	796	2'396	519	598	1'117	610	1'727	709	2'436	1.7%	-10.9%	16.2%

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.	YtD	YoY Q4	QoQ Q4/Q3
Number of employees (End of period)																	
Residential Customers	4'406	4'694	4'793	4'754	4'779	4'790	5'309	5'313	11.8%	11.8%	0.1%						
Small & Medium-Sized Enterprises	692	735	753	757	761	765	764	775	2.4%	2.4%	1.4%						
Corporate Business	2'387	2'404	2'433	2'441	2'424	2'455	2'472	2'487	1.9%	1.9%	0.6%						
Wholesale	109	111	109	107	111	110	110	111	3.7%	3.7%	0.9%						
Networks and Support Functions	4'424	4'400	4'425	4'404	4'447	4'502	4'560	4'599	4.4%	4.4%	0.9%						
Swisscom Switzerland	12'018	12'344	12'513	12'463	12'522	12'622	13'215	13'285	6.6%	6.6%	0.5%						
Fastweb	2'389	2'379	2'370	2'363	2'362	2'373	2'378	2'391	1.2%	1.2%	0.5%						
Other operating segments	4'505	4'802	4'991	4'964	4'883	4'917	5'164	5'132	3.4%	3.4%	-0.6%						
Group Headquarters	335	334	320	318	314	316	318	317	-0.3%	-0.3%	-0.3%						
Group Number of employees (End of period)	19'247	19'859	20'194	20'108	20'081	20'228	21'075	21'125	5.1%	5.1%	0.2%						

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.	YtD	YoY Q4	QoQ Q4/Q3
OPEX Swisscom Switzerland																	
Goods and services purchased	(363)	(387)	(750)	(365)	(1'115)	(439)	(1'554)	(370)	(369)	(739)	(396)	(1'135)	(491)	(1'626)	4.6%	11.8%	24.0%
Personnel expenses	(413)	(427)	(840)	(394)	(1'234)	(432)	(1'666)	(433)	(435)	(868)	(413)	(1'281)	(460)	(1'741)	4.5%	6.5%	11.4%
Other operating expenses	(260)	(284)	(544)	(289)	(833)	(350)	(1'183)	(270)	(283)	(553)	(285)	(838)	(343)	(1'181)	-0.2%	-2.0%	20.4%
Intersegment expenses	(168)	(166)	(334)	(169)	(503)	(170)	(673)	(165)	(165)	(330)	(173)	(503)	(173)	(676)	0.4%	1.0%	0.0%
./. Capitalized costs and other income	40	43	83	43	126	48	174	43	40	83	41	124	45	169	-2.9%	-6.3%	9.8%
Total OPEX Swisscom Switzerland	(1'164)	(1'221)	(2'385)	(1'174)	(3'559)	(1'343)	(4'902)	(1'195)	(1'212)	(2'407)	(1'226)	(3'633)	(1'422)	(5'055)	3.1%	5.9%	16.0%
OPEX Fastweb																	
Goods and services purchased	(156)	(169)	(325)	(150)	(475)	(123)	(598)	(130)	(136)	(266)	(144)	(410)	(136)	(546)	-8.7%	10.6%	-5.6%
Personnel expenses	(61)	(58)	(119)	(48)	(167)	(59)	(226)	(58)	(52)	(110)	(47)	(157)	(59)	(216)	-4.4%	0.0%	25.5%
Other operating expenses	(168)	(175)	(343)	(153)	(496)	(206)	(702)	(176)	(167)	(343)	(170)	(513)	(198)	(711)	1.3%	-3.9%	16.5%
Intersegment expenses	0	(1)	(1)	0	(1)	(1)	(2)	0	(1)	(1)	0	(1)	0	(1)	-50.0%	n.m.	n.m.
./. Capitalized costs and other income	17	33	50	12	62	68	130	13	12	25	11	36	16	52	-60.0%	-76.5%	45.5%
Total OPEX Fastweb	(368)	(370)	(738)	(339)	(1'077)	(321)	(1'398)	(351)	(344)	(695)	(350)	(1'045)	(377)	(1'422)	1.7%	17.4%	7.7%
OPEX Other operating segments																	
Goods and services purchased	(33)	(49)	(82)	(46)	(128)	(57)	(185)	(53)	(51)	(104)	(44)	(148)	(50)	(198)	7.0%	-12.3%	13.6%
Personnel expenses	(172)	(178)	(350)	(172)	(522)	(192)	(714)	(180)	(179)	(359)	(171)	(530)	(186)	(716)	0.3%	-3.1%	8.8%
Other operating expenses	(136)	(147)	(283)	(160)	(443)	(172)	(615)	(154)	(159)	(313)	(175)	(488)	(186)	(674)	9.6%	8.1%	6.3%
Intersegment expenses	(10)	(12)	(22)	(13)	(35)	(17)	(52)	(13)	(12)	(25)	(13)	(38)	(15)	(53)	1.9%	-11.8%	15.4%
./. Capitalized costs and other income	12	18	30	9	39	11	50	18	23	41	55	96	17	113	126.0%	54.5%	-69.1%
Total OPEX Other operating segments	(339)	(368)	(707)	(382)	(1'089)	(427)	(1'516)	(382)	(378)	(760)	(348)	(1'108)	(420)	(1'528)	0.8%	-1.6%	20.7%
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	(22)	(24)	(46)	(20)	(66)	(26)	(92)	(21)	(23)	(44)	(21)	(65)	(23)	(88)	-4.3%	-11.5%	9.5%
Other operating expenses	(13)	(12)	(25)	(15)	(40)	(25)	(65)	(12)	(14)	(26)	(13)	(39)	(21)	(60)	-7.7%	-16.0%	61.5%
Intersegment expenses	(12)	(12)	(24)	(12)	(36)	(12)	(48)	(10)	(10)	(20)	(9)	(29)	(11)	(40)	-16.7%	-8.3%	22.2%
./. Capitalized costs and other income	18	17	35	20	55	22	77	18	15	33	16	49	16	65	-15.6%	-27.3%	0.0%
Total OPEX Group Headquarters	(29)	(31)	(60)	(27)	(87)	(41)	(128)	(25)	(32)	(57)	(27)	(84)	(39)	(123)	-3.9%	-4.9%	44.4%

Remarks:

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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.	YtD	YoY Q4	QoQ Q4/Q3
Residential Customers																	
Net revenue (incl. intersegment revenue)	1'231	1'289	2'520	1'293	3'813	1'332	5'145	1'274	1'297	2'571	1'336	3'907	1'419	5'326	3.5%	6.5%	6.2%
Outpayments	(48)	(53)	(101)	(56)	(157)	(51)	(208)	(47)	(51)	(98)	(55)	(153)	(50)	(203)	-2.4%	-2.0%	-9.1%
Subscriber acquisition and retention costs (1)	(94)	(93)	(187)	(98)	(285)	(113)	(398)	(94)	(108)	(202)	(113)	(315)	(137)	(452)	13.6%	21.2%	21.2%
Other costs of goods and services purchased	(162)	(183)	(345)	(150)	(495)	(212)	(707)	(165)	(157)	(322)	(165)	(487)	(237)	(724)	2.4%	11.8%	43.6%
Direct costs (incl. intersegment direct costs)	(304)	(329)	(633)	(304)	(937)	(376)	(1'313)	(306)	(316)	(622)	(333)	(955)	(424)	(1'379)	5.0%	12.8%	27.3%
Contribution margin 1	927	960	1'887	989	2'876	956	3'832	968	981	1'949	1'003	2'952	995	3'947	3.0%	4.1%	-0.8%
Contribution margin 1 in % of net revenue	75.3%	74.5%	74.9%	76.5%	75.4%	71.8%	74.5%	76.0%	75.6%	75.8%	75.1%	75.6%	70.1%	74.1%			
Personnel expenses	(121)	(126)	(247)	(122)	(369)	(126)	(495)	(131)	(129)	(260)	(129)	(389)	(145)	(534)	7.9%	15.1%	12.4%
Other operating expenses (2)	(103)	(112)	(215)	(118)	(333)	(141)	(474)	(115)	(117)	(232)	(118)	(350)	(140)	(490)	3.4%	-0.7%	18.6%
Indirect costs (incl. intersegment indirect costs)	(224)	(238)	(462)	(240)	(702)	(267)	(969)	(246)	(246)	(492)	(247)	(739)	(285)	(1'024)	5.7%	6.7%	15.4%
./. Capitalized costs and other income	7	9	16	10	26	9	35	8	7	15	6	21	7	28	-20.0%	-22.2%	16.7%
Contribution margin 2	710	731	1'441	759	2'200	698	2'898	730	742	1'472	762	2'234	717	2'951	1.8%	2.7%	-5.9%
Contribution margin 2 in % of net revenue	57.7%	56.7%	57.2%	58.7%	57.7%	52.4%	56.3%	57.3%	57.2%	57.3%	57.0%	57.2%	50.5%	55.4%			
CAPEX	42	41	83	47	130	69	199	37	41	78	39	117	55	172	-13.6%	-20.3%	41.0%
Number of employees (FTE)	4'406		4'694		4'793		4'754	4'779		4'790		5'309		5'313	11.8%	11.8%	0.1%
Small & Medium-Sized Enterprises																	
Net revenue (incl. intersegment revenue)	280	289	569	291	860	291	1'151	287	291	578	289	867	292	1'159	0.7%	0.3%	1.0%
Outpayments	(15)	(16)	(31)	(17)	(48)	(15)	(63)	(14)	(15)	(29)	(16)	(45)	(16)	(61)	-3.2%	6.7%	0.0%
Subscriber acquisition and retention costs (1)	(14)	(15)	(29)	(13)	(42)	(18)	(60)	(15)	(15)	(30)	(16)	(46)	(24)	(70)	16.7%	33.3%	50.0%
Other costs of goods and services purchased	(7)	(8)	(15)	(6)	(21)	(7)	(28)	(8)	(6)	(14)	(8)	(22)	(8)	(30)	7.1%	14.3%	0.0%
Direct costs (incl. intersegment direct costs)	(36)	(39)	(75)	(36)	(111)	(40)	(151)	(37)	(36)	(73)	(40)	(113)	(48)	(161)	6.6%	20.0%	20.0%
Contribution margin 1	244	250	494	255	749	251	1'000	250	255	505	249	754	244	998	-0.2%	-2.8%	-2.0%
Contribution margin 1 in % of net revenue	87.1%	86.5%	86.8%	87.6%	87.1%	86.3%	86.9%	87.1%	87.6%	87.4%	86.2%	87.0%	83.6%	86.1%			
Personnel expenses	(21)	(23)	(44)	(21)	(65)	(23)	(88)	(24)	(23)	(47)	(23)	(70)	(23)	(93)	5.7%	0.0%	0.0%
Other operating expenses (2)	(10)	(12)	(22)	(13)	(35)	(15)	(50)	(12)	(12)	(24)	(12)	(36)	(17)	(53)	6.0%	13.3%	41.7%
Indirect costs (incl. intersegment indirect costs)	(31)	(35)	(66)	(34)	(100)	(38)	(138)	(36)	(35)	(71)	(35)	(106)	(40)	(146)	5.8%	5.3%	14.3%
./. Capitalized costs and other income	0	1	1	1	2	0	2	1	0	1	1	2	2	4	100.0%	n.m.	100.0%
Contribution margin 2	213	216	429	222	651	213	864	215	220	435	215	650	206	856	-0.9%	-3.3%	-4.2%
Contribution margin 2 in % of net revenue	76.1%	74.7%	75.4%	76.3%	75.7%	73.2%	75.1%	74.9%	75.6%	75.3%	74.4%	75.0%	70.5%	73.9%			
CAPEX	2	4	6	4	10	7	17	5	6	11	6	17	8	25	47.1%	14.3%	33.3%
Number of employees (FTE)	692		735		753		757	761		765		764		775	2.4%	2.4%	1.4%

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.	YtD	YoY Q4	QoQ Q4/Q3
Corporate Business																	
Net revenue (incl. intersegment revenue)	439	443	882	443	1'325	462	1'787	436	440	876	449	1'325	463	1'788	0.1%	0.2%	3.1%
Outpayments	(38)	(40)	(78)	(38)	(116)	(39)	(155)	(35)	(35)	(70)	(35)	(105)	(36)	(141)	-9.0%	-7.7%	2.9%
Subscriber acquisition and retention costs (1)	(9)	(8)	(17)	(8)	(25)	(10)	(35)	(8)	(8)	(16)	(6)	(22)	(9)	(31)	-11.4%	-10.0%	50.0%
Other costs of goods and services purchased	(50)	(47)	(97)	(52)	(149)	(59)	(208)	(55)	(52)	(107)	(59)	(166)	(58)	(224)	7.7%	-1.7%	-1.7%
Direct costs (incl. intersegment direct costs)	(97)	(95)	(192)	(98)	(290)	(108)	(398)	(98)	(95)	(193)	(100)	(293)	(103)	(396)	-0.5%	-4.6%	3.0%
Contribution margin 1	342	348	690	345	1'035	354	1'389	338	345	683	349	1'032	360	1'392	0.2%	1.7%	3.2%
Contribution margin 1 in % of net revenue	77.9%	78.6%	78.2%	77.9%	78.1%	76.6%	77.7%	77.5%	78.4%	78.0%	77.7%	77.9%	77.8%	77.9%			
Personnel expenses	(96)	(97)	(193)	(90)	(283)	(95)	(378)	(99)	(98)	(197)	(93)	(290)	(98)	(388)	2.6%	3.2%	5.4%
Other operating expenses (2)	(32)	(30)	(62)	(30)	(92)	(33)	(125)	(27)	(29)	(56)	(32)	(88)	(34)	(122)	-2.4%	3.0%	6.3%
Indirect costs (incl. intersegment indirect costs)	(128)	(127)	(255)	(120)	(375)	(128)	(503)	(126)	(127)	(253)	(125)	(378)	(132)	(510)	1.4%	3.1%	5.6%
./. Capitalized costs and other income	6	5	11	6	17	4	21	5	5	10	3	13	5	18	-14.3%	25.0%	66.7%
Contribution margin 2	220	226	446	231	677	230	907	217	223	440	227	667	233	900	-0.8%	1.3%	2.6%
Contribution margin 2 in % of net revenue	50.1%	51.0%	50.6%	52.1%	51.1%	49.8%	50.8%	49.8%	50.7%	50.2%	50.6%	50.3%	50.3%	50.3%			
CAPEX	16	25	41	23	64	28	92	17	20	37	20	57	26	83	-9.8%	-7.1%	30.0%
Number of employees (FTE)	2'387		2'404		2'433		2'441	2'424		2'455		2'472		2'487	1.9%	1.9%	0.6%
Wholesale																	
Net revenue (incl. intersegment revenue)	237	244	481	246	727	239	966	229	228	457	239	696	233	929	-3.8%	-2.5%	-2.5%
Outpayments	(134)	(146)	(280)	(143)	(423)	(138)	(561)	(128)	(132)	(260)	(135)	(395)	(131)	(526)	-6.2%	-5.1%	-3.0%
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)	(2)	(1)	(3)	0	(1)	(1)	(1)	(2)	(1)	(3)	0.0%	0.0%	0.0%
Direct costs (incl. intersegment direct costs)	(135)	(146)	(281)	(144)	(425)	(139)	(564)	(128)	(133)	(261)	(136)	(397)	(132)	(529)	-6.2%	-5.0%	-2.9%
Contribution margin 1	102	98	200	102	302	100	402	101	95	196	103	299	101	400	-0.5%	1.0%	-1.9%
Contribution margin 1 in % of net revenue	43.0%	40.2%	41.6%	41.5%	41.5%	41.8%	41.6%	44.1%	41.7%	42.9%	43.1%	43.0%	43.3%	43.1%			
Personnel expenses	(5)	(4)	(9)	(4)	(13)	(5)	(18)	(5)	(5)	(10)	(4)	(14)	(5)	(19)	5.6%	0.0%	25.0%
Other operating expenses (2)	(1)	1	0	(1)	(1)	0	(1)	(1)	1	0	(1)	(1)	0	(1)	0.0%	n.m.	-100.0%
Indirect costs (incl. intersegment indirect costs)	(6)	(3)	(9)	(5)	(14)	(5)	(19)	(6)	(4)	(10)	(5)	(15)	(5)	(20)	5.3%	0.0%	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	96	96	192	97	289	95	384	95	92	187	98	285	96	381	-0.8%	1.1%	-2.0%
Contribution margin 2 in % of net revenue	40.5%	39.3%	39.9%	39.4%	39.8%	39.7%	39.8%	41.5%	40.4%	40.9%	41.0%	40.9%	41.2%	41.0%			
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)	109		111		109		107	111		110		110		111	3.7%	3.7%	0.9%

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.	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	(177)	(183)	(360)	(164)	(524)	(188)	(712)	(181)	(185)	(366)	(171)	(537)	(196)	(733)	2.9%	4.3%	14.6%
Rent	(46)	(46)	(92)	(46)	(138)	(49)	(187)	(46)	(46)	(92)	(46)	(138)	(47)	(185)	-1.1%	-4.1%	2.2%
Maintenance	(42)	(50)	(92)	(50)	(142)	(55)	(197)	(44)	(47)	(91)	(49)	(140)	(53)	(193)	-2.0%	-3.6%	8.2%
IT expenses	(74)	(78)	(152)	(79)	(231)	(74)	(305)	(75)	(79)	(154)	(77)	(231)	(82)	(313)	2.6%	10.8%	6.5%
Other expenses	(68)	(68)	(136)	(70)	(206)	(86)	(292)	(65)	(63)	(128)	(66)	(194)	(85)	(279)	-4.5%	-1.2%	28.8%
Other operating expenses	(230)	(242)	(472)	(245)	(717)	(264)	(981)	(230)	(235)	(465)	(238)	(703)	(267)	(970)	-1.1%	1.1%	12.2%
Indirect costs (incl. intersegment indirect costs)	(407)	(425)	(832)	(409)	(1'241)	(452)	(1'693)	(411)	(420)	(831)	(409)	(1'240)	(463)	(1'703)	0.6%	2.4%	13.2%
./. Capitalized costs and other income	45	45	90	46	136	51	187	47	46	93	48	141	50	191	2.1%	-2.0%	4.2%
Contribution margin 2	(362)	(380)	(742)	(363)	(1'105)	(401)	(1'506)	(364)	(374)	(738)	(361)	(1'099)	(413)	(1'512)	0.4%	3.0%	14.4%
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	225	283	508	287	795	413	1'208	241	311	552	355	907	384	1'291	6.9%	-7.0%	8.2%
Number of employees (FTE)	4'424		4'400		4'425		4'404	4'447		4'502		4'560		4'599	4.4%	4.4%	0.9%
Swisscom Switzerland																	
Net revenue (incl. intersegment revenue)	2'041	2'109	4'150	2'122	6'272	2'177	8'449	2'089	2'114	4'203	2'167	6'370	2'261	8'631	2.2%	3.9%	4.3%
Outpayments	(105)	(116)	(221)	(116)	(337)	(112)	(449)	(102)	(105)	(207)	(113)	(320)	(104)	(424)	-5.6%	-7.1%	-8.0%
Subscriber acquisition and retention costs (1)	(109)	(109)	(218)	(112)	(330)	(133)	(463)	(111)	(122)	(233)	(129)	(362)	(158)	(520)	12.3%	18.8%	22.5%
Other costs of goods and services purchased	(206)	(224)	(430)	(197)	(627)	(265)	(892)	(213)	(204)	(417)	(217)	(634)	(291)	(925)	3.7%	9.8%	34.1%
Direct costs (incl. intercompany direct costs)	(420)	(449)	(869)	(425)	(1'294)	(510)	(1'804)	(426)	(431)	(857)	(459)	(1'316)	(553)	(1'869)	3.6%	8.4%	20.5%
Contribution margin 1	1'621	1'660	3'281	1'697	4'978	1'667	6'645	1'663	1'683	3'346	1'708	5'054	1'708	6'762	1.8%	2.5%	0.0%
Contribution margin 1 in % of net revenue	79.4%	78.7%	79.1%	80.0%	79.4%	76.6%	78.6%	79.6%	79.6%	79.6%	78.8%	79.3%	75.5%	78.3%			
Personnel expenses	(420)	(433)	(853)	(401)	(1'254)	(437)	(1'691)	(439)	(441)	(880)	(420)	(1'300)	(465)	(1'765)	4.4%	6.4%	10.7%
Other operating expenses (2)	(364)	(382)	(746)	(391)	(1'137)	(444)	(1'581)	(373)	(380)	(753)	(388)	(1'141)	(449)	(1'590)	0.6%	1.1%	15.7%
Indirect costs (incl. intersegment indirect costs)	(784)	(815)	(1'599)	(792)	(2'391)	(881)	(3'272)	(812)	(821)	(1'633)	(808)	(2'441)	(914)	(3'355)	2.5%	3.7%	13.1%
./. Capitalized costs and other income	40	43	83	43	126	48	174	43	40	83	41	124	45	169	-2.9%	-6.3%	9.8%
Contribution margin 2	877	888	1'765	948	2'713	834	3'547	894	902	1'796	941	2'737	839	3'576	0.8%	0.6%	-10.8%
Contribution margin 2 in % of net revenue	43.0%	42.1%	42.5%	44.7%	43.3%	38.3%	42.0%	42.8%	42.7%	42.7%	43.4%	43.0%	37.1%	41.4%			
CAPEX	284	354	638	361	999	517	1'516	299	378	677	422	1'099	472	1'571	3.6%	-8.7%	11.8%
Number of employees (FTE)	12'018		12'344		12'513		12'463	12'522		12'622		13'215		13'285	6.6%	6.6%	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.	YtD	YoY Q4	QoQ Q4/Q3
Operating income (EBITDA)	1'031	1'071	2'102	1'146	3'248	1'054	4'302	1'061	1'121	2'182	1'190	3'372	1'041	4'413	2.6%	-1.2%	-12.5%
Changes in operating assets and liabilities and other payments or receipts from operating activities	(317)	90	(227)	(42)	(269)	327	58	(210)	(41)	(251)	9	(242)	53	(189)	n.m.	-83.8%	488.9%
Capital expenditure	(474)	(547)	(1'021)	(579)	(1'600)	(796)	(2'396)	(519)	(598)	(1'117)	(610)	(1'727)	(709)	(2'436)	1.7%	-10.9%	16.2%
Proceeds from sale of assets	5	15	20	3	23	5	28	2	30	32	51	83	5	88	214.3%	0.0%	-90.2%
Operating free cash flow before minority interests	245	629	874	528	1'402	590	1'992	334	512	846	640	1'486	390	1'876	-5.8%	-33.9%	-39.1%
Dividends paid to minority interests	0	(14)	(14)	0	(14)	0	(14)	0	(16)	(16)	0	(16)	0	(16)	14.3%	n.m.	n.m.
Operating free cash flow	245	615	860	528	1'388	590	1'978	334	496	830	640	1'470	390	1'860	-6.0%	-33.9%	-39.1%

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.	YtD	YoY Q4	QoQ Q4/Q3
Operational data Swisscom Switzerland																	
Product view (in thousands)																	
Wireless customers in single products	5'937		5'943		5'956		5'988	5'985		5'993		6'015		6'035	0.8%	0.8%	0.3%
Wireless customers in bundles	333		364		390		419	444		467		484		505	20.5%	20.5%	4.3%
Wireless customers	6'270		6'307		6'346		6'407	6'429		6'460		6'499		6'540	2.1%	2.1%	0.6%
Wireline voice access lines in single products	2'272		2'207		2'142		2'073	2'007		1'948		1'902		1'840	-11.2%	-11.2%	-3.3%
Wireline voice access lines in bundles	698		729		763		806	849		882		909		938	16.4%	16.4%	3.2%
Wireline voice access lines	2'970		2'936		2'905		2'879	2'856		2'830		2'811		2'778	-3.5%	-3.5%	-1.2%
Broadband lines in single products	909		878		843		810	773		745		718		681	-15.9%	-15.9%	-5.2%
Broadband lines in bundles	842		889		938		1'001	1'060		1'110		1'154		1'209	20.8%	20.8%	4.8%
Broadband lines	1'751		1'767		1'781		1'811	1'833		1'855		1'872		1'890	4.4%	4.4%	1.0%
TV customers in single products	291		289		281		276	271		259		246		218	-21.0%	-21.0%	-11.4%
TV customers in bundles	569		613		662		724	781		832		879		947	30.8%	30.8%	7.7%
TV customers	860		902		943		1'000	1'052		1'091		1'125		1'165	16.5%	16.5%	3.6%
Total number of underlying products	11'851		11'912		11'975		12'097	12'170		12'236		12'307		12'373	2.3%	2.3%	0.5%
Bundle products																	
Bundle subscription (in thousands)																	
2Play bundle subscriptions	257		264		270		279	287		294		302		304	9.0%	9.0%	0.7%
3Play bundle subscriptions	428		451		479		517	555		584		609		646	25.0%	25.0%	6.1%
4Play bundle subscriptions	157		174		189		205	218		231		242		255	24.4%	24.4%	5.4%
nPlay business bundle subscriptions	0		0		0		0	0		1		1		4	n.m.	n.m.	300.0%
Total bundle subscriptions	842		889		938		1'001	1'060		1'110		1'154		1'209	20.8%	20.8%	4.8%
Bundle ARPU (in CHF)																	
Blended ARPU 2Play bundle	113	113	113	111	112	109	112	111	110	111	108	109	108	108	-3.6%	-0.9%	0.0%
Blended ARPU 3Play bundle	134	135	135	139	136	138	136	135	140	138	139	138	145	140	2.9%	5.1%	4.3%
Blended ARPU 4Play bundle	216	215	215	218	216	212	215	212	209	210	207	209	209	208	-3.3%	-1.4%	1.0%
Wireless Retail																	
Wireless customers (in thousands)																	
Wireless customers prepaid	2'196		2'180		2'173		2'176	2'173		2'165		2'165		2'163	-0.6%	-0.6%	-0.1%
Wireless customers postpaid	3'741		3'763		3'783		3'812	3'812		3'828		3'850		3'872	1.6%	1.6%	0.6%
Wireless customers in single products	5'937		5'943		5'956		5'988	5'985		5'993		6'015		6'035	0.8%	0.8%	0.3%
Wireless customers in bundles	333		364		390		419	444		467		484		505	20.5%	20.5%	4.3%
Wireless customers	6'270		6'307		6'346		6'407	6'429		6'460		6'499		6'540	2.1%	2.1%	0.6%

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.	YtD	YoY Q4	QoQ Q4/Q3
Wireless ARPU (in CHF)																	
ARPU MO Postpaid	56	58	57	60	58	57	58	56	57	57	58	57	57	57	-1.7%	0.0%	-1.7%
ARPU MO Prepaid	8	8	8	9	8	8	8	7	7	7	8	7	7	7	-12.5%	-12.5%	-12.5%
Blended wireless ARPU MO single subscriptions	38	39	39	41	39	39	39	38	39	38	39	39	38	39	0.0%	-2.6%	-2.6%
thereof ARPU Base Fee	19	20	20	22	21	23	21	23	24	24	25	24	25	24	14.3%	8.7%	0.0%
thereof ARPU Voice	11	11	11	11	10	9	10	9	8	8	7	8	7	8	-20.0%	-22.2%	0.0%
thereof ARPU Non-Voice	8	8	8	8	8	7	8	6	7	6	7	7	6	7	-12.5%	-14.3%	-14.3%
Blended wireless ARPU single subscriptions	40	41	41	43	41	41	41	39	41	40	41	40	40	40	-2.4%	-2.4%	-2.4%
thereof ARPU MT	2	2	2	2	2	2	2	1	2	2	2	1	2	2	0.0%	0.0%	0.0%
Wireless cancellation rate (annualised, in %)																	
Average quarterly wireless cancellation rate		11.8%		12.4%		11.6%			11.0%		12.6%		11.8%				
Wireless cancellation rate cumulated	11.9%		11.8%		12.0%		11.9%	12.4%		11.7%		12.0%		12.0%			
Wireless traffic minutes (in million)																	
Voice domestic	1'676	1'752	3'428	1'694	5'122	1'770	6'892	1'841	1'960	3'801	1'988	5'789	2'069	7'858	14.0%	16.9%	4.1%
Outbound roaming	52	65	117	76	193	61	254	53	66	119	77	196	64	260	2.4%	4.9%	-16.9%
Connectivity voice domestic & outbound (1)	1'728	1'817	3'545	1'770	5'315	1'831	7'146	1'894	2'026	3'920	2'065	5'985	2'133	8'118	13.6%	16.5%	3.3%
Wireless SMS (in million)																	
Data SMS	628	607	1'235	598	1'833	552	2'385	509	510	1'019	517	1'536	483	2'019	-15.3%	-12.5%	-6.6%
Wireline Retail																	
Voice access lines (in thousands)																	
Wireline Voice access lines in single products	2'272		2'207		2'142		2'073	2'007		1'948		1'902		1'840	-11.2%	-11.2%	-3.3%
Wireline Voice access lines in bundle products	698		729		763		806	849		882		909		938	16.4%	16.4%	3.2%
Voice access lines	2'970		2'936		2'905		2'879	2'856		2'830		2'811		2'778	-3.5%	-3.5%	-1.2%
ARPL Voice (in CHF)																	
ARPL wireline voice (single subscription)	52	52	52	51	52	52	52	52	51	51	51	51	52	51	-1.9%	0.0%	2.0%
Broadband lines (in thousands)																	
Broadband lines in single products	909		878		843		810	773		745		718		681	-15.9%	-15.9%	-5.2%
Broadband lines in bundle products	842		889		938		1'001	1'060		1'110		1'154		1'209	20.8%	20.8%	4.8%
Broadband lines	1'751		1'767		1'781		1'811	1'833		1'855		1'872		1'890	4.4%	4.4%	1.0%
ARPL Broadband (in CHF)																	
ARPL broadband (single subscription)	37	36	37	36	36	36	36	36	36	36	35	36	36	36	0.0%	0.0%	2.9%
TV customers (in thousands)																	
TV customers in single products	291		289		281		276	271		259		246		218	-21.0%	-21.0%	-11.4%
TV customers in bundle products	569		613		662		724	781		832		879		947	30.8%	30.8%	7.7%
TV customers	860		902		943		1'000	1'052		1'091		1'125		1'165	16.5%	16.5%	3.6%

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.	YtD	YoY Q4	QoQ Q4/Q3
ARPU TV (in CHF)																	
ARPU TV access fee (single subscription)	16	16	16	16	16	17	16	16	16	16	15	16	15	16	0.0%	-11.8%	0.0%
Wireline retail traffic minutes (in million)																	
Traffic national	1'681	1'659	3'340	1'512	4'852	1'607	6'459	1'506	1'299	2'805	1'314	4'119	1'351	5'470	-15.3%	-15.9%	2.8%
Traffic international	237	230	467	216	683	223	906	210	183	393	184	577	184	761	-16.0%	-17.5%	0.0%
Total wireline retail traffic	1'918	1'889	3'807	1'728	5'535	1'830	7'365	1'716	1'482	3'198	1'498	4'696	1'535	6'231	-15.4%	-16.1%	2.5%
Wholesale																	
Wireless wholesale traffic minutes (in million)																	
Inbound roaming wireless traffic	52	62	114	30	144	50	194	60	56	116	61	177	56	233	20.1%	12.0%	-8.2%
Wholesale lines (in thousands)																	
Full access lines	290		280		268		256	241		228		204		180	-29.7%	-29.7%	-11.8%
Wholesale broadband lines	196		201		208		215	221		224		241		262	21.9%	21.9%	8.7%
Operational data Residential Customers																	
Product view (in thousands)																	
Wireless customers in single products	4'366		4'350		4'350		4'362	4'357		4'353		4'354		4'349	-0.3%	-0.3%	-0.1%
Wireless customers in bundles	281		305		325		348	367		386		403		423	21.6%	21.6%	5.0%
Wireless customers	4'647		4'655		4'675		4'710	4'724		4'739		4'757		4'772	1.3%	1.3%	0.3%
Wireline voice access lines in single products	1'580		1'524		1'466		1'403	1'347		1'297		1'246		1'189	-15.3%	-15.3%	-4.6%
Wireline voice access lines in bundles	625		649		678		714	750		777		800		825	15.5%	15.5%	3.1%
Wireline voice access lines	2'205		2'173		2'144		2'117	2'097		2'074		2'046		2'014	-4.9%	-4.9%	-1.6%
Broadband lines in single products	750		722		687		656	622		596		571		534	-18.6%	-18.6%	-6.5%
Broadband lines in bundles	765		804		848		903	956		999		1'038		1'089	20.6%	20.6%	4.9%
Broadband lines	1'515		1'526		1'535		1'559	1'578		1'595		1'609		1'623	4.1%	4.1%	0.9%
TV customers in single products	277		275		267		261	256		243		230		204	-21.8%	-21.8%	-11.3%
TV customers in bundles	555		598		645		706	761		811		857		922	30.6%	30.6%	7.6%
TV customers	832		873		912		967	1'017		1'054		1'087		1'126	16.4%	16.4%	3.6%
Total number of underlying products	9'199		9'227		9'266		9'353	9'416		9'462		9'499		9'535	1.9%	1.9%	0.4%
Bundle products																	
Bundle subscription (in thousands)																	
2Play bundle subscriptions	224		228		233		239	245		250		255		258	7.9%	7.9%	1.2%
3Play bundle subscriptions	387		405		430		463	497		523		546		581	25.5%	25.5%	6.4%
4Play bundle subscriptions	154		171		185		201	214		226		237		250	24.4%	24.4%	5.5%
Total bundle subscriptions	765		804		848		903	956		999		1'038		1'089	20.6%	20.6%	4.9%

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.	YtD	YoY Q4	QoQ Q4/Q3
Bundle ARPU (in CHF)																	
Blended ARPU 2Play bundle	112	111	112	111	111	109	111	107	109	108	105	108	105	107	-3.6%	-3.7%	0.0%
Blended ARPU 3Play bundle	124	125	125	126	125	126	125	121	127	124	127	126	132	127	1.6%	4.8%	3.9%
Blended ARPU 4Play bundle	215	215	215	217	216	211	214	205	206	206	207	209	204	205	-4.2%	-3.3%	-1.4%
Wireless Retail																	
Wireless customers (in thousands)																	
Wireless customers prepaid	2'196		2'180		2'173		2'176	2'173		2'165		2'165		2'163	-0.6%	-0.6%	-0.1%
Wireless customers postpaid	2'170		2'170		2'177		2'186	2'184		2'188		2'189		2'186	0.0%	0.0%	-0.1%
Wireless customers in single products	4'366		4'350		4'350		4'362	4'357		4'353		4'354		4'349	-0.3%	-0.3%	-0.1%
Wireless customers in bundles	281		305		325		348	367		386		403		423	21.6%	21.6%	5.0%
Wireless customers	4'647		4'655		4'675		4'710	4'724		4'739		4'757		4'772	1.3%	1.3%	0.3%
Wireless ARPU (in CHF)																	
ARPU MO Postpaid	58	61	60	64	61	61	61	60	62	61	64	62	62	62	1.6%	1.6%	-3.1%
ARPU MO Prepaid	8	8	8	9	8	8	8	7	7	7	8	7	7	7	-12.5%	-12.5%	-12.5%
Blended wireless ARPU MO single subscriptions	33	34	33	36	34	34	34	33	35	34	36	35	34	35	2.9%	0.0%	-5.6%
Wireless traffic minutes (in million)																	
Voice domestic	1'117	1'161	2'278	1'127	3'405	1'179	4'584	1'233	1'303	2'536	1'355	3'891	1'400	5'291	15.4%	18.7%	3.3%
Outbound roaming	16	22	38	29	67	20	87	15	23	38	32	70	20	90	3.4%	0.0%	-37.5%
Connectivity voice domestic & outgoing (1)	1'133	1'183	2'316	1'156	3'472	1'199	4'671	1'248	1'326	2'574	1'387	3'961	1'420	5'381	15.2%	18.4%	2.4%
Wireless SMS (in million)																	
Data SMS	531	510	1'041	500	1'541	459	2'000	422	419	841	425	1'266	395	1'661	-17.0%	-13.9%	-7.1%
Wireline Retail																	
Voice access lines (in thousands)																	
Wireline Voice access lines in single products	1'580		1'524		1'466		1'403	1'347		1'297		1'246		1'189	-15.3%	-15.3%	-4.6%
Wireline Voice access lines in bundle products	625		649		678		714	750		777		800		825	15.5%	15.5%	3.1%
Voice access lines	2'205		2'173		2'144		2'117	2'097		2'074		2'046		2'014	-4.9%	-4.9%	-1.6%
ARPL Voice (in CHF)																	
ARPL wireline voice (single subscription)	41	40	41	40	40	40	40	39	38	39	38	39	39	39	-2.5%	-2.5%	2.6%
Broadband lines (in thousands)																	
Broadband lines in single products	750		722		687		656	622		596		571		534	-18.6%	-18.6%	-6.5%
Broadbandlines in bundle products	765		804		848		903	956		999		1'038		1'089	20.6%	20.6%	4.9%
Broadband lines	1'515		1'526		1'535		1'559	1'578		1'595		1'609		1'623	4.1%	4.1%	0.9%
ARPL Broadband (in CHF)																	
ARPL broadband (single subscription)	36	35	36	35	35	35	35	35	35	35	35	35	34	35	0.0%	-2.9%	-2.9%

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.	YtD	YoY Q4	QoQ Q4/Q3
TV customers (in thousands)																	
TV customers in single products	277		275		267		261	256		243		230		204	-21.8%	-21.8%	-11.3%
TV customers in bundle products	555		598		645		706	761		811		857		922	30.6%	30.6%	7.6%
TV customers	832		873		912		967	1'017		1'054		1'087		1'126	16.4%	16.4%	3.6%
ARPU TV (in CHF)																	
ARPU TV access fee (single subscription)	16	15	16	16	16	16	16	16	16	16	15	16	15	15	-6.3%	-6.3%	0.0%
Wireline retail traffic minutes (in million)																	
Traffic national	1'026	943	1'969	860	2'829	937	3'766	854	711	1'565	731	2'296	759	3'055	-18.9%	-19.0%	3.8%
Traffic international	126	117	243	109	352	117	469	105	87	192	89	281	90	371	-20.9%	-23.1%	1.1%
Total wireline retail traffic	1'152	1'060	2'212	969	3'181	1'054	4'235	959	798	1'757	820	2'577	849	3'426	-19.1%	-19.4%	3.5%
Operational data Small & Medium-Sized Enterprises																	
Product view (in thousands)																	
Wireless customers in single products	511		512		512		512	511		510		512		513	0.2%	0.2%	0.2%
Wireless customers in bundles	52		59		65		71	77		81		81		82	15.5%	15.5%	1.2%
Wireless customers	563		571		577		583	588		591		593		595	2.1%	2.1%	0.3%
Wireline voice access lines in single products	446		438		432		425	416		408		402		396	-6.8%	-6.8%	-1.5%
Wireline voice access lines in bundles	73		80		85		92	99		105		109		113	22.8%	22.8%	3.7%
Wireline voice access lines	519		518		517		517	515		513		511		509	-1.5%	-1.5%	-0.4%
Broadband lines in single products	124		120		120		117	114		111		109		109	-6.8%	-6.8%	0.0%
Broadband lines in bundles	77		85		90		98	104		111		116		120	22.4%	22.4%	3.4%
Broadband lines	201		205		210		215	218		222		225		229	6.5%	6.5%	1.8%
TV customers in single products	14		14		14		15	15		16		16		14	-6.7%	-6.7%	-12.5%
TV customers in bundles	14		15		17		18	20		21		22		25	38.9%	38.9%	13.6%
TV customers	28		29		31		33	35		37		38		39	18.2%	18.2%	2.6%
Total number of underlying products	1'311		1'323		1'335		1'348	1'356		1'363		1'367		1'372	1.8%	1.8%	0.4%
Bundle products																	
Bundle subscription (in thousands)																	
2Play bundle subscriptions	33		36		37		40	42		44		47		46	15.0%	15.0%	-2.1%
3Play bundle subscriptions	41		46		49		54	58		61		63		65	20.4%	20.4%	3.2%
4Play bundle subscriptions	3		3		4		4	4		5		5		5	25.0%	25.0%	0.0%
nPlay business bundle subscriptions	0		0		0		0	0		1		1		4	n.m.	n.m.	300.0%
Total bundle subscriptions	77		85		90		98	104		111		116		120	22.4%	22.4%	3.4%
Bundle ARPU (in CHF)																	
Blended ARPU 2Play bundle	127	135	132	122	128	122	127	120	121	120	120	120	124	121	-4.7%	1.6%	3.3%
Blended ARPU 3Play bundle	232	230	230	251	237	246	240	239	245	242	243	242	237	241	0.4%	-3.7%	-2.5%
Blended ARPU 4Play bundle	237	241	238	246	241	239	241	233	232	233	231	232	226	230	-4.6%	-5.4%	-2.2%

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.	YtD	YoY Q4	QoQ Q4/Q3
Wireless Retail																	
Wireless customers (in thousands)																	
Wireless customers in single products	511		512		512		512	511		510		512		513	0.2%	0.2%	0.2%
Wireless customers in bundles	52		59		65		71	77		81		81		82	15.5%	15.5%	1.2%
Wireless customers	563		571		577		583	588		591		593		595	2.1%	2.1%	0.3%
Wireless ARPU (in CHF)																	
ARPU MO Postpaid	70	74	72	74	73	72	72	70	72	71	70	71	70	71	-1.4%	-2.8%	0.0%
Blended wireless ARPU MO single subscriptions	70	74	72	74	73	72	72	70	72	71	70	71	70	71	-1.4%	-2.8%	0.0%
Wireless traffic minutes (in million)																	
Voice domestic	262	285	547	277	824	289	1'113	308	358	666	349	1'015	362	1'377	23.7%	25.3%	3.7%
Outbound roaming	12	15	27	18	45	14	59	13	15	28	18	46	15	61	3.4%	7.1%	-16.7%
Connectivity voice domestic & outgoing (1)	274	300	574	295	869	303	1'172	321	373	694	367	1'061	377	1'438	22.7%	24.4%	2.7%
Wireless SMS (in million)																	
Data SMS	48	48	96	50	146	47	193	45	47	92	47	139	45	184	-4.7%	-4.3%	-4.3%
Wireline Retail																	
Voice access lines (in thousands)																	
Wireline Voice access lines in single products	446		438		432		425	416		408		402		396	-6.8%	-6.8%	-1.5%
Wireline Voice access lines in bundle products	73		80		85		92	99		105		109		113	22.8%	22.8%	3.7%
Voice access lines	519		518		517		517	515		513		511		509	-1.5%	-1.5%	-0.4%
ARPL Voice (in CHF)																	
ARPL wireline voice (single subscription)	71	71	71	70	71	70	71	70	69	69	68	69	69	69	-2.8%	-1.4%	1.5%
Broadband lines (in thousands)																	
Broadband lines in single products	124		120		120		117	114		111		109		109	-6.8%	-6.8%	0.0%
Broadband lines in bundle products	77		85		90		98	104		111		116		120	22.4%	22.4%	3.4%
Broadband lines	201		205		210		215	218		222		225		229	6.5%	6.5%	1.8%
ARPL Broadband (in CHF)																	
ARPL broadband (single subscription)	45	44	45	44	44	43	44	43	42	42	42	42	42	42	-4.5%	-2.3%	0.0%
TV customers (in thousands)																	
TV customers in single products	14		14		14		15	15		16		16		14	-6.7%	-6.7%	-12.5%
TV customers in bundle products	14		15		17		18	20		21		22		25	38.9%	38.9%	13.6%
TV customers	28		29		31		33	35		37		38		39	18.2%	18.2%	2.6%
ARPU TV (in CHF)																	
ARPU TV access fee (single subscription)	21	20	21	21	21	21	21	21	20	21	20	20	20	20	-4.8%	-4.8%	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.	YtD	YoY Q4	QoQ Q4/Q3
Wireline retail traffic minutes (in million)																	
Traffic national	304	370	674	319	993	332	1'325	312	261	573	263	836	268	1'104	-16.7%	-19.3%	1.9%
Traffic international	36	40	76	36	112	36	148	35	30	65	30	95	31	126	-14.9%	-13.9%	3.3%
Total wireline retail traffic	340	410	750	355	1'105	368	1'473	347	291	638	293	931	299	1'230	-16.5%	-18.8%	2.0%
Operational data Corporate Business																	
Product view (in thousands)																	
Wireless customers	1'060		1'081		1'094		1'114	1'117		1'130		1'149		1'173	5.3%	5.3%	2.1%
Wireline voice access lines	246		245		244		245	244		243		254		255	4.1%	4.1%	0.4%
Broadband lines	35		36		36		37	37		38		38		38	2.7%	2.7%	0.0%
Total number of underlying products	1'341		1'362		1'374		1'396	1'398		1'411		1'441		1'466	5.0%	5.0%	1.7%
Wireless Retail																	
Wireless customers (in thousands)																	
Wireless customers	1'060		1'081		1'094		1'114	1'117		1'130		1'149		1'173	5.3%	5.3%	2.1%
Wireless ARPU (in CHF)																	
Blended wireless ARPU MO single subscriptions	45	46	46	44	45	43	44	40	41	41	40	40	39	40	-9.1%	-9.3%	-2.5%
Wireless traffic minutes (in million)																	
Voice domestic	297	306	603	290	893	302	1'195	300	299	599	284	883	307	1'190	-0.4%	1.7%	8.1%
Outbound roaming	24	28	52	29	81	27	108	25	28	53	27	80	29	109	0.9%	7.4%	7.4%
Connectivity voice domestic & outgoing (1)	321	334	655	319	974	329	1'303	325	327	652	311	963	336	1'299	-0.3%	2.1%	8.0%
Wireless SMS (in million)																	
Data SMS	49	49	98	48	146	46	192	42	44	86	45	131	43	174	-9.4%	-6.5%	-4.4%
Wireline Retail																	
Voice access lines (in thousands)																	
Voice access lines	246		245		244		245	244		243		254		255	4.1%	4.1%	0.4%
ARPL Voice (in CHF)																	
ARPL wireline voice (single subscription)	93	94	94	92	93	93	93	93	92	92	91	92	94	92	-1.1%	1.1%	3.3%
Broadband lines (in thousands)																	
Broadband lines	35		36		36		37	37		38		38		38	2.7%	2.7%	0.0%
ARPL Broadband (in CHF)																	
ARPL broadband (single subscription)	51	50	50	51	51	51	51	51	51	51	51	51	51	51	0.0%	0.0%	0.0%
Wireline retail traffic minutes (in million)																	
Traffic national	351	346	697	333	1'030	338	1'368	340	327	667	320	987	324	1'311	-4.2%	-4.1%	1.3%
Traffic international	75	73	148	71	219	70	289	70	66	136	65	201	63	264	-8.7%	-10.0%	-3.1%
Total wireline retail traffic	426	419	845	404	1'249	408	1'657	410	393	803	385	1'188	387	1'575	-4.9%	-5.1%	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.	YtD	YoY Q4	QoQ Q4/Q3
Operational data Wholesale																	
Wireless																	
Wireless traffic minutes (in million)																	
Connectivity voice (inbound roaming) (2)	52	62	114	30	144	50	194	60	56	116	61	177	56	233	20.1%	12.0%	-8.2%
Wireline																	
Full access lines (in thousands)																	
Full access lines	290		280		268		256	241		228		204		180	-29.7%	-29.7%	-11.8%
Broadband lines (in thousands)																	
Wholesale broadband lines	196		201		208		215	221		224		241		262	21.9%	21.9%	8.7%
Operational data Fastweb																	
Broadband customers (in thousands)																	
	1'861		1'887		1'911		1'942	1'984		1'994		2'016		2'072	6.7%	6.7%	2.8%

(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.