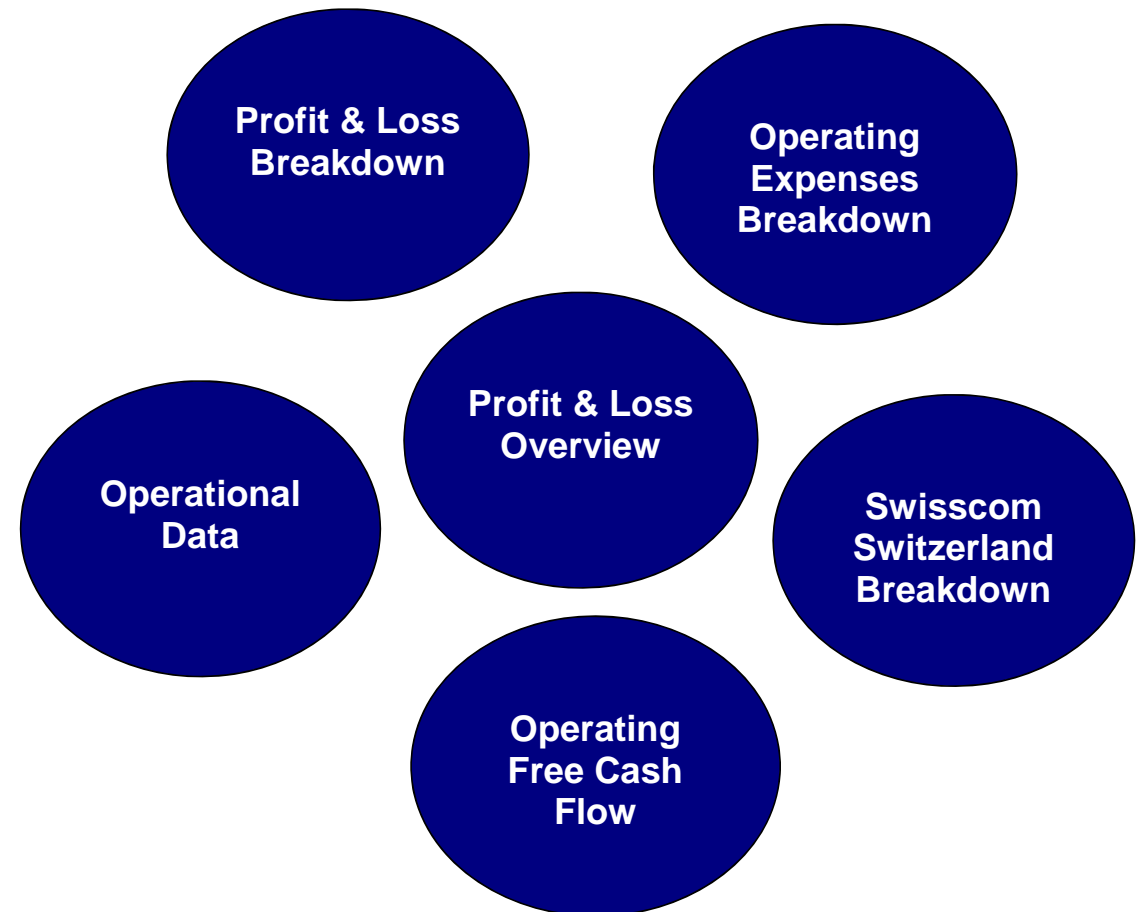


# Facts & Figures

as per June 30, 2016



## P&L Overview

	2015							2016							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1
Residential Customers	1'252	1'247	2'499	1'267	3'766	1'309	5'075	1'252	1'236	2'488					-0.9%	-1.3%
Small & Medium-Sized Enterprises	320	332	652	344	996	343	1'339	328	334	662					0.6%	1.8%
Enterprise Customers	607	598	1'205	594	1'799	650	2'449	605	597	1'202					-0.2%	-1.3%
Wholesale	148	140	288	145	433	146	579	139	148	287					5.7%	6.5%
IT, Network & Innovation	9	8	17	8	25	8	33	5	6	11					-25.0%	20.0%
<b>Swisscom Switzerland</b>	<b>2'336</b>	<b>2'325</b>	<b>4'661</b>	<b>2'358</b>	<b>7'019</b>	<b>2'456</b>	<b>9'475</b>	<b>2'329</b>	<b>2'321</b>	<b>4'650</b>					<b>-0.2%</b>	<b>-0.3%</b>
Fastweb	467	453	920	455	1'375	487	1'862	480	481	961					6.2%	0.2%
Other operating segments	90	87	177	80	257	83	340	76	81	157					-6.9%	6.6%
Group Headquarters	0	0	0	0	0	1	1	0	1	1					n.m.	n.m.
<b>Net revenue from external customers</b>	<b>2'893</b>	<b>2'865</b>	<b>5'758</b>	<b>2'893</b>	<b>8'651</b>	<b>3'027</b>	<b>11'678</b>	<b>2'885</b>	<b>2'884</b>	<b>5'769</b>					<b>0.7%</b>	<b>0.0%</b>
Goods and services purchased	(568)	(553)	(1'121)	(533)	(1'654)	(688)	(2'342)	(544)	(558)	(1'102)					0.9%	2.6%
Personnel expenses	(756)	(757)	(1'513)	(703)	(2'216)	(803)	(3'019)	(765)	(743)	(1'508)					-1.8%	-2.9%
Other operating expenses	(609)	(577)	(1'186)	(785)	(1'971)	(726)	(2'697)	(597)	(600)	(1'197)					4.0%	0.5%
Capitalized costs and other income	91	104	195	94	289	189	478	102	163	265					56.7%	59.8%
<b>Operating income (EBITDA)</b>	<b>1'051</b>	<b>1'082</b>	<b>2'133</b>	<b>966</b>	<b>3'099</b>	<b>999</b>	<b>4'098</b>	<b>1'081</b>	<b>1'146</b>	<b>2'227</b>					<b>5.9%</b>	<b>6.0%</b>
Depreciation, amortization and impairment	(507)	(521)	(1'028)	(517)	(1'545)	(541)	(2'086)	(546)	(546)	(1'092)					4.8%	0.0%
<b>Operating income (EBIT)</b>	<b>544</b>	<b>561</b>	<b>1'105</b>	<b>449</b>	<b>1'554</b>	<b>458</b>	<b>2'012</b>	<b>535</b>	<b>600</b>	<b>1'135</b>					<b>7.0%</b>	<b>12.1%</b>
Financial income and financial expense, net	(104)	(33)	(137)	(57)	(194)	(78)	(272)	(79)	(66)	(145)					100.0%	-16.5%
Share of profit of investments in associates	5	8	13	5	18	5	23	0	0	0					n.m.	n.m.
<b>Income before income tax expense</b>	<b>445</b>	<b>536</b>	<b>981</b>	<b>397</b>	<b>1'378</b>	<b>385</b>	<b>1'763</b>	<b>456</b>	<b>534</b>	<b>990</b>					<b>-0.4%</b>	<b>17.1%</b>
Income tax expense	(94)	(103)	(197)	(123)	(320)	(81)	(401)	(92)	(110)	(202)					6.8%	19.6%
<b>Income from continuing operations</b>	<b>351</b>	<b>433</b>	<b>784</b>	<b>274</b>	<b>1'058</b>	<b>304</b>	<b>1'362</b>	<b>364</b>	<b>424</b>	<b>788</b>					<b>-2.1%</b>	<b>16.5%</b>
Income from discontinued operations	0	0	0	0	0	0	0	0	0	0					n.m.	n.m.
<b>Net income</b>	<b>351</b>	<b>433</b>	<b>784</b>	<b>274</b>	<b>1'058</b>	<b>304</b>	<b>1'362</b>	<b>364</b>	<b>424</b>	<b>788</b>					<b>-2.1%</b>	<b>16.5%</b>
Net income attributable to equity holders of Swisscom AG	351	433	784	274	1'058	303	1'361	365	424	789					-2.1%	16.2%
Net income attributable to minority interests	0	0	0	0	0	1	1	(1)	0	(1)					n.m.	-100.0%
Average number of shares outstanding (in million)	51.801	51.801	51.801	51.802	51.801	51.802	51.802	51.801	51.800	51.801					0.0%	0.0%
<b>Earnings per share (EPS) in CHF</b>	<b>6.78</b>	<b>8.36</b>	<b>15.13</b>	<b>5.29</b>	<b>20.42</b>	<b>5.85</b>	<b>26.27</b>	<b>7.05</b>	<b>8.19</b>	<b>15.23</b>					<b>-2.0%</b>	<b>16.2%</b>

### 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

	2015							2016							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1
<b>Group revenue</b>																
Residential Customers	1'291	1'283	2'574	1'303	3'877	1'347	5'224	1'287	1'272	2'559				-0.9%	-1.2%	
Small & Medium-Sized Enterprises	327	340	667	353	1'020	350	1'370	336	343	679				0.9%	2.1%	
Enterprise Customers	657	650	1'307	643	1'950	704	2'654	656	652	1'308				0.3%	-0.6%	
Wholesale	230	234	464	250	714	242	956	220	249	469				6.4%	13.2%	
IT, Network & Innovation	34	31	65	32	97	33	130	30	31	61				0.0%	3.3%	
Intersegment elimination	(184)	(196)	(380)	(206)	(586)	(203)	(789)	(184)	(210)	(394)				7.1%	14.1%	
<b>Swisscom Switzerland</b>	<b>2'355</b>	<b>2'342</b>	<b>4'697</b>	<b>2'375</b>	<b>7'072</b>	<b>2'473</b>	<b>9'545</b>	<b>2'345</b>	<b>2'337</b>	<b>4'682</b>				<b>-0.2%</b>	<b>-0.3%</b>	
Fastweb	468	453	921	457	1'378	489	1'867	482	483	965				6.6%	0.2%	
Other operating segments	144	156	300	149	449	154	603	129	146	275				-6.4%	13.2%	
Group Headquarters	0	1	1	0	1	1	2	0	1	1				0.0%	n.m.	
<b>Net revenue incl. intersegment revenue</b>	<b>2'967</b>	<b>2'952</b>	<b>5'919</b>	<b>2'981</b>	<b>8'900</b>	<b>3'117</b>	<b>12'017</b>	<b>2'956</b>	<b>2'967</b>	<b>5'923</b>				<b>0.5%</b>	<b>0.4%</b>	
Intersegment elimination	(74)	(87)	(161)	(88)	(249)	(90)	(339)	(71)	(83)	(154)				-4.6%	16.9%	
<b>Net revenue from external customers</b>	<b>2'893</b>	<b>2'865</b>	<b>5'758</b>	<b>2'893</b>	<b>8'651</b>	<b>3'027</b>	<b>11'678</b>	<b>2'885</b>	<b>2'884</b>	<b>5'769</b>				<b>0.7%</b>	<b>0.0%</b>	
<b>Residential Customers revenue</b>																
2P Bundle	79	77	156	75	231	75	306	68	66	134				-14.3%	-2.9%	
3P Bundle	229	239	468	251	719	263	982	277	283	560				18.4%	2.2%	
4P Bundle	153	160	313	169	482	173	655	176	176	352				10.0%	0.0%	
nP other bundle	0	0	0	1	1	0	1	3	3	6				n.m.	0.0%	
Bundles	461	476	937	496	1'433	511	1'944	524	528	1'052				10.9%	0.8%	
Wireless access	336	341	677	344	1'021	341	1'362	343	346	689				1.5%	0.9%	
Wireless traffic	100	106	206	116	322	91	413	82	83	165				-21.7%	1.2%	
Wireless VAS	2	1	3	1	4	1	5	1	0	1				n.m.	-100.0%	
Wireless	438	448	886	461	1'347	433	1'780	426	429	855				-4.2%	0.7%	
Wireline telephony access	88	86	174	83	257	77	334	73	67	140				-22.1%	-8.2%	
Wireline telephony traffic	41	35	76	34	110	32	142	30	26	56				-25.7%	-13.3%	
Wireline telephony VAS	1	1	2	1	3	2	5	1	1	2				0.0%	0.0%	
Wireline telephony	130	122	252	118	370	111	481	104	94	198				-23.0%	-9.6%	
Wireline internet	60	58	118	52	170	51	221	42	41	83				-29.3%	-2.4%	
Wireline TV	17	12	29	14	43	16	59	13	11	24				-8.3%	-15.4%	
Wireline	207	192	399	184	583	178	761	159	146	305				-24.0%	-8.2%	
1P revenue	645	640	1'285	645	1'930	611	2'541	585	575	1'160				-10.2%	-1.7%	
Customised solutions	1	0	1	0	1	1	2	1	1	2				n.m.	0.0%	
Hardware sales own channels	72	69	141	68	209	91	300	67	66	133				-4.3%	-1.5%	
Other direct sales	27	27	54	28	82	25	107	27	28	55				3.7%	3.7%	
<b>Direct sales external customers</b>	<b>1'206</b>	<b>1'212</b>	<b>2'418</b>	<b>1'237</b>	<b>3'655</b>	<b>1'239</b>	<b>4'894</b>	<b>1'204</b>	<b>1'198</b>	<b>2'402</b>				<b>-1.2%</b>	<b>-0.5%</b>	
<b>3rd party sales external customers</b>	<b>46</b>	<b>35</b>	<b>81</b>	<b>30</b>	<b>111</b>	<b>70</b>	<b>181</b>	<b>48</b>	<b>38</b>	<b>86</b>				<b>8.6%</b>	<b>-20.8%</b>	
<b>Net revenue from external customers</b>	<b>1'252</b>	<b>1'247</b>	<b>2'499</b>	<b>1'267</b>	<b>3'766</b>	<b>1'309</b>	<b>5'075</b>	<b>1'252</b>	<b>1'236</b>	<b>2'488</b>				<b>-0.9%</b>	<b>-1.3%</b>	
thereof service revenue Retail	1'106	1'116	2'222	1'141	3'363	1'122	4'485	1'109	1'103	2'212				-1.2%	-0.5%	
<b>Intersegment revenue</b>	<b>39</b>	<b>36</b>	<b>75</b>	<b>36</b>	<b>111</b>	<b>38</b>	<b>149</b>	<b>35</b>	<b>36</b>	<b>71</b>				<b>0.0%</b>	<b>2.9%</b>	
<b>Net revenue Residential Customers</b>	<b>1'291</b>	<b>1'283</b>	<b>2'574</b>	<b>1'303</b>	<b>3'877</b>	<b>1'347</b>	<b>5'224</b>	<b>1'287</b>	<b>1'272</b>	<b>2'559</b>				<b>-0.9%</b>	<b>-1.2%</b>	

## P&L Breakdown

	2015							2016							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1
<b>Small &amp; Medium-Sized Enterprises revenue</b>																
2P Bundle	17	17	34	16	50	14	64	14	13	27					-23.5%	-7.1%
3P Bundle	46	45	91	44	135	41	176	38	37	75					-17.8%	-2.6%
4P Bundle	3	4	7	3	10	4	14	4	3	7					-25.0%	-25.0%
nP other Bundle	3	5	8	10	18	16	34	22	27	49					440.0%	22.7%
Bundles	69	71	140	73	213	75	288	78	80	158					12.7%	2.6%
Wireless access	72	72	144	73	217	73	290	73	72	145					0.0%	-1.4%
Wireless traffic	29	30	59	29	88	25	113	22	21	43					-30.0%	-4.5%
Wireless VAS	0	0	0	0	0	0	0	0	0	0					n.m.	n.m.
Wireless	101	102	203	102	305	98	403	95	93	188					-8.8%	-2.1%
Wireline telephony access	50	49	99	50	149	50	199	50	49	99					0.0%	-2.0%
Wireline telephony traffic	30	29	59	27	86	26	112	25	25	50					-13.8%	0.0%
Wireline telephony VAS	0	0	0	0	0	0	0	0	0	0					n.m.	n.m.
Wireline telephony	80	78	158	77	235	76	311	75	74	149					-5.1%	-1.3%
Wireline internet	24	22	46	25	71	23	94	23	23	46					4.5%	0.0%
Wireline TV	1	1	2	0	2	1	3	1	0	1					n.m.	-100.0%
Wireline business networks	1	2	3	1	4	1	5	1	2	3					0.0%	100.0%
Wireline	106	103	209	103	312	101	413	100	99	199					-3.9%	-1.0%
1P revenue	207	205	412	205	617	199	816	195	192	387					-6.3%	-1.5%
Customised solutions	4	4	8	4	12	6	18	4	4	8					0.0%	0.0%
Hardware sales own channels	3	2	5	2	7	3	10	2	2	4					0.0%	0.0%
Other direct sales	37	50	87	60	147	60	207	49	56	105					12.0%	14.3%
<b>Direct sales external customers</b>	<b>320</b>	<b>332</b>	<b>652</b>	<b>344</b>	<b>996</b>	<b>343</b>	<b>1'339</b>	<b>328</b>	<b>334</b>	<b>662</b>					<b>0.6%</b>	<b>1.8%</b>
<b>3rd party sales external customers</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>					<b>n.m.</b>	<b>n.m.</b>
<b>Net revenue from external customers</b>	<b>320</b>	<b>332</b>	<b>652</b>	<b>344</b>	<b>996</b>	<b>343</b>	<b>1'339</b>	<b>328</b>	<b>334</b>	<b>662</b>					<b>0.6%</b>	<b>1.8%</b>
thereof service revenue Retail	276	276	552	278	830	274	1'104	273	272	545					-1.4%	-0.4%
<b>Intersegment revenue</b>	<b>7</b>	<b>8</b>	<b>15</b>	<b>9</b>	<b>24</b>	<b>7</b>	<b>31</b>	<b>8</b>	<b>9</b>	<b>17</b>					<b>12.5%</b>	<b>12.5%</b>
<b>Net revenue Small &amp; Medium-Sized Enterprises</b>	<b>327</b>	<b>340</b>	<b>667</b>	<b>353</b>	<b>1'020</b>	<b>350</b>	<b>1'370</b>	<b>336</b>	<b>343</b>	<b>679</b>					<b>0.9%</b>	<b>2.1%</b>

## P&L Breakdown

	2015							2016							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1
<b>Enterprise Customers revenue</b>																
Bundles	0	0	0	1	1	0	1	1	2	3				n.m.	100.0%	
Wireless access	52	57	109	58	167	59	226	64	64	128				12.3%	0.0%	
Wireless traffic	78	81	159	80	239	73	312	62	62	124				-23.5%	0.0%	
Wireless VAS	2	2	4	2	6	2	8	2	2	4				0.0%	0.0%	
Wireless	132	140	272	140	412	134	546	128	128	256				-8.6%	0.0%	
Wireline telephony access	30	31	61	30	91	30	121	29	29	58				-6.5%	0.0%	
Wireline telephony traffic	30	28	58	29	87	28	115	28	28	56				0.0%	0.0%	
Wireline telephony VAS	1	1	2	1	3	0	3	1	0	1				n.m.	-100.0%	
Wireline telephony	61	60	121	60	181	58	239	58	57	115				-5.0%	-1.7%	
Wireline internet	16	17	33	15	48	16	64	16	17	33				0.0%	6.3%	
Wireline business networks	62	64	126	65	191	64	255	64	62	126				-3.1%	-3.1%	
Wireline	139	141	280	140	420	138	558	138	136	274				-3.5%	-1.4%	
1P revenue	271	281	552	280	832	272	1'104	266	264	530				-6.0%	-0.8%	
Customised solutions	257	254	511	250	761	287	1'048	272	266	538				4.7%	-2.2%	
Hardware sales own channels	28	25	53	26	79	44	123	24	19	43				-24.0%	-20.8%	
Other direct sales	25	15	40	18	58	27	85	23	29	52				93.3%	26.1%	
<b>Direct sales external customers</b>	<b>581</b>	<b>575</b>	<b>1'156</b>	<b>575</b>	<b>1'731</b>	<b>630</b>	<b>2'361</b>	<b>586</b>	<b>580</b>	<b>1'166</b>				<b>0.9%</b>	<b>-1.0%</b>	
<b>3rd party sales external customers</b>	<b>26</b>	<b>23</b>	<b>49</b>	<b>19</b>	<b>68</b>	<b>20</b>	<b>88</b>	<b>19</b>	<b>17</b>	<b>36</b>				<b>-26.1%</b>	<b>-10.5%</b>	
<b>Net revenue from external customers</b>	<b>607</b>	<b>598</b>	<b>1'205</b>	<b>594</b>	<b>1'799</b>	<b>650</b>	<b>2'449</b>	<b>605</b>	<b>597</b>	<b>1'202</b>				<b>-0.2%</b>	<b>-1.3%</b>	
thereof service revenue Retail	293	301	594	296	890	289	1'179	283	282	565				-6.3%	-0.3%	
<b>Intersegment revenue</b>	<b>50</b>	<b>52</b>	<b>102</b>	<b>49</b>	<b>151</b>	<b>54</b>	<b>205</b>	<b>51</b>	<b>55</b>	<b>106</b>				<b>5.8%</b>	<b>7.8%</b>	
<b>Net revenue Enterprise Customers</b>	<b>657</b>	<b>650</b>	<b>1'307</b>	<b>643</b>	<b>1'950</b>	<b>704</b>	<b>2'654</b>	<b>656</b>	<b>652</b>	<b>1'308</b>				<b>0.3%</b>	<b>-0.6%</b>	

## P&L Breakdown

	2015							2016							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1
<b>Wholesale revenue</b>																
<b>Direct sales external customers</b>	1	0	1	(1)	0	1	1	0	0	0				n.m.	n.m.	
Termination wholesale	40	41	81	40	121	42	163	40	41	81				0.0%	2.5%	
Wholesale voice	18	18	36	17	53	16	69	16	18	34				0.0%	12.5%	
Wholesale data	21	22	43	20	63	21	84	21	17	38				-22.7%	-19.0%	
Wholesale broadband	21	21	42	23	65	22	87	22	23	45				9.5%	4.5%	
Inbound roaming	43	34	77	41	118	36	154	36	45	81				32.4%	25.0%	
Other wholesale services	103	95	198	101	299	95	394	95	103	198				8.4%	8.4%	
Other 3rd party sales	4	4	8	5	13	8	21	4	4	8				0.0%	0.0%	
<b>3rd party sales external customers</b>	147	140	287	146	433	145	578	139	148	287				5.7%	6.5%	
<b>Net revenue from external customers</b>	148	140	288	145	433	146	579	139	148	287				5.7%	6.5%	
<b>Intersegment revenue</b>	82	94	176	105	281	96	377	81	101	182				7.4%	24.7%	
<b>Net revenue Wholesale</b>	230	234	464	250	714	242	956	220	249	469				6.4%	13.2%	
<b>IT, Network &amp; Innovation revenue</b>																
Other direct sales (facility management)	9	8	17	8	25	8	33	5	6	11				-25.0%	20.0%	
<b>Net revenue from external customers</b>	9	8	17	8	25	8	33	5	6	11				-25.0%	20.0%	
<b>Intersegment revenue</b>	25	23	48	24	72	25	97	25	25	50				8.7%	0.0%	
<b>Net revenue IT, Network &amp; Innovation</b>	34	31	65	32	97	33	130	30	31	61				0.0%	3.3%	

## P&L Breakdown

	2015							2016							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1
<b>Swisscom Switzerland revenue</b>																
2P Bundle	95	94	189	93	282	88	370	82	80	162					-14.9%	-2.4%
3P Bundle	275	284	559	295	854	305	1'159	315	320	635					12.7%	1.6%
4P Bundle	157	163	320	172	492	177	669	180	179	359					9.8%	-0.6%
nP other bundle	3	6	9	10	19	17	36	26	31	57					416.7%	19.2%
Bundles	530	547	1'077	570	1'647	587	2'234	603	610	1'213					11.5%	1.2%
Wireless access	459	471	930	475	1'405	473	1'878	481	481	962					2.1%	0.0%
Wireless traffic	208	216	424	226	650	188	838	165	166	331					-23.1%	0.6%
Wireless VAS	4	4	8	2	10	3	13	3	2	5					-50.0%	-33.3%
Wireless	671	691	1'362	703	2'065	664	2'729	649	649	1'298					-6.1%	0.0%
Wireline telephony access	169	165	334	163	497	158	655	152	145	297					-12.1%	-4.6%
Wireline telephony traffic	100	93	193	90	283	86	369	83	79	162					-15.1%	-4.8%
Wireline telephony VAS	2	2	4	2	6	2	8	2	1	3					-50.0%	-50.0%
Wireline telephony	271	260	531	255	786	246	1'032	237	225	462					-13.5%	-5.1%
Wireline internet	100	96	196	92	288	89	377	82	81	163					-15.6%	-1.2%
Wireline TV	18	13	31	15	46	16	62	13	12	25					-7.7%	-7.7%
Wireline business networks	63	66	129	66	195	65	260	65	64	129					-3.0%	-1.5%
Wireline	452	435	887	428	1'315	416	1'731	397	382	779					-12.2%	-3.8%
1P revenue	1'123	1'126	2'249	1'131	3'380	1'080	4'460	1'046	1'031	2'077					-8.4%	-1.4%
Customised solutions	261	260	521	254	775	292	1'067	277	273	550					5.0%	-1.4%
Hardware sales own channels	102	97	199	97	296	136	432	93	87	180					-10.3%	-6.5%
Other direct sales	101	97	198	112	310	125	435	105	116	221					19.6%	10.5%
<b>Direct sales external customers</b>	<b>2'117</b>	<b>2'127</b>	<b>4'244</b>	<b>2'164</b>	<b>6'408</b>	<b>2'220</b>	<b>8'628</b>	<b>2'124</b>	<b>2'117</b>	<b>4'241</b>					<b>-0.5%</b>	<b>-0.3%</b>
Termination wholesale	40	41	81	40	121	42	163	40	41	81					0.0%	2.5%
Wholesale voice	22	20	42	21	63	20	83	19	18	37					-10.0%	-5.3%
Wholesale data	21	22	43	20	63	21	84	21	17	38					-22.7%	-19.0%
Wholesale broadband	21	21	42	23	65	22	87	22	23	45					9.5%	4.5%
Inbound roaming	43	34	77	41	118	36	154	36	45	81					32.4%	25.0%
Other wholesale services	107	97	204	105	309	99	408	98	103	201					6.2%	5.1%
Hardware sales 3rd party channels	46	31	77	27	104	65	169	43	36	79					16.1%	-16.3%
Other 3rd party sales	26	29	55	22	77	30	107	24	24	48					-17.2%	0.0%
<b>3rd party sales external customers</b>	<b>219</b>	<b>198</b>	<b>417</b>	<b>194</b>	<b>611</b>	<b>236</b>	<b>847</b>	<b>205</b>	<b>204</b>	<b>409</b>					<b>3.0%</b>	<b>-0.5%</b>
<b>Net revenue from external customers</b>	<b>2'336</b>	<b>2'325</b>	<b>4'661</b>	<b>2'358</b>	<b>7'019</b>	<b>2'456</b>	<b>9'475</b>	<b>2'329</b>	<b>2'321</b>	<b>4'650</b>					<b>-0.2%</b>	<b>-0.3%</b>
thereof service revenue Retail	1'675	1'693	3'368	1'717	5'085	1'683	6'768	1'665	1'657	3'322					-2.1%	-0.5%
1P access & bundle revenue in % of service revenue Retail	80%	80%	80%	80%	80%	82%	81%	84%	84%	84%					4.8%	0.3%
<b>Intersegment revenue</b>	<b>19</b>	<b>17</b>	<b>36</b>	<b>17</b>	<b>53</b>	<b>17</b>	<b>70</b>	<b>16</b>	<b>16</b>	<b>32</b>					<b>-5.9%</b>	<b>0.0%</b>
<b>Net revenue Swisscom Switzerland</b>	<b>2'355</b>	<b>2'342</b>	<b>4'697</b>	<b>2'375</b>	<b>7'072</b>	<b>2'473</b>	<b>9'545</b>	<b>2'345</b>	<b>2'337</b>	<b>4'682</b>					<b>-0.2%</b>	<b>-0.3%</b>

## P&L Breakdown

	2015							2016							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1
<b>Fastweb revenue</b>																
Consumer	235	230	465	235	700	244	944	244	249	493					8.3%	2.0%
Enterprise	183	186	369	184	553	211	764	187	194	381					4.3%	3.7%
Wholesale	49	37	86	36	122	32	154	49	38	87					2.7%	-22.4%
thereof hubbing	8	7	15	6	21	7	28	6	6	12					-14.3%	0.0%
Other revenue	0	0	0	0	0	0	0	0	0	0					n.m.	n.m.
<b>Net revenue from external customers</b>	<b>467</b>	<b>453</b>	<b>920</b>	<b>455</b>	<b>1'375</b>	<b>487</b>	<b>1'862</b>	<b>480</b>	<b>481</b>	<b>961</b>					<b>6.2%</b>	<b>0.2%</b>
<b>Intersegment revenue</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>4</b>					<b>n.m.</b>	<b>0.0%</b>
<b>Net revenue Fastweb</b>	<b>468</b>	<b>453</b>	<b>921</b>	<b>457</b>	<b>1'378</b>	<b>489</b>	<b>1'867</b>	<b>482</b>	<b>483</b>	<b>965</b>					<b>6.6%</b>	<b>0.2%</b>
thereof net revenue excluding hubbing	460	446	906	451	1'357	482	1'839	476	477	953					7.0%	0.2%
<b>Other operating segments revenue</b>																
<b>Net revenue from external customers (Group Related Businesses)</b>	<b>90</b>	<b>87</b>	<b>177</b>	<b>80</b>	<b>257</b>	<b>83</b>	<b>340</b>	<b>76</b>	<b>81</b>	<b>157</b>					<b>-6.9%</b>	<b>6.6%</b>
<b>Intersegment revenue</b>	<b>54</b>	<b>69</b>	<b>123</b>	<b>69</b>	<b>192</b>	<b>71</b>	<b>263</b>	<b>53</b>	<b>65</b>	<b>118</b>					<b>-5.8%</b>	<b>22.6%</b>
<b>Net revenue other operating segments</b>	<b>144</b>	<b>156</b>	<b>300</b>	<b>149</b>	<b>449</b>	<b>154</b>	<b>603</b>	<b>129</b>	<b>146</b>	<b>275</b>					<b>-6.4%</b>	<b>13.2%</b>
<b>Group Headquarters revenue</b>																
<b>Group Headquarters revenue</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>					<b>n.m.</b>	<b>n.m.</b>
<b>Intersegment revenue</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>					<b>n.m.</b>	<b>n.m.</b>
<b>Net revenue Group Headquarters</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>					<b>0.0%</b>	<b>n.m.</b>
<b>Group OPEX</b>																
Residential Customers	(561)	(541)	(1'102)	(547)	(1'649)	(642)	(2'291)	(532)	(543)	(1'075)					0.4%	2.1%
Small & Medium-Sized Enterprises	(110)	(108)	(218)	(114)	(332)	(131)	(463)	(112)	(115)	(227)					6.5%	2.7%
Enterprise Customers	(438)	(424)	(862)	(406)	(1'268)	(476)	(1'744)	(444)	(447)	(891)					5.4%	0.7%
Wholesale	(129)	(142)	(271)	(336)	(607)	(151)	(758)	(127)	(149)	(276)					4.9%	17.3%
IT, Network & Innovation	(346)	(354)	(700)	(344)	(1'044)	(433)	(1'477)	(348)	(347)	(695)					-2.0%	-0.3%
Intersegment elimination	184	196	380	205	585	204	789	184	210	394					7.1%	14.1%
<b>Swisscom Switzerland</b>	<b>(1'400)</b>	<b>(1'373)</b>	<b>(2'773)</b>	<b>(1'542)</b>	<b>(4'315)</b>	<b>(1'629)</b>	<b>(5'944)</b>	<b>(1'379)</b>	<b>(1'391)</b>	<b>(2'770)</b>					<b>1.3%</b>	<b>0.9%</b>
Fastweb	(338)	(305)	(643)	(301)	(944)	(304)	(1'248)	(338)	(260)	(598)					-14.8%	-23.1%
Other operating segments	(128)	(137)	(265)	(125)	(390)	(144)	(534)	(107)	(119)	(226)					-13.1%	11.2%
Group Headquarters	(29)	(30)	(59)	(22)	(81)	(38)	(119)	(30)	(28)	(58)					-6.7%	-6.7%
Reconciliation pension cost	(17)	(19)	(36)	(18)	(54)	(6)	(60)	(18)	(17)	(35)					-10.5%	-5.6%
Intersegment elimination	70	81	151	81	232	93	325	68	77	145					-4.9%	13.2%
<b>Group OPEX</b>	<b>(1'842)</b>	<b>(1'783)</b>	<b>(3'625)</b>	<b>(1'927)</b>	<b>(5'552)</b>	<b>(2'028)</b>	<b>(7'580)</b>	<b>(1'804)</b>	<b>(1'738)</b>	<b>(3'542)</b>					<b>-2.5%</b>	<b>-3.7%</b>



## P&L Breakdown

	2015							2016							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1
<b>EBITDA</b>																
Residential Customers (Contribution margin 2)	730	742	1'472	756	2'228	705	2'933	755	729	1'484				-1.8%	-3.4%	
Small & Medium-Sized Enterprises (Contribution margin 2)	217	232	449	239	688	219	907	224	228	452				-1.7%	1.8%	
Enterprise Customers (Contribution margin 2)	219	226	445	237	682	228	910	212	205	417				-9.3%	-3.3%	
Wholesale (Contribution margin 2)	101	92	193	(86)	107	91	198	93	100	193				8.7%	7.5%	
IT, Network & Innovation (Contribution margin 2)	(312)	(323)	(635)	(312)	(947)	(400)	(1'347)	(318)	(316)	(634)				-2.2%	-0.6%	
Intersegment elimination	0	0	0	(1)	(1)	1	0	0	0	0				n.m.	n.m.	
<b>Swisscom Switzerland (EBITDA)</b>	<b>955</b>	<b>969</b>	<b>1'924</b>	<b>833</b>	<b>2'757</b>	<b>844</b>	<b>3'601</b>	<b>966</b>	<b>946</b>	<b>1'912</b>				<b>-2.4%</b>	<b>-2.1%</b>	
Fastweb	130	148	278	156	434	185	619	144	223	367				50.7%	54.9%	
Other operating segments	16	19	35	24	59	10	69	22	27	49				42.1%	22.7%	
Group Headquarters	(29)	(29)	(58)	(22)	(80)	(37)	(117)	(30)	(27)	(57)				-6.9%	-10.0%	
Reconciliation pension cost	(17)	(19)	(36)	(18)	(54)	(6)	(60)	(18)	(17)	(35)				-10.5%	-5.6%	
Intersegment elimination	(4)	(6)	(10)	(7)	(17)	3	(14)	(3)	(6)	(9)				0.0%	100.0%	
<b>Group EBITDA</b>	<b>1'051</b>	<b>1'082</b>	<b>2'133</b>	<b>966</b>	<b>3'099</b>	<b>999</b>	<b>4'098</b>	<b>1'081</b>	<b>1'146</b>	<b>2'227</b>				<b>5.9%</b>	<b>6.0%</b>	
<b>EBITDA/Contribution margin 2 in % of net revenue</b>																
Residential Customers	56.5%	57.8%	57.2%	58.0%	57.5%	52.3%	56.1%	58.7%	57.3%	58.0%						
Small & Medium-Sized Enterprises	66.4%	68.2%	67.3%	67.7%	67.5%	62.6%	66.2%	66.7%	66.5%	66.2%						
Enterprise Customers	33.3%	34.8%	34.0%	36.9%	35.0%	32.4%	34.3%	32.3%	31.4%	31.9%						
Wholesale	43.9%	39.3%	41.6%	-34.4%	15.0%	37.6%	20.7%	42.3%	40.2%	41.2%						
IT, Network & Innovation	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.						
<b>Swisscom Switzerland</b>	<b>40.6%</b>	<b>41.4%</b>	<b>41.0%</b>	<b>35.1%</b>	<b>39.0%</b>	<b>34.1%</b>	<b>37.7%</b>	<b>41.2%</b>	<b>40.5%</b>	<b>40.8%</b>						
Fastweb	27.8%	32.7%	30.2%	34.1%	31.5%	37.8%	33.2%	29.9%	46.2%	38.0%						
Other operating segments	11.1%	12.2%	11.7%	16.1%	13.1%	6.5%	11.4%	17.1%	18.5%	17.8%						
Group Headquarters	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.						
<b>Group EBITDA in % of net revenue</b>	<b>36.3%</b>	<b>37.8%</b>	<b>37.0%</b>	<b>33.4%</b>	<b>35.8%</b>	<b>33.0%</b>	<b>35.1%</b>	<b>37.5%</b>	<b>39.7%</b>	<b>38.6%</b>						
<b>Depreciation, amortization and impairment</b>																
Residential Customers	(33)	(34)	(67)	(34)	(101)	(35)	(136)	(37)	(39)	(76)				14.7%	5.4%	
Small & Medium-Sized Enterprises	(9)	(11)	(20)	(9)	(29)	(19)	(48)	(12)	(12)	(24)				9.1%	0.0%	
Enterprise Customers	(21)	(23)	(44)	(23)	(67)	(25)	(92)	(26)	(27)	(53)				17.4%	3.8%	
Wholesale	0	0	0	0	0	0	0	0	0	0				n.m.	n.m.	
IT, Network & Innovation	(267)	(276)	(543)	(279)	(822)	(285)	(1'107)	(291)	(299)	(590)				8.3%	2.7%	
Intersegment elimination	(1)	1	0	1	1	(1)	0	(1)	0	(1)				n.m.	-100.0%	
<b>Swisscom Switzerland</b>	<b>(331)</b>	<b>(343)</b>	<b>(674)</b>	<b>(344)</b>	<b>(1'018)</b>	<b>(365)</b>	<b>(1'383)</b>	<b>(367)</b>	<b>(377)</b>	<b>(744)</b>				<b>9.9%</b>	<b>2.7%</b>	
Fastweb	(160)	(164)	(324)	(157)	(481)	(154)	(635)	(163)	(155)	(318)				-5.5%	-4.9%	
Other operating segments	(17)	(17)	(34)	(17)	(51)	(23)	(74)	(18)	(16)	(34)				-5.9%	-11.1%	
Group Headquarters	0	0	0	0	0	0	0	0	0	0				n.m.	n.m.	
Intersegment elimination	1	3	4	1	5	1	6	2	2	4				-33.3%	0.0%	
<b>Depreciation, amortization and impairment</b>	<b>(507)</b>	<b>(521)</b>	<b>(1'028)</b>	<b>(517)</b>	<b>(1'545)</b>	<b>(541)</b>	<b>(2'086)</b>	<b>(546)</b>	<b>(546)</b>	<b>(1'092)</b>				<b>4.8%</b>	<b>0.0%</b>	

## P&L Breakdown

	2015							2016							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1
<b>Operating income (EBIT)</b>																
Residential Customers (segment result)	697	708	1'405	722	2'127	670	2'797	718	690	1'408					-2.5%	-3.9%
Small & Medium-Sized Enterprises (segment result)	208	221	429	230	659	200	859	212	216	428					-2.3%	1.9%
Enterprise Customers (segment result)	198	203	401	214	615	203	818	186	178	364					-12.3%	-4.3%
Wholesale (segment result)	101	92	193	(86)	107	91	198	93	100	193					8.7%	7.5%
IT, Network & Innovation (segment result)	(579)	(599)	(1'178)	(591)	(1'769)	(685)	(2'454)	(609)	(615)	(1'224)					2.7%	1.0%
Intersegment elimination	(1)	1	0	0	0	0	0	(1)	0	(1)					n.m.	-100.0%
<b>Swisscom Switzerland (EBIT)</b>	<b>624</b>	<b>626</b>	<b>1'250</b>	<b>489</b>	<b>1'739</b>	<b>479</b>	<b>2'218</b>	<b>599</b>	<b>569</b>	<b>1'168</b>					<b>-9.1%</b>	<b>-5.0%</b>
Fastweb	(30)	(16)	(46)	(1)	(47)	31	(16)	(19)	68	49					n.m.	n.m.
Other operating segments	(1)	2	1	7	8	(13)	(5)	4	11	15					450.0%	175.0%
Group Headquarters	(29)	(29)	(58)	(22)	(80)	(37)	(117)	(30)	(27)	(57)					-6.9%	-10.0%
Reconciliation pension cost	(17)	(19)	(36)	(18)	(54)	(6)	(60)	(18)	(17)	(35)					-10.5%	-5.6%
Intersegment elimination	(3)	(3)	(6)	(6)	(12)	4	(8)	(1)	(4)	(5)					33.3%	300.0%
<b>Group EBIT</b>	<b>544</b>	<b>561</b>	<b>1'105</b>	<b>449</b>	<b>1'554</b>	<b>458</b>	<b>2'012</b>	<b>535</b>	<b>600</b>	<b>1'135</b>					<b>7.0%</b>	<b>12.1%</b>
<b>EBIT/Segment result in % of net revenue</b>																
Residential Customers	54.0%	55.2%	54.6%	55.4%	54.9%	49.7%	53.5%	55.8%	54.2%	55.0%						
Small & Medium-Sized Enterprises	63.6%	65.0%	64.3%	65.2%	64.6%	57.1%	62.7%	63.1%	63.0%	63.0%						
Enterprise Customers	30.1%	31.2%	30.7%	33.3%	31.5%	28.8%	30.8%	28.4%	27.3%	27.8%						
Wholesale	43.9%	39.3%	41.6%	-34.4%	15.0%	37.6%	20.7%	42.3%	40.2%	41.2%						
IT, Network & Innovation	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.						
<b>Swisscom Switzerland</b>	<b>26.5%</b>	<b>26.7%</b>	<b>26.6%</b>	<b>20.6%</b>	<b>24.6%</b>	<b>19.4%</b>	<b>23.2%</b>	<b>25.5%</b>	<b>24.3%</b>	<b>24.9%</b>						
Fastweb	-6.4%	-3.5%	-5.0%	-0.2%	-3.4%	6.3%	-0.9%	-3.9%	14.1%	5.1%						
Other operating segments	-0.7%	1.3%	0.3%	4.7%	1.8%	-8.4%	-0.8%	3.1%	7.5%	5.5%						
Group Headquarters	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.						
<b>Group EBIT in % of net revenue</b>	<b>18.8%</b>	<b>19.6%</b>	<b>19.2%</b>	<b>15.5%</b>	<b>18.0%</b>	<b>15.1%</b>	<b>17.2%</b>	<b>18.5%</b>	<b>20.8%</b>	<b>19.7%</b>						
<b>CAPEX</b>																
Residential Customers	37	43	80	48	128	52	180	31	40	71					-7.0%	29.0%
Small & Medium-Sized Enterprises	10	13	23	13	36	14	50	10	11	21					-15.4%	10.0%
Enterprise Customers	36	45	81	39	120	51	171	39	41	80					-8.9%	5.1%
Wholesale	0	0	0	0	0	0	0	0	0	0					n.m.	n.m.
IT, Network & Innovation	305	353	658	358	1'016	382	1'398	345	356	701					0.8%	3.2%
Intersegment elimination	0	(1)	(1)	1	0	0	0	0	(1)	(1)					0.0%	n.m.
<b>Swisscom Switzerland</b>	<b>388</b>	<b>453</b>	<b>841</b>	<b>459</b>	<b>1'300</b>	<b>499</b>	<b>1'799</b>	<b>425</b>	<b>447</b>	<b>872</b>					<b>-1.3%</b>	<b>5.2%</b>
Fastweb	160	138	298	133	431	150	581	169	145	314					5.1%	-14.2%
Other operating segments	6	6	12	8	20	28	48	6	11	17					83.3%	83.3%
Group Headquarters	0	0	0	0	0	0	0	0	0	0					n.m.	n.m.
Intersegment elimination	(5)	(4)	(9)	(5)	(14)	(5)	(19)	(4)	(6)	(10)					50.0%	50.0%
<b>Group CAPEX</b>	<b>549</b>	<b>593</b>	<b>1'142</b>	<b>595</b>	<b>1'737</b>	<b>672</b>	<b>2'409</b>	<b>596</b>	<b>597</b>	<b>1'193</b>					<b>0.7%</b>	<b>0.2%</b>

## P&L Breakdown

	2015				2016				Change							
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1
<b>Number of employees</b> (End of period)																
Residential Customers	4'877	4'898	4'891	4'870	4'774	4'706									-3.9%	-1.4%
Small & Medium-Sized Enterprises	1'537	1'559	1'613	1'601	1'616	1'619									3.8%	0.2%
Enterprise Customers	5'308	5'320	5'354	5'378	5'503	5'431									2.1%	-1.3%
Wholesale	113	109	106	105	92	91									-16.5%	-1.1%
IT, Network & Innovation	5'129	5'176	5'212	5'245	5'170	5'122									-1.0%	-0.9%
<b>Swisscom Switzerland</b>	<b>16'964</b>	<b>17'062</b>	<b>17'176</b>	<b>17'199</b>	<b>17'155</b>	<b>16'969</b>									<b>-0.5%</b>	<b>-1.1%</b>
Fastweb	2'373	2'377	2'381	2'401	2'407	2'422									1.9%	0.6%
Other operating segments	1'940	1'722	1'725	1'723	1'769	1'743									1.2%	-1.5%
Group Headquarters	322	325	321	314	314	309									-4.9%	-1.6%
<b>Group Number of employees</b> (End of period)	<b>21'599</b>	<b>21'486</b>	<b>21'603</b>	<b>21'637</b>	<b>21'645</b>	<b>21'443</b>									<b>-0.2%</b>	<b>-0.9%</b>

### Remarks:

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## OPEX Breakdown

	2015							2016							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1
<b>OPEX Swisscom Switzerland</b>																
Goods and services purchased	(435)	(414)	(849)	(420)	(1'269)	(548)	(1'817)	(420)	(438)	(858)					5.8%	4.3%
Personnel expenses	(614)	(614)	(1'228)	(573)	(1'801)	(673)	(2'474)	(626)	(604)	(1'230)					-1.6%	-3.5%
Other operating expenses	(385)	(381)	(766)	(580)	(1'346)	(462)	(1'808)	(376)	(389)	(765)					2.1%	3.5%
Intersegment expenses	(38)	(40)	(78)	(41)	(119)	(41)	(160)	(37)	(38)	(75)					-5.0%	2.7%
./. Capitalized costs and other income	72	76	148	72	220	95	315	80	78	158					2.6%	-2.5%
<b>Total OPEX Swisscom Switzerland</b>	<b>(1'400)</b>	<b>(1'373)</b>	<b>(2'773)</b>	<b>(1'542)</b>	<b>(4'315)</b>	<b>(1'629)</b>	<b>(5'944)</b>	<b>(1'379)</b>	<b>(1'391)</b>	<b>(2'770)</b>					<b>1.3%</b>	<b>0.9%</b>
<b>OPEX Fastweb</b>																
Goods and services purchased	(123)	(128)	(251)	(111)	(362)	(134)	(496)	(121)	(115)	(236)					-10.2%	-5.0%
Personnel expenses	(48)	(47)	(95)	(43)	(138)	(47)	(185)	(48)	(47)	(95)					0.0%	-2.1%
Other operating expenses	(177)	(143)	(320)	(158)	(478)	(191)	(669)	(180)	(170)	(350)					18.9%	-5.6%
Intersegment expenses	0	(1)	(1)	0	(1)	0	(1)	0	(1)	(1)					0.0%	n.m.
./. Capitalized costs and other income	10	14	24	11	35	68	103	11	73	84					421.4%	563.6%
<b>Total OPEX Fastweb</b>	<b>(338)</b>	<b>(305)</b>	<b>(643)</b>	<b>(301)</b>	<b>(944)</b>	<b>(304)</b>	<b>(1'248)</b>	<b>(338)</b>	<b>(260)</b>	<b>(598)</b>					<b>-14.8%</b>	<b>-23.1%</b>
<b>OPEX Other operating segments</b>																
Goods and services purchased	(10)	(11)	(21)	(3)	(24)	(5)	(29)	(3)	(4)	(7)					-63.6%	33.3%
Personnel expenses	(57)	(59)	(116)	(51)	(167)	(59)	(226)	(53)	(55)	(108)					-6.8%	3.8%
Other operating expenses	(54)	(61)	(115)	(63)	(178)	(81)	(259)	(45)	(56)	(101)					-8.2%	24.4%
Intersegment expenses	(10)	(10)	(20)	(10)	(30)	(9)	(39)	(9)	(8)	(17)					-20.0%	-11.1%
./. Capitalized costs and other income	3	4	7	2	9	10	19	3	4	7					0.0%	33.3%
<b>Total OPEX Other operating segments</b>	<b>(128)</b>	<b>(137)</b>	<b>(265)</b>	<b>(125)</b>	<b>(390)</b>	<b>(144)</b>	<b>(534)</b>	<b>(107)</b>	<b>(119)</b>	<b>(226)</b>					<b>-13.1%</b>	<b>11.2%</b>
<b>OPEX Group Headquarters</b>																
Goods and services purchased	0	0	0	0	0	0	0	0	0	0					n.m.	n.m.
Personnel expenses	(22)	(23)	(45)	(22)	(67)	(20)	(87)	(24)	(21)	(45)					-8.7%	-12.5%
Other operating expenses	(14)	(16)	(30)	(10)	(40)	(25)	(65)	(13)	(14)	(27)					-12.5%	7.7%
Intersegment expenses	(9)	(10)	(19)	(9)	(28)	(10)	(38)	(8)	(9)	(17)					-10.0%	12.5%
./. Capitalized costs and other income	16	19	35	19	54	17	71	15	16	31					-15.8%	6.7%
<b>Total OPEX Group Headquarters</b>	<b>(29)</b>	<b>(30)</b>	<b>(59)</b>	<b>(22)</b>	<b>(81)</b>	<b>(38)</b>	<b>(119)</b>	<b>(30)</b>	<b>(28)</b>	<b>(58)</b>					<b>-6.7%</b>	<b>-6.7%</b>

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## SCS Breakdown

	2015							2016							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1
<b>Residential Customers</b>																
Net revenue (incl. intersegment revenue)	1'291	1'283	2'574	1'303	3'877	1'347	5'224	1'287	1'272	2'559					-0.9%	-1.2%
Outpayments	(46)	(53)	(99)	(64)	(163)	(54)	(217)	(47)	(59)	(106)					11.3%	25.5%
Subscriber acquisition and retention costs (1)	(91)	(84)	(175)	(88)	(263)	(124)	(387)	(88)	(94)	(182)					11.9%	6.8%
Other costs of goods and services purchased	(174)	(148)	(322)	(146)	(468)	(212)	(680)	(160)	(152)	(312)					2.7%	-5.0%
Direct costs (incl. intersegment direct costs)	(311)	(285)	(596)	(298)	(894)	(390)	(1'284)	(295)	(305)	(600)					7.0%	3.4%
<b>Contribution margin 1</b>	<b>980</b>	<b>998</b>	<b>1'978</b>	<b>1'005</b>	<b>2'983</b>	<b>957</b>	<b>3'940</b>	<b>992</b>	<b>967</b>	<b>1'959</b>					<b>-3.1%</b>	<b>-2.5%</b>
Contribution margin 1 in % of net revenue	75.9%	77.8%	76.8%	77.1%	76.9%	71.0%	75.4%	77.1%	76.0%	76.6%						
Personnel expenses	(134)	(134)	(268)	(128)	(396)	(129)	(525)	(131)	(127)	(258)					-5.2%	-3.1%
Other operating expenses (2)	(124)	(132)	(256)	(131)	(387)	(141)	(528)	(114)	(123)	(237)					-6.8%	7.9%
Indirect costs (incl. intersegment indirect costs)	(258)	(266)	(524)	(259)	(783)	(270)	(1'053)	(245)	(250)	(495)					-6.0%	2.0%
./. Capitalized costs and other income	8	10	18	10	28	18	46	8	12	20					20.0%	50.0%
<b>Contribution margin 2</b>	<b>730</b>	<b>742</b>	<b>1'472</b>	<b>756</b>	<b>2'228</b>	<b>705</b>	<b>2'933</b>	<b>755</b>	<b>729</b>	<b>1'484</b>					<b>-1.8%</b>	<b>-3.4%</b>
Contribution margin 2 in % of net revenue	56.5%	57.8%	57.2%	58.0%	57.5%	52.3%	56.1%	58.7%	57.3%	58.0%						
<b>CAPEX</b>	<b>37</b>	<b>43</b>	<b>80</b>	<b>48</b>	<b>128</b>	<b>52</b>	<b>180</b>	<b>31</b>	<b>40</b>	<b>71</b>					<b>-7.0%</b>	<b>29.0%</b>
Number of employees (FTE)	4'877		4'898		4'891		4'870	4'774		4'706					-3.9%	-1.4%
<b>Small &amp; Medium-Sized Enterprises</b>																
Net revenue (incl. intersegment revenue)	327	340	667	353	1'020	350	1'370	336	343	679					0.9%	2.1%
Outpayments	(14)	(17)	(31)	(18)	(49)	(17)	(66)	(14)	(18)	(32)					5.9%	28.6%
Subscriber acquisition and retention costs (1)	(19)	(18)	(37)	(15)	(52)	(24)	(76)	(19)	(17)	(36)					-5.6%	-10.5%
Other costs of goods and services purchased	(9)	(7)	(16)	(11)	(27)	(9)	(36)	(7)	(10)	(17)					42.9%	42.9%
Direct costs (incl. intersegment direct costs)	(42)	(42)	(84)	(44)	(128)	(50)	(178)	(40)	(45)	(85)					7.1%	12.5%
<b>Contribution margin 1</b>	<b>285</b>	<b>298</b>	<b>583</b>	<b>309</b>	<b>892</b>	<b>300</b>	<b>1'192</b>	<b>296</b>	<b>298</b>	<b>594</b>					<b>0.0%</b>	<b>0.7%</b>
Contribution margin 1 in % of net revenue	87.2%	87.6%	87.4%	87.5%	87.5%	85.7%	87.0%	88.1%	86.9%	87.5%						
Personnel expenses	(49)	(48)	(97)	(50)	(147)	(54)	(201)	(51)	(51)	(102)					6.3%	0.0%
Other operating expenses (2)	(22)	(22)	(44)	(24)	(68)	(30)	(98)	(24)	(23)	(47)					4.5%	-4.2%
Indirect costs (incl. intersegment indirect costs)	(71)	(70)	(141)	(74)	(215)	(84)	(299)	(75)	(74)	(149)					5.7%	-1.3%
./. Capitalized costs and other income	3	4	7	4	11	3	14	3	4	7					0.0%	33.3%
<b>Contribution margin 2</b>	<b>217</b>	<b>232</b>	<b>449</b>	<b>239</b>	<b>688</b>	<b>219</b>	<b>907</b>	<b>224</b>	<b>228</b>	<b>452</b>					<b>-1.7%</b>	<b>1.8%</b>
Contribution margin 2 in % of net revenue	66.4%	68.2%	67.3%	67.7%	67.5%	62.6%	66.2%	66.7%	66.5%	66.6%						
<b>CAPEX</b>	<b>10</b>	<b>13</b>	<b>23</b>	<b>13</b>	<b>36</b>	<b>14</b>	<b>50</b>	<b>10</b>	<b>11</b>	<b>21</b>					<b>-15.4%</b>	<b>10.0%</b>
Number of employees (FTE)	1'537		1'559		1'613		1'601	1'616		1'619					3.8%	0.2%

## SCS Breakdown

	2015							2016							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1
<b>Enterprise Customers</b>																
Net revenue (incl. intersegment revenue)	657	650	1'307	643	1'950	704	2'654	656	652	1'308					0.3%	-0.6%
Outpayments	(34)	(35)	(69)	(35)	(104)	(35)	(139)	(31)	(35)	(66)					0.0%	12.9%
Subscriber acquisition and retention costs (1)	(7)	(7)	(14)	(5)	(19)	(7)	(26)	(7)	(6)	(13)					-14.3%	-14.3%
Other costs of goods and services purchased	(100)	(101)	(201)	(91)	(292)	(140)	(432)	(105)	(103)	(208)					2.0%	-1.9%
Direct costs (incl. intersegment direct costs)	(141)	(143)	(284)	(131)	(415)	(182)	(597)	(143)	(144)	(287)					0.7%	0.7%
<b>Contribution margin 1</b>	<b>516</b>	<b>507</b>	<b>1'023</b>	<b>512</b>	<b>1'535</b>	<b>522</b>	<b>2'057</b>	<b>513</b>	<b>508</b>	<b>1'021</b>					<b>0.2%</b>	<b>-1.0%</b>
Contribution margin 1 in % of net revenue	78.5%	78.0%	78.3%	79.6%	78.7%	74.1%	77.5%	78.2%	77.9%	78.1%						
Personnel expenses	(215)	(216)	(431)	(198)	(629)	(209)	(838)	(225)	(221)	(446)					2.3%	-1.8%
Other operating expenses (2)	(99)	(88)	(187)	(97)	(284)	(108)	(392)	(96)	(100)	(196)					13.6%	4.2%
Indirect costs (incl. intersegment indirect costs)	(314)	(304)	(618)	(295)	(913)	(317)	(1'230)	(321)	(321)	(642)					5.6%	0.0%
./. Capitalized costs and other income	17	23	40	20	60	23	83	20	18	38					-21.7%	-10.0%
<b>Contribution margin 2</b>	<b>219</b>	<b>226</b>	<b>445</b>	<b>237</b>	<b>682</b>	<b>228</b>	<b>910</b>	<b>212</b>	<b>205</b>	<b>417</b>					<b>-9.3%</b>	<b>-3.3%</b>
Contribution margin 2 in % of net revenue	33.3%	34.8%	34.0%	36.9%	35.0%	32.4%	34.3%	32.3%	31.4%	31.9%						
<b>CAPEX</b>	<b>36</b>	<b>45</b>	<b>81</b>	<b>39</b>	<b>120</b>	<b>51</b>	<b>171</b>	<b>39</b>	<b>41</b>	<b>80</b>					<b>-8.9%</b>	<b>5.1%</b>
<b>Number of employees (FTE)</b>	<b>5'308</b>		<b>5'320</b>		<b>5'354</b>		<b>5'378</b>	<b>5'503</b>		<b>5'431</b>					<b>2.1%</b>	<b>-1.3%</b>
<b>Wholesale</b>																
Net revenue (incl. intersegment revenue)	230	234	464	250	714	242	956	220	249	469					6.4%	13.2%
Outpayments	(123)	(136)	(259)	(145)	(404)	(138)	(542)	(122)	(144)	(266)					5.9%	18.0%
Subscriber acquisition and retention costs (1)	0	0	0	0	0	0	0	0	0	0					n.m.	n.m.
Other costs of goods and services purchased	(1)	0	(1)	0	(1)	(2)	(3)	(1)	0	(1)					n.m.	-100.0%
Direct costs (incl. intersegment direct costs)	(124)	(136)	(260)	(145)	(405)	(140)	(545)	(123)	(144)	(267)					5.9%	17.1%
<b>Contribution margin 1</b>	<b>106</b>	<b>98</b>	<b>204</b>	<b>105</b>	<b>309</b>	<b>102</b>	<b>411</b>	<b>97</b>	<b>105</b>	<b>202</b>					<b>7.1%</b>	<b>8.2%</b>
Contribution margin 1 in % of net revenue	46.1%	41.9%	44.0%	42.0%	43.3%	42.1%	43.0%	44.1%	42.2%	43.1%						
Personnel expenses	(5)	(5)	(10)	(4)	(14)	(4)	(18)	(4)	(4)	(8)					-20.0%	0.0%
Other operating expenses (2)	0	(1)	(1)	(187)	(188)	(8)	(196)	(1)	(1)	(2)					0.0%	0.0%
Indirect costs (incl. intersegment indirect costs)	(5)	(6)	(11)	(191)	(202)	(12)	(214)	(5)	(5)	(10)					-16.7%	0.0%
./. Capitalized costs and other income	0	0	0	0	0	1	1	1	0	1					n.m.	-100.0%
<b>Contribution margin 2</b>	<b>101</b>	<b>92</b>	<b>193</b>	<b>(86)</b>	<b>107</b>	<b>91</b>	<b>198</b>	<b>93</b>	<b>100</b>	<b>193</b>					<b>8.7%</b>	<b>7.5%</b>
Contribution margin 2 in % of net revenue	43.9%	39.3%	41.6%	-34.4%	15.0%	37.6%	20.7%	42.3%	40.2%	41.2%						
<b>CAPEX</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>					<b>n.m.</b>	<b>n.m.</b>
<b>Number of employees (FTE)</b>	<b>113</b>		<b>109</b>		<b>106</b>		<b>105</b>	<b>92</b>		<b>91</b>					<b>-16.5%</b>	<b>-1.1%</b>

## SCS Breakdown

	2015							2016							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1
<b>IT, Network &amp; Innovation</b>																
Net revenue (incl. intersegment revenue)	34	31	65	32	97	33	130	30	31	61					0.0%	3.3%
Direct costs (incl. intersegment direct costs)	0	0	0	0	0	0	0	0	0	0					n.m.	n.m.
<b>Contribution margin 1</b>	<b>34</b>	<b>31</b>	<b>65</b>	<b>32</b>	<b>97</b>	<b>33</b>	<b>130</b>	<b>30</b>	<b>31</b>	<b>61</b>					<b>0.0%</b>	<b>3.3%</b>
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.						
Personnel expenses	(218)	(220)	(438)	(200)	(638)	(285)	(923)	(222)	(209)	(431)					-5.0%	-5.9%
Rent	(49)	(49)	(98)	(49)	(147)	(51)	(198)	(48)	(49)	(97)					0.0%	2.1%
Maintenance	(42)	(41)	(83)	(47)	(130)	(49)	(179)	(39)	(43)	(82)					4.9%	10.3%
IT expenses	(56)	(57)	(113)	(55)	(168)	(58)	(226)	(58)	(57)	(115)					0.0%	-1.7%
Other expenses	(82)	(83)	(165)	(89)	(254)	(98)	(352)	(86)	(88)	(174)					6.0%	2.3%
Other operating expenses	(229)	(230)	(459)	(240)	(699)	(256)	(955)	(231)	(237)	(468)					3.0%	2.6%
Indirect costs (incl. intersegment indirect costs)	(447)	(450)	(897)	(440)	(1'337)	(541)	(1'878)	(453)	(446)	(899)					-0.9%	-1.5%
./. Capitalized costs and other income	101	96	197	96	293	108	401	105	99	204					3.1%	-5.7%
<b>Contribution margin 2</b>	<b>(312)</b>	<b>(323)</b>	<b>(635)</b>	<b>(312)</b>	<b>(947)</b>	<b>(400)</b>	<b>(1'347)</b>	<b>(318)</b>	<b>(316)</b>	<b>(634)</b>					<b>-2.2%</b>	<b>-0.6%</b>
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.						
<b>CAPEX</b>	<b>305</b>	<b>353</b>	<b>658</b>	<b>358</b>	<b>1'016</b>	<b>382</b>	<b>1'398</b>	<b>345</b>	<b>356</b>	<b>701</b>					<b>0.8%</b>	<b>3.2%</b>
<b>Number of employees (FTE)</b>	<b>5'129</b>		<b>5'176</b>		<b>5'212</b>		<b>5'245</b>	<b>5'170</b>		<b>5'122</b>					<b>-1.0%</b>	<b>-0.9%</b>
<b>Swisscom Switzerland</b>																
Net revenue (incl. intersegment revenue)	2'355	2'342	4'697	2'375	7'072	2'473	9'545	2'345	2'337	4'682					-0.2%	-0.3%
Outpayments	(99)	(109)	(208)	(120)	(328)	(112)	(440)	(98)	(119)	(217)					9.2%	21.4%
Subscriber acquisition and retention costs (1)	(109)	(103)	(212)	(102)	(314)	(145)	(459)	(106)	(112)	(218)					8.7%	5.7%
Other costs of goods and services purchased	(275)	(249)	(524)	(240)	(764)	(350)	(1'114)	(265)	(252)	(517)					1.2%	-4.9%
Direct costs (incl. intercompany direct costs)	(483)	(461)	(944)	(462)	(1'406)	(607)	(2'013)	(469)	(483)	(952)					4.8%	3.0%
<b>Contribution margin 1</b>	<b>1'872</b>	<b>1'881</b>	<b>3'753</b>	<b>1'913</b>	<b>5'666</b>	<b>1'866</b>	<b>7'532</b>	<b>1'876</b>	<b>1'854</b>	<b>3'730</b>					<b>-1.4%</b>	<b>-1.2%</b>
Contribution margin 1 in % of net revenue	79.5%	80.3%	79.9%	80.5%	80.1%	75.5%	78.9%	80.0%	79.3%	79.7%						
Personnel expenses	(621)	(622)	(1'243)	(579)	(1'822)	(680)	(2'502)	(632)	(612)	(1'244)					-1.6%	-3.2%
Other operating expenses (2)	(368)	(366)	(734)	(573)	(1'307)	(437)	(1'744)	(358)	(374)	(732)					2.2%	4.5%
Indirect costs (incl. intersegment indirect costs)	(989)	(988)	(1'977)	(1'152)	(3'129)	(1'117)	(4'246)	(990)	(986)	(1'976)					-0.2%	-0.4%
./. Capitalized costs and other income	72	76	148	72	220	95	315	80	78	158					2.6%	-2.5%
<b>Contribution margin 2</b>	<b>955</b>	<b>969</b>	<b>1'924</b>	<b>833</b>	<b>2'757</b>	<b>844</b>	<b>3'601</b>	<b>966</b>	<b>946</b>	<b>1'912</b>					<b>-2.4%</b>	<b>-2.1%</b>
Contribution margin 2 in % of net revenue	40.6%	41.4%	41.0%	35.1%	39.0%	34.1%	37.7%	41.2%	40.5%	40.8%						
<b>CAPEX</b>	<b>388</b>	<b>453</b>	<b>841</b>	<b>459</b>	<b>1'300</b>	<b>499</b>	<b>1'799</b>	<b>425</b>	<b>447</b>	<b>872</b>					<b>-1.3%</b>	<b>5.2%</b>
<b>Number of employees (FTE)</b>	<b>16'964</b>		<b>17'062</b>		<b>17'176</b>		<b>17'199</b>	<b>17'155</b>		<b>16'969</b>					<b>-0.5%</b>	<b>-1.1%</b>

(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

	2015							2016							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1
<b>Operating income (EBITDA)</b>	<b>1'051</b>	<b>1'082</b>	<b>2'133</b>	<b>966</b>	<b>3'099</b>	<b>999</b>	<b>4'098</b>	<b>1'081</b>	<b>1'146</b>	<b>2'227</b>					<b>5.9%</b>	<b>6.0%</b>
Changes in operating assets and liabilities and other payments or receipts from operating activities	(170)	(82)	(252)	308	56	45	101	(312)	55	(257)					n.m.	n.m.
Capital expenditure	(549)	(593)	(1'142)	(595)	(1'737)	(672)	(2'409)	(596)	(597)	(1'193)					0.7%	0.2%
Proceeds from sale of assets	12	1	13	5	18	43	61	11	8	19					700.0%	-27.3%
<b>Operating free cash flow before minority interests</b>	<b>344</b>	<b>408</b>	<b>752</b>	<b>684</b>	<b>1'436</b>	<b>415</b>	<b>1'851</b>	<b>184</b>	<b>612</b>	<b>796</b>					<b>50.0%</b>	<b>232.6%</b>
Dividends paid to minority interests	0	(7)	(7)	0	(7)	0	(7)	0	(8)	(8)					14.3%	n.m.
<b>Operating free cash flow</b>	<b>344</b>	<b>401</b>	<b>745</b>	<b>684</b>	<b>1'429</b>	<b>415</b>	<b>1'844</b>	<b>184</b>	<b>604</b>	<b>788</b>					<b>50.6%</b>	<b>228.3%</b>

**Remarks:**

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## Operational Data

	2015							2016							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1
<b>Operational data Swisscom Switzerland</b>																
<b>Product view (in thousands)</b>																
Wireless customers in single products	6'037		6'041		6'045		6'029	6'000		5'994					-0.8%	-0.1%
Wireless customers in bundles	531		551		573		596	615		629					14.2%	2.3%
Wireless customers	6'568		6'592		6'618		6'625	6'615		6'623					0.5%	0.1%
Broadband lines in single products	650		615		581		542	503		463					-24.7%	-8.0%
Broadband lines in bundles	1'258		1'307		1'356		1'416	1'465		1'515					15.9%	3.4%
Broadband lines	1'908		1'922		1'937		1'958	1'968		1'978					2.9%	0.5%
Wireline voice access lines in single products	1'763		1'695		1'632		1'573	1'500		1'412					-16.7%	-5.9%
Wireline voice access lines in bundles	972		1'002		1'027		1'056	1'082		1'106					10.4%	2.2%
Wireline voice access lines	2'735		2'697		2'659		2'629	2'582		2'518					-6.6%	-2.5%
TV customers in single products	200		182		165		148	127		111					-39.0%	-12.6%
TV customers in bundles	1'001		1'056		1'110		1'183	1'240		1'289					22.1%	4.0%
TV customers	1'201		1'238		1'275		1'331	1'367		1'400					13.1%	2.4%
<b>Total number of underlying products</b>	<b>12'412</b>		<b>12'449</b>		<b>12'489</b>		<b>12'543</b>	<b>12'532</b>		<b>12'519</b>					<b>0.6%</b>	<b>-0.1%</b>
<b>Bundle products</b>																
<b>Bundle subscription (in thousands)</b>																
2Play bundle subscriptions	302		301		301		287	280		281					-6.6%	0.4%
3Play bundle subscriptions	680		712		741		790	826		856					20.2%	3.6%
4Play bundle subscriptions	266		278		291		304	313		319					14.7%	1.9%
nPlay other bundle subscription	10		16		23		35	46		59					268.8%	28.3%
<b>Total bundle subscriptions</b>	<b>1'258</b>		<b>1'307</b>		<b>1'356</b>		<b>1'416</b>	<b>1'465</b>		<b>1'515</b>					<b>15.9%</b>	<b>3.4%</b>
<b>Bundle ARPU (in CHF)</b>																
Blended ARPU 2Play bundle	107	105	107	104	106	101	105	100	94	98					-10.5%	-6.0%
Blended ARPU 3Play bundle	143	139	141	138	141	138	141	134	131	132					-5.8%	-2.2%
Blended ARPU 4Play bundle	207	205	206	206	207	199	205	197	192	195					-6.3%	-2.5%
<b>Wireless Retail</b>																
<b>Wireless customers (in thousands)</b>																
Wireless customers prepaid	2'149		2'131		2'125		2'124	2'123		2'112					-0.9%	-0.5%
Wireless customers postpaid	3'888		3'910		3'920		3'905	3'877		3'882					-0.7%	0.1%
Wireless customers in single products	6'037		6'041		6'045		6'029	6'000		5'994					-0.8%	-0.1%
Wireless customers in bundles	531		551		573		596	615		629					14.2%	2.3%
<b>Wireless customers</b>	<b>6'568</b>		<b>6'592</b>		<b>6'618</b>		<b>6'625</b>	<b>6'615</b>		<b>6'623</b>					<b>0.5%</b>	<b>0.1%</b>
Infinity penetration in % of Residential & SME postpaid customers	65%		66%		67%		68%	69%		70%						

## Operational Data

	2015							2016							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1
<b>Wireless ARPU (in CHF)</b>																
ARPU MO Postpaid	55	56	55	57	56	54	55	53	53	53					-5.4%	0.0%
ARPU MO Prepaid	6	7	7	7	7	6	7	6	6	6					-14.3%	0.0%
<b>Blended wireless ARPU MO single subscriptions</b>	<b>37</b>	<b>38</b>	<b>37</b>	<b>39</b>	<b>38</b>	<b>37</b>	<b>38</b>	<b>36</b>	<b>36</b>	<b>36</b>					<b>-5.3%</b>	<b>0.0%</b>
thereof ARPU Base Fee	25	26	26	26	26	26	26	27	27	27					3.8%	0.0%
<b>Blended wireless ARPU single subscriptions</b>	<b>38</b>	<b>40</b>	<b>39</b>	<b>41</b>	<b>40</b>	<b>39</b>	<b>40</b>	<b>38</b>	<b>38</b>	<b>38</b>					<b>-5.0%</b>	<b>0.0%</b>
ARPU Infinity	84	84	83	85	84	81	83	79	78	78					-7.1%	-1.3%
<b>Wireless cancellation rate (annualised, in %)</b>																
Average quarterly wireless cancellation rate		11.8%		12.8%		12.7%			11.6%							
Wireless cancellation rate cumulated	11.7%		11.7%		12.2%		12.3%	12.9%		12.2%						
<b>Wireless traffic data domestic (in million MB)</b>																
Traffic data domestic	19'010	21'765	40'775	25'722	66'497	31'570	98'067	36'040	40'736	76'776					87.2%	13.0%
<b>Wireline Retail</b>																
<b>Broadband lines (in thousands)</b>																
Broadband lines in single products	650		615		581		542	503		463					-24.7%	-8.0%
Broadband lines in bundle products	1'258		1'307		1'356		1'416	1'465		1'515					15.9%	3.4%
<b>Broadband lines</b>	<b>1'908</b>		<b>1'922</b>		<b>1'937</b>		<b>1'958</b>	<b>1'968</b>		<b>1'978</b>					<b>2.9%</b>	<b>0.5%</b>
<b>ARPL Broadband (in CHF)</b>																
ARPL broadband (single subscription)	35	35	36	35	36	35	35	35	35	35					0.0%	0.0%
<b>Voice access lines (in thousands)</b>																
Wireline Voice access lines in single products	1'763		1'695		1'632		1'573	1'500		1'412					-16.7%	-5.9%
Wireline Voice access lines in bundle products	972		1'002		1'027		1'056	1'082		1'106					10.4%	2.2%
<b>Voice access lines</b>	<b>2'735</b>		<b>2'697</b>		<b>2'659</b>		<b>2'629</b>	<b>2'582</b>		<b>2'518</b>					<b>-6.6%</b>	<b>-2.5%</b>
<b>ARPL Voice (in CHF)</b>																
ARPL wireline voice (single subscription)	52	51	51	52	52	53	52	53	54	54					5.9%	1.9%
<b>TV customers (in thousands)</b>																
TV customers in single products	200		182		165		148	127		111					-39.0%	-12.6%
TV customers in bundle products	1'001		1'056		1'110		1'183	1'240		1'289					22.1%	4.0%
<b>TV customers</b>	<b>1'201</b>		<b>1'238</b>		<b>1'275</b>		<b>1'331</b>	<b>1'367</b>		<b>1'400</b>					<b>13.1%</b>	<b>2.4%</b>
<b>ARPU TV (in CHF)</b>																
ARPU TV access fee (single subscription)	15	14	14	13	14	13	14	13	12	13					-14.3%	-7.7%

## Operational Data

	2015							2016							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1
<b>Wholesale</b>																
<b>Wholesale lines (in thousands)</b>																
Full access lines	162		150		139		128	120		125					-16.7%	4.2%
Wholesale broadband lines	278		291		301		315	329		342					17.5%	4.0%
<b>Operational data Residential Customers</b>																
<b>Product view (in thousands)</b>																
Wireless customers in single products	4'338		4'317		4'307		4'295	4'271		4'253					-1.5%	-0.4%
Wireless customers in bundles	438		455		474		493	510		522					14.7%	2.4%
Wireless customers	4'776		4'772		4'781		4'788	4'781		4'775					0.1%	-0.1%
Broadband lines in single products	504		470		437		400	364		327					-30.4%	-10.2%
Broadband lines in bundles	1'134		1'179		1'225		1'279	1'323		1'367					15.9%	3.3%
Broadband lines	1'638		1'649		1'662		1'679	1'687		1'694					2.7%	0.4%
Wireline voice access lines in single products	1'128		1'068		1'012		950	887		817					-23.5%	-7.9%
Wireline voice access lines in bundles	851		878		900		926	948		968					10.3%	2.1%
Wireline voice access lines	1'979		1'946		1'912		1'876	1'835		1'785					-8.3%	-2.7%
TV customers in single products	187		170		154		139	118		103					-39.4%	-12.7%
TV customers in bundles	973		1'025		1'077		1'146	1'200		1'246					21.6%	3.8%
TV customers	1'160		1'195		1'231		1'285	1'318		1'349					12.9%	2.4%
<b>Total number of underlying products</b>	<b>9'553</b>		<b>9'562</b>		<b>9'586</b>		<b>9'628</b>	<b>9'621</b>		<b>9'603</b>					<b>0.4%</b>	<b>-0.2%</b>
<b>Bundle products</b>																
<b>Bundle subscription (in thousands)</b>																
2Play bundle subscriptions	257		257		259		247	242		246					-4.3%	1.7%
3Play bundle subscriptions	615		648		678		729	767		799					23.3%	4.2%
4Play bundle subscriptions	261		273		286		298	307		313					14.7%	2.0%
nPlay other bundle subscription	1		1		2		5	7		9					800.0%	28.6%
<b>Total bundle subscriptions</b>	<b>1'134</b>		<b>1'179</b>		<b>1'225</b>		<b>1'279</b>	<b>1'323</b>		<b>1'367</b>					<b>15.9%</b>	<b>3.3%</b>
<b>Bundle ARPU (in CHF)</b>																
Blended ARPU 2Play bundle	107	101	102	100	101	97	100	95	90	93					-10.9%	-5.3%
Blended ARPU 3Play bundle	135	127	128	127	128	127	128	125	122	123					-3.9%	-2.4%
Blended ARPU 4Play bundle	207	200	200	202	200	197	200	194	189	192					-5.5%	-2.6%

## Operational Data

	2015							2016							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1
<b>Wireless Retail</b>																
<b>Wireless customers (in thousands)</b>																
Wireless customers prepaid	2'149		2'131		2'125		2'124	2'123		2'112		2'112		2'124	-0.9%	-0.5%
Wireless customers postpaid	2'189		2'186		2'182		2'171	2'148		2'141		2'141		2'171	-2.1%	-0.3%
Wireless customers in single products	4'338		4'317		4'307		4'295	4'271		4'253		4'253		4'295	-1.5%	-0.4%
Wireless customers in bundles	438		455		474		493	510		522		522		493	14.7%	2.4%
<b>Wireless customers</b>	<b>4'776</b>		<b>4'772</b>		<b>4'781</b>		<b>4'788</b>	<b>4'781</b>		<b>4'775</b>		<b>4'775</b>		<b>4'788</b>	<b>0.1%</b>	<b>-0.1%</b>
<b>Wireless ARPU (in CHF)</b>																
ARPU MO Postpaid	61	62	62	64	62	61	62	60	61	61		61		62	-1.6%	1.7%
ARPU MO Prepaid	6	7	7	7	7	6	7	6	6	6		6		7	-14.3%	0.0%
<b>Blended wireless ARPU MO single subscriptions</b>	<b>34</b>	<b>35</b>	<b>34</b>	<b>36</b>	<b>35</b>	<b>34</b>	<b>35</b>	<b>33</b>	<b>34</b>	<b>33</b>		<b>33</b>		<b>35</b>	<b>-2.9%</b>	<b>3.0%</b>
<b>Wireline Retail</b>																
<b>Broadband lines (in thousands)</b>																
Broadband lines in single products	504		470		437		400	364		327		327		400	-30.4%	-10.2%
Broadbandlines in bundle products	1'134		1'179		1'225		1'279	1'323		1'367		1'367		1'279	15.9%	3.3%
<b>Broadband lines</b>	<b>1'638</b>		<b>1'649</b>		<b>1'662</b>		<b>1'679</b>	<b>1'687</b>		<b>1'694</b>		<b>1'694</b>		<b>1'679</b>	<b>2.7%</b>	<b>0.4%</b>
<b>ARPL Broadband (in CHF)</b>																
ARPL broadband (single subscription)	34	34	34	34	34	34	34	34	33	33		33		34	-2.9%	-2.9%
<b>Voice access lines (in thousands)</b>																
Wireline Voice access lines in single products	1'128		1'068		1'012		950	887		817		817		950	-23.5%	-7.9%
Wireline Voice access lines in bundle products	851		878		900		926	948		968		968		926	10.3%	2.1%
<b>Voice access lines</b>	<b>1'979</b>		<b>1'946</b>		<b>1'912</b>		<b>1'876</b>	<b>1'835</b>		<b>1'785</b>		<b>1'785</b>		<b>1'876</b>	<b>-8.3%</b>	<b>-2.7%</b>
<b>ARPL Voice (in CHF)</b>																
ARPL wireline voice (single subscription)	37	37	37	38	37	38	38	38	37	37		37		38	0.0%	-2.6%
<b>TV customers (in thousands)</b>																
TV customers in single products	187		170		154		139	118		103		103		139	-39.4%	-12.7%
TV customers in bundle products	973		1'025		1'077		1'146	1'200		1'246		1'246		1'146	21.6%	3.8%
<b>TV customers</b>	<b>1'160</b>		<b>1'195</b>		<b>1'231</b>		<b>1'285</b>	<b>1'318</b>		<b>1'349</b>		<b>1'349</b>		<b>1'285</b>	<b>12.9%</b>	<b>2.4%</b>
<b>ARPU TV (in CHF)</b>																
ARPU TV access fee (single subscription)	14	13	14	13	13	12	13	13	12	12		12		13	-7.7%	-7.7%

## Operational Data

	2015							2016							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1
<b>Operational data Small &amp; Medium-Sized Enterprises</b>																
<b>Product view (in thousands)</b>																
Wireless customers in single products	505		506		506		504	501		499					-1.4%	-0.4%
Wireless customers in bundles	93		96		99		103	105		107					11.5%	1.9%
Wireless customers	598		602		605		607	606		606					0.7%	0.0%
Broadband lines in single products	108		107		106		104	101		98					-8.4%	-3.0%
Broadband lines in bundles	124		128		131		137	142		148					15.6%	4.2%
Broadband lines	232		235		237		241	243		246					4.7%	1.2%
Wireline voice access lines in single products	385		377		370		361	350		337					-10.6%	-3.7%
Wireline voice access lines in bundles	121		124		127		130	134		138					11.3%	3.0%
Wireline voice access lines	506		501		497		491	484		475					-5.2%	-1.9%
TV customers in single products	13		12		11		9	9		8					-33.3%	-11.1%
TV customers in bundles	28		31		33		37	40		43					38.7%	7.5%
TV customers	41		43		44		46	49		51					18.6%	4.1%
<b>Total number of underlying products</b>	<b>1'377</b>		<b>1'381</b>		<b>1'383</b>		<b>1'385</b>	<b>1'382</b>		<b>1'378</b>					<b>-0.2%</b>	<b>-0.3%</b>
<b>Bundle products</b>																
<b>Bundle subscription (in thousands)</b>																
2Play bundle subscriptions	45		44		42		40	38		35					-20.5%	-7.9%
3Play bundle subscriptions	65		64		63		61	59		57					-10.9%	-3.4%
4Play bundle subscriptions	5		5		5		6	6		6					20.0%	0.0%
nPlay other bundle subscription	9		15		21		30	39		50					233.3%	28.2%
<b>Total bundle subscriptions</b>	<b>124</b>		<b>128</b>		<b>131</b>		<b>137</b>	<b>142</b>		<b>148</b>					<b>15.6%</b>	<b>4.2%</b>
<b>Bundle ARPU (in CHF)</b>																
Blended ARPU 2Play bundle	124	124	124	124	124	123	124	121	113	117					-8.9%	-6.6%
Blended ARPU 3Play bundle	234	233	233	231	233	223	230	212	213	212					-8.6%	0.5%
Blended ARPU 4Play bundle	217	216	217	217	217	210	215	206	199	202					-7.9%	-3.4%
<b>Wireless Retail</b>																
<b>Wireless customers (in thousands)</b>																
Wireless customers in single products	505		506		506		504	501		499					-1.4%	-0.4%
Wireless customers in bundles	93		96		99		103	105		107					11.5%	1.9%
<b>Wireless customers</b>	<b>598</b>		<b>602</b>		<b>605</b>		<b>607</b>	<b>606</b>		<b>606</b>					<b>0.7%</b>	<b>0.0%</b>
<b>Wireless ARPU (in CHF)</b>																
ARPU MO Postpaid	68	69	69	69	69	66	68	64	64	64					-7.2%	0.0%
<b>Blended wireless ARPU MO single subscriptions</b>	<b>68</b>	<b>69</b>	<b>69</b>	<b>69</b>	<b>69</b>	<b>66</b>	<b>68</b>	<b>64</b>	<b>64</b>	<b>64</b>					<b>-7.2%</b>	<b>0.0%</b>

## Operational Data

	2015							2016							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1
<b>Wireline Retail</b>																
<b>Broadband lines (in thousands)</b>																
Broadband lines in single products	108		107		106		104	101		98					-8.4%	-3.0%
Broadband lines in bundle products	124		128		131		137	142		148					15.6%	4.2%
<b>Broadband lines</b>	<b>232</b>		<b>235</b>		<b>237</b>		<b>241</b>	<b>243</b>		<b>246</b>					<b>4.7%</b>	<b>1.2%</b>
<b>ARPL Broadband (in CHF)</b>																
ARPL broadband (single subscription)	42	42	42	42	42	40	42	42	41	42					-2.4%	-2.4%
<b>Voice access lines (in thousands)</b>																
Wireline Voice access lines in single products	385		377		370		361	350		337					-10.6%	-3.7%
Wireline Voice access lines in bundle products	121		124		127		130	134		138					11.3%	3.0%
<b>Voice access lines</b>	<b>506</b>		<b>501</b>		<b>497</b>		<b>491</b>	<b>484</b>		<b>475</b>					<b>-5.2%</b>	<b>-1.9%</b>
<b>ARPL Voice (in CHF)</b>																
ARPL wireline voice (single subscription)	68	68	68	69	68	70	69	71	71	71					4.4%	0.0%
<b>TV customers (in thousands)</b>																
TV customers in single products	13		12		11		9	9		8					-33.3%	-11.1%
TV customers in bundle products	28		31		33		37	40		43					38.7%	7.5%
<b>TV customers</b>	<b>41</b>		<b>43</b>		<b>44</b>		<b>46</b>	<b>49</b>		<b>51</b>					<b>18.6%</b>	<b>4.1%</b>
<b>ARPU TV (in CHF)</b>																
ARPU TV access fee (single subscription)	19	19	19	19	19	18	19	18	18	18					-5.3%	0.0%
<b>Operational data Enterprise Customers</b>																
<b>Product view (in thousands)</b>																
Wireless customers	1'194		1'218		1'232		1'230	1'228		1'242					2.0%	1.1%
Broadband lines	38		38		38		38	38		38					0.0%	0.0%
Wireline voice access lines	250		250		250		262	263		258					3.2%	-1.9%
<b>Total number of underlying products</b>	<b>1'482</b>		<b>1'506</b>		<b>1'520</b>		<b>1'530</b>	<b>1'529</b>		<b>1'538</b>					<b>2.1%</b>	<b>0.6%</b>
<b>Wireless Retail</b>																
<b>Wireless customers (in thousands)</b>																
Wireless customers	1'194		1'218		1'232		1'230	1'228		1'242					2.0%	1.1%
<b>Wireless ARPU (in CHF)</b>																
Blended wireless ARPU MO single subscriptions	35	36	36	38	38	37	38	35	35	35					-2.8%	0.0%

## Operational Data

	2015								2016								Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1		
<b>Wireline Retail</b>																		
<b>Broadband lines (in thousands)</b>																		
Broadband lines	38		38		38		38	38		38					0.0%	0.0%		
<b>ARPL Broadband (in CHF)</b>																		
ARPL broadband (single subscription)	51	52	51	53	52	52	52	52	51	51					-1.9%	-1.9%		
<b>Voice access lines (in thousands)</b>																		
Voice access lines	250		250		250		262	263		258					3.2%	-1.9%		
<b>ARPL Voice (in CHF)</b>																		
ARPL wireline voice (single subscription)	102	93	93	94	94	93	94	94	96	95					3.2%	2.1%		
<b>Operational data Wholesale</b>																		
<b>Wireline</b>																		
<b>Full access lines (in thousands)</b>																		
Full access lines	162		150		139		128	120		125					-16.7%	4.2%		
<b>Broadband lines (in thousands)</b>																		
Wholesale broadband lines	278		291		301		315	329		342					17.5%	4.0%		
<b>Operational data Fastweb</b>																		
<b>Broadband customers (in thousands)</b>																		
	2'124		2'157		2'172		2'201	2'241		2'257					4.6%	0.7%		

**Remarks:**

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