

# Facts & Figures

as per September 30, 2016

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## 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 Q3	QoQ Q3/Q2
Residential Customers	1'252	1'247	2'499	1'267	3'766	1'309	5'075	1'252	1'236	2'488	1'254	3'742			-1.0%	1.5%
Small & Medium-Sized Enterprises	320	332	652	344	996	343	1'339	328	334	662	334	996			-2.9%	0.0%
Enterprise Customers	607	598	1'205	594	1'799	650	2'449	605	597	1'202	574	1'776			-3.4%	-3.9%
Wholesale	148	140	288	145	433	146	579	139	148	287	149	436			2.8%	0.7%
IT, Network & Innovation	9	8	17	8	25	8	33	5	6	11	12	23			50.0%	100.0%
<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>2'323</b>	<b>6'973</b>			<b>-1.5%</b>	<b>0.1%</b>
Fastweb	467	453	920	455	1'375	487	1'862	480	481	961	473	1'434			4.0%	-1.7%
Other operating segments	90	87	177	80	257	83	340	76	81	157	78	235			-2.5%	-3.7%
Group Headquarters	0	0	0	0	0	1	1	0	1	1	0	1			n.m.	-100.0%
<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>2'874</b>	<b>8'643</b>			<b>-0.7%</b>	<b>-0.3%</b>
Goods and services purchased	(568)	(553)	(1'121)	(533)	(1'654)	(688)	(2'342)	(544)	(558)	(1'102)	(580)	(1'682)			8.8%	3.9%
Personnel expenses	(756)	(757)	(1'513)	(703)	(2'216)	(803)	(3'019)	(765)	(743)	(1'508)	(695)	(2'203)			-1.1%	-6.5%
Other operating expenses	(609)	(577)	(1'186)	(785)	(1'971)	(726)	(2'697)	(597)	(600)	(1'197)	(613)	(1'810)			-21.9%	2.2%
Capitalized costs and other income	91	104	195	94	289	189	478	102	163	265	94	359			0.0%	-42.3%
<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>1'080</b>	<b>3'307</b>			<b>11.8%</b>	<b>-5.8%</b>
Depreciation, amortization and impairment	(507)	(521)	(1'028)	(517)	(1'545)	(541)	(2'086)	(546)	(546)	(1'092)	(524)	(1'616)			1.4%	-4.0%
<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>556</b>	<b>1'691</b>			<b>23.8%</b>	<b>-7.3%</b>
Financial income and financial expense, net	(104)	(33)	(137)	(57)	(194)	(78)	(272)	(79)	(66)	(145)	(36)	(181)			-36.8%	-45.5%
Share of profit of investments in associates	5	8	13	5	18	5	23	0	0	0	1	1			-80.0%	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>521</b>	<b>1'511</b>			<b>31.2%</b>	<b>-2.4%</b>
Income tax expense	(94)	(103)	(197)	(123)	(320)	(81)	(401)	(92)	(110)	(202)	(112)	(314)			-8.9%	1.8%
<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>409</b>	<b>1'197</b>			<b>49.3%</b>	<b>-3.5%</b>
Income from discontinued operations	0	0	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>409</b>	<b>1'197</b>			<b>49.3%</b>	<b>-3.5%</b>
Net income attributable to equity holders of Swisscom AG	351	433	784	274	1'058	303	1'361	365	424	789	410	1'199			49.6%	-3.3%
Net income attributable to minority interests	0	0	0	0	0	1	1	(1)	0	(1)	(1)	(2)			n.m.	n.m.
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	51.800	51.800			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>7.92</b>	<b>23.15</b>			<b>49.7%</b>	<b>-3.3%</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 Q3	QoQ Q3/Q2
<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	1'287	3'846			-1.2%	1.2%
Small & Medium-Sized Enterprises	327	340	667	353	1'020	350	1'370	336	343	679	341	1'020			-3.4%	-0.6%
Enterprise Customers	657	650	1'307	643	1'950	704	2'654	656	652	1'308	627	1'935			-2.5%	-3.8%
Wholesale	230	234	464	250	714	242	956	220	249	469	269	738			7.6%	8.0%
IT, Network & Innovation	34	31	65	32	97	33	130	30	31	61	37	98			15.6%	19.4%
Intersegment elimination	(184)	(196)	(380)	(206)	(586)	(203)	(789)	(184)	(210)	(394)	(221)	(615)			7.3%	5.2%
<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>2'340</b>	<b>7'022</b>			<b>-1.5%</b>	<b>0.1%</b>
Fastweb	468	453	921	457	1'378	489	1'867	482	483	965	476	1'441			4.2%	-1.4%
Other operating segments	144	156	300	149	449	154	603	129	146	275	149	424			0.0%	2.1%
Group Headquarters	0	1	1	0	1	1	2	0	1	1	0	1			n.m.	-100.0%
<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>2'965</b>	<b>8'888</b>			<b>-0.5%</b>	<b>-0.1%</b>
Intersegment elimination	(74)	(87)	(161)	(88)	(249)	(90)	(339)	(71)	(83)	(154)	(91)	(245)			3.4%	9.6%
<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>2'874</b>	<b>8'643</b>			<b>-0.7%</b>	<b>-0.3%</b>
<b>Residential Customers revenue</b>																
2P Bundle	79	77	156	75	231	75	306	68	66	134	69	203			-8.0%	4.5%
3P Bundle	229	239	468	251	719	263	982	277	283	560	292	852			16.3%	3.2%
4P Bundle	153	160	313	169	482	173	655	176	176	352	183	535			8.3%	4.0%
nP other bundle	0	0	0	1	1	0	1	3	3	6	3	9			200.0%	0.0%
<b>Bundles</b>	<b>461</b>	<b>476</b>	<b>937</b>	<b>496</b>	<b>1'433</b>	<b>511</b>	<b>1'944</b>	<b>524</b>	<b>528</b>	<b>1'052</b>	<b>547</b>	<b>1'599</b>			<b>10.3%</b>	<b>3.6%</b>
Wireless access	336	341	677	344	1'021	341	1'362	343	346	689	347	1'036			0.9%	0.3%
Wireless traffic	100	106	206	116	322	91	413	82	83	165	93	258			-19.8%	12.0%
Wireless VAS	2	1	3	1	4	1	5	1	0	1	0	1			n.m.	n.m.
<b>Wireless</b>	<b>438</b>	<b>448</b>	<b>886</b>	<b>461</b>	<b>1'347</b>	<b>433</b>	<b>1'780</b>	<b>426</b>	<b>429</b>	<b>855</b>	<b>440</b>	<b>1'295</b>			<b>-4.6%</b>	<b>2.6%</b>
Wireline telephony access	88	86	174	83	257	77	334	73	67	140	64	204			-22.9%	-4.5%
Wireline telephony traffic	41	35	76	34	110	32	142	30	26	56	24	80			-29.4%	-7.7%
Wireline telephony VAS	1	1	2	1	3	2	5	1	1	2	0	2			n.m.	-100.0%
Wireline telephony	130	122	252	118	370	111	481	104	94	198	88	286			-25.4%	-6.4%
Wireline internet	60	58	118	52	170	51	221	42	41	83	35	118			-32.7%	-14.6%
Wireline TV	17	12	29	14	43	16	59	13	11	24	9	33			-35.7%	-18.2%
Wireline	207	192	399	184	583	178	761	159	146	305	132	437			-28.3%	-9.6%
<b>1P revenue</b>	<b>645</b>	<b>640</b>	<b>1'285</b>	<b>645</b>	<b>1'930</b>	<b>611</b>	<b>2'541</b>	<b>585</b>	<b>575</b>	<b>1'160</b>	<b>572</b>	<b>1'732</b>			<b>-11.3%</b>	<b>-0.5%</b>
Customised solutions	1	0	1	0	1	1	2	1	1	2	2	4			n.m.	100.0%
Hardware sales own channels	72	69	141	68	209	91	300	67	66	133	68	201			0.0%	3.0%
Other direct sales	27	27	54	28	82	25	107	27	28	55	31	86			10.7%	10.7%
<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>1'220</b>	<b>3'622</b>			<b>-1.4%</b>	<b>1.8%</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>34</b>	<b>120</b>			<b>13.3%</b>	<b>-10.5%</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>1'254</b>	<b>3'742</b>			<b>-1.0%</b>	<b>1.5%</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	1'119	3'331			-1.9%	1.5%
<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>33</b>	<b>104</b>			<b>-8.3%</b>	<b>-8.3%</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>1'287</b>	<b>3'846</b>			<b>-1.2%</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 Q3	QoQ Q3/Q2
<b>Small &amp; Medium-Sized Enterprises revenue</b>																
2P Bundle	17	17	34	16	50	14	64	14	13	27	11	38			-31.3%	-15.4%
3P Bundle	46	45	91	44	135	41	176	38	37	75	36	111			-18.2%	-2.7%
4P Bundle	3	4	7	3	10	4	14	4	3	7	4	11			33.3%	33.3%
nP other Bundle	3	5	8	10	18	16	34	22	27	49	34	83			240.0%	25.9%
Bundles	69	71	140	73	213	75	288	78	80	158	85	243			16.4%	6.3%
Wireless access	72	72	144	73	217	73	290	73	72	145	71	216			-2.7%	-1.4%
Wireless traffic	29	30	59	29	88	25	113	22	21	43	19	62			-34.5%	-9.5%
Wireless VAS	0	0	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	90	278			-11.8%	-3.2%
Wireline telephony access	50	49	99	50	149	50	199	50	49	99	48	147			-4.0%	-2.0%
Wireline telephony traffic	30	29	59	27	86	26	112	25	25	50	21	71			-22.2%	-16.0%
Wireline telephony VAS	0	0	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	69	218			-10.4%	-6.8%
Wireline internet	24	22	46	25	71	23	94	23	23	46	24	70			-4.0%	4.3%
Wireline TV	1	1	2	0	2	1	3	1	0	1	0	1			n.m.	n.m.
Wireline business networks	1	2	3	1	4	1	5	1	2	3	1	4			0.0%	-50.0%
Wireline	106	103	209	103	312	101	413	100	99	199	94	293			-8.7%	-5.1%
1P revenue	207	205	412	205	617	199	816	195	192	387	184	571			-10.2%	-4.2%
Customised solutions	4	4	8	4	12	6	18	4	4	8	7	15			75.0%	75.0%
Hardware sales own channels	3	2	5	2	7	3	10	2	2	4	2	6			0.0%	0.0%
Other direct sales	37	50	87	60	147	60	207	49	56	105	56	161			-6.7%	0.0%
Direct sales external customers	320	332	652	344	996	343	1'339	328	334	662	334	996			-2.9%	0.0%
3rd party sales external customers	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Net revenue from external customers	320	332	652	344	996	343	1'339	328	334	662	334	996			-2.9%	0.0%
thereof service revenue Retail	276	276	552	278	830	274	1'104	273	272	545	269	814			-3.2%	-1.1%
Intersegment revenue	7	8	15	9	24	7	31	8	9	17	7	24			-22.2%	-22.2%
Net revenue Small & Medium-Sized Enterprises	327	340	667	353	1'020	350	1'370	336	343	679	341	1'020			-3.4%	-0.6%

## 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 Q3	QoQ Q3/Q2
<b>Enterprise Customers revenue</b>																
Bundles	0	0	0	1	1	0	1	1	2	3	2	5			100.0%	0.0%
Wireless access	52	57	109	58	167	59	226	64	64	128	69	197			19.0%	7.8%
Wireless traffic	78	81	159	80	239	73	312	62	62	124	58	182			-27.5%	-6.5%
Wireless VAS	2	2	4	2	6	2	8	2	2	4	3	7			50.0%	50.0%
Wireless	132	140	272	140	412	134	546	128	128	256	130	386			-7.1%	1.6%
Wireline telephony access	30	31	61	30	91	30	121	29	29	58	28	86			-6.7%	-3.4%
Wireline telephony traffic	30	28	58	29	87	28	115	28	28	56	26	82			-10.3%	-7.1%
Wireline telephony VAS	1	1	2	1	3	0	3	1	0	1	1	2			0.0%	n.m.
Wireline telephony	61	60	121	60	181	58	239	58	57	115	55	170			-8.3%	-3.5%
Wireline internet	16	17	33	15	48	16	64	16	17	33	15	48			0.0%	-11.8%
Wireline business networks	62	64	126	65	191	64	255	64	62	126	61	187			-6.2%	-1.6%
Wireline	139	141	280	140	420	138	558	138	136	274	131	405			-6.4%	-3.7%
1P revenue	271	281	552	280	832	272	1'104	266	264	530	261	791			-6.8%	-1.1%
Customised solutions	257	254	511	250	761	287	1'048	272	266	538	255	793			2.0%	-4.1%
Hardware sales own channels	28	25	53	26	79	44	123	24	19	43	23	66			-11.5%	21.1%
Other direct sales	25	15	40	18	58	27	85	23	29	52	16	68			-11.1%	-44.8%
Direct sales external customers	581	575	1'156	575	1'731	630	2'361	586	580	1'166	557	1'723			-3.1%	-4.0%
3rd party sales external customers	26	23	49	19	68	20	88	19	17	36	17	53			-10.5%	0.0%
Net revenue from external customers	607	598	1'205	594	1'799	650	2'449	605	597	1'202	574	1'776			-3.4%	-3.9%
thereof service revenue Retail	293	301	594	296	890	289	1'179	283	282	565	277	842			-6.4%	-1.8%
Intersegment revenue	50	52	102	49	151	54	205	51	55	106	53	159			8.2%	-3.6%
Net revenue Enterprise Customers	657	650	1'307	643	1'950	704	2'654	656	652	1'308	627	1'935			-2.5%	-3.8%

## 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 Q3	QoQ Q3/Q2
<b>Wholesale revenue</b>																
<b>Direct sales external customers</b>	1	0	1	(1)	0	1	1	0	0	0	1	1			n.m.	n.m.
Termination wholesale	40	41	81	40	121	42	163	40	41	81	39	120			-2.5%	-4.9%
Wholesale voice	18	18	36	17	53	16	69	16	18	34	14	48			-17.6%	-22.2%
Wholesale data	21	22	43	20	63	21	84	21	17	38	20	58			0.0%	17.6%
Wholesale broadband	21	21	42	23	65	22	87	22	23	45	22	67			-4.3%	-4.3%
Inbound roaming	43	34	77	41	118	36	154	36	45	81	47	128			14.6%	4.4%
Other wholesale services	103	95	198	101	299	95	394	95	103	198	103	301			2.0%	0.0%
Other 3rd party sales	4	4	8	5	13	8	21	4	4	8	6	14			20.0%	50.0%
<b>3rd party sales external customers</b>	147	140	287	146	433	145	578	139	148	287	148	435			1.4%	0.0%
<b>Net revenue from external customers</b>	148	140	288	145	433	146	579	139	148	287	149	436			2.8%	0.7%
<b>Intersegment revenue</b>	82	94	176	105	281	96	377	81	101	182	120	302			14.3%	18.8%
<b>Net revenue Wholesale</b>	230	234	464	250	714	242	956	220	249	469	269	738			7.6%	8.0%
<b>IT, Network &amp; Innovation revenue</b>																
Other direct sales (facility management)	9	8	17	8	25	8	33	5	6	11	12	23			50.0%	100.0%
<b>Net revenue from external customers</b>	9	8	17	8	25	8	33	5	6	11	12	23			50.0%	100.0%
<b>Intersegment revenue</b>	25	23	48	24	72	25	97	25	25	50	25	75			4.2%	0.0%
<b>Net revenue IT, Network &amp; Innovation</b>	34	31	65	32	97	33	130	30	31	61	37	98			15.6%	19.4%

## 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 Q3	QoQ Q3/Q2
<b>Swisscom Switzerland revenue</b>																
2P Bundle	95	94	189	93	282	88	370	82	80	162	78	240			-16.1%	-2.5%
3P Bundle	275	284	559	295	854	305	1'159	315	320	635	328	963			11.2%	2.5%
4P Bundle	157	163	320	172	492	177	669	180	179	359	188	547			9.3%	5.0%
nP other bundle	3	6	9	10	19	17	36	26	31	57	39	96			290.0%	25.8%
<b>Bundles</b>	<b>530</b>	<b>547</b>	<b>1'077</b>	<b>570</b>	<b>1'647</b>	<b>587</b>	<b>2'234</b>	<b>603</b>	<b>610</b>	<b>1'213</b>	<b>633</b>	<b>1'846</b>			<b>11.1%</b>	<b>3.8%</b>
Wireless access	459	471	930	475	1'405	473	1'878	481	481	962	487	1'449			2.5%	1.2%
Wireless traffic	208	216	424	226	650	188	838	165	166	331	171	502			-24.3%	3.0%
Wireless VAS	4	4	8	2	10	3	13	3	2	5	3	8			50.0%	50.0%
<b>Wireless</b>	<b>671</b>	<b>691</b>	<b>1'362</b>	<b>703</b>	<b>2'065</b>	<b>664</b>	<b>2'729</b>	<b>649</b>	<b>649</b>	<b>1'298</b>	<b>661</b>	<b>1'959</b>			<b>-6.0%</b>	<b>1.8%</b>
Wireline telephony access	169	165	334	163	497	158	655	152	145	297	140	437			-14.1%	-3.4%
Wireline telephony traffic	100	93	193	90	283	86	369	83	79	162	71	233			-21.1%	-10.1%
Wireline telephony VAS	2	2	4	2	6	2	8	2	1	3	1	4			-50.0%	0.0%
Wireline telephony	271	260	531	255	786	246	1'032	237	225	462	212	674			-16.9%	-5.8%
Wireline internet	100	96	196	92	288	89	377	82	81	163	72	235			-21.7%	-11.1%
Wireline TV	18	13	31	15	46	16	62	13	12	25	10	35			-33.3%	-16.7%
Wireline business networks	63	66	129	66	195	65	260	65	64	129	62	191			-6.1%	-3.1%
Wireline	452	435	887	428	1'315	416	1'731	397	382	779	356	1'135			-16.8%	-6.8%
<b>1P revenue</b>	<b>1'123</b>	<b>1'126</b>	<b>2'249</b>	<b>1'131</b>	<b>3'380</b>	<b>1'080</b>	<b>4'460</b>	<b>1'046</b>	<b>1'031</b>	<b>2'077</b>	<b>1'017</b>	<b>3'094</b>			<b>-10.1%</b>	<b>-1.4%</b>
Customised solutions	261	260	521	254	775	292	1'067	277	273	550	262	812			3.1%	-4.0%
Hardware sales own channels	102	97	199	97	296	136	432	93	87	180	93	273			-4.1%	6.9%
Other direct sales	101	97	198	112	310	125	435	105	116	221	118	339			5.4%	1.7%
<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>2'123</b>	<b>6'364</b>			<b>-1.9%</b>	<b>0.3%</b>
Termination wholesale	40	41	81	40	121	42	163	40	41	81	39	120			-2.5%	-4.9%
Wholesale voice	22	20	42	21	63	20	83	19	18	37	18	55			-14.3%	0.0%
Wholesale data	21	22	43	20	63	21	84	21	17	38	20	58			0.0%	17.6%
Wholesale broadband	21	21	42	23	65	22	87	22	23	45	22	67			-4.3%	-4.3%
Inbound roaming	43	34	77	41	118	36	154	36	45	81	47	128			14.6%	4.4%
Other wholesale services	107	97	204	105	309	99	408	98	103	201	107	308			1.9%	3.9%
Hardware sales 3rd party channels	46	31	77	27	104	65	169	43	36	79	32	111			18.5%	-11.1%
Other 3rd party sales	26	29	55	22	77	30	107	24	24	48	22	70			0.0%	-8.3%
<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>200</b>	<b>609</b>			<b>3.1%</b>	<b>-2.0%</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>2'323</b>	<b>6'973</b>			<b>-1.5%</b>	<b>0.1%</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	1'664	4'986			-3.1%	0.4%
1P access & bundle revenue in % of service revenue Retail	80%	80%	80%	80%	80%	82%	81%	84%	84%	84%	84%	84%			4.9%	0.4%
<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>17</b>	<b>49</b>			<b>0.0%</b>	<b>6.3%</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>2'340</b>	<b>7'022</b>			<b>-1.5%</b>	<b>0.1%</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 Q3	QoQ Q3/Q2
<b>Fastweb revenue</b>																
Consumer	235	230	465	235	700	244	944	244	249	493	246	739			4.7%	-1.2%
Enterprise	183	186	369	184	553	211	764	187	194	381	185	566			0.5%	-4.6%
Wholesale	49	37	86	36	122	32	154	49	38	87	42	129			16.7%	10.5%
thereof hubbing	8	7	15	6	21	7	28	6	6	12	5	17			-16.7%	-16.7%
Other revenue	0	0	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>473</b>	<b>1'434</b>			<b>4.0%</b>	<b>-1.7%</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>3</b>	<b>7</b>			<b>50.0%</b>	<b>50.0%</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>476</b>	<b>1'441</b>			<b>4.2%</b>	<b>-1.4%</b>
thereof net revenue excluding hubbing	460	446	906	451	1'357	482	1'839	476	477	953	471	1'424			4.4%	-1.3%
<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>78</b>	<b>235</b>			<b>-2.5%</b>	<b>-3.7%</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>71</b>	<b>189</b>			<b>2.9%</b>	<b>9.2%</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>149</b>	<b>424</b>			<b>0.0%</b>	<b>2.1%</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>0</b>	<b>1</b>			<b>n.m.</b>	<b>-100.0%</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>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</b>	<b>1</b>			<b>n.m.</b>	<b>-100.0%</b>
<b>Group OPEX</b>																
Residential Customers	(561)	(541)	(1'102)	(547)	(1'649)	(642)	(2'291)	(532)	(543)	(1'075)	(577)	(1'652)			5.5%	6.3%
Small & Medium-Sized Enterprises	(110)	(108)	(218)	(114)	(332)	(131)	(463)	(112)	(115)	(227)	(116)	(343)			1.8%	0.9%
Enterprise Customers	(438)	(424)	(862)	(406)	(1'268)	(476)	(1'744)	(444)	(447)	(891)	(418)	(1'309)			3.0%	-6.5%
Wholesale	(129)	(142)	(271)	(336)	(607)	(151)	(758)	(127)	(149)	(276)	(164)	(440)			-51.2%	10.1%
IT, Network & Innovation	(346)	(354)	(700)	(344)	(1'044)	(433)	(1'477)	(348)	(347)	(695)	(350)	(1'045)			1.7%	0.9%
Intersegment elimination	184	196	380	205	585	204	789	184	210	394	221	615			7.8%	5.2%
<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>(1'404)</b>	<b>(4'174)</b>			<b>-8.9%</b>	<b>0.9%</b>
Fastweb	(338)	(305)	(643)	(301)	(944)	(304)	(1'248)	(338)	(260)	(598)	(307)	(905)			2.0%	18.1%
Other operating segments	(128)	(137)	(265)	(125)	(390)	(144)	(534)	(107)	(119)	(226)	(122)	(348)			-2.4%	2.5%
Group Headquarters	(29)	(30)	(59)	(22)	(81)	(38)	(119)	(30)	(28)	(58)	(27)	(85)			22.7%	-3.6%
Reconciliation pension cost	(17)	(19)	(36)	(18)	(54)	(6)	(60)	(18)	(17)	(35)	(20)	(55)			11.1%	17.6%
Intersegment elimination	70	81	151	81	232	93	325	68	77	145	86	231			6.2%	11.7%
<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>(1'794)</b>	<b>(5'336)</b>			<b>-6.9%</b>	<b>3.2%</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 Q3	QoQ Q3/Q2
<b>EBITDA</b>																
Residential Customers (Contribution margin 2)	730	742	1'472	756	2'228	705	2'933	755	729	1'484	710	2'194			-6.1%	-2.6%
Small & Medium-Sized Enterprises (Contribution margin 2)	217	232	449	239	688	219	907	224	228	452	225	677			-5.9%	-1.3%
Enterprise Customers (Contribution margin 2)	219	226	445	237	682	228	910	212	205	417	209	626			-11.8%	2.0%
Wholesale (Contribution margin 2)	101	92	193	(86)	107	91	198	93	100	193	105	298			n.m.	5.0%
IT, Network & Innovation (Contribution margin 2)	(312)	(323)	(635)	(312)	(947)	(400)	(1'347)	(318)	(316)	(634)	(313)	(947)			0.3%	-0.9%
Intersegment elimination	0	0	0	(1)	(1)	1	0	0	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>936</b>	<b>2'848</b>			<b>12.4%</b>	<b>-1.1%</b>
Fastweb	130	148	278	156	434	185	619	144	223	367	169	536			8.3%	-24.2%
Other operating segments	16	19	35	24	59	10	69	22	27	49	27	76			12.5%	0.0%
Group Headquarters	(29)	(29)	(58)	(22)	(80)	(37)	(117)	(30)	(27)	(57)	(27)	(84)			22.7%	0.0%
Reconciliation pension cost	(17)	(19)	(36)	(18)	(54)	(6)	(60)	(18)	(17)	(35)	(20)	(55)			11.1%	17.6%
Intersegment elimination	(4)	(6)	(10)	(7)	(17)	3	(14)	(3)	(6)	(9)	(5)	(14)			-28.6%	-16.7%
<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>1'080</b>	<b>3'307</b>			<b>11.8%</b>	<b>-5.8%</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%	55.2%	57.0%				
Small & Medium-Sized Enterprises	66.4%	68.2%	67.3%	67.7%	67.5%	62.6%	66.2%	66.7%	66.5%	66.6%	66.0%	66.4%				
Enterprise Customers	33.3%	34.8%	34.0%	36.9%	35.0%	32.4%	34.3%	32.3%	31.4%	31.9%	33.3%	32.4%				
Wholesale	43.9%	39.3%	41.6%	-34.4%	15.0%	37.6%	20.7%	42.3%	40.2%	41.2%	39.0%	40.4%				
IT, Network & Innovation	n.m.	n.m.	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>	<b>40.0%</b>	<b>40.6%</b>				
Fastweb	27.8%	32.7%	30.2%	34.1%	31.5%	37.8%	33.2%	29.9%	46.2%	38.0%	35.5%	37.2%				
Other operating segments	11.1%	12.2%	11.7%	16.1%	13.1%	6.5%	11.4%	17.1%	18.5%	17.8%	18.1%	17.9%				
Group Headquarters	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.				
<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>37.6%</b>	<b>38.3%</b>				
<b>Depreciation, amortization and impairment</b>																
Residential Customers	(33)	(34)	(67)	(34)	(101)	(35)	(136)	(37)	(39)	(76)	(22)	(98)			-35.3%	-43.6%
Small & Medium-Sized Enterprises	(9)	(11)	(20)	(9)	(29)	(19)	(48)	(12)	(12)	(24)	(11)	(35)			22.2%	-8.3%
Enterprise Customers	(21)	(23)	(44)	(23)	(67)	(25)	(92)	(26)	(27)	(53)	(30)	(83)			30.4%	11.1%
Wholesale	0	0	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)	(305)	(895)			9.3%	2.0%
Intersegment elimination	(1)	1	0	1	1	(1)	0	(1)	0	(1)	0	(1)			n.m.	n.m.
<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>(368)</b>	<b>(1'112)</b>			<b>7.0%</b>	<b>-2.4%</b>
Fastweb	(160)	(164)	(324)	(157)	(481)	(154)	(635)	(163)	(155)	(318)	(142)	(460)			-9.6%	-8.4%
Other operating segments	(17)	(17)	(34)	(17)	(51)	(23)	(74)	(18)	(16)	(34)	(16)	(50)			-5.9%	0.0%
Group Headquarters	0	0	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	2	6			100.0%	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>(524)</b>	<b>(1'616)</b>			<b>1.4%</b>	<b>-4.0%</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 Q3	QoQ Q3/Q2
<b>Operating income (EBIT)</b>																
Residential Customers (segment result)	697	708	1'405	722	2'127	670	2'797	718	690	1'408	688	2'096			-4.7%	-0.3%
Small & Medium-Sized Enterprises (segment result)	208	221	429	230	659	200	859	212	216	428	214	642			-7.0%	-0.9%
Enterprise Customers (segment result)	198	203	401	214	615	203	818	186	178	364	179	543			-16.4%	0.6%
Wholesale (segment result)	101	92	193	(86)	107	91	198	93	100	193	105	298			n.m.	5.0%
IT, Network & Innovation (segment result)	(579)	(599)	(1'178)	(591)	(1'769)	(685)	(2'454)	(609)	(615)	(1'224)	(618)	(1'842)			4.6%	0.5%
Intersegment elimination	(1)	1	0	0	0	0	0	(1)	0	(1)	0	(1)			n.m.	n.m.
<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>568</b>	<b>1'736</b>			<b>16.2%</b>	<b>-0.2%</b>
Fastweb	(30)	(16)	(46)	(1)	(47)	31	(16)	(19)	68	49	27	76			n.m.	-60.3%
Other operating segments	(1)	2	1	7	8	(13)	(5)	4	11	15	11	26			57.1%	0.0%
Group Headquarters	(29)	(29)	(58)	(22)	(80)	(37)	(117)	(30)	(27)	(57)	(27)	(84)			22.7%	0.0%
Reconciliation pension cost	(17)	(19)	(36)	(18)	(54)	(6)	(60)	(18)	(17)	(35)	(20)	(55)			11.1%	17.6%
Intersegment elimination	(3)	(3)	(6)	(6)	(12)	4	(8)	(1)	(4)	(5)	(3)	(8)			-50.0%	-25.0%
<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>556</b>	<b>1'691</b>			<b>23.8%</b>	<b>-7.3%</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%	53.5%	54.5%				
Small & Medium-Sized Enterprises	63.6%	65.0%	64.3%	65.2%	64.6%	57.1%	62.7%	63.1%	63.0%	63.0%	62.8%	62.9%				
Enterprise Customers	30.1%	31.2%	30.7%	33.3%	31.5%	28.8%	30.8%	28.4%	27.3%	27.8%	28.5%	28.1%				
Wholesale	43.9%	39.3%	41.6%	-34.4%	15.0%	37.6%	20.7%	42.3%	40.2%	41.2%	39.0%	40.4%				
IT, Network & Innovation	n.m.	n.m.	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>	<b>24.3%</b>	<b>24.7%</b>				
Fastweb	-6.4%	-3.5%	-5.0%	-0.2%	-3.4%	6.3%	-0.9%	-3.9%	14.1%	5.1%	5.7%	5.3%				
Other operating segments	-0.7%	1.3%	0.3%	4.7%	1.8%	-8.4%	-0.8%	3.1%	7.5%	5.5%	7.4%	6.1%				
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.				
<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>19.3%</b>	<b>19.6%</b>				
<b>CAPEX</b>																
Residential Customers	37	43	80	48	128	52	180	31	40	71	32	103			-33.3%	-20.0%
Small & Medium-Sized Enterprises	10	13	23	13	36	14	50	10	11	21	8	29			-38.5%	-27.3%
Enterprise Customers	36	45	81	39	120	51	171	39	41	80	37	117			-5.1%	-9.8%
Wholesale	0	0	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	332	1'033			-7.3%	-6.7%
Intersegment elimination	0	(1)	(1)	1	0	0	0	0	(1)	(1)	0	(1)			n.m.	-100.0%
<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>409</b>	<b>1'281</b>			<b>-10.9%</b>	<b>-8.5%</b>
Fastweb	160	138	298	133	431	150	581	169	145	314	156	470			17.3%	7.6%
Other operating segments	6	6	12	8	20	28	48	6	11	17	15	32			87.5%	36.4%
Group Headquarters	0	0	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)	(5)	(15)			0.0%	-16.7%
<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>575</b>	<b>1'768</b>			<b>-3.4%</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 Q3	QoQ Q3/Q2
<b>Number of employees (End of period)</b>																
Residential Customers	4'877	4'898	4'891	4'870	4'774	4'706	4'581	-6.3%	-2.7%							
Small & Medium-Sized Enterprises	1'537	1'559	1'613	1'601	1'616	1'619	1'617	0.2%	-0.1%							
Enterprise Customers	5'308	5'320	5'354	5'378	5'503	5'431	5'391	0.7%	-0.7%							
Wholesale	113	109	106	105	92	91	90	-15.1%	-1.1%							
IT, Network & Innovation	5'129	5'176	5'212	5'245	5'170	5'122	5'088	-2.4%	-0.7%							
<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>16'767</b>	<b>-2.4%</b>	<b>-1.2%</b>							
Fastweb	2'373	2'377	2'381	2'401	2'407	2'422	2'457	3.2%	1.4%							
Other operating segments	1'940	1'722	1'725	1'723	1'769	1'743	1'771	2.7%	1.6%							
Group Headquarters	322	325	321	314	314	309	297	-7.5%	-3.9%							
<b>Group Number of employees (End of period)</b>	<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>21'292</b>	<b>-1.4%</b>	<b>-0.7%</b>							

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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 Q3	QoQ Q3/Q2
<b>OPEX Swisscom Switzerland</b>																
Goods and services purchased	(435)	(414)	(849)	(420)	(1'269)	(548)	(1'817)	(420)	(438)	(858)	(459)	(1'317)			9.3%	4.8%
Personnel expenses	(614)	(614)	(1'228)	(573)	(1'801)	(673)	(2'474)	(626)	(604)	(1'230)	(564)	(1'794)			-1.6%	-6.6%
Other operating expenses	(385)	(381)	(766)	(580)	(1'346)	(462)	(1'808)	(376)	(389)	(765)	(409)	(1'174)			-29.5%	5.1%
Intersegment expenses	(38)	(40)	(78)	(41)	(119)	(41)	(160)	(37)	(38)	(75)	(40)	(115)			-2.4%	5.3%
./. Capitalized costs and other income	72	76	148	72	220	95	315	80	78	158	68	226			-5.6%	-12.8%
<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>(1'404)</b>	<b>(4'174)</b>			<b>-8.9%</b>	<b>0.9%</b>
<b>OPEX Fastweb</b>																
Goods and services purchased	(123)	(128)	(251)	(111)	(362)	(134)	(496)	(121)	(115)	(236)	(118)	(354)			6.3%	2.6%
Personnel expenses	(48)	(47)	(95)	(43)	(138)	(47)	(185)	(48)	(47)	(95)	(42)	(137)			-2.3%	-10.6%
Other operating expenses	(177)	(143)	(320)	(158)	(478)	(191)	(669)	(180)	(170)	(350)	(159)	(509)			0.6%	-6.5%
Intersegment expenses	0	(1)	(1)	0	(1)	0	(1)	0	(1)	(1)	0	(1)			n.m.	-100.0%
./. Capitalized costs and other income	10	14	24	11	35	68	103	11	73	84	12	96			9.1%	-83.6%
<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>(307)</b>	<b>(905)</b>			<b>2.0%</b>	<b>18.1%</b>
<b>OPEX Other operating segments</b>																
Goods and services purchased	(10)	(11)	(21)	(3)	(24)	(5)	(29)	(3)	(4)	(7)	(5)	(12)			66.7%	25.0%
Personnel expenses	(57)	(59)	(116)	(51)	(167)	(59)	(226)	(53)	(55)	(108)	(51)	(159)			0.0%	-7.3%
Other operating expenses	(54)	(61)	(115)	(63)	(178)	(81)	(259)	(45)	(56)	(101)	(59)	(160)			-6.3%	5.4%
Intersegment expenses	(10)	(10)	(20)	(10)	(30)	(9)	(39)	(9)	(8)	(17)	(10)	(27)			0.0%	25.0%
./. Capitalized costs and other income	3	4	7	2	9	10	19	3	4	7	3	10			50.0%	-25.0%
<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>(122)</b>	<b>(348)</b>			<b>-2.4%</b>	<b>2.5%</b>
<b>OPEX Group Headquarters</b>																
Goods and services purchased	0	0	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)	(20)	(65)			-9.1%	-4.8%
Other operating expenses	(14)	(16)	(30)	(10)	(40)	(25)	(65)	(13)	(14)	(27)	(15)	(42)			50.0%	7.1%
Intersegment expenses	(9)	(10)	(19)	(9)	(28)	(10)	(38)	(8)	(9)	(17)	(9)	(26)			0.0%	0.0%
./. Capitalized costs and other income	16	19	35	19	54	17	71	15	16	31	17	48			-10.5%	6.3%
<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>(27)</b>	<b>(85)</b>			<b>22.7%</b>	<b>-3.6%</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 Q3	QoQ Q3/Q2
<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	1'287	3'846			-1.2%	1.2%
Outpayments	(46)	(53)	(99)	(64)	(163)	(54)	(217)	(47)	(59)	(106)	(74)	(180)			15.6%	25.4%
Subscriber acquisition and retention costs (1)	(91)	(84)	(175)	(88)	(263)	(124)	(387)	(88)	(94)	(182)	(104)	(286)			18.2%	10.6%
Other costs of goods and services purchased	(174)	(148)	(322)	(146)	(468)	(212)	(680)	(160)	(152)	(312)	(154)	(466)			5.5%	1.3%
Direct costs (incl. intersegment direct costs)	(311)	(285)	(596)	(298)	(894)	(390)	(1'284)	(295)	(305)	(600)	(332)	(932)			11.4%	8.9%
<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>955</b>	<b>2'914</b>			<b>-5.0%</b>	<b>-1.2%</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%	74.2%	75.8%				
Personnel expenses	(134)	(134)	(268)	(128)	(396)	(129)	(525)	(131)	(127)	(258)	(122)	(380)			-4.7%	-3.9%
Other operating expenses (2)	(124)	(132)	(256)	(131)	(387)	(141)	(528)	(114)	(123)	(237)	(136)	(373)			3.8%	10.6%
Indirect costs (incl. intersegment indirect costs)	(258)	(266)	(524)	(259)	(783)	(270)	(1'053)	(245)	(250)	(495)	(258)	(753)			-0.4%	3.2%
/./. Capitalized costs and other income	8	10	18	10	28	18	46	8	12	20	13	33			30.0%	8.3%
<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>710</b>	<b>2'194</b>			<b>-6.1%</b>	<b>-2.6%</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%	55.2%	57.0%				
<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>32</b>	<b>103</b>			<b>-33.3%</b>	<b>-20.0%</b>
<b>Number of employees (FTE)</b>	<b>4'877</b>		<b>4'898</b>		<b>4'891</b>		<b>4'870</b>	<b>4'774</b>		<b>4'706</b>		<b>4'581</b>			<b>-6.3%</b>	<b>-2.7%</b>
<b>Small &amp; Medium-Sized Enterprises</b>																
Net revenue (incl. intersegment revenue)	327	340	667	353	1'020	350	1'370	336	343	679	341	1'020			-3.4%	-0.6%
Outpayments	(14)	(17)	(31)	(18)	(49)	(17)	(66)	(14)	(18)	(32)	(18)	(50)			0.0%	0.0%
Subscriber acquisition and retention costs (1)	(19)	(18)	(37)	(15)	(52)	(24)	(76)	(19)	(17)	(36)	(17)	(53)			13.3%	0.0%
Other costs of goods and services purchased	(9)	(7)	(16)	(11)	(27)	(9)	(36)	(7)	(10)	(17)	(9)	(26)			-18.2%	-10.0%
Direct costs (incl. intersegment direct costs)	(42)	(42)	(84)	(44)	(128)	(50)	(178)	(40)	(45)	(85)	(44)	(129)			0.0%	-2.2%
<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>297</b>	<b>891</b>			<b>-3.9%</b>	<b>-0.3%</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%	87.1%	87.4%				
Personnel expenses	(49)	(48)	(97)	(50)	(147)	(54)	(201)	(51)	(51)	(102)	(48)	(150)			-4.0%	-5.9%
Other operating expenses (2)	(22)	(22)	(44)	(24)	(68)	(30)	(98)	(24)	(23)	(47)	(26)	(73)			8.3%	13.0%
Indirect costs (incl. intersegment indirect costs)	(71)	(70)	(141)	(74)	(215)	(84)	(299)	(75)	(74)	(149)	(74)	(223)			0.0%	0.0%
/./. Capitalized costs and other income	3	4	7	4	11	3	14	3	4	7	2	9			-50.0%	-50.0%
<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>225</b>	<b>677</b>			<b>-5.9%</b>	<b>-1.3%</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%	66.0%	66.4%				
<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>8</b>	<b>29</b>			<b>-38.5%</b>	<b>-27.3%</b>
<b>Number of employees (FTE)</b>	<b>1'537</b>		<b>1'559</b>		<b>1'613</b>		<b>1'601</b>	<b>1'616</b>		<b>1'619</b>		<b>1'617</b>			<b>0.2%</b>	<b>-0.1%</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 Q3	QoQ Q3/Q2
<b>Enterprise Customers</b>																
Net revenue (incl. intersegment revenue)	657	650	1'307	643	1'950	704	2'654	656	652	1'308	627	1'935			-2.5%	-3.8%
Outpayments	(34)	(35)	(69)	(35)	(104)	(35)	(139)	(31)	(35)	(66)	(38)	(104)			8.6%	8.6%
Subscriber acquisition and retention costs (1)	(7)	(7)	(14)	(5)	(19)	(7)	(26)	(7)	(6)	(13)	(7)	(20)			40.0%	16.7%
Other costs of goods and services purchased	(100)	(101)	(201)	(91)	(292)	(140)	(432)	(105)	(103)	(208)	(96)	(304)			5.5%	-6.8%
Direct costs (incl. intersegment direct costs)	(141)	(143)	(284)	(131)	(415)	(182)	(597)	(143)	(144)	(287)	(141)	(428)			7.6%	-2.1%
<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>486</b>	<b>1'507</b>			<b>-5.1%</b>	<b>-4.3%</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%	77.5%	77.9%				
Personnel expenses	(215)	(216)	(431)	(198)	(629)	(209)	(838)	(225)	(221)	(446)	(201)	(647)			1.5%	-9.0%
Other operating expenses (2)	(99)	(88)	(187)	(97)	(284)	(108)	(392)	(96)	(100)	(196)	(95)	(291)			-2.1%	-5.0%
Indirect costs (incl. intersegment indirect costs)	(314)	(304)	(618)	(295)	(913)	(317)	(1'230)	(321)	(321)	(642)	(296)	(938)			0.3%	-7.8%
./. Capitalized costs and other income	17	23	40	20	60	23	83	20	18	38	19	57			-5.0%	5.6%
<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>209</b>	<b>626</b>			<b>-11.8%</b>	<b>2.0%</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%	33.3%	32.4%				
<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>37</b>	<b>117</b>			<b>-5.1%</b>	<b>-9.8%</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>5'391</b>			<b>0.7%</b>	<b>-0.7%</b>
<b>Wholesale</b>																
Net revenue (incl. intersegment revenue)	230	234	464	250	714	242	956	220	249	469	269	738			7.6%	8.0%
Outpayments	(123)	(136)	(259)	(145)	(404)	(138)	(542)	(122)	(144)	(266)	(159)	(425)			9.7%	10.4%
Subscriber acquisition and retention costs (1)	0	0	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)	(1)	(2)			n.m.	n.m.
Direct costs (incl. intersegment direct costs)	(124)	(136)	(260)	(145)	(405)	(140)	(545)	(123)	(144)	(267)	(160)	(427)			10.3%	11.1%
<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>109</b>	<b>311</b>			<b>3.8%</b>	<b>3.8%</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%	40.5%	42.1%				
Personnel expenses	(5)	(5)	(10)	(4)	(14)	(4)	(18)	(4)	(4)	(8)	(3)	(11)			-25.0%	-25.0%
Other operating expenses (2)	0	(1)	(1)	(187)	(188)	(8)	(196)	(1)	(1)	(2)	(1)	(3)			-99.5%	0.0%
Indirect costs (incl. intersegment indirect costs)	(5)	(6)	(11)	(191)	(202)	(12)	(214)	(5)	(5)	(10)	(4)	(14)			-97.9%	-20.0%
./. Capitalized costs and other income	0	0	0	0	0	1	1	1	0	1	0	1			n.m.	n.m.
<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>105</b>	<b>298</b>			<b>n.m.</b>	<b>5.0%</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%	39.0%	40.4%				
<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>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>90</b>			<b>-15.1%</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 Q3	QoQ Q3/Q2
<b>IT, Network &amp; Innovation</b>																
Net revenue (incl. intersegment revenue)	34	31	65	32	97	33	130	30	31	61	37	98			15.6%	19.4%
Direct costs (incl. intersegment direct costs)	0	0	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>37</b>	<b>98</b>			<b>15.6%</b>	<b>19.4%</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.	n.m.	n.m.				
Personnel expenses	(218)	(220)	(438)	(200)	(638)	(285)	(923)	(222)	(209)	(431)	(197)	(628)			-1.5%	-5.7%
Rent	(49)	(49)	(98)	(49)	(147)	(51)	(198)	(48)	(49)	(97)	(56)	(153)			14.3%	14.3%
Maintenance	(42)	(41)	(83)	(47)	(130)	(49)	(179)	(39)	(43)	(82)	(45)	(127)			-4.3%	4.7%
IT expenses	(56)	(57)	(113)	(55)	(168)	(58)	(226)	(58)	(57)	(115)	(62)	(177)			12.7%	8.8%
Other expenses	(82)	(83)	(165)	(89)	(254)	(98)	(352)	(86)	(88)	(174)	(83)	(257)			-6.7%	-5.7%
Other operating expenses	(229)	(230)	(459)	(240)	(699)	(256)	(955)	(231)	(237)	(468)	(246)	(714)			2.5%	3.8%
Indirect costs (incl. intersegment indirect costs)	(447)	(450)	(897)	(440)	(1'337)	(541)	(1'878)	(453)	(446)	(899)	(443)	(1'342)			0.7%	-0.7%
/./. Capitalized costs and other income	101	96	197	96	293	108	401	105	99	204	93	297			-3.1%	-6.1%
<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>(313)</b>	<b>(947)</b>			<b>0.3%</b>	<b>-0.9%</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.	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>332</b>	<b>1'033</b>			<b>-7.3%</b>	<b>-6.7%</b>
Number of employees (FTE)	5'129		5'176		5'212		5'245	5'170		5'122		5'088			-2.4%	-0.7%
<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	2'340	7'022			-1.5%	0.1%
Outpayments	(99)	(109)	(208)	(120)	(328)	(112)	(440)	(98)	(119)	(217)	(134)	(351)			11.7%	12.6%
Subscriber acquisition and retention costs (1)	(109)	(103)	(212)	(102)	(314)	(145)	(459)	(106)	(112)	(218)	(121)	(339)			18.6%	8.0%
Other costs of goods and services purchased	(275)	(249)	(524)	(240)	(764)	(350)	(1'114)	(265)	(252)	(517)	(253)	(770)			5.4%	0.4%
Direct costs (incl. intercompany direct costs)	(483)	(461)	(944)	(462)	(1'406)	(607)	(2'013)	(469)	(483)	(952)	(508)	(1'460)			10.0%	5.2%
<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>1'832</b>	<b>5'562</b>			<b>-4.2%</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%	78.3%	79.2%				
Personnel expenses	(621)	(622)	(1'243)	(579)	(1'822)	(680)	(2'502)	(632)	(612)	(1'244)	(570)	(1'814)			-1.6%	-6.9%
Other operating expenses (2)	(368)	(366)	(734)	(573)	(1'307)	(437)	(1'744)	(358)	(374)	(732)	(394)	(1'126)			-31.2%	5.3%
Indirect costs (incl. intersegment indirect costs)	(989)	(988)	(1'977)	(1'152)	(3'129)	(1'117)	(4'246)	(990)	(986)	(1'976)	(964)	(2'940)			-16.3%	-2.2%
/./. Capitalized costs and other income	72	76	148	72	220	95	315	80	78	158	68	226			-5.6%	-12.8%
<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>936</b>	<b>2'848</b>			<b>12.4%</b>	<b>-1.1%</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%	40.0%	40.6%				
<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>409</b>	<b>1'281</b>			<b>-10.9%</b>	<b>-8.5%</b>
Number of employees (FTE)	16'964		17'062		17'176		17'199	17'155		16'969		16'767			-2.4%	-1.2%

(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 Q3	QoQ Q3/Q2
Operating income (EBITDA)	1'051	1'082	2'133	966	3'099	999	4'098	1'081	1'146	2'227	1'080	3'307			11.8%	-5.8%
Changes in operating assets and liabilities and other payments or receipts from operating activities	(170)	(82)	(252)	308	56	45	101	(312)	55	(257)	105	(152)			-65.9%	90.9%
Capital expenditure	(549)	(593)	(1'142)	(595)	(1'737)	(672)	(2'409)	(596)	(597)	(1'193)	(575)	(1'768)			-3.4%	-3.7%
Proceeds from sale of assets	12	1	13	5	18	43	61	11	8	19	6	25			20.0%	-25.0%
<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>616</b>	<b>1'412</b>			<b>-9.9%</b>	<b>0.7%</b>
Dividends paid to minority interests	0	(7)	(7)	0	(7)	0	(7)	0	(8)	(8)	0	(8)			n.m.	-100.0%
<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>616</b>	<b>1'404</b>			<b>-9.9%</b>	<b>2.0%</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	QoQ
															Q3	Q3/Q2
<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		5'939			-1.8%	-0.9%
Wireless customers in bundles	531		551		573		596	615		629		674			17.6%	7.2%
Wireless customers	6'568		6'592		6'618		6'625	6'615		6'623		6'613			-0.1%	-0.2%
Broadband lines in single products	650		615		581		542	503		463		397			-31.7%	-14.3%
Broadband lines in bundles	1'258		1'307		1'356		1'416	1'465		1'515		1'588			17.1%	4.8%
Broadband lines	1'908		1'922		1'937		1'958	1'968		1'978		1'985			2.5%	0.4%
Wireline voice access lines in single products	1'763		1'695		1'632		1'573	1'500		1'412		1'303			-20.2%	-7.7%
Wireline voice access lines in bundles	972		1'002		1'027		1'056	1'082		1'106		1'155			12.5%	4.4%
Wireline voice access lines	2'735		2'697		2'659		2'629	2'582		2'518		2'458			-7.6%	-2.4%
TV customers in single products	200		182		165		148	127		111		98			-40.6%	-11.7%
TV customers in bundles	1'001		1'056		1'110		1'183	1'240		1'289		1'342			20.9%	4.1%
TV customers	1'201		1'238		1'275		1'331	1'367		1'400		1'440			12.9%	2.9%
<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>12'496</b>			<b>0.1%</b>	<b>-0.2%</b>
<b>Bundle products</b>																
<b>Bundle subscription (in thousands)</b>																
2Play bundle subscriptions	302		301		301		287	280		281		279			-7.3%	-0.7%
3Play bundle subscriptions	680		712		741		790	826		856		889			20.0%	3.9%
4Play bundle subscriptions	266		278		291		304	313		319		349			19.9%	9.4%
nPlay other bundle subscription	10		16		23		35	46		59		71			208.7%	20.3%
<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>1'588</b>			<b>17.1%</b>	<b>4.8%</b>
<b>Bundle ARPU (in CHF)</b>																
Blended ARPU 2Play bundle	107	105	107	104	106	101	105	100	94	98	97	98			-6.7%	3.2%
Blended ARPU 3Play bundle	143	139	141	138	141	138	141	134	131	132	129	131			-6.5%	-1.5%
Blended ARPU 4Play bundle	207	205	206	206	207	199	205	197	192	195	190	193			-7.8%	-1.0%
<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		2'085			-1.9%	-1.3%
Wireless customers postpaid	3'888		3'910		3'920		3'905	3'877		3'882		3'854			-1.7%	-0.7%
Wireless customers in single products	6'037		6'041		6'045		6'029	6'000		5'994		5'939			-1.8%	-0.9%
Wireless customers in bundles	531		551		573		596	615		629		674			17.6%	7.2%
<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>6'613</b>			<b>-0.1%</b>	<b>-0.2%</b>
Infinity penetration in % of Residential & SME postpaid customers	65%		66%		67%		68%	69%		70%		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 Q3	QoQ Q3/Q2
<b>Wireless ARPU (in CHF)</b>																
ARPU MO Postpaid	55	56	55	57	56	54	55	53	53	53	54	53		-5.3%	1.9%	
ARPU MO Prepaid	6	7	7	7	7	6	7	6	6	6	7	6		0.0%	16.7%	
<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>37</b>	<b>37</b>		<b>-5.1%</b>	<b>2.8%</b>	
thereof ARPU Base Fee	25	26	26	26	26	26	26	27	27	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>39</b>	<b>38</b>		<b>-4.9%</b>	<b>2.6%</b>	
ARPU Infinity	84	84	83	85	84	81	83	79	78	78	77	78		-9.4%	-1.3%	
<b>Wireless cancellation rate (annualised, in %)</b>																
Average quarterly wireless cancellation rate		11.8%		12.8%		12.7%			11.6%		14.0%					
Wireless cancellation rate cumulated	11.7%		11.7%		12.2%		12.3%	12.9%		12.2%		13.0%				
<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	43'699	120'475		69.9%	7.3%	
<b>Wireline Retail</b>																
<b>Broadband lines (in thousands)</b>																
Broadband lines in single products	650		615		581		542	503		463		397		-31.7%	-14.3%	
Broadband lines in bundle products	1'258		1'307		1'356		1'416	1'465		1'515		1'588		17.1%	4.8%	
<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>1'985</b>		<b>2.5%</b>	<b>0.4%</b>	
<b>ARPL Broadband (in CHF)</b>																
ARPL broadband (single subscription)	35	35	36	35	36	35	35	35	35	35	34	35		-2.9%	-2.9%	
<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		1'303		-20.2%	-7.7%	
Wireline Voice access lines in bundle products	972		1'002		1'027		1'056	1'082		1'106		1'155		12.5%	4.4%	
<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>2'458</b>		<b>-7.6%</b>	<b>-2.4%</b>	
<b>ARPL Voice (in CHF)</b>																
ARPL wireline voice (single subscription)	52	51	51	52	52	53	52	53	54	54	54	54		3.8%	0.0%	
<b>TV customers (in thousands)</b>																
TV customers in single products	200		182		165		148	127		111		98		-40.6%	-11.7%	
TV customers in bundle products	1'001		1'056		1'110		1'183	1'240		1'289		1'342		20.9%	4.1%	
<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>1'440</b>		<b>12.9%</b>	<b>2.9%</b>	
<b>ARPU TV (in CHF)</b>																
ARPU TV access fee (single subscription)	15	14	14	13	14	13	14	13	12	13	11	12		-15.4%	-8.3%	

## 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 Q3	QoQ Q3/Q2
<b>Wholesale</b>																
<b>Wholesale lines (in thousands)</b>																
Full access lines	162		150		139		128	120		125		128			-7.9%	2.4%
Wholesale broadband lines	278		291		301		315	329		342		351			16.6%	2.6%
<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		4'202			-2.4%	-1.2%
Wireless customers in bundles	438		455		474		493	510		522		562			18.6%	7.7%
Wireless customers	4'776		4'772		4'781		4'788	4'781		4'775		4'764			-0.4%	-0.2%
Broadband lines in single products	504		470		437		400	364		327		267			-38.9%	-18.3%
Broadband lines in bundles	1'134		1'179		1'225		1'279	1'323		1'367		1'433			17.0%	4.8%
Broadband lines	1'638		1'649		1'662		1'679	1'687		1'694		1'700			2.3%	0.4%
Wireline voice access lines in single products	1'128		1'068		1'012		950	887		817		725			-28.4%	-11.3%
Wireline voice access lines in bundles	851		878		900		926	948		968		1'013			12.6%	4.6%
Wireline voice access lines	1'979		1'946		1'912		1'876	1'835		1'785		1'738			-9.1%	-2.6%
TV customers in single products	187		170		154		139	118		103		91			-40.9%	-11.7%
TV customers in bundles	973		1'025		1'077		1'146	1'200		1'246		1'296			20.3%	4.0%
TV customers	1'160		1'195		1'231		1'285	1'318		1'349		1'387			12.7%	2.8%
<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>9'589</b>			<b>0.0%</b>	<b>-0.1%</b>
<b>Bundle products</b>																
<b>Bundle subscription (in thousands)</b>																
2Play bundle subscriptions	257		257		259		247	242		246		245			-5.4%	-0.4%
3Play bundle subscriptions	615		648		678		729	767		799		834			23.0%	4.4%
4Play bundle subscriptions	261		273		286		298	307		313		342			19.6%	9.3%
nPlay other bundle subscription	1		1		2		5	7		9		12			500.0%	33.3%
<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>1'433</b>			<b>17.0%</b>	<b>4.8%</b>
<b>Bundle ARPU (in CHF)</b>																
Blended ARPU 2Play bundle	107	101	102	100	101	97	100	95	90	93	95	94			-5.0%	5.6%
Blended ARPU 3Play bundle	135	127	128	127	128	127	128	125	122	123	121	122			-4.7%	-0.8%
Blended ARPU 4Play bundle	207	200	200	202	200	197	200	194	189	192	186	190			-7.9%	-1.6%

## 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 Q3	QoQ Q3/Q2
<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		2'085			-1.9%	-1.3%
Wireless customers postpaid	2'189		2'186		2'182		2'171	2'148		2'141		2'117			-3.0%	-1.1%
Wireless customers in single products	4'338		4'317		4'307		4'295	4'271		4'253		4'202			-2.4%	-1.2%
Wireless customers in bundles	438		455		474		493	510		522		562			18.6%	7.7%
<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>4'764</b>			<b>-0.4%</b>	<b>-0.2%</b>
<b>Wireless ARPU (in CHF)</b>																
ARPU MO Postpaid	61	62	62	64	62	61	62	60	61	61	63	61			-1.6%	3.3%
ARPU MO Prepaid	6	7	7	7	7	6	7	6	6	6	7	6			0.0%	16.7%
<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>35</b>	<b>34</b>			<b>-2.8%</b>	<b>2.9%</b>
<b>Wireline Retail</b>																
<b>Broadband lines (in thousands)</b>																
Broadband lines in single products	504		470		437		400	364		327		267			-38.9%	-18.3%
Broadband lines in bundle products	1'134		1'179		1'225		1'279	1'323		1'367		1'433			17.0%	4.8%
<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>1'700</b>			<b>2.3%</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	33			-2.9%	0.0%
<b>Voice access lines (in thousands)</b>																
Wireline Voice access lines in single products	1'128		1'068		1'012		950	887		817		725			-28.4%	-11.3%
Wireline Voice access lines in bundle products	851		878		900		926	948		968		1'013			12.6%	4.6%
<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>1'738</b>			<b>-9.1%</b>	<b>-2.6%</b>
<b>ARPL Voice (in CHF)</b>																
ARPL wireline voice (single subscription)	37	37	37	38	37	38	38	38	37	37	38	37			0.0%	2.7%
<b>TV customers (in thousands)</b>																
TV customers in single products	187		170		154		139	118		103		91			-40.9%	-11.7%
TV customers in bundle products	973		1'025		1'077		1'146	1'200		1'246		1'296			20.3%	4.0%
<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>1'387</b>			<b>12.7%</b>	<b>2.8%</b>
<b>ARPU TV (in CHF)</b>																
ARPU TV access fee (single subscription)	14	13	14	13	13	12	13	13	12	12	11	12			-15.4%	-8.3%

## 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	QoQ
															Q3	Q3/Q2
<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		495			-2.2%	-0.8%
Wireless customers in bundles	93		96		99		103	105		107		112			13.1%	4.7%
Wireless customers	598		602		605		607	606		606		607			0.3%	0.2%
Broadband lines in single products	108		107		106		104	101		98		92			-13.2%	-6.1%
Broadband lines in bundles	124		128		131		137	142		148		155			18.3%	4.7%
Broadband lines	232		235		237		241	243		246		247			4.2%	0.4%
Wireline voice access lines in single products	385		377		370		361	350		337		322			-13.0%	-4.5%
Wireline voice access lines in bundles	121		124		127		130	134		138		142			11.8%	2.9%
Wireline voice access lines	506		501		497		491	484		475		464			-6.6%	-2.3%
TV customers in single products	13		12		11		9	9		8		7			-36.4%	-12.5%
TV customers in bundles	28		31		33		37	40		43		46			39.4%	7.0%
TV customers	41		43		44		46	49		51		53			20.5%	3.9%
<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>1'371</b>			<b>-0.9%</b>	<b>-0.5%</b>
<b>Bundle products</b>																
<b>Bundle subscription (in thousands)</b>																
2Play bundle subscriptions	45		44		42		40	38		35		34			-19.0%	-2.9%
3Play bundle subscriptions	65		64		63		61	59		57		55			-12.7%	-3.5%
4Play bundle subscriptions	5		5		5		6	6		6		7			40.0%	16.7%
nPlay other bundle subscription	9		15		21		30	39		50		59			181.0%	18.0%
<b>Total bundle subscriptions</b>	<b>124</b>		<b>128</b>		<b>131</b>		<b>137</b>	<b>142</b>		<b>148</b>		<b>155</b>			<b>18.3%</b>	<b>4.7%</b>
<b>Bundle ARPU (in CHF)</b>																
Blended ARPU 2Play bundle	124	124	124	124	124	123	124	121	113	117	107	114			-13.7%	-5.3%
Blended ARPU 3Play bundle	234	233	233	231	233	223	230	212	213	212	212	212			-8.2%	-0.5%
Blended ARPU 4Play bundle	217	216	217	217	217	210	215	206	199	202	199	201			-8.3%	0.0%
<b>Wireless Retail</b>																
<b>Wireless customers (in thousands)</b>																
Wireless customers in single products	505		506		506		504	501		499		495			-2.2%	-0.8%
Wireless customers in bundles	93		96		99		103	105		107		112			13.1%	4.7%
<b>Wireless customers</b>	<b>598</b>		<b>602</b>		<b>605</b>		<b>607</b>	<b>606</b>		<b>606</b>		<b>607</b>			<b>0.3%</b>	<b>0.2%</b>
<b>Wireless ARPU (in CHF)</b>																
ARPU MO Postpaid	68	69	69	69	69	66	68	64	64	64	63	64			-8.7%	-1.6%
<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>63</b>	<b>64</b>			<b>-8.7%</b>	<b>-1.6%</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 Q3	QoQ Q3/Q2
<b>Wireline Retail</b>																
<b>Broadband lines (in thousands)</b>																
Broadband lines in single products	108		107		106		104	101		98		92			-13.2%	-6.1%
Broadband lines in bundle products	124		128		131		137	142		148		155			18.3%	4.7%
<b>Broadband lines</b>	<b>232</b>		<b>235</b>		<b>237</b>		<b>241</b>	<b>243</b>		<b>246</b>		<b>247</b>			<b>4.2%</b>	<b>0.4%</b>
<b>ARPL Broadband (in CHF)</b>																
ARPL broadband (single subscription)	42	42	42	42	42	40	42	42	41	42	41	41			-2.4%	0.0%
<b>Voice access lines (in thousands)</b>																
Wireline Voice access lines in single products	385		377		370		361	350		337		322			-13.0%	-4.5%
Wireline Voice access lines in bundle products	121		124		127		130	134		138		142			11.8%	2.9%
<b>Voice access lines</b>	<b>506</b>		<b>501</b>		<b>497</b>		<b>491</b>	<b>484</b>		<b>475</b>		<b>464</b>			<b>-6.6%</b>	<b>-2.3%</b>
<b>ARPL Voice (in CHF)</b>																
ARPL wireline voice (single subscription)	68	68	68	69	68	70	69	71	71	71	70	71			1.4%	-1.4%
<b>TV customers (in thousands)</b>																
TV customers in single products	13		12		11		9	9		8		7			-36.4%	-12.5%
TV customers in bundle products	28		31		33		37	40		43		46			39.4%	7.0%
<b>TV customers</b>	<b>41</b>		<b>43</b>		<b>44</b>		<b>46</b>	<b>49</b>		<b>51</b>		<b>53</b>			<b>20.5%</b>	<b>3.9%</b>
<b>ARPU TV (in CHF)</b>																
ARPU TV access fee (single subscription)	19	19	19	19	19	18	19	18	18	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		1'242			0.8%	0.0%
Broadband lines	38		38		38		38	38		38		38			0.0%	0.0%
Wireline voice access lines	250		250		250		262	263		258		256			2.4%	-0.8%
<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>1'536</b>			<b>1.1%</b>	<b>-0.1%</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		1'242			0.8%	0.0%
<b>Wireless ARPU (in CHF)</b>																
Blended wireless ARPU MO single subscriptions	35	36	36	38	38	37	38	35	35	35	35	35			-7.9%	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 Q3	QoQ Q3/Q2
<b>Wireline Retail</b>																
<b>Broadband lines (in thousands)</b>																
Broadband lines	38		38		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	50	51			-5.7%	-2.0%
<b>Voice access lines (in thousands)</b>																
Voice access lines	250		250		250		262	263		258		256			2.4%	-0.8%
<b>ARPL Voice (in CHF)</b>																
ARPL wireline voice (single subscription)	102	93	93	94	94	93	94	94	96	95	93	95			-1.1%	-3.1%
<b>Operational data Wholesale</b>																
<b>Wireline</b>																
<b>Full access lines (in thousands)</b>																
Full access lines	162		150		139		128	120		125		128			-7.9%	2.4%
<b>Broadband lines (in thousands)</b>																
Wholesale broadband lines	278		291		301		315	329		342		351			16.6%	2.6%
<b>Operational data Fastweb</b>																
Broadband customers (in thousands)	2'124		2'157		2'172		2'201	2'241		2'257		2'295			5.7%	1.7%

**Remarks:**  
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