

Facts & Figures

as per March 31, 2017

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P&L Overview

	2016							2017							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Retail Customers	1'532	1'513	3'045	1'532	4'577	1'555	6'132	1'497							-2.3%	-3.7%
Enterprise Customers	609	603	1'212	579	1'791	630	2'421	586							-3.8%	-7.0%
Wholesale	139	148	287	149	436	155	591	138							-0.7%	-11.0%
IT, Network & Infrastructure	5	7	12	12	24	7	31	6							20.0%	-14.3%
Swisscom Switzerland	2'285	2'271	4'556	2'272	6'828	2'347	9'175	2'227							-2.5%	-5.1%
Fastweb	480	481	961	473	1'434	514	1'948	482							0.4%	-6.2%
Other operating segments	120	131	251	129	380	139	519	122							1.7%	-12.2%
Group Headquarters	0	1	1	0	1	0	1	0							n.m.	n.m.
Net revenue from external customers	2'885	2'884	5'769	2'874	8'643	3'000	11'643	2'831							-1.9%	-5.6%
Goods and services purchased	(544)	(558)	(1'102)	(580)	(1'682)	(641)	(2'323)	(522)							-4.0%	-18.6%
Personnel expenses	(765)	(743)	(1'508)	(695)	(2'203)	(744)	(2'947)	(753)							-1.6%	1.2%
Other operating expenses	(597)	(600)	(1'197)	(613)	(1'810)	(738)	(2'548)	(574)							-3.9%	-22.2%
Capitalized costs and other income	102	163	265	94	359	109	468	91							-10.8%	-16.5%
Operating income (EBITDA)	1'081	1'146	2'227	1'080	3'307	986	4'293	1'073							-0.7%	8.8%
Depreciation, amortization and impairment	(546)	(546)	(1'092)	(524)	(1'616)	(529)	(2'145)	(523)							-4.2%	-1.1%
Operating income (EBIT)	535	600	1'135	556	1'691	457	2'148	550							2.8%	20.4%
Financial income and financial expense, net	(79)	(66)	(145)	(36)	(181)	26	(155)	(49)							-38.0%	n.m.
Share of profit of investments in associates	0	0	0	1	1	(4)	(3)	(1)							n.m.	-75.0%
Income before income tax expense	456	534	990	521	1'511	479	1'990	500							9.6%	4.4%
Income tax expense	(92)	(110)	(202)	(112)	(314)	(72)	(386)	(127)							38.0%	76.4%
Income from continuing operations	364	424	788	409	1'197	407	1'604	373							2.5%	-8.4%
Income from discontinued operations	0	0	0	0	0	0	0	0							n.m.	n.m.
Net income	364	424	788	409	1'197	407	1'604	373							2.5%	-8.4%
Net income attributable to equity holders of Swisscom AG	365	424	789	410	1'199	405	1'604	373							2.2%	-7.9%
Net income attributable to minority interests	(1)	0	(1)	(1)	(2)	2	0	0							n.m.	-100.0%
Average number of shares outstanding (in million)	51.801	51.800	51.801	51.800	51.800	51.800	51.800	51.800							0.0%	0.0%
Earnings per share (EPS) in CHF	7.05	8.19	15.23	7.92	23.15	7.82	30.97	7.20							2.1%	-7.9%

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

	2016							2017							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Group revenue																
Retail Customers	1'565	1'549	3'114	1'563	4'677	1'588	6'265	1'517						-3.1%	-4.5%	
Enterprise Customers	642	631	1'273	608	1'881	659	2'540	612						-4.7%	-7.1%	
Wholesale	217	247	464	267	731	248	979	206						-5.1%	-16.9%	
IT, Network & Infrastructure	41	42	83	48	131	42	173	42						2.4%	0.0%	
Intersegment elimination	(160)	(177)	(337)	(193)	(530)	(170)	(700)	(131)						-18.1%	-22.9%	
Swisscom Switzerland	2'305	2'292	4'597	2'293	6'890	2'367	9'257	2'246						-2.6%	-5.1%	
Fastweb	482	483	965	476	1'441	516	1'957	484						0.4%	-6.2%	
Other operating segments	170	195	365	199	564	225	789	187						10.0%	-16.9%	
Group Headquarters	0	1	1	0	1	1	2	0						n.m.	-100.0%	
Net revenue incl. intersegment revenue	2'957	2'971	5'928	2'968	8'896	3'109	12'005	2'917						-1.4%	-6.2%	
Intersegment elimination	(72)	(87)	(159)	(94)	(253)	(109)	(362)	(86)						19.4%	-21.1%	
Net revenue from external customers	2'885	2'884	5'769	2'874	8'643	3'000	11'643	2'831						-1.9%	-5.6%	
Retail Customers revenue																
2Play bundle	82	78	160	80	240	81	321	76						-7.3%	-6.2%	
3Play bundle	315	321	636	327	963	340	1'303	343						8.9%	0.9%	
4Play bundle	181	180	361	188	549	189	738	199						9.9%	5.3%	
nPlay other bundle	24	29	53	36	89	44	133	56						133.3%	27.3%	
Bundles	602	608	1'210	631	1'841	654	2'495	674						12.0%	3.1%	
Wireless access	416	418	834	418	1'252	426	1'678	417						0.2%	-2.1%	
Wireless traffic & VAS	104	104	208	113	321	97	418	84						-19.2%	-13.4%	
Wireless	520	522	1'042	531	1'573	523	2'096	501						-3.7%	-4.2%	
Wireline telephony access	123	117	240	111	351	100	451	91						-26.0%	-9.0%	
Wireline telephony traffic & VAS	56	51	107	46	153	43	196	37						-33.9%	-14.0%	
Wireline telephony	179	168	347	157	504	143	647	128						-28.5%	-10.5%	
Wireline internet	67	63	130	57	187	48	235	39						-41.8%	-18.8%	
Wireline TV	13	12	25	10	35	5	40	10						-23.1%	100.0%	
Wireline business networks	1	2	3	1	4	1	5	1						0.0%	0.0%	
Wireline	260	245	505	225	730	197	927	178						-31.5%	-9.6%	
Single products	780	767	1'547	756	2'303	720	3'023	679						-12.9%	-5.7%	
Service revenue	1'382	1'375	2'757	1'387	4'144	1'374	5'518	1'353						-2.1%	-1.5%	
Solutions	5	7	12	8	20	9	29	9						80.0%	0.0%	
Hardware sales	112	104	216	103	319	138	457	104						-7.1%	-24.6%	
Other sales	33	27	60	34	94	34	128	31						-6.1%	-8.8%	
Net revenue from external customers	1'532	1'513	3'045	1'532	4'577	1'555	6'132	1'497						-2.3%	-3.7%	
Intersegment revenue	33	36	69	31	100	33	133	20						-39.4%	-39.4%	
Net revenue Retail Customers	1'565	1'549	3'114	1'563	4'677	1'588	6'265	1'517						-3.1%	-4.5%	

P&L Breakdown

	2016							2017							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Enterprise Customers revenue																
Bundles	1	2	3	2	5	2	7	3						200.0%	50.0%	
Wireless access	61	61	122	65	187	71	258	71						16.4%	0.0%	
Wireless traffic & VAS	64	64	128	61	189	56	245	49						-23.4%	-12.5%	
Wireless	125	125	250	126	376	127	503	120						-4.0%	-5.5%	
Wireline telephony access	29	29	58	28	86	27	113	26						-10.3%	-3.7%	
Wireline telephony traffic & VAS	29	28	57	27	84	27	111	27						-6.9%	0.0%	
Wireline telephony	58	57	115	55	170	54	224	53						-8.6%	-1.9%	
Wireline internet	17	15	32	17	49	18	67	17						0.0%	-5.6%	
Wireline business networks	70	70	140	68	208	73	281	70						0.0%	-4.1%	
Wireline	145	142	287	140	427	145	572	140						-3.4%	-3.4%	
Single products	270	267	537	266	803	272	1'075	260						-3.7%	-4.4%	
Business numbers	16	16	32	14	46	16	62	16						0.0%	0.0%	
Service revenue	287	285	572	282	854	290	1'144	279						-2.8%	-3.8%	
Solutions	268	269	537	252	789	283	1'072	261						-2.6%	-7.8%	
Hardware sales	45	41	86	41	127	53	180	43						-4.4%	-18.9%	
Other sales	9	8	17	4	21	4	25	3						-66.7%	-25.0%	
Net revenue from external customers	609	603	1'212	579	1'791	630	2'421	586						-3.8%	-7.0%	
Intersegment revenue	33	28	61	29	90	29	119	26						-21.2%	-10.3%	
Net revenue Enterprise Customers	642	631	1'273	608	1'881	659	2'540	612						-4.7%	-7.1%	
Wholesale revenue																
Wholesale termination	40	41	81	39	120	41	161	25						-37.5%	-39.0%	
Wholesale voice	19	18	37	17	54	19	73	18						-5.3%	-5.3%	
Wholesale data	18	17	35	18	53	18	71	17						-5.6%	-5.6%	
Wholesale broadband	22	23	45	22	67	24	91	24						9.1%	0.0%	
Wholesale fiber	2	1	3	2	5	2	7	2						0.0%	0.0%	
Wholesale services	61	59	120	59	179	63	242	61						0.0%	-3.2%	
Inbound roaming	36	45	81	47	128	47	175	49						36.1%	4.3%	
Other sales	2	3	5	4	9	4	13	3						50.0%	-25.0%	
Net revenue from external customers	139	148	287	149	436	155	591	138						-0.7%	-11.0%	
Intersegment revenue	78	99	177	118	295	93	388	68						-12.8%	-26.9%	
Net revenue Wholesale	217	247	464	267	731	248	979	206						-5.1%	-16.9%	

P&L Breakdown

	2016							2017							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
IT, Network & Infrastructure revenue																
Other sales (facility & fleet management)	5	7	12	12	24	7	31	6							20.0%	-14.3%
Net revenue from external customers	5	7	12	12	24	7	31	6							20.0%	-14.3%
Intersegment revenue	36	35	71	36	107	35	142	36							0.0%	2.9%
Net revenue IT, Network & Infrastructure	41	42	83	48	131	42	173	42							2.4%	0.0%
Swisscom Switzerland revenue																
2Play bundle	82	79	161	79	240	81	321	75							-8.5%	-7.4%
3Play bundle	315	321	636	327	963	341	1'304	343							8.9%	0.6%
4Play bundle	181	180	361	188	549	189	738	199							9.9%	5.3%
nPlay other bundle	25	30	55	39	94	45	139	59							136.0%	31.1%
Bundles	603	610	1'213	633	1'846	656	2'502	676							12.1%	3.0%
Wireless access	477	479	956	483	1'439	497	1'936	489							2.5%	-1.6%
Wireless traffic & VAS	169	167	336	174	510	153	663	133							-21.3%	-13.1%
Wireless	646	646	1'292	657	1'949	650	2'599	622							-3.7%	-4.3%
Wireline telephony access	152	145	297	140	437	128	565	117							-23.0%	-8.6%
Wireline telephony traffic & VAS	85	80	165	72	237	69	306	64							-24.7%	-7.2%
Wireline telephony	237	225	462	212	674	197	871	181							-23.6%	-8.1%
Wireline internet	83	79	162	74	236	66	302	56							-32.5%	-15.2%
Wireline TV	13	12	25	10	35	5	40	10							-23.1%	100.0%
Wireline business networks	71	72	143	69	212	74	286	71							0.0%	-4.1%
Wireline	404	388	792	365	1'157	342	1'499	318							-21.3%	-7.0%
Single products	1'050	1'034	2'084	1'022	3'106	992	4'098	940							-10.5%	-5.2%
Business numbers	16	16	32	14	46	16	62	16							0.0%	0.0%
Service revenue	1'669	1'660	3'329	1'669	4'998	1'664	6'662	1'632							-2.2%	-1.9%
Solutions	274	275	549	260	809	291	1'100	269							-1.8%	-7.6%
Hardware sales	157	144	301	145	446	191	637	147							-6.4%	-23.0%
Wholesale termination	40	41	81	39	120	41	161	25							-37.5%	-39.0%
Wholesale voice	21	20	41	19	60	21	81	20							-4.8%	-4.8%
Wholesale data	18	17	35	18	53	18	71	17							-5.6%	-5.6%
Wholesale broadband	22	23	45	22	67	24	91	24							9.1%	0.0%
Wholesale fiber	2	1	3	2	5	2	7	2							0.0%	0.0%
Wholesale services	63	61	124	61	185	65	250	63							0.0%	-3.1%
Inbound roaming	36	45	81	47	128	47	175	49							36.1%	4.3%
Other sales	46	45	91	51	142	48	190	42							-8.7%	-12.5%
Net revenue from external customers	2'285	2'271	4'556	2'272	6'828	2'347	9'175	2'227							-2.5%	-5.1%
1P access & bundle revenue in % of service revenue	84%	84%	84%	84%	84%	86%	85%	87%							3.7%	1.5%
Intersegment revenue	20	21	41	21	62	20	82	19							-5.0%	-5.0%
Net revenue Swisscom Switzerland	2'305	2'292	4'597	2'293	6'890	2'367	9'257	2'246							-2.6%	-5.1%

P&L Breakdown

	2016							2017							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Fastweb revenue																
Consumer	244	249	493	246	739	249	988	248						1.6%	-0.4%	
Enterprise	187	194	381	185	566	203	769	179						-4.3%	-11.8%	
Wholesale	49	38	87	42	129	62	191	55						12.2%	-11.3%	
Other revenue	0	0	0	0	0	0	0	0						n.m.	n.m.	
Net revenue from external customers	480	481	961	473	1'434	514	1'948	482						0.4%	-6.2%	
Intersegment revenue	2	2	4	3	7	2	9	2						0.0%	0.0%	
Net revenue Fastweb	482	483	965	476	1'441	516	1'957	484						0.4%	-6.2%	
Other operating segments revenue																
Net revenue from external customers	120	131	251	129	380	139	519	122						1.7%	-12.2%	
Intersegment revenue	50	64	114	70	184	86	270	65						30.0%	-24.4%	
Net revenue other operating segments	170	195	365	199	564	225	789	187						10.0%	-16.9%	
Group Headquarters revenue																
Group Headquarters revenue	0	1	1	0	1	0	1	0						n.m.	n.m.	
Intersegment revenue	0	0	0	0	0	1	1	0						n.m.	-100.0%	
Net revenue Group Headquarters	0	1	1	0	1	1	2	0						n.m.	-100.0%	
Group OPEX																
Retail Customers	(614)	(623)	(1'237)	(656)	(1'893)	(721)	(2'614)	(586)						-4.6%	-18.7%	
Enterprise Customers	(425)	(422)	(847)	(399)	(1'246)	(446)	(1'692)	(411)						-3.3%	-7.8%	
Wholesale	(126)	(150)	(276)	(165)	(441)	(159)	(600)	(102)						-19.0%	-35.8%	
IT, Network & Infrastructure	(346)	(347)	(693)	(350)	(1'043)	(392)	(1'435)	(350)						1.2%	-10.7%	
Intersegment elimination	160	177	337	193	530	170	700	131						-18.1%	-22.9%	
Swisscom Switzerland	(1'351)	(1'365)	(2'716)	(1'377)	(4'093)	(1'548)	(5'641)	(1'318)						-2.4%	-14.9%	
Fastweb	(338)	(260)	(598)	(307)	(905)	(331)	(1'236)	(329)						-2.7%	-0.6%	
Other operating segments	(136)	(149)	(285)	(152)	(437)	(188)	(625)	(147)						8.1%	-21.8%	
Group Headquarters	(30)	(28)	(58)	(27)	(85)	(31)	(116)	(26)						-13.3%	-16.1%	
Reconciliation pension cost	(18)	(17)	(35)	(20)	(55)	(17)	(72)	(20)						11.1%	17.6%	
Intersegment elimination	69	81	150	89	239	101	340	82						18.8%	-18.8%	
Group OPEX	(1'804)	(1'738)	(3'542)	(1'794)	(5'336)	(2'014)	(7'350)	(1'758)						-2.5%	-12.7%	

P&L Breakdown

	2016							2017							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
EBITDA																
Retail Customers (Contribution margin 2)	951	926	1'877	907	2'784	867	3'651	931						-2.1%	7.4%	
Enterprise Customers (Contribution margin 2)	217	209	426	209	635	213	848	201						-7.4%	-5.6%	
Wholesale (Contribution margin 2)	91	97	188	102	290	89	379	104						14.3%	16.9%	
IT, Network & Infrastructure (Contribution margin 2)	(305)	(305)	(610)	(302)	(912)	(350)	(1'262)	(308)						1.0%	-12.0%	
Intersegment elimination	0	0	0	0	0	0	0	0						n.m.	n.m.	
Swisscom Switzerland (EBITDA)	954	927	1'881	916	2'797	819	3'616	928						-2.7%	13.3%	
Fastweb	144	223	367	169	536	185	721	155						7.6%	-16.2%	
Other operating segments	34	46	80	47	127	37	164	40						17.6%	8.1%	
Group Headquarters	(30)	(27)	(57)	(27)	(84)	(30)	(114)	(26)						-13.3%	-13.3%	
Reconciliation pension cost	(18)	(17)	(35)	(20)	(55)	(17)	(72)	(20)						11.1%	17.6%	
Intersegment elimination	(3)	(6)	(9)	(5)	(14)	(8)	(22)	(4)						33.3%	-50.0%	
Group EBITDA	1'081	1'146	2'227	1'080	3'307	986	4'293	1'073						-0.7%	8.8%	
EBITDA/Contribution margin 2 in % of net revenue																
Retail Customers	60.8%	59.8%	60.3%	58.0%	59.5%	54.6%	58.3%	61.4%								
Enterprise Customers	33.8%	33.1%	33.5%	34.4%	33.8%	32.3%	33.4%	32.8%								
Wholesale	41.9%	39.3%	40.5%	38.2%	39.7%	35.9%	38.7%	50.5%								
IT, Network & Infrastructure	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Swisscom Switzerland	41.4%	40.4%	40.9%	39.9%	40.6%	34.6%	39.1%	41.3%								
Fastweb	29.9%	46.2%	38.0%	35.5%	37.2%	35.9%	36.8%	32.0%								
Other operating segments	20.0%	23.6%	21.9%	23.6%	22.5%	16.4%	20.8%	21.4%								
Group Headquarters	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Group EBITDA in % of net revenue	37.5%	39.7%	38.6%	37.6%	38.3%	32.9%	36.9%	37.9%								
Depreciation, amortization and impairment																
Retail Customers	(44)	(46)	(90)	(29)	(119)	(31)	(150)	(32)						-27.3%	3.2%	
Enterprise Customers	(23)	(22)	(45)	(22)	(67)	(27)	(94)	(20)						-13.0%	-25.9%	
Wholesale	0	0	0	0	0	0	0	0						n.m.	n.m.	
IT, Network & Infrastructure	(295)	(303)	(598)	(314)	(912)	(317)	(1'229)	(315)						6.8%	-0.6%	
Intersegment elimination	(1)	0	(1)	1	0	0	0	0						n.m.	n.m.	
Swisscom Switzerland	(363)	(371)	(734)	(364)	(1'098)	(375)	(1'473)	(367)						1.1%	-2.1%	
Fastweb	(163)	(155)	(318)	(142)	(460)	(137)	(597)	(140)						-14.1%	2.2%	
Other operating segments	(22)	(22)	(44)	(20)	(64)	(19)	(83)	(17)						-22.7%	-10.5%	
Group Headquarters	0	0	0	0	0	0	0	0						n.m.	n.m.	
Intersegment elimination	2	2	4	2	6	2	8	1						-50.0%	-50.0%	
Depreciation, amortization and impairment	(546)	(546)	(1'092)	(524)	(1'616)	(529)	(2'145)	(523)						-4.2%	-1.1%	

P&L Breakdown

	2016							2017							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Operating income (EBIT)																
Retail Customers (segment result)	907	880	1'787	878	2'665	836	3'501	899						-0.9%	7.5%	
Enterprise Customers (segment result)	194	187	381	187	568	186	754	181						-6.7%	-2.7%	
Wholesale (segment result)	91	97	188	102	290	89	379	104						14.3%	16.9%	
IT, Network & Infrastructure (segment result)	(600)	(608)	(1'208)	(616)	(1'824)	(667)	(2'491)	(623)						3.8%	-6.6%	
Intersegment elimination	(1)	0	(1)	1	0	0	0	0						n.m.	n.m.	
Swisscom Switzerland (EBIT)	591	556	1'147	552	1'699	444	2'143	561						-5.1%	26.4%	
Fastweb	(19)	68	49	27	76	48	124	15						n.m.	-68.8%	
Other operating segments	12	24	36	27	63	18	81	23						91.7%	27.8%	
Group Headquarters	(30)	(27)	(57)	(27)	(84)	(30)	(114)	(26)						-13.3%	-13.3%	
Reconciliation pension cost	(18)	(17)	(35)	(20)	(55)	(17)	(72)	(20)						11.1%	17.6%	
Intersegment elimination	(1)	(4)	(5)	(3)	(8)	(6)	(14)	(3)						200.0%	-50.0%	
Group EBIT	535	600	1'135	556	1'691	457	2'148	550						2.8%	20.4%	
EBIT/Segment result in % of net revenue																
Retail Customers	58.0%	56.8%	57.4%	56.2%	57.0%	52.6%	55.9%	59.3%								
Enterprise Customers	30.2%	29.6%	29.9%	30.8%	30.2%	28.2%	29.7%	29.6%								
Wholesale	41.9%	39.3%	40.5%	38.2%	39.7%	35.9%	38.7%	50.5%								
IT, Network & Infrastructure	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Swisscom Switzerland	25.6%	24.3%	25.0%	24.1%	24.7%	18.8%	23.2%	25.0%								
Fastweb	-3.9%	14.1%	5.1%	5.7%	5.3%	9.3%	6.3%	3.1%								
Other operating segments	7.1%	12.3%	9.9%	13.6%	11.2%	8.0%	10.3%	12.3%								
Group Headquarters	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Group EBIT in % of net revenue	18.5%	20.8%	19.7%	19.3%	19.6%	15.2%	18.4%	19.4%								
CAPEX																
Fixed network & infrastructure	31%	27%	29%	27%	28%	32%	29%	27%								
Fibre (FTTx)	27%	30%	29%	27%	28%	24%	27%	29%								
Wireless network	12%	14%	13%	15%	14%	12%	13%	17%								
Customer premises equipment	13%	10%	11%	10%	11%	8%	10%	10%								
IT systems, All IP & other	17%	19%	18%	21%	19%	24%	21%	17%								
Swisscom Switzerland	424	448	872	411	1'283	472	1'755	357						-15.8%	-24.4%	
Fastweb	169	145	314	156	470	163	633	165						-2.4%	1.2%	
Other operating segments	7	10	17	13	30	19	49	11						57.1%	-42.1%	
Group Headquarters	0	0	0	0	0	0	0	0						n.m.	n.m.	
Intersegment elimination	(4)	(6)	(10)	(5)	(15)	(6)	(21)	(4)						0.0%	-33.3%	
Group CAPEX	596	597	1'193	575	1'768	648	2'416	529						-11.2%	-18.4%	

P&L Breakdown

	2016							2017							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Number of employees (End of period)																
Retail Customers	6'467	6'289	6'146	6'065	5'941										-8.1%	-2.0%
Enterprise Customers	4'752	4'719	4'687	4'651	4'661										-1.9%	0.2%
Wholesale	92	91	90	88	86										-6.5%	-2.3%
IT, Network & Infrastructure	5'106	5'122	5'112	5'072	5'031										-1.5%	-0.8%
Swisscom Switzerland	16'417	16'221	16'035	15'876	15'719										-4.3%	-1.0%
Fastweb	2'407	2'422	2'457	2'468	2'503										4.0%	1.4%
Other operating segments	2'507	2'491	2'503	2'493	2'575										2.7%	3.3%
Group Headquarters	314	309	297	290	282										-10.2%	-2.8%
Group Number of employees (End of period)	21'645	21'443	21'292	21'127	21'079										-2.6%	-0.2%

Remarks:

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OPEX Breakdown

	2016							2017							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
OPEX Swisscom Switzerland																
Goods and services purchased	(418)	(436)	(854)	(454)	(1'308)	(516)	(1'824)	(400)							-4.3%	-22.5%
Personnel expenses	(603)	(582)	(1'185)	(543)	(1'728)	(568)	(2'296)	(586)							-2.8%	3.2%
Other operating expenses	(375)	(387)	(762)	(408)	(1'170)	(497)	(1'667)	(362)							-3.5%	-27.2%
Intersegment expenses	(34)	(37)	(71)	(40)	(111)	(40)	(151)	(35)							2.9%	-12.5%
./. Capitalized costs and other income	79	77	156	68	224	73	297	65							-17.7%	-11.0%
Total OPEX Swisscom Switzerland	(1'351)	(1'365)	(2'716)	(1'377)	(4'093)	(1'548)	(5'641)	(1'318)							-2.4%	-14.9%
OPEX Fastweb																
Goods and services purchased	(121)	(115)	(236)	(118)	(354)	(114)	(468)	(116)							-4.1%	1.8%
Personnel expenses	(48)	(47)	(95)	(42)	(137)	(55)	(192)	(50)							4.2%	-9.1%
Other operating expenses	(180)	(170)	(350)	(159)	(509)	(176)	(685)	(172)							-4.4%	-2.3%
Intersegment expenses	0	(1)	(1)	0	(1)	0	(1)	(1)							n.m.	n.m.
./. Capitalized costs and other income	11	73	84	12	96	14	110	10							-9.1%	-28.6%
Total OPEX Fastweb	(338)	(260)	(598)	(307)	(905)	(331)	(1'236)	(329)							-2.7%	-0.6%
OPEX Other operating segments																
Goods and services purchased	(4)	(7)	(11)	(8)	(19)	(9)	(28)	(5)							25.0%	-44.4%
Personnel expenses	(76)	(76)	(152)	(73)	(225)	(79)	(304)	(77)							1.3%	-2.5%
Other operating expenses	(47)	(57)	(104)	(61)	(165)	(91)	(256)	(56)							19.1%	-38.5%
Intersegment expenses	(13)	(14)	(27)	(13)	(40)	(15)	(55)	(12)							-7.7%	-20.0%
./. Capitalized costs and other income	4	5	9	3	12	6	18	3							-25.0%	-50.0%
Total OPEX Other operating segments	(136)	(149)	(285)	(152)	(437)	(188)	(625)	(147)							8.1%	-21.8%
OPEX Group Headquarters																
Goods and services purchased	0	0	0	0	0	0	0	0							n.m.	n.m.
Personnel expenses	(24)	(21)	(45)	(20)	(65)	(26)	(91)	(24)							0.0%	-7.7%
Other operating expenses	(13)	(14)	(27)	(15)	(42)	(18)	(60)	(16)							23.1%	-11.1%
Intersegment expenses	(8)	(9)	(17)	(9)	(26)	(8)	(34)	(8)							0.0%	0.0%
./. Capitalized costs and other income	15	16	31	17	48	21	69	22							46.7%	4.8%
Total OPEX Group Headquarters	(30)	(28)	(58)	(27)	(85)	(31)	(116)	(26)							-13.3%	-16.1%

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SCS Breakdown

	2016							2017							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Retail Customers																
Net revenue (incl. intersegment revenue)	1'565	1'549	3'114	1'563	4'677	1'588	6'265	1'517							-3.1%	-4.5%
Outpayments	(58)	(75)	(133)	(90)	(223)	(69)	(292)	(49)							-15.5%	-29.0%
Subscriber acquisition and retention costs (1)	(100)	(105)	(205)	(114)	(319)	(157)	(476)	(108)							8.0%	-31.2%
Other costs of goods and services purchased	(163)	(154)	(317)	(157)	(474)	(185)	(659)	(151)							-7.4%	-18.4%
Direct costs (incl. intersegment direct costs)	(321)	(334)	(655)	(361)	(1'016)	(411)	(1'427)	(308)							-4.0%	-25.1%
Contribution margin 1	1'244	1'215	2'459	1'202	3'661	1'177	4'838	1'209							-2.8%	2.7%
Contribution margin 1 in % of net revenue	79.5%	78.4%	79.0%	76.9%	78.3%	74.1%	77.2%	79.7%								
Personnel expenses	(187)	(182)	(369)	(167)	(536)	(170)	(706)	(174)							-7.0%	2.4%
Other operating expenses (2)	(138)	(141)	(279)	(160)	(439)	(173)	(612)	(141)							2.2%	-18.5%
Indirect costs (incl. intersegment indirect costs)	(325)	(323)	(648)	(327)	(975)	(343)	(1'318)	(315)							-3.1%	-8.2%
./. Capitalized costs and other income	32	34	66	32	98	33	131	37							15.6%	12.1%
Contribution margin 2	951	926	1'877	907	2'784	867	3'651	931							-2.1%	7.4%
Contribution margin 2 in % of net revenue	60.8%	59.8%	60.3%	58.0%	59.5%	54.6%	58.3%	61.4%								
CAPEX	46	54	100	42	142	45	187	40							-13.0%	-11.1%
Number of employees (FTE)	6'467		6'289		6'146		6'065	5'941							-8.1%	-2.0%
Enterprise Customers																
Net revenue (incl. intersegment revenue)	642	631	1'273	608	1'881	659	2'540	612							-4.7%	-7.1%
Outpayments	(29)	(34)	(63)	(36)	(99)	(33)	(132)	(27)							-6.9%	-18.2%
Subscriber acquisition and retention costs (1)	(7)	(6)	(13)	(7)	(20)	(9)	(29)	(8)							14.3%	-11.1%
Other costs of goods and services purchased	(157)	(145)	(302)	(143)	(445)	(166)	(611)	(145)							-7.6%	-12.7%
Direct costs (incl. intersegment direct costs)	(193)	(185)	(378)	(186)	(564)	(208)	(772)	(180)							-6.7%	-13.5%
Contribution margin 1	449	446	895	422	1'317	451	1'768	432							-3.8%	-4.2%
Contribution margin 1 in % of net revenue	69.9%	70.7%	70.3%	69.4%	70.0%	68.4%	69.6%	70.6%								
Personnel expenses	(198)	(194)	(392)	(179)	(571)	(185)	(756)	(196)							-1.0%	5.9%
Other operating expenses (2)	(64)	(71)	(135)	(64)	(199)	(83)	(282)	(63)							-1.6%	-24.1%
Indirect costs (incl. intersegment indirect costs)	(262)	(265)	(527)	(243)	(770)	(268)	(1'038)	(259)							-1.1%	-3.4%
./. Capitalized costs and other income	30	28	58	30	88	30	118	28							-6.7%	-6.7%
Contribution margin 2	217	209	426	209	635	213	848	201							-7.4%	-5.6%
Contribution margin 2 in % of net revenue	33.8%	33.1%	33.5%	34.4%	33.8%	32.3%	33.4%	32.8%								
CAPEX	31	33	64	30	94	32	126	20							-35.5%	-37.5%
Number of employees (FTE)	4'752		4'719		4'687		4'651	4'661							-1.9%	0.2%

SCS Breakdown

	2016							2017							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Wholesale																
Net revenue (incl. intersegment revenue)	217	247	464	267	731	248	979	206							-5.1%	-16.9%
Outpayments	(122)	(144)	(266)	(159)	(425)	(134)	(559)	(96)							-21.3%	-28.4%
Subscriber acquisition and retention costs (1)	0	0	0	0	0	0	0	0							n.m.	n.m.
Other costs of goods and services purchased	0	(1)	(1)	(2)	(3)	0	(3)	(1)							n.m.	n.m.
Direct costs (incl. intersegment direct costs)	(122)	(145)	(267)	(161)	(428)	(134)	(562)	(97)							-20.5%	-27.6%
Contribution margin 1	95	102	197	106	303	114	417	109							14.7%	-4.4%
Contribution margin 1 in % of net revenue	43.8%	41.3%	42.5%	39.7%	41.5%	46.0%	42.6%	52.9%								
Personnel expenses	(4)	(4)	(8)	(3)	(11)	(4)	(15)	(4)							0.0%	0.0%
Other operating expenses (2)	0	(1)	(1)	(1)	(2)	(21)	(23)	(1)							n.m.	-95.2%
Indirect costs (incl. intersegment indirect costs)	(4)	(5)	(9)	(4)	(13)	(25)	(38)	(5)							25.0%	-80.0%
./. Capitalized costs and other income	0	0	0	0	0	0	0	0							n.m.	n.m.
Contribution margin 2	91	97	188	102	290	89	379	104							14.3%	16.9%
Contribution margin 2 in % of net revenue	41.9%	39.3%	40.5%	38.2%	39.7%	35.9%	38.7%	50.5%								
CAPEX	0	0	0	0	0	0	0	0							n.m.	n.m.
Number of employees (FTE)	92	0	91	0	90	0	88	86							-6.5%	-2.3%
IT, Network & Infrastructure																
Net revenue (incl. intersegment revenue)	41	42	83	48	131	42	173	42							2.4%	0.0%
Direct costs (incl. intersegment direct costs)	(2)	(4)	(6)	(4)	(10)	(2)	(12)	(4)							100.0%	100.0%
Contribution margin 1	39	38	77	44	121	40	161	38							-2.6%	-5.0%
Contribution margin 1 in % of net revenue	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Personnel expenses	(220)	(210)	(430)	(199)	(629)	(217)	(846)	(218)							-0.9%	0.5%
Rent	(46)	(48)	(94)	(54)	(148)	(49)	(197)	(51)							10.9%	4.1%
Maintenance	(42)	(45)	(87)	(46)	(133)	(52)	(185)	(41)							-2.4%	-21.2%
IT expenses	(45)	(43)	(88)	(47)	(135)	(53)	(188)	(47)							4.4%	-11.3%
Other expenses	(117)	(118)	(235)	(116)	(351)	(139)	(490)	(104)							-11.1%	-25.2%
Other operating expenses	(250)	(254)	(504)	(263)	(767)	(293)	(1'060)	(243)							-2.8%	-17.1%
Indirect costs (incl. intersegment indirect costs)	(470)	(464)	(934)	(462)	(1'396)	(510)	(1'906)	(461)							-1.9%	-9.6%
./. Capitalized costs and other income	126	121	247	116	363	120	483	115							-8.7%	-4.2%
Contribution margin 2	(305)	(305)	(610)	(302)	(912)	(350)	(1'262)	(308)							1.0%	-12.0%
Contribution margin 2 in % of net revenue	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
CAPEX	347	361	708	339	1'047	395	1'442	297							-14.4%	-24.8%
Number of employees (FTE)	5'106	0	5'122	0	5'112	0	5'072	5'031							-1.5%	-0.8%

SCS Breakdown

	2016							2017							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Swisscom Switzerland																
Net revenue (incl. intersegment revenue)	2'305	2'292	4'597	2'293	6'890	2'367	9'257	2'246							-2.6%	-5.1%
Outpayments	(98)	(119)	(217)	(134)	(351)	(108)	(459)	(82)							-16.3%	-24.1%
Subscriber acquisition and retention costs (1)	(106)	(112)	(218)	(121)	(339)	(165)	(504)	(117)							10.4%	-29.1%
Other costs of goods and services purchased	(263)	(252)	(515)	(250)	(765)	(300)	(1'065)	(241)							-8.4%	-19.7%
Direct costs (incl. intercompany direct costs)	(467)	(483)	(950)	(505)	(1'455)	(573)	(2'028)	(440)							-5.8%	-23.2%
Contribution margin 1	1'838	1'809	3'647	1'788	5'435	1'794	7'229	1'806							-1.7%	0.7%
Contribution margin 1 in % of net revenue	79.7%	78.9%	79.3%	78.0%	78.9%	75.8%	78.1%	80.4%								
Personnel expenses	(610)	(589)	(1'199)	(549)	(1'748)	(574)	(2'322)	(592)							-3.0%	3.1%
Other operating expenses (2)	(353)	(370)	(723)	(391)	(1'114)	(474)	(1'588)	(351)							-0.6%	-25.9%
Indirect costs (incl. intersegment indirect costs)	(963)	(959)	(1'922)	(940)	(2'862)	(1'048)	(3'910)	(943)							-2.1%	-10.0%
./. Capitalized costs and other income	79	77	156	68	224	73	297	65							-17.7%	-11.0%
Contribution margin 2	954	927	1'881	916	2'797	819	3'616	928							-2.7%	13.3%
Contribution margin 2 in % of net revenue	41.4%	40.4%	40.9%	39.9%	40.6%	34.6%	39.1%	41.3%								
CAPEX	424	448	872	411	1'283	472	1'755	357							-15.8%	-24.4%
Number of employees (FTE)	16'417		16'221		16'035		15'876	15'719							-4.3%	-1.0%

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

(2) Other operating expenses excluding dealer commissions

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Fastweb

	2016							2017							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Fastweb (in EUR million)																
Consumer	223	227	450	225	675	231	906	232							4.0%	0.4%
Enterprise	171	177	348	169	517	189	706	168							-1.8%	-11.1%
Wholesale	44	35	79	40	119	56	175	51							15.9%	-8.9%
Other revenue	0	0	0	0	0	0	0	0							n.m.	n.m.
Net revenue from external customers	438	439	877	434	1'311	476	1'787	451							3.0%	-5.3%
Intersegment revenue	2	2	4	3	7	1	8	2							0.0%	100.0%
Net revenue	440	441	881	437	1'318	477	1'795	453							3.0%	-5.0%
Operating expenses	(309)	(237)	(546)	(282)	(828)	(306)	(1'134)	(308)							-0.3%	0.7%
EBITDA	131	204	335	155	490	171	661	145							10.7%	-15.2%
EBITDA in % of net revenue	29.8%	46.3%	38.0%	35.5%	37.2%	35.8%	36.8%	32.0%								
CAPEX	154	132	286	144	430	151	581	155							0.6%	2.6%
Number of employees (FTE)	2'407		2'422		2'457		2'468	2'503							4.0%	1.4%

Remarks:

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Operating Free Cash Flow

	2016							2017							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Operating income (EBITDA)	1'081	1'146	2'227	1'080	3'307	986	4'293	1'073							-0.7%	8.8%
Changes in operating assets and liabilities and other payments or receipts from operating activities	(312)	55	(257)	105	(152)	46	(106)	(83)							-73.4%	n.m.
Capital expenditure	(596)	(597)	(1'193)	(575)	(1'768)	(648)	(2'416)	(529)							-11.2%	-18.4%
Proceeds from sale of assets	11	8	19	6	25	3	28	2							-81.8%	-33.3%
Operating free cash flow before minority interests	184	612	796	616	1'412	387	1'799	463							151.6%	19.6%
Dividends paid to minority interests	0	(8)	(8)	0	(8)	0	(8)	0							n.m.	n.m.
Operating free cash flow	184	604	788	616	1'404	387	1'791	463							151.6%	19.6%

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Operational data

	2016							2017							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Wireless ARPU (in CHF)																
ARPU MO Postpaid	53	53	53	54	53	54	53	52							-1.9%	-3.7%
ARPU MO Prepaid	6	6	6	7	6	6	6	6							0.0%	0.0%
Blended wireless ARPU MO single subscriptions	36	36	36	37	37	37	37	36							0.0%	-2.7%
ARPU Infinity	79	78	78	77	78	75	77	72							-8.9%	-4.0%
Wireless cancellation rate (annualised, in %)																
Average quarterly wireless cancellation rate		11.6%		14.0%		13.0%		12.0%								
Wireless cancellation rate cumulated	12.9%		12.2%		13.0%		13.0%									
Wireless traffic data domestic (in million MB)																
Traffic data domestic	36'040	40'736	76'776	43'699	120'475	53'361	173'836	59'782							65.9%	12.0%
Wireline																
Broadband lines (in thousands)																
Broadband lines in single products	503		463		397		320	252							-49.9%	-21.3%
Broadband lines in bundle products	1'465		1'515		1'588		1'672	1'736							18.5%	3.8%
Broadband lines	1'968		1'978		1'985		1'992	1'988							1.0%	-0.2%
ARPL Broadband (in CHF)																
ARPL broadband (single subscription)	35	35	35	34	35	32	34	31							-11.4%	-3.1%
Wireline voice access lines (in thousands)																
Wireline Voice access lines in single products	1'500		1'412		1'303		1'155	1'041							-30.6%	-9.9%
Wireline Voice access lines in bundle products	1'082		1'106		1'155		1'212	1'256							16.1%	3.6%
Wireline voice access lines	2'582		2'518		2'458		2'367	2'297							-11.0%	-3.0%
ARPL wireline voice (in CHF)																
ARPL wireline voice (single subscription)	53	54	54	54	54	56	54	57							7.5%	1.8%
TV customers (in thousands)																
TV customers paid	1'144		1'153		1'158		1'175	1'177							2.9%	0.2%
TV customers light	179		198		219		243	261							45.8%	7.4%
TV customers	1'323		1'351		1'377		1'418	1'438							8.7%	1.4%
Wholesale																
Wholesale lines (in thousands)																
Full access lines	120		125		128		128	120							0.0%	-6.3%
Wholesale broadband lines	329		342		351		364	385							17.0%	5.8%

Operational data

	2016							2017							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Operational data Retail Customers																
Product view (in thousands)																
Wireless customers in single products	4'774		4'750		4'689		4'637	4'578							-4.1%	-1.3%
Wireless customers in bundles (postpaid)	613		631		682		728	767							25.1%	5.4%
Wireless customers	5'387		5'381		5'371		5'365	5'345							-0.8%	-0.4%
Broadband lines in single products	465		425		359		284	217							-53.3%	-23.6%
Broadband lines in bundles	1'465		1'515		1'588		1'670	1'733							18.3%	3.8%
Broadband lines	1'930		1'940		1'947		1'954	1'950							1.0%	-0.2%
Wireline voice access lines in single products	1'237		1'154		1'047		923	808							-34.7%	-12.5%
Wireline voice access lines in bundles	1'082		1'106		1'155		1'211	1'255							16.0%	3.6%
Wireline voice access lines	2'319		2'260		2'202		2'134	2'063							-11.0%	-3.3%
TV customers in single products	121		106		93		79	55							-54.5%	-30.4%
TV customers in bundles	1'202		1'245		1'284		1'339	1'383							15.1%	3.3%
TV customers	1'323		1'351		1'377		1'418	1'438							8.7%	1.4%
Total number of underlying products	10'959		10'932		10'897		10'871	10'796							-1.5%	-0.7%
Bundle products																
Bundle subscription (in thousands)																
2Play bundle	280		281		279		281	268							-4.3%	-4.6%
3Play bundle	826		856		889		930	967							17.1%	4.0%
4Play bundle	313		319		349		375	399							27.5%	6.4%
nPlay other bundle	46		59		71		84	99							115.2%	17.9%
Total bundle subscriptions	1'465		1'515		1'588		1'670	1'733							18.3%	3.8%
thereof fix-mobile bundle subscriptions	574		587		629		669	710							23.7%	6.1%
Bundle ARPU (in CHF)																
Blended ARPU 2Play bundle	98	93	96	96	96	98	96	92							-6.1%	-6.1%
Blended ARPU 3Play bundle	131	128	129	127	128	125	127	121							-7.6%	-3.2%
Blended ARPU 4Play bundle	194	189	192	186	190	182	188	172							-11.3%	-5.5%
Wireless																
Wireless customers (in thousands)																
Wireless customers prepaid	2'123		2'112		2'085		2'060	2'039							-4.0%	-1.0%
Wireless customers postpaid	2'651		2'638		2'604		2'577	2'539							-4.2%	-1.5%
Wireless customers in single products	4'774		4'750		4'689		4'637	4'578							-4.1%	-1.3%
Wireless customers in bundles (postpaid)	613		631		682		728	767							25.1%	5.4%
Wireless customers	5'387		5'381		5'371		5'365	5'345							-0.8%	-0.4%
Wireless ARPU (in CHF)																
ARPU MO Postpaid	61	62	61	63	62	63	62	61							0.0%	-3.2%
ARPU MO Prepaid	6	6	6	7	6	6	6	5							-16.7%	-16.7%
Blended wireless ARPU MO single subscriptions	36	37	37	38	37	38	37	36							0.0%	-5.3%

Operational data

	2016							2017							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Wireline																
Broadband lines (in thousands)																
Broadband lines in single products	465		425		359		284	217							-53.3%	-23.6%
Broadband lines in bundle products	1'465		1'515		1'588		1'670	1'733							18.3%	3.8%
Broadband lines	1'930		1'940		1'947		1'954	1'950							1.0%	-0.2%
ARPL Broadband (in CHF)																
ARPL broadband (single subscription)	35	34	34	34	34	34	34	31							-11.4%	-8.8%
Wireline voice access lines (in thousands)																
Wireline Voice access lines in single products	1'237		1'154		1'047		923	808							-34.7%	-12.5%
Wireline Voice access lines in bundle products	1'082		1'106		1'155		1'211	1'255							16.0%	3.6%
Wireline voice access lines	2'319		2'260		2'202		2'134	2'063							-11.0%	-3.3%
ARPL wireline voice (in CHF)																
ARPL wireline voice (single subscription)	47	47	47	47	47	48	47	49							4.3%	2.1%
TV customers (in thousands)																
TV customers paid	1'144		1'153		1'158		1'175	1'177							2.9%	0.2%
TV customers light	179		198		219		243	261							45.8%	7.4%
TV customers	1'323		1'351		1'377		1'418	1'438							8.7%	1.4%
Operational data Enterprise Customers																
Product view (in thousands)																
Wireless customers in single products	1'228		1'242		1'242		1'246	1'252							2.0%	0.5%
Wireless customers in bundles (postpaid)	0		0		0		1	4							n.m.	300.0%
Wireless customers	1'228		1'242		1'242		1'247	1'256							2.3%	0.7%
Broadband lines in single products	38		38		38		36	35							-7.9%	-2.8%
Broadband lines in bundles	0		0		0		2	3							n.m.	50.0%
Broadband lines	38		38		38		38	38							0.0%	0.0%
Wireline voice access lines in single products	263		258		256		232	233							-11.4%	0.4%
Wireline voice access lines in bundles	0		0		0		1	1							n.m.	0.0%
Wireline voice access lines	263		258		256		233	234							-11.0%	0.4%
Total number of underlying products	1'529		1'538		1'536		1'518	1'528							-0.1%	0.7%
Bundle products																
Bundle subscription (in thousands)																
nPlay other bundle	0		0		0		2	3							n.m.	50.0%
Total bundle subscriptions	0		0		0		2	3							n.m.	50.0%
Wireless																
Wireless customers (in thousands)																
Wireless customers in single products	1'228		1'242		1'242		1'246	1'252							2.0%	0.5%
Wireless customers in bundles (postpaid)	0		0		0		1	4							n.m.	300.0%
Wireless customers	1'228		1'242		1'242		1'247	1'256							2.3%	0.7%

Operational data

	2016							2017							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Wireless ARPU (in CHF)																
Blended wireless ARPU MO single subscriptions	35	35	35	35	35	36	35	32							-8.6%	-11.1%
Wireline																
Broadband lines (in thousands)																
Broadband lines in single products	38		38		38		36	35							-7.9%	-2.8%
Broadband lines in bundles	0		0		0		2	3							n.m.	50.0%
Broadband lines	38		38		38		38	38							0.0%	0.0%
ARPL Broadband (in CHF)																
ARPL broadband (single subscription)	52	51	51	50	51	52	51	48							-7.7%	-7.7%
Wireline voice access lines (in thousands)																
Wireline voice access lines in single products	263		258		256		232	233							-11.4%	0.4%
Wireline voice access lines in bundles	0		0		0		1	1							n.m.	0.0%
Wireline voice access lines	263		258		256		233	234							-11.0%	0.4%
ARPL wireline voice (in CHF)																
ARPL wireline voice (single subscription)	94	96	95	93	95	97	95	99							5.3%	2.1%
Operational data Wholesale																
Wireline																
Full access lines (in thousands)																
Full access lines	120		125		128		128	120							0.0%	-6.3%
Broadband lines (in thousands)																
Wholesale broadband lines	329		342		351		364	385							17.0%	5.8%
Operational data Fastweb																
Broadband customers (in thousands)																
Broadband customers	2'241		2'257		2'295		2'355	2'400							7.1%	1.9%
Wireless customers (in thousands)																
Wireless customers	582		606		630		676	763							31.1%	12.9%

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