

Facts & Figures

as per June 30, 2017

[P&L overview](#)

[P&L breakdown](#)

[OPEX breakdown](#)

[Swisscom Switzerland breakdown](#)

[Fastweb \(EUR\)](#)

[Operating free cash flow](#)

[Operational data](#)

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 Q2	QoQ Q2/Q1
Retail Customers	1'532	1'513	3'045	1'532	4'577	1'555	6'132	1'497	1'481	2'978					-2.1%	-1.1%
Enterprise Customers	609	603	1'212	579	1'791	630	2'421	586	599	1'185					-0.7%	2.2%
Wholesale	139	148	287	149	436	155	591	138	135	273					-8.8%	-2.2%
IT, Network & Infrastructure	5	7	12	12	24	7	31	6	7	13					0.0%	16.7%
Swisscom Switzerland	2'285	2'271	4'556	2'272	6'828	2'347	9'175	2'227	2'222	4'449					-2.2%	-0.2%
Fastweb	480	481	961	473	1'434	514	1'948	482	508	990					5.6%	5.4%
Other operating segments	120	131	251	129	380	139	519	122	129	251					-1.5%	5.7%
Group Headquarters	0	1	1	0	1	0	1	0	0	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	2'859	5'690					-0.9%	1.0%
Goods and services purchased	(544)	(558)	(1'102)	(580)	(1'682)	(641)	(2'323)	(522)	(503)	(1'025)					-9.9%	-3.6%
Personnel expenses	(765)	(743)	(1'508)	(695)	(2'203)	(744)	(2'947)	(753)	(738)	(1'491)					-0.7%	-2.0%
Other operating expenses	(597)	(600)	(1'197)	(613)	(1'810)	(738)	(2'548)	(574)	(621)	(1'195)					3.5%	8.2%
Capitalized costs and other income	102	163	265	94	359	109	468	91	190	281					16.6%	108.8%
Operating income (EBITDA)	1'081	1'146	2'227	1'080	3'307	986	4'293	1'073	1'187	2'260					3.6%	10.6%
Depreciation, amortization and impairment	(546)	(546)	(1'092)	(524)	(1'616)	(529)	(2'145)	(523)	(534)	(1'057)					-2.2%	2.1%
Operating income (EBIT)	535	600	1'135	556	1'691	457	2'148	550	653	1'203					8.8%	18.7%
Financial income and financial expense, net	(79)	(66)	(145)	(36)	(181)	26	(155)	(49)	(49)	(98)					-25.8%	0.0%
Share of profit of investments in associates	0	0	0	1	1	(4)	(3)	(1)	(2)	(3)					n.m.	100.0%
Income before income tax expense	456	534	990	521	1'511	479	1'990	500	602	1'102					12.7%	20.4%
Income tax expense	(92)	(110)	(202)	(112)	(314)	(72)	(386)	(127)	(136)	(263)					23.6%	7.1%
Income from continuing operations	364	424	788	409	1'197	407	1'604	373	466	839					9.9%	24.9%
Income from discontinued operations	0	0	0	0	0	0	0	0	0	0					n.m.	n.m.
Net income	364	424	788	409	1'197	407	1'604	373	466	839					9.9%	24.9%
Net income attributable to equity holders of Swisscom AG	365	424	789	410	1'199	405	1'604	373	467	840					10.1%	25.2%
Net income attributable to minority interests	(1)	0	(1)	(1)	(2)	2	0	0	(1)	(1)					n.m.	n.m.
Average number of shares outstanding (in million)	51.801	51.800	51.801	51.800	51.800	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	9.02	16.22					10.1%	25.3%

Remarks:

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

P&L Breakdown

	2016							2017							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q2	QoQ Q2/Q1
Group revenue																
Retail Customers	1'565	1'549	3'114	1'563	4'677	1'588	6'265	1'517	1'501	3'018					-3.1%	-1.1%
Enterprise Customers	642	631	1'273	608	1'881	659	2'540	612	626	1'238					-0.8%	2.3%
Wholesale	217	247	464	267	731	248	979	206	215	421					-13.0%	4.4%
IT, Network & Infrastructure	41	42	83	48	131	42	173	42	42	84					0.0%	0.0%
Intersegment elimination	(160)	(177)	(337)	(193)	(530)	(170)	(700)	(131)	(143)	(274)					-19.2%	9.2%
Swisscom Switzerland	2'305	2'292	4'597	2'293	6'890	2'367	9'257	2'246	2'241	4'487					-2.2%	-0.2%
Fastweb	482	483	965	476	1'441	516	1'957	484	511	995					5.8%	5.6%
Other operating segments	170	195	365	199	564	225	789	187	210	397					7.7%	12.3%
Group Headquarters	0	1	1	0	1	1	2	0	1	1					0.0%	n.m.
Net revenue incl. intersegment revenue	2'957	2'971	5'928	2'968	8'896	3'109	12'005	2'917	2'963	5'880					-0.3%	1.6%
Intersegment elimination	(72)	(87)	(159)	(94)	(253)	(109)	(362)	(86)	(104)	(190)					19.5%	20.9%
Net revenue from external customers	2'885	2'884	5'769	2'874	8'643	3'000	11'643	2'831	2'859	5'690					-0.9%	1.0%
Retail Customers revenue																
2Play bundle	82	78	160	80	240	81	321	76	68	144					-12.8%	-10.5%
3Play bundle	315	321	636	327	963	340	1'303	343	324	667					0.9%	-5.5%
4Play bundle	181	180	361	188	549	189	738	199	184	383					2.2%	-7.5%
nPlay other bundle	24	29	53	36	89	44	133	56	113	169					289.7%	101.8%
Bundles	602	608	1'210	631	1'841	654	2'495	674	689	1'363					13.3%	2.2%
Wireless access	416	418	834	418	1'252	426	1'678	417	414	831					-1.0%	-0.7%
Wireless traffic & VAS	104	104	208	113	321	97	418	84	86	170					-17.3%	2.4%
Wireless	520	522	1'042	531	1'573	523	2'096	501	500	1'001					-4.2%	-0.2%
Wireline telephony access	123	117	240	111	351	100	451	91	80	171					-31.6%	-12.1%
Wireline telephony traffic & VAS	56	51	107	46	153	43	196	37	30	67					-41.2%	-18.9%
Wireline telephony	179	168	347	157	504	143	647	128	110	238					-34.5%	-14.1%
Wireline internet	67	63	130	57	187	48	235	39	35	74					-44.4%	-10.3%
Wireline TV	13	12	25	10	35	5	40	10	9	19					-25.0%	-10.0%
Wireline business networks	1	2	3	1	4	1	5	1	1	2					-50.0%	0.0%
Wireline	260	245	505	225	730	197	927	178	155	333					-36.7%	-12.9%
Single products	780	767	1'547	756	2'303	720	3'023	679	655	1'334					-14.6%	-3.5%
Service revenue	1'382	1'375	2'757	1'387	4'144	1'374	5'518	1'353	1'344	2'697					-2.3%	-0.7%
Solutions	5	7	12	8	20	9	29	9	8	17					14.3%	-11.1%
Hardware sales	112	104	216	103	319	138	457	104	99	203					-4.8%	-4.8%
Other sales	33	27	60	34	94	34	128	31	30	61					11.1%	-3.2%
Net revenue from external customers	1'532	1'513	3'045	1'532	4'577	1'555	6'132	1'497	1'481	2'978					-2.1%	-1.1%
Intersegment revenue	33	36	69	31	100	33	133	20	20	40					-44.4%	0.0%
Net revenue Retail Customers	1'565	1'549	3'114	1'563	4'677	1'588	6'265	1'517	1'501	3'018					-3.1%	-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 Q2	QoQ Q2/Q1
Enterprise Customers revenue																
Bundles	1	2	3	2	5	2	7	3	4	7				100.0%	33.3%	
Wireless access	61	61	122	65	187	71	258	71	73	144				19.7%	2.8%	
Wireless traffic & VAS	64	64	128	61	189	56	245	49	49	98				-23.4%	0.0%	
Wireless	125	125	250	126	376	127	503	120	122	242				-2.4%	1.7%	
Wireline telephony access	29	29	58	28	86	27	113	26	25	51				-13.8%	-3.8%	
Wireline telephony traffic & VAS	29	28	57	27	84	27	111	27	25	52				-10.7%	-7.4%	
Wireline telephony	58	57	115	55	170	54	224	53	50	103				-12.3%	-5.7%	
Wireline internet	17	15	32	17	49	18	67	17	14	31				-6.7%	-17.6%	
Wireline business networks	70	70	140	68	208	73	281	70	72	142				2.9%	2.9%	
Wireline	145	142	287	140	427	145	572	140	136	276				-4.2%	-2.9%	
Single products	270	267	537	266	803	272	1'075	260	258	518				-3.4%	-0.8%	
Business numbers	16	16	32	14	46	16	62	16	15	31				-6.3%	-6.3%	
Service revenue	287	285	572	282	854	290	1'144	279	277	556				-2.8%	-0.7%	
Solutions	268	269	537	252	789	283	1'072	261	271	532				0.7%	3.8%	
Hardware sales	45	41	86	41	127	53	180	43	46	89				12.2%	7.0%	
Other sales	9	8	17	4	21	4	25	3	5	8				-37.5%	66.7%	
Net revenue from external customers	609	603	1'212	579	1'791	630	2'421	586	599	1'185				-0.7%	2.2%	
Intersegment revenue	33	28	61	29	90	29	119	26	27	53				-3.6%	3.8%	
Net revenue Enterprise Customers	642	631	1'273	608	1'881	659	2'540	612	626	1'238				-0.8%	2.3%	
Wholesale revenue																
Wholesale termination	40	41	81	39	120	41	161	25	26	51				-36.6%	4.0%	
Wholesale voice	19	18	37	17	54	19	73	18	17	35				-5.6%	-5.6%	
Wholesale data	18	17	35	18	53	18	71	17	18	35				5.9%	5.9%	
Wholesale broadband	22	23	45	22	67	24	91	24	25	49				8.7%	4.2%	
Wholesale fiber	2	1	3	2	5	2	7	2	1	3				0.0%	-50.0%	
Wholesale services	61	59	120	59	179	63	242	61	61	122				3.4%	0.0%	
Inbound roaming	36	45	81	47	128	47	175	49	44	93				-2.2%	-10.2%	
Other sales	2	3	5	4	9	4	13	3	4	7				33.3%	33.3%	
Net revenue from external customers	139	148	287	149	436	155	591	138	135	273				-8.8%	-2.2%	
Intersegment revenue	78	99	177	118	295	93	388	68	80	148				-19.2%	17.6%	
Net revenue Wholesale	217	247	464	267	731	248	979	206	215	421				-13.0%	4.4%	

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 Q2	QoQ Q2/Q1
IT, Network & Infrastructure revenue																
Other sales (facility & fleet management)	5	7	12	12	24	7	31	6	7	13					0.0%	16.7%
Net revenue from external customers	5	7	12	12	24	7	31	6	7	13					0.0%	16.7%
Intersegment revenue	36	35	71	36	107	35	142	36	35	71					0.0%	-2.8%
Net revenue IT, Network & Infrastructure	41	42	83	48	131	42	173	42	42	84					0.0%	0.0%
Swisscom Switzerland revenue																
2Play bundle	82	79	161	79	240	81	321	75	70	145					-11.4%	-6.7%
3Play bundle	315	321	636	327	963	341	1'304	343	324	667					0.9%	-5.5%
4Play bundle	181	180	361	188	549	189	738	199	184	383					2.2%	-7.5%
nPlay other bundle	25	30	55	39	94	45	139	59	116	175					286.7%	96.6%
Bundles	603	610	1'213	633	1'846	656	2'502	676	694	1'370					13.8%	2.7%
Wireless access	477	479	956	483	1'439	497	1'936	489	486	975					1.5%	-0.6%
Wireless traffic & VAS	169	167	336	174	510	153	663	133	135	268					-19.2%	1.5%
Wireless	646	646	1'292	657	1'949	650	2'599	622	621	1'243					-3.9%	-0.2%
Wireline telephony access	152	145	297	140	437	128	565	117	105	222					-27.6%	-10.3%
Wireline telephony traffic & VAS	85	80	165	72	237	69	306	64	55	119					-31.3%	-14.1%
Wireline telephony	237	225	462	212	674	197	871	181	160	341					-28.9%	-11.6%
Wireline internet	83	79	162	74	236	66	302	56	49	105					-38.0%	-12.5%
Wireline TV	13	12	25	10	35	5	40	10	9	19					-25.0%	-10.0%
Wireline business networks	71	72	143	69	212	74	286	71	73	144					1.4%	2.8%
Wireline	404	388	792	365	1'157	342	1'499	318	291	609					-25.0%	-8.5%
Single products	1'050	1'034	2'084	1'022	3'106	992	4'098	940	912	1'852					-11.8%	-3.0%
Business numbers	16	16	32	14	46	16	62	16	15	31					-6.3%	-6.3%
Service revenue	1'669	1'660	3'329	1'669	4'998	1'664	6'662	1'632	1'621	3'253					-2.3%	-0.7%
Solutions	274	275	549	260	809	291	1'100	269	280	549					1.8%	4.1%
Hardware sales	157	144	301	145	446	191	637	147	145	292					0.7%	-1.4%
Wholesale termination	40	41	81	39	120	41	161	25	26	51					-36.6%	4.0%
Wholesale voice	21	20	41	19	60	21	81	20	21	41					5.0%	5.0%
Wholesale data	18	17	35	18	53	18	71	17	18	35					5.9%	5.9%
Wholesale broadband	22	23	45	22	67	24	91	24	25	49					8.7%	4.2%
Wholesale fiber	2	1	3	2	5	2	7	2	1	3					0.0%	-50.0%
Wholesale services	63	61	124	61	185	65	250	63	65	128					6.6%	3.2%
Inbound roaming	36	45	81	47	128	47	175	49	44	93					-2.2%	-10.2%
Other sales	46	45	91	51	142	48	190	42	41	83					-8.9%	-2.4%
Net revenue from external customers	2'285	2'271	4'556	2'272	6'828	2'347	9'175	2'227	2'222	4'449					-2.2%	-0.2%
1P access & bundle revenue in % of service revenue	84%	84%	84%	84%	84%	86%	85%	87%	87%	87%					3.8%	0.5%
Intersegment revenue	20	21	41	21	62	20	82	19	19	38					-9.5%	0.0%
Net revenue Swisscom Switzerland	2'305	2'292	4'597	2'293	6'890	2'367	9'257	2'246	2'241	4'487					-2.2%	-0.2%

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 Q2	QoQ Q2/Q1
Fastweb revenue																
Consumer	244	249	493	246	739	249	988	248	259	507				4.0%	4.4%	
Enterprise	187	194	381	185	566	203	769	179	189	368				-2.6%	5.6%	
Wholesale	49	38	87	42	129	62	191	55	60	115				57.9%	9.1%	
Other revenue	0	0	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	508	990				5.6%	5.4%	
Intersegment revenue	2	2	4	3	7	2	9	2	3	5				50.0%	50.0%	
Net revenue Fastweb	482	483	965	476	1'441	516	1'957	484	511	995				5.8%	5.6%	
Other operating segments revenue																
Net revenue from external customers	120	131	251	129	380	139	519	122	129	251				-1.5%	5.7%	
Intersegment revenue	50	64	114	70	184	86	270	65	81	146				26.6%	24.6%	
Net revenue other operating segments	170	195	365	199	564	225	789	187	210	397				7.7%	12.3%	
Group Headquarters revenue																
Group Headquarters revenue	0	1	1	0	1	0	1	0	0	0				n.m.	n.m.	
Intersegment revenue	0	0	0	0	0	1	1	0	1	1				n.m.	n.m.	
Net revenue Group Headquarters	0	1	1	0	1	1	2	0	1	1				0.0%	n.m.	
Group OPEX																
Retail Customers	(614)	(623)	(1'237)	(656)	(1'893)	(721)	(2'614)	(586)	(591)	(1'177)				-5.1%	0.9%	
Enterprise Customers	(425)	(422)	(847)	(399)	(1'246)	(446)	(1'692)	(411)	(411)	(822)				-2.6%	0.0%	
Wholesale	(126)	(150)	(276)	(165)	(441)	(159)	(600)	(102)	(112)	(214)				-25.3%	9.8%	
IT, Network & Infrastructure	(346)	(347)	(693)	(350)	(1'043)	(392)	(1'435)	(350)	(346)	(696)				-0.3%	-1.1%	
Intersegment elimination	160	177	337	193	530	170	700	131	143	274				-19.2%	9.2%	
Swisscom Switzerland	(1'351)	(1'365)	(2'716)	(1'377)	(4'093)	(1'548)	(5'641)	(1'318)	(1'317)	(2'635)				-3.5%	-0.1%	
Fastweb	(338)	(260)	(598)	(307)	(905)	(331)	(1'236)	(329)	(232)	(561)				-10.8%	-29.5%	
Other operating segments	(136)	(149)	(285)	(152)	(437)	(188)	(625)	(147)	(170)	(317)				14.1%	15.6%	
Group Headquarters	(30)	(28)	(58)	(27)	(85)	(31)	(116)	(26)	(22)	(48)				-21.4%	-15.4%	
Reconciliation pension cost	(18)	(17)	(35)	(20)	(55)	(17)	(72)	(20)	(27)	(47)				58.8%	35.0%	
Intersegment elimination	69	81	150	89	239	101	340	82	96	178				18.5%	17.1%	
Group OPEX	(1'804)	(1'738)	(3'542)	(1'794)	(5'336)	(2'014)	(7'350)	(1'758)	(1'672)	(3'430)				-3.8%	-4.9%	

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 Q2	QoQ Q2/Q1
EBITDA																
Retail Customers (Contribution margin 2)	951	926	1'877	907	2'784	867	3'651	931	910	1'841				-1.7%	-2.3%	
Enterprise Customers (Contribution margin 2)	217	209	426	209	635	213	848	201	215	416				2.9%	7.0%	
Wholesale (Contribution margin 2)	91	97	188	102	290	89	379	104	103	207				6.2%	-1.0%	
IT, Network & Infrastructure (Contribution margin 2)	(305)	(305)	(610)	(302)	(912)	(350)	(1'262)	(308)	(304)	(612)				-0.3%	-1.3%	
Intersegment elimination	0	0	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	924	1'852				-0.3%	-0.4%	
Fastweb	144	223	367	169	536	185	721	155	279	434				25.1%	80.0%	
Other operating segments	34	46	80	47	127	37	164	40	40	80				-13.0%	0.0%	
Group Headquarters	(30)	(27)	(57)	(27)	(84)	(30)	(114)	(26)	(21)	(47)				-22.2%	-19.2%	
Reconciliation pension cost	(18)	(17)	(35)	(20)	(55)	(17)	(72)	(20)	(27)	(47)				58.8%	35.0%	
Intersegment elimination	(3)	(6)	(9)	(5)	(14)	(8)	(22)	(4)	(8)	(12)				33.3%	100.0%	
Group EBITDA	1'081	1'146	2'227	1'080	3'307	986	4'293	1'073	1'187	2'260				3.6%	10.6%	
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%	60.6%	61.0%						
Enterprise Customers	33.8%	33.1%	33.5%	34.4%	33.8%	32.3%	33.4%	32.8%	34.3%	33.6%						
Wholesale	41.9%	39.3%	40.5%	38.2%	39.7%	35.9%	38.7%	50.5%	47.9%	49.2%						
IT, Network & Infrastructure	n.m.	n.m.	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%	41.2%	41.3%						
Fastweb	29.9%	46.2%	38.0%	35.5%	37.2%	35.9%	36.8%	32.0%	54.6%	43.6%						
Other operating segments	20.0%	23.6%	21.9%	23.6%	22.5%	16.4%	20.8%	21.4%	19.0%	20.2%						
Group Headquarters	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.						
Group EBITDA in % of net revenue	37.5%	39.7%	38.6%	37.6%	38.3%	32.9%	36.9%	37.9%	41.5%	39.7%						
Depreciation, amortization and impairment																
Retail Customers	(44)	(46)	(90)	(29)	(119)	(31)	(150)	(32)	(32)	(64)				-30.4%	0.0%	
Enterprise Customers	(23)	(22)	(45)	(22)	(67)	(27)	(94)	(20)	(22)	(42)				0.0%	10.0%	
Wholesale	0	0	0	0	0	0	0	0	0	0				n.m.	n.m.	
IT, Network & Infrastructure	(295)	(303)	(598)	(314)	(912)	(317)	(1'229)	(315)	(324)	(639)				6.9%	2.9%	
Intersegment elimination	(1)	0	(1)	1	0	0	0	0	(1)	(1)				n.m.	n.m.	
Swisscom Switzerland	(363)	(371)	(734)	(364)	(1'098)	(375)	(1'473)	(367)	(379)	(746)				2.2%	3.3%	
Fastweb	(163)	(155)	(318)	(142)	(460)	(137)	(597)	(140)	(141)	(281)				-9.0%	0.7%	
Other operating segments	(22)	(22)	(44)	(20)	(64)	(19)	(83)	(17)	(17)	(34)				-22.7%	0.0%	
Group Headquarters	0	0	0	0	0	0	0	0	0	0				n.m.	n.m.	
Intersegment elimination	2	2	4	2	6	2	8	1	3	4				50.0%	200.0%	
Depreciation, amortization and impairment	(546)	(546)	(1'092)	(524)	(1'616)	(529)	(2'145)	(523)	(534)	(1'057)				-2.2%	2.1%	

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 Q2	QoQ Q2/Q1
Operating income (EBIT)																
Retail Customers (segment result)	907	880	1'787	878	2'665	836	3'501	899	878	1'777					-0.2%	-2.3%
Enterprise Customers (segment result)	194	187	381	187	568	186	754	181	193	374					3.2%	6.6%
Wholesale (segment result)	91	97	188	102	290	89	379	104	103	207					6.2%	-1.0%
IT, Network & Infrastructure (segment result)	(600)	(608)	(1'208)	(616)	(1'824)	(667)	(2'491)	(623)	(628)	(1'251)					3.3%	0.8%
Intersegment elimination	(1)	0	(1)	1	0	0	0	0	(1)	(1)					n.m.	n.m.
Swisscom Switzerland (EBIT)	591	556	1'147	552	1'699	444	2'143	561	545	1'106					-2.0%	-2.9%
Fastweb	(19)	68	49	27	76	48	124	15	138	153					102.9%	820.0%
Other operating segments	12	24	36	27	63	18	81	23	23	46					-4.2%	0.0%
Group Headquarters	(30)	(27)	(57)	(27)	(84)	(30)	(114)	(26)	(21)	(47)					-22.2%	-19.2%
Reconciliation pension cost	(18)	(17)	(35)	(20)	(55)	(17)	(72)	(20)	(27)	(47)					58.8%	35.0%
Intersegment elimination	(1)	(4)	(5)	(3)	(8)	(6)	(14)	(3)	(5)	(8)					25.0%	66.7%
Group EBIT	535	600	1'135	556	1'691	457	2'148	550	653	1'203					8.8%	18.7%
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%	58.5%	58.9%						
Enterprise Customers	30.2%	29.6%	29.9%	30.8%	30.2%	28.2%	29.7%	29.6%	30.8%	30.2%						
Wholesale	41.9%	39.3%	40.5%	38.2%	39.7%	35.9%	38.7%	50.5%	47.9%	49.2%						
IT, Network & Infrastructure	n.m.	n.m.	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%	24.3%	24.6%						
Fastweb	-3.9%	14.1%	5.1%	5.7%	5.3%	9.3%	6.3%	3.1%	27.0%	15.4%						
Other operating segments	7.1%	12.3%	9.9%	13.6%	11.2%	8.0%	10.3%	12.3%	11.0%	11.6%						
Group Headquarters	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.						
Group EBIT in % of net revenue	18.5%	20.8%	19.7%	19.3%	19.6%	15.2%	18.4%	19.4%	22.8%	21.1%						
CAPEX																
Fixed network & infrastructure	31%	27%	29%	27%	28%	32%	29%	27%	28%	27%						
Fibre (FTTx)	27%	30%	29%	27%	28%	24%	27%	29%	30%	29%						
Wireless network	12%	14%	13%	15%	14%	12%	13%	17%	18%	18%						
Customer premises equipment	13%	10%	11%	10%	11%	8%	10%	10%	6%	8%						
IT systems, All IP & other	17%	19%	18%	21%	19%	24%	21%	17%	18%	18%						
Swisscom Switzerland	424	448	872	411	1'283	472	1'755	357	362	719					-19.2%	1.4%
Fastweb	169	145	314	156	470	163	633	165	161	326					11.0%	-2.4%
Other operating segments	7	10	17	13	30	19	49	11	13	24					30.0%	18.2%
Group Headquarters	0	0	0	0	0	0	0	0	0	0					n.m.	n.m.
Intersegment elimination	(4)	(6)	(10)	(5)	(15)	(6)	(21)	(4)	(8)	(12)					33.3%	100.0%
Group CAPEX	596	597	1'193	575	1'768	648	2'416	529	528	1'057					-11.6%	-0.2%

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 Q2	QoQ Q2/Q1
Number of employees (End of period)																
Retail Customers	6'467		6'289		6'146		6'065	5'941		5'794					-7.9%	-2.5%
Enterprise Customers	4'752		4'719		4'687		4'651	4'661		4'612					-2.3%	-1.1%
Wholesale	92		91		90		88	86		86					-5.5%	0.0%
IT, Network & Infrastructure	5'106		5'122		5'112		5'072	5'031		4'928					-3.8%	-2.0%
Swisscom Switzerland	16'417		16'221		16'035		15'876	15'719		15'420					-4.9%	-1.9%
Fastweb	2'407		2'422		2'457		2'468	2'503		2'494					3.0%	-0.4%
Other operating segments	2'507		2'491		2'503		2'493	2'575		2'585					3.8%	0.4%
Group Headquarters	314		309		297		290	282		276					-10.7%	-2.1%
Group Number of employees (End of period)	21'645		21'443		21'292		21'127	21'079		20'775					-3.1%	-1.4%

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 Q2	QoQ Q2/Q1
OPEX Swisscom Switzerland																
Goods and services purchased	(418)	(436)	(854)	(454)	(1'308)	(516)	(1'824)	(400)	(391)	(791)					-10.3%	-2.3%
Personnel expenses	(603)	(582)	(1'185)	(543)	(1'728)	(568)	(2'296)	(586)	(558)	(1'144)					-4.1%	-4.8%
Other operating expenses	(375)	(387)	(762)	(408)	(1'170)	(497)	(1'667)	(362)	(388)	(750)					0.3%	7.2%
Intersegment expenses	(34)	(37)	(71)	(40)	(111)	(40)	(151)	(35)	(37)	(72)					0.0%	5.7%
./. Capitalized costs and other income	79	77	156	68	224	73	297	65	57	122					-26.0%	-12.3%
Total OPEX Swisscom Switzerland	(1'351)	(1'365)	(2'716)	(1'377)	(4'093)	(1'548)	(5'641)	(1'318)	(1'317)	(2'635)					-3.5%	-0.1%
OPEX Fastweb																
Goods and services purchased	(121)	(115)	(236)	(118)	(354)	(114)	(468)	(116)	(106)	(222)					-7.8%	-8.6%
Personnel expenses	(48)	(47)	(95)	(42)	(137)	(55)	(192)	(50)	(48)	(98)					2.1%	-4.0%
Other operating expenses	(180)	(170)	(350)	(159)	(509)	(176)	(685)	(172)	(192)	(364)					12.9%	11.6%
Intersegment expenses	0	(1)	(1)	0	(1)	0	(1)	(1)	0	(1)					n.m.	-100.0%
./. Capitalized costs and other income	11	73	84	12	96	14	110	10	114	124					56.2%	1040.0%
Total OPEX Fastweb	(338)	(260)	(598)	(307)	(905)	(331)	(1'236)	(329)	(232)	(561)					-10.8%	-29.5%
OPEX Other operating segments																
Goods and services purchased	(4)	(7)	(11)	(8)	(19)	(9)	(28)	(5)	(7)	(12)					0.0%	40.0%
Personnel expenses	(76)	(76)	(152)	(73)	(225)	(79)	(304)	(77)	(84)	(161)					10.5%	9.1%
Other operating expenses	(47)	(57)	(104)	(61)	(165)	(91)	(256)	(56)	(70)	(126)					22.8%	25.0%
Intersegment expenses	(13)	(14)	(27)	(13)	(40)	(15)	(55)	(12)	(13)	(25)					-7.1%	8.3%
./. Capitalized costs and other income	4	5	9	3	12	6	18	3	4	7					-20.0%	33.3%
Total OPEX Other operating segments	(136)	(149)	(285)	(152)	(437)	(188)	(625)	(147)	(170)	(317)					14.1%	15.6%
OPEX Group Headquarters																
Goods and services purchased	0	0	0	0	0	0	0	0	0	0					n.m.	n.m.
Personnel expenses	(24)	(21)	(45)	(20)	(65)	(26)	(91)	(24)	(21)	(45)					0.0%	-12.5%
Other operating expenses	(13)	(14)	(27)	(15)	(42)	(18)	(60)	(16)	(14)	(30)					0.0%	-12.5%
Intersegment expenses	(8)	(9)	(17)	(9)	(26)	(8)	(34)	(8)	(8)	(16)					-11.1%	0.0%
./. Capitalized costs and other income	15	16	31	17	48	21	69	22	21	43					31.3%	-4.5%
Total OPEX Group Headquarters	(30)	(28)	(58)	(27)	(85)	(31)	(116)	(26)	(22)	(48)					-21.4%	-15.4%

Remarks:

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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 Q2	QoQ Q2/Q1
Retail Customers																
Net revenue (incl. intersegment revenue)	1'565	1'549	3'114	1'563	4'677	1'588	6'265	1'517	1'501	3'018					-3.1%	-1.1%
Outpayments	(58)	(75)	(133)	(90)	(223)	(69)	(292)	(49)	(57)	(106)					-24.0%	16.3%
Subscriber acquisition and retention costs (1)	(100)	(105)	(205)	(114)	(319)	(157)	(476)	(108)	(111)	(219)					5.7%	2.8%
Other costs of goods and services purchased	(163)	(154)	(317)	(157)	(474)	(185)	(659)	(151)	(141)	(292)					-8.4%	-6.6%
Direct costs (incl. intersegment direct costs)	(321)	(334)	(655)	(361)	(1'016)	(411)	(1'427)	(308)	(309)	(617)					-7.5%	0.3%
Contribution margin 1	1'244	1'215	2'459	1'202	3'661	1'177	4'838	1'209	1'192	2'401					-1.9%	-1.4%
Contribution margin 1 in % of net revenue	79.5%	78.4%	79.0%	76.9%	78.3%	74.1%	77.2%	79.7%	79.4%	79.6%						
Personnel expenses	(187)	(182)	(369)	(167)	(536)	(170)	(706)	(174)	(170)	(344)					-6.6%	-2.3%
Other operating expenses (2)	(138)	(141)	(279)	(160)	(439)	(173)	(612)	(141)	(146)	(287)					3.5%	3.5%
Indirect costs (incl. intersegment indirect costs)	(325)	(323)	(648)	(327)	(975)	(343)	(1'318)	(315)	(316)	(631)					-2.2%	0.3%
./. Capitalized costs and other income	32	34	66	32	98	33	131	37	34	71					0.0%	-8.1%
Contribution margin 2	951	926	1'877	907	2'784	867	3'651	931	910	1'841					-1.7%	-2.3%
Contribution margin 2 in % of net revenue	60.8%	59.8%	60.3%	58.0%	59.5%	54.6%	58.3%	61.4%	60.6%	61.0%						
CAPEX	46	54	100	42	142	45	187	40	41	81					-24.1%	2.5%
Number of employees (FTE)	6'467		6'289		6'146		6'065	5'941		5'794					-7.9%	-2.5%
Enterprise Customers																
Net revenue (incl. intersegment revenue)	642	631	1'273	608	1'881	659	2'540	612	626	1'238					-0.8%	2.3%
Outpayments	(29)	(34)	(63)	(36)	(99)	(33)	(132)	(27)	(30)	(57)					-11.8%	11.1%
Subscriber acquisition and retention costs (1)	(7)	(6)	(13)	(7)	(20)	(9)	(29)	(8)	(7)	(15)					16.7%	-12.5%
Other costs of goods and services purchased	(157)	(145)	(302)	(143)	(445)	(166)	(611)	(145)	(137)	(282)					-5.5%	-5.5%
Direct costs (incl. intersegment direct costs)	(193)	(185)	(378)	(186)	(564)	(208)	(772)	(180)	(174)	(354)					-5.9%	-3.3%
Contribution margin 1	449	446	895	422	1'317	451	1'768	432	452	884					1.3%	4.6%
Contribution margin 1 in % of net revenue	69.9%	70.7%	70.3%	69.4%	70.0%	68.4%	69.6%	70.6%	72.2%	71.4%						
Personnel expenses	(198)	(194)	(392)	(179)	(571)	(185)	(756)	(196)	(193)	(389)					-0.5%	-1.5%
Other operating expenses (2)	(64)	(71)	(135)	(64)	(199)	(83)	(282)	(63)	(67)	(130)					-5.6%	6.3%
Indirect costs (incl. intersegment indirect costs)	(262)	(265)	(527)	(243)	(770)	(268)	(1'038)	(259)	(260)	(519)					-1.9%	0.4%
./. Capitalized costs and other income	30	28	58	30	88	30	118	28	23	51					-17.9%	-17.9%
Contribution margin 2	217	209	426	209	635	213	848	201	215	416					2.9%	7.0%
Contribution margin 2 in % of net revenue	33.8%	33.1%	33.5%	34.4%	33.8%	32.3%	33.4%	32.8%	34.3%	33.6%						
CAPEX	31	33	64	30	94	32	126	20	17	37					-48.5%	-15.0%
Number of employees (FTE)	4'752		4'719		4'687		4'651	4'661		4'612					-2.3%	-1.1%

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 Q2	QoQ Q2/Q1
Wholesale																
Net revenue (incl. intersegment revenue)	217	247	464	267	731	248	979	206	215	421					-13.0%	4.4%
Outpayments	(122)	(144)	(266)	(159)	(425)	(134)	(559)	(96)	(108)	(204)					-25.0%	12.5%
Subscriber acquisition and retention costs (1)	0	0	0	0	0	0	0	0	0	0					n.m.	n.m.
Other costs of goods and services purchased	0	(1)	(1)	(2)	(3)	0	(3)	(1)	(1)	(2)					0.0%	0.0%
Direct costs (incl. intersegment direct costs)	(122)	(145)	(267)	(161)	(428)	(134)	(562)	(97)	(109)	(206)					-24.8%	12.4%
Contribution margin 1	95	102	197	106	303	114	417	109	106	215					3.9%	-2.8%
Contribution margin 1 in % of net revenue	43.8%	41.3%	42.5%	39.7%	41.5%	46.0%	42.6%	52.9%	49.3%	51.1%						
Personnel expenses	(4)	(4)	(8)	(3)	(11)	(4)	(15)	(4)	(3)	(7)					-25.0%	-25.0%
Other operating expenses (2)	0	(1)	(1)	(1)	(2)	(21)	(23)	(1)	(1)	(2)					0.0%	0.0%
Indirect costs (incl. intersegment indirect costs)	(4)	(5)	(9)	(4)	(13)	(25)	(38)	(5)	(4)	(9)					-20.0%	-20.0%
./. Capitalized costs and other income	0	0	0	0	0	0	0	0	1	1					n.m.	n.m.
Contribution margin 2	91	97	188	102	290	89	379	104	103	207					6.2%	-1.0%
Contribution margin 2 in % of net revenue	41.9%	39.3%	40.5%	38.2%	39.7%	35.9%	38.7%	50.5%	47.9%	49.2%						
CAPEX	0	0	0	0	0	0	0	0	0	0					n.m.	n.m.
Number of employees (FTE)	92		91		90		88	86		86					-5.5%	0.0%
IT, Network & Infrastructure																
Net revenue (incl. intersegment revenue)	41	42	83	48	131	42	173	42	42	84					0.0%	0.0%
Direct costs (incl. intersegment direct costs)	(2)	(4)	(6)	(4)	(10)	(2)	(12)	(4)	(2)	(6)					-50.0%	-50.0%
Contribution margin 1	39	38	77	44	121	40	161	38	40	78					5.3%	5.3%
Contribution margin 1 in % of net revenue	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.						
Personnel expenses	(220)	(210)	(430)	(199)	(629)	(217)	(846)	(218)	(199)	(417)					-5.2%	-8.7%
Rent	(46)	(48)	(94)	(54)	(148)	(49)	(197)	(51)	(51)	(102)					6.3%	0.0%
Maintenance	(42)	(45)	(87)	(46)	(133)	(52)	(185)	(41)	(44)	(85)					-2.2%	7.3%
IT expenses	(45)	(43)	(88)	(47)	(135)	(53)	(188)	(47)	(50)	(97)					16.3%	6.4%
Other expenses	(117)	(118)	(235)	(116)	(351)	(139)	(490)	(104)	(106)	(210)					-10.2%	1.9%
Other operating expenses	(250)	(254)	(504)	(263)	(767)	(293)	(1'060)	(243)	(251)	(494)					-1.2%	3.3%
Indirect costs (incl. intersegment indirect costs)	(470)	(464)	(934)	(462)	(1'396)	(510)	(1'906)	(461)	(450)	(911)					-3.0%	-2.4%
./. Capitalized costs and other income	126	121	247	116	363	120	483	115	106	221					-12.4%	-7.8%
Contribution margin 2	(305)	(305)	(610)	(302)	(912)	(350)	(1'262)	(308)	(304)	(612)					-0.3%	-1.3%
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.						
CAPEX	347	361	708	339	1'047	395	1'442	297	305	602					-15.5%	2.7%
Number of employees (FTE)	5'106		5'122		5'112		5'072	5'031		4'928					-3.8%	-2.0%

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 Q2	QoQ Q2/Q1
Swisscom Switzerland																
Net revenue (incl. intersegment revenue)	2'305	2'292	4'597	2'293	6'890	2'367	9'257	2'246	2'241	4'487					-2.2%	-0.2%
Outpayments	(98)	(119)	(217)	(134)	(351)	(108)	(459)	(82)	(94)	(176)					-21.0%	14.6%
Subscriber acquisition and retention costs (1)	(106)	(112)	(218)	(121)	(339)	(165)	(504)	(117)	(117)	(234)					4.5%	0.0%
Other costs of goods and services purchased	(263)	(252)	(515)	(250)	(765)	(300)	(1'065)	(241)	(225)	(466)					-10.7%	-6.6%
Direct costs (incl. intercompany direct costs)	(467)	(483)	(950)	(505)	(1'455)	(573)	(2'028)	(440)	(436)	(876)					-9.7%	-0.9%
Contribution margin 1	1'838	1'809	3'647	1'788	5'435	1'794	7'229	1'806	1'805	3'611					-0.2%	-0.1%
Contribution margin 1 in % of net revenue	79.7%	78.9%	79.3%	78.0%	78.9%	75.8%	78.1%	80.4%	80.5%	80.5%						
Personnel expenses	(610)	(589)	(1'199)	(549)	(1'748)	(574)	(2'322)	(592)	(565)	(1'157)					-4.1%	-4.6%
Other operating expenses (2)	(353)	(370)	(723)	(391)	(1'114)	(474)	(1'588)	(351)	(373)	(724)					0.8%	6.3%
Indirect costs (incl. intersegment indirect costs)	(963)	(959)	(1'922)	(940)	(2'862)	(1'048)	(3'910)	(943)	(938)	(1'881)					-2.2%	-0.5%
./. Capitalized costs and other income	79	77	156	68	224	73	297	65	57	122					-26.0%	-12.3%
Contribution margin 2	954	927	1'881	916	2'797	819	3'616	928	924	1'852					-0.3%	-0.4%
Contribution margin 2 in % of net revenue	41.4%	40.4%	40.9%	39.9%	40.6%	34.6%	39.1%	41.3%	41.2%	41.3%						
CAPEX	424	448	872	411	1'283	472	1'755	357	362	719					-19.2%	1.4%
Number of employees (FTE)	16'417		16'221		16'035		15'876	15'719		15'420					-4.9%	-1.9%

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

(2) Other operating expenses excluding dealer commissions

Remarks:

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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 Q2	QoQ Q2/Q1
Fastweb (in EUR million)																
Consumer	223	227	450	225	675	231	906	232	238	470					4.8%	2.6%
Enterprise	171	177	348	169	517	189	706	168	173	341					-2.3%	3.0%
Wholesale	44	35	79	40	119	56	175	51	57	108					62.9%	11.8%
Other revenue	0	0	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	468	919					6.6%	3.8%
Intersegment revenue	2	2	4	3	7	1	8	2	2	4					0.0%	0.0%
Net revenue	440	441	881	437	1'318	477	1'795	453	470	923					6.6%	3.8%
Operating expenses	(309)	(237)	(546)	(282)	(828)	(306)	(1'134)	(308)	(212)	(520)					-10.5%	-31.2%
EBITDA	131	204	335	155	490	171	661	145	258	403					26.5%	77.9%
EBITDA in % of net revenue	29.8%	46.3%	38.0%	35.5%	37.2%	35.8%	36.8%	32.0%	54.9%	43.7%						
CAPEX	154	132	286	144	430	151	581	155	147	302					11.4%	-5.2%
Number of employees (FTE)	2'407		2'422		2'457		2'468	2'503		2'494					3.0%	-0.4%

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 Q2	QoQ Q2/Q1
Operating income (EBITDA)	1'081	1'146	2'227	1'080	3'307	986	4'293	1'073	1'187	2'260					3.6%	10.6%
Changes in operating assets and liabilities and other payments or receipts from operating activities	(312)	55	(257)	105	(152)	46	(106)	(83)	(102)	(185)					n.m.	22.9%
Capital expenditure	(596)	(597)	(1'193)	(575)	(1'768)	(648)	(2'416)	(529)	(528)	(1'057)					-11.6%	-0.2%
Proceeds from sale of assets	11	8	19	6	25	3	28	2	0	2					n.m.	-100.0%
Operating free cash flow before minority interests	184	612	796	616	1'412	387	1'799	463	557	1'020					-9.0%	20.3%
Dividends paid to minority interests	0	(8)	(8)	0	(8)	0	(8)	0	(8)	(8)					0.0%	n.m.
Operating free cash flow	184	604	788	616	1'404	387	1'791	463	549	1'012					-9.1%	18.6%

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.

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 Q2	QoQ Q2/Q1
Operational data Swisscom Switzerland																
Product view (in thousands)																
Wireless customers in single products	6'002		5'992		5'931		5'883	5'830		5'774					-3.6%	-1.0%
Wireless customers in bundles (postpaid)	613		631		682		729	771		815					29.2%	5.7%
Wireless customers	6'615		6'623		6'613		6'612	6'601		6'589					-0.5%	-0.2%
Broadband lines in single products	503		463		397		320	252		205					-55.7%	-18.7%
Broadband lines in bundles	1'465		1'515		1'588		1'672	1'736		1'784					17.8%	2.8%
Broadband lines	1'968		1'978		1'985		1'992	1'988		1'989					0.6%	0.1%
Wireline voice access lines in single products	1'500		1'412		1'303		1'155	1'041		931					-34.1%	-10.6%
Wireline voice access lines in bundles	1'082		1'106		1'155		1'212	1'256		1'277					15.5%	1.7%
Wireline voice access lines	2'582		2'518		2'458		2'367	2'297		2'208					-12.3%	-3.9%
TV customers in single products	121		106		93		79	55		33					-68.9%	-40.0%
TV customers in bundles	1'202		1'245		1'284		1'339	1'383		1'414					13.6%	2.2%
TV customers	1'323		1'351		1'377		1'418	1'438		1'447					7.1%	0.6%
Total number of underlying products	12'488		12'470		12'433		12'389	12'324		12'233					-1.9%	-0.7%
Bundle products																
Bundle subscription (in thousands)																
2Play bundle	280		281		279		281	268		244					-13.2%	-9.0%
3Play bundle	826		856		889		930	967		868					1.4%	-10.2%
4Play bundle	313		319		349		375	399		332					4.1%	-16.8%
nPlay other bundle	46		59		71		86	102		340					476.3%	233.3%
Total bundle subscriptions	1'465		1'515		1'588		1'672	1'736		1'784					17.8%	2.8%
thereof fix-mobile bundle subscriptions	574		587		629		670	711		723					23.2%	1.7%
Bundle ARPU (in CHF)																
Blended ARPU 2Play bundle	100	94	98	97	98	99	99	95	94	97					0.0%	-1.1%
Blended ARPU 3Play bundle	134	131	132	129	131	127	130	124	120	124					-8.4%	-3.2%
Blended ARPU 4Play bundle	197	192	195	190	193	187	191	177	173	177					-9.9%	-2.3%
Wireless																
Wireless customers (in thousands)																
Wireless customers prepaid	2'123		2'112		2'085		2'060	2'039		2'018					-4.5%	-1.0%
Wireless customers postpaid	3'879		3'880		3'846		3'823	3'791		3'756					-3.2%	-0.9%
Wireless customers in single products	6'002		5'992		5'931		5'883	5'830		5'774					-3.6%	-1.0%
Wireless customers in bundles (postpaid)	613		631		682		729	771		815					29.2%	5.7%
Wireless customers	6'615		6'623		6'613		6'612	6'601		6'589					-0.5%	-0.2%
Infinity / inOne penetration in % of Retail postpaid customers	69%		70%		70%		70%	70%		71%						

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 Q2	QoQ Q2/Q1
Wireless ARPU (in CHF)																
ARPU MO Postpaid	53	53	53	54	53	54	53	52	52	52					-1.9%	0.0%
ARPU MO Prepaid	6	6	6	7	6	6	6	6	6	6					0.0%	0.0%
Blended wireless ARPU MO single subscriptions	36	36	36	37	37	37	37	36	36	36					0.0%	0.0%
ARPU Infinity / inOne	79	78	78	77	78	75	77	72	70	71					-10.3%	-2.8%
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%	12.0%		12.0%						
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	65'261	125'043					60.2%	9.2%
Wireline																
Broadband lines (in thousands)																
Broadband lines in single products	503		463		397		320	252		205					-55.7%	-18.7%
Broadband lines in bundle products	1'465		1'515		1'588		1'672	1'736		1'784					17.8%	2.8%
Broadband lines	1'968		1'978		1'985		1'992	1'988		1'989					0.6%	0.1%
ARPL Broadband (in CHF)																
ARPL broadband (single subscription)	35	35	35	34	35	32	34	31	32	32					-8.6%	3.2%
Wireline voice access lines (in thousands)																
Wireline Voice access lines in single products	1'500		1'412		1'303		1'155	1'041		931					-34.1%	-10.6%
Wireline Voice access lines in bundle products	1'082		1'106		1'155		1'212	1'256		1'277					15.5%	1.7%
Wireline voice access lines	2'582		2'518		2'458		2'367	2'297		2'208					-12.3%	-3.9%
ARPL wireline voice (in CHF)																
ARPL wireline voice (single subscription)	53	54	54	54	54	56	54	57	58	58					7.4%	1.8%
TV customers (in thousands)																
TV customers paid	1'144		1'153		1'158		1'175	1'177		1'160					0.6%	-1.4%
TV customers light	179		198		219		243	261		287					44.9%	10.0%
TV customers	1'323		1'351		1'377		1'418	1'438		1'447					7.1%	0.6%
Wholesale																
Wholesale lines (in thousands)																
Full access lines	120		125		128		128	120		116					-7.2%	-3.3%
Wholesale broadband lines	329		342		351		364	385		402					17.5%	4.4%

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 Q2	QoQ Q2/Q1
Operational data Retail Customers																
Product view (in thousands)																
Wireless customers in single products	4'774		4'750		4'689		4'637	4'578		4'519					-4.9%	-1.3%
Wireless customers in bundles (postpaid)	613		631		682		728	767		810					28.4%	5.6%
Wireless customers	5'387		5'381		5'371		5'365	5'345		5'329					-1.0%	-0.3%
Broadband lines in single products	465		425		359		284	217		172					-59.5%	-20.7%
Broadband lines in bundles	1'465		1'515		1'588		1'670	1'733		1'779					17.4%	2.7%
Broadband lines	1'930		1'940		1'947		1'954	1'950		1'951					0.6%	0.1%
Wireline voice access lines in single products	1'237		1'154		1'047		923	808		706					-38.8%	-12.6%
Wireline voice access lines in bundles	1'082		1'106		1'155		1'211	1'255		1'276					15.4%	1.7%
Wireline voice access lines	2'319		2'260		2'202		2'134	2'063		1'982					-12.3%	-3.9%
TV customers in single products	121		106		93		79	55		33					-68.9%	-40.0%
TV customers in bundles	1'202		1'245		1'284		1'339	1'383		1'414					13.6%	2.2%
TV customers	1'323		1'351		1'377		1'418	1'438		1'447					7.1%	0.6%
Total number of underlying products	10'959		10'932		10'897		10'871	10'796		10'709					-2.0%	-0.8%
Bundle products																
Bundle subscription (in thousands)																
2Play bundle	280		281		279		281	268		244					-13.2%	-9.0%
3Play bundle	826		856		889		930	967		868					1.4%	-10.2%
4Play bundle	313		319		349		375	399		332					4.1%	-16.8%
nPlay other bundle	46		59		71		84	99		335					467.8%	238.4%
Total bundle subscriptions	1'465		1'515		1'588		1'670	1'733		1'779					17.4%	2.7%
thereof fix-mobile bundle subscriptions	574		587		629		669	710		721					22.8%	1.5%
Bundle ARPU (in CHF)																
Blended ARPU 2Play bundle	98	93	96	96	96	98	96	92	91	93					-2.2%	-1.1%
Blended ARPU 3Play bundle	131	128	129	127	128	125	127	121	117	120					-8.6%	-3.3%
Blended ARPU 4Play bundle	194	189	192	186	190	182	188	172	166	170					-12.2%	-3.5%
Wireless																
Wireless customers (in thousands)																
Wireless customers prepaid	2'123		2'112		2'085		2'060	2'039		2'018					-4.5%	-1.0%
Wireless customers postpaid	2'651		2'638		2'604		2'577	2'539		2'501					-5.2%	-1.5%
Wireless customers in single products	4'774		4'750		4'689		4'637	4'578		4'519					-4.9%	-1.3%
Wireless customers in bundles (postpaid)	613		631		682		728	767		810					28.4%	5.6%
Wireless customers	5'387		5'381		5'371		5'365	5'345		5'329					-1.0%	-0.3%
Wireless ARPU (in CHF)																
ARPU MO Postpaid	61	62	61	63	62	63	62	61	62	62					0.0%	1.6%
ARPU MO Prepaid	6	6	6	7	6	6	6	5	6	6					0.0%	20.0%
Blended wireless ARPU MO single subscriptions	36	37	37	38	37	38	37	36	37	37					0.0%	2.8%

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 Q2	QoQ Q2/Q1
Wireline																
Broadband lines (in thousands)																
Broadband lines in single products	465		425		359		284	217		172					-59.5%	-20.7%
Broadband lines in bundle products	1'465		1'515		1'588		1'670	1'733		1'779					17.4%	2.7%
Broadband lines	1'930		1'940		1'947		1'954	1'950		1'951					0.6%	0.1%
ARPL Broadband (in CHF)																
ARPL broadband (single subscription)	35	34	34	34	34	34	34	31	31	31					-8.8%	0.0%
Wireline voice access lines (in thousands)																
Wireline Voice access lines in single products	1'237		1'154		1'047		923	808		706					-38.8%	-12.6%
Wireline Voice access lines in bundle products	1'082		1'106		1'155		1'211	1'255		1'276					15.4%	1.7%
Wireline voice access lines	2'319		2'260		2'202		2'134	2'063		1'982					-12.3%	-3.9%
ARPL wireline voice (in CHF)																
ARPL wireline voice (single subscription)	47	47	47	47	47	48	47	49	49	49					4.3%	0.0%
TV customers (in thousands)																
TV customers paid	1'144		1'153		1'158		1'175	1'177		1'160					0.6%	-1.4%
TV customers light	179		198		219		243	261		287					44.9%	10.0%
TV customers	1'323		1'351		1'377		1'418	1'438		1'447					7.1%	0.6%
Operational data Enterprise Customers																
Product view (in thousands)																
Wireless customers in single products	1'228		1'242		1'242		1'246	1'252		1'255					1.0%	0.2%
Wireless customers in bundles (postpaid)	0		0		0		1	4		5					n.m.	25.0%
Wireless customers	1'228		1'242		1'242		1'247	1'256		1'260					1.4%	0.3%
Broadband lines in single products	38		38		38		36	35		33					-13.2%	-5.7%
Broadband lines in bundles	0		0		0		2	3		5					n.m.	66.7%
Broadband lines	38		38		38		38	38		38					0.0%	0.0%
Wireline voice access lines in single products	263		258		256		232	233		225					-12.8%	-3.4%
Wireline voice access lines in bundles	0		0		0		1	1		1					n.m.	0.0%
Wireline voice access lines	263		258		256		233	234		226					-12.4%	-3.4%
Total number of underlying products	1'529		1'538		1'536		1'518	1'528		1'524					-0.9%	-0.3%
Bundle products																
Bundle subscription (in thousands)																
nPlay other bundle	0		0		0		2	3		5					n.m.	66.7%
Total bundle subscriptions	0		0		0		2	3		5					n.m.	66.7%
Wireless																
Wireless customers (in thousands)																
Wireless customers in single products	1'228		1'242		1'242		1'246	1'252		1'255					1.0%	0.2%
Wireless customers in bundles (postpaid)	0		0		0		1	4		5					n.m.	25.0%
Wireless customers	1'228		1'242		1'242		1'247	1'256		1'260					1.4%	0.3%

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 Q2	QoQ Q2/Q1
Wireless ARPU (in CHF)																
Blended wireless ARPU MO single subscriptions	35	35	35	35	35	36	35	32	33	32					-5.7%	3.1%
Wireline																
Broadband lines (in thousands)																
Broadband lines in single products	38		38		38		36	35		33					-13.2%	-5.7%
Broadband lines in bundles	0		0		0		2	3		5					n.m.	66.7%
Broadband lines	38		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	48	48					-5.9%	0.0%
Wireline voice access lines (in thousands)																
Wireline voice access lines in single products	263		258		256		232	233		225					-12.8%	-3.4%
Wireline voice access lines in bundles	0		0		0		1	1		1					n.m.	0.0%
Wireline voice access lines	263		258		256		233	234		226					-12.4%	-3.4%
ARPL wireline voice (in CHF)																
ARPL wireline voice (single subscription)	94	96	95	93	95	97	95	99	98	98					2.1%	-1.0%
Operational data Wholesale																
Wireline																
Full access lines (in thousands)																
Full access lines	120		125		128		128	120		116					-7.2%	-3.3%
Broadband lines (in thousands)																
Wholesale broadband lines	329		342		351		364	385		402					17.5%	4.4%
Operational data Fastweb																
Broadband customers (in thousands)																
Broadband customers	2'241		2'257		2'295		2'355	2'400		2'411					6.8%	0.5%
Wireless customers (in thousands)																
Wireless customers	582		606		630		676	763		880					45.2%	15.3%

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