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as per September 30, 2020

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P&L Overview

	2019							2020							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	1'169	1'124	2'293	1'147	3'440	1'222	4'662	1'120	1'080	2'200	1'120	3'320			-2.4%	3.7%
Business Customers	810	783	1'593	769	2'362	794	3'156	760	760	1'520	739	2'259			-3.9%	-2.8%
Wholesale	158	162	320	169	489	154	643	164	158	322	168	490			-0.6%	6.3%
IT, Network & Infrastructure	6	6	12	6	18	5	23	6	5	11	6	17			0.0%	20.0%
Swisscom Switzerland	2'143	2'075	4'218	2'091	6'309	2'175	8'484	2'050	2'003	4'053	2'033	6'086			-2.8%	1.5%
Fastweb	579	600	1'179	585	1'764	696	2'460	578	597	1'175	611	1'786			4.4%	2.3%
Other operating segments	138	128	266	117	383	126	509	109	106	215	114	329			-2.6%	7.5%
Group Headquarters	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Net revenue from external customers	2'860	2'803	5'663	2'793	8'456	2'997	11'453	2'737	2'706	5'443	2'758	8'201			-1.3%	1.9%
Direct costs	(683)	(656)	(1'339)	(684)	(2'023)	(792)	(2'815)	(626)	(624)	(1'250)	(656)	(1'906)			-4.1%	5.1%
Personnel expenses	(724)	(687)	(1'411)	(653)	(2'064)	(736)	(2'800)	(700)	(679)	(1'379)	(637)	(2'016)			-2.5%	-6.2%
Other operating expenses	(448)	(500)	(948)	(459)	(1'407)	(582)	(1'989)	(407)	(416)	(823)	(441)	(1'264)			-3.9%	6.0%
Capitalized costs and other income	114	161	275	123	398	111	509	107	110	217	124	341			0.8%	12.7%
Operating income (EBITDA)	1'119	1'121	2'240	1'120	3'360	998	4'358	1'111	1'097	2'208	1'148	3'356			2.5%	4.6%
EBITDA in % of net revenue	39.1%	40.0%	39.6%	40.1%	39.7%	33.3%	38.1%	40.6%	40.5%	40.6%	41.6%	40.9%				
Depreciation, amortisation of tangible / intangible assets	(547)	(550)	(1'097)	(529)	(1'626)	(540)	(2'166)	(537)	(541)	(1'078)	(538)	(1'616)			1.7%	-0.6%
Depreciation right of use assets	(67)	(69)	(136)	(69)	(205)	(77)	(282)	(70)	(77)	(147)	(70)	(217)			1.4%	-9.1%
Operating income (EBIT)	505	502	1'007	522	1'529	381	1'910	504	479	983	540	1'523			3.4%	12.7%
EBIT in % of net revenue	17.7%	17.9%	17.8%	18.7%	18.1%	12.7%	16.7%	18.4%	17.7%	18.1%	19.6%	18.6%				
Net interest expense	(15)	(16)	(31)	(13)	(44)	(18)	(62)	(12)	(18)	(30)	(20)	(50)			53.8%	11.1%
Interest expense on lease liabilities	(8)	(7)	(15)	(9)	(24)	(18)	(42)	(11)	(11)	(22)	(12)	(34)			33.3%	9.1%
Other financial result	3	(28)	(25)	(26)	(51)	(3)	(54)	(14)	(38)	(52)	23	(29)			n.m.	n.m.
Result of equity-accounted investees	2	0	2	(1)	1	(29)	(28)	1	2	3	1	4			n.m.	-50.0%
Income before income tax expense	487	451	938	473	1'411	313	1'724	468	414	882	532	1'414			12.5%	28.5%
Income tax expense	(104)	(54)	(158)	(72)	(230)	175	(55)	(74)	(72)	(146)	(102)	(248)			41.7%	41.7%
Net income	383	397	780	401	1'181	488	1'669	394	342	736	430	1'166			7.2%	25.7%
Net income attributable to equity holders of Swisscom AG	385	397	782	401	1'183	489	1'672	395	343	738	431	1'169			7.5%	25.7%
Net income attributable to non-controlling interests	(2)	0	(2)	0	(2)	(1)	(3)	(1)	(1)	(2)	(1)	(3)			n.m.	0.0%
Average number of shares outstanding (in million)	51.801	51.802	51.801	51.802	51.801	51.802	51.802	51.802	51.799	51.801	51.801	51.801			0.0%	0.0%
Earnings per share (EPS) in CHF	7.43	7.66	15.10	7.74	22.84	9.44	32.28	7.63	6.62	14.25	8.32	22.57			7.5%	25.7%

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

	2019							2020							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
Group revenue																
Residential Customers	1'190	1'141	2'331	1'165	3'496	1'240	4'736	1'138	1'101	2'239	1'139	3'378			-2.2%	3.5%
Business Customers	832	804	1'636	790	2'426	814	3'240	779	778	1'557	757	2'314			-4.2%	-2.7%
Wholesale	221	243	464	285	749	219	968	225	224	449	278	727			-2.5%	24.1%
IT, Network & Infrastructure	23	21	44	21	65	20	85	22	21	43	21	64			0.0%	0.0%
Intersegment elimination	(100)	(114)	(214)	(148)	(362)	(94)	(456)	(93)	(99)	(192)	(143)	(335)			-3.4%	44.4%
Swisscom Switzerland	2'166	2'095	4'261	2'113	6'374	2'199	8'573	2'071	2'025	4'096	2'052	6'148			-2.9%	1.3%
Fastweb	581	602	1'183	587	1'770	698	2'468	580	599	1'179	613	1'792			4.4%	2.3%
Other operating segments	265	275	540	262	802	277	1'079	243	247	490	269	759			2.7%	8.9%
Group Headquarters	0	0	0	0	0	1	1	0	0	0	0	0			n.m.	n.m.
Net revenue incl. intersegment revenue	3'012	2'972	5'984	2'962	8'946	3'175	12'121	2'894	2'871	5'765	2'934	8'699			-0.9%	2.2%
Intersegment elimination	(152)	(169)	(321)	(169)	(490)	(178)	(668)	(157)	(165)	(322)	(176)	(498)			4.1%	6.7%
Net revenue from external customers	2'860	2'803	5'663	2'793	8'456	2'997	11'453	2'737	2'706	5'443	2'758	8'201			-1.3%	1.9%
Residential Customers revenue																
Wireless access	464	441	905	437	1'342	437	1'779	423	411	834	409	1'243			-6.4%	-0.5%
Wireless traffic & VAS	56	70	126	81	207	76	283	74	67	141	76	217			-6.2%	13.4%
Wireless	520	511	1'031	518	1'549	513	2'062	497	478	975	485	1'460			-6.4%	1.5%
t/o Wireless service revenue in fix-mobile bundles	193	195	388	202	590	202	792	203	200	403	201	604			-0.5%	0.5%
Wireline access	467	468	935	465	1'400	459	1'859	457	456	913	456	1'369			-1.9%	0.0%
Wireline traffic & VAS	47	49	96	44	140	49	189	48	44	92	44	136			0.0%	0.0%
Wireline	514	517	1'031	509	1'540	508	2'048	505	500	1'005	500	1'505			-1.8%	0.0%
t/o Wireline service revenue in fix-mobile bundles	216	223	439	225	664	230	894	233	233	466	236	702			4.9%	1.3%
t/o Wireline service revenue in fixed-only bundles	284	267	551	261	812	253	1'065	249	244	493	241	734			-7.7%	-1.2%
Service revenue	1'034	1'028	2'062	1'027	3'089	1'021	4'110	1'002	978	1'980	985	2'965			-4.1%	0.7%
Solutions	4	3	7	4	11	4	15	4	3	7	4	11			0.0%	33.3%
Hardware sales	122	109	231	126	357	190	547	120	108	228	128	356			1.6%	18.5%
Other sales	9	(16)	(7)	(10)	(17)	7	(10)	(6)	(9)	(15)	3	(12)			n.m.	n.m.
Net revenue from external customers	1'169	1'124	2'293	1'147	3'440	1'222	4'662	1'120	1'080	2'200	1'120	3'320			-2.4%	3.7%
Intersegment revenue	21	17	38	18	56	18	74	18	21	39	19	58			5.6%	-9.5%
Net revenue Residential Customers	1'190	1'141	2'331	1'165	3'496	1'240	4'736	1'138	1'101	2'239	1'139	3'378			-2.2%	3.5%

P&L Breakdown

	2019							2020							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
Business Customers revenue																
Wireless access	180	177	357	169	526	166	692	162	161	323	161	484			-4.7%	0.0%
Wireless traffic & VAS	37	38	75	40	115	37	152	34	28	62	29	91			-27.5%	3.6%
Wireless	217	215	432	209	641	203	844	196	189	385	190	575			-9.1%	0.5%
t/o Wireless service revenue in fix-mobile bundles	55	47	102	40	142	34	176	28	25	53	23	76			-42.5%	-8.0%
Wireline access	148	144	292	142	434	139	573	138	136	274	137	411			-3.5%	0.7%
Wireline traffic & VAS	29	29	58	28	86	23	109	27	31	58	26	84			-7.1%	-16.1%
Wireline business networks	67	64	131	61	192	64	256	61	60	121	60	181			-1.6%	0.0%
Wireline	244	237	481	231	712	226	938	226	227	453	223	676			-3.5%	-1.8%
t/o Wireline service revenue in fix-mobile bundles	42	44	86	46	132	47	179	47	46	93	47	140			2.2%	2.2%
t/o Wireline service revenue in fixed-only bundles	71	74	145	73	218	75	293	75	76	151	75	226			2.7%	-1.3%
Business numbers	16	14	30	15	45	15	60	15	15	30	15	45			0.0%	0.0%
Service revenue	477	466	943	455	1'398	444	1'842	437	431	868	428	1'296			-5.9%	-0.7%
Solutions	257	256	513	258	771	278	1'049	267	260	527	259	786			0.4%	-0.4%
Hardware sales	75	59	134	56	190	70	260	55	67	122	49	171			-12.5%	-26.9%
Other sales	1	2	3	0	3	2	5	1	2	3	3	6			n.m.	50.0%
Net revenue from external customers	810	783	1'593	769	2'362	794	3'156	760	760	1'520	739	2'259			-3.9%	-2.8%
Intersegment revenue	22	21	43	21	64	20	84	19	18	37	18	55			-14.3%	0.0%
Net revenue Business Customers	832	804	1'636	790	2'426	814	3'240	779	778	1'557	757	2'314			-4.2%	-2.7%
Wholesale revenue																
Wholesale termination	25	25	50	24	74	24	98	27	29	56	26	82			8.3%	-10.3%
Wholesale services	79	79	158	78	236	81	317	79	81	160	87	247			11.5%	7.4%
Inbound roaming	47	50	97	56	153	36	189	47	36	83	44	127			-21.4%	22.2%
Other sales	7	8	15	11	26	13	39	11	12	23	11	34			0.0%	-8.3%
Net revenue from external customers	158	162	320	169	489	154	643	164	158	322	168	490			-0.6%	6.3%
Intersegment revenue	63	81	144	116	260	65	325	61	66	127	110	237			-5.2%	66.7%
Net revenue Wholesale	221	243	464	285	749	219	968	225	224	449	278	727			-2.5%	24.1%
IT, Network & Infrastructure revenue																
Other sales (facility management)	6	6	12	6	18	5	23	6	5	11	6	17			0.0%	20.0%
Net revenue from external customers	6	6	12	6	18	5	23	6	5	11	6	17			0.0%	20.0%
Intersegment revenue	17	15	32	15	47	15	62	16	16	32	15	47			0.0%	-6.3%
Net revenue IT, Network & Infrastructure	23	21	44	21	65	20	85	22	21	43	21	64			0.0%	0.0%

P&L Breakdown

	2019							2020							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
Swisscom Switzerland revenue																
Wireless access	644	618	1'262	606	1'868	601	2'469	586	572	1'158	569	1'727			-6.1%	-0.5%
Wireless traffic & VAS	93	108	201	121	322	114	436	108	95	203	105	308			-13.2%	10.5%
Wireless	737	726	1'463	727	2'190	715	2'905	694	667	1'361	674	2'035			-7.3%	1.0%
t/o Wireless service revenue in fix-mobile bundles	248	242	490	242	732	236	968	231	225	456	224	680			-7.4%	-0.4%
Wireline access	615	612	1'227	607	1'834	597	2'431	594	593	1'187	593	1'780			-2.3%	0.0%
Wireline traffic & VAS	76	78	154	72	226	74	300	75	74	149	71	220			-1.4%	-4.1%
Wireline business networks	67	64	131	61	192	64	256	61	60	121	60	181			-1.6%	0.0%
Wireline	758	754	1'512	740	2'252	735	2'987	730	727	1'457	724	2'181			-2.2%	-0.4%
t/o Wireline service revenue in fix-mobile bundles	258	267	525	271	796	277	1'073	280	279	559	283	842			4.4%	1.4%
t/o Wireline service revenue in fixed-only bundles	355	341	696	334	1'030	328	1'358	324	320	644	316	960			-5.4%	-1.3%
Business numbers	16	14	30	15	45	15	60	15	15	30	15	45			0.0%	0.0%
Service revenue	1'511	1'494	3'005	1'482	4'487	1'465	5'952	1'439	1'409	2'848	1'413	4'261			-4.7%	0.3%
Solutions	261	259	520	261	781	283	1'064	270	264	534	263	797			0.8%	-0.4%
Hardware sales	196	169	365	182	547	260	807	175	175	350	176	526			-3.3%	0.6%
Wholesale termination	25	25	50	24	74	24	98	27	29	56	26	82			8.3%	-10.3%
Wholesale services	80	81	161	80	241	82	323	80	82	162	89	251			11.3%	8.5%
Inbound roaming	47	50	97	56	153	36	189	47	36	83	44	127			-21.4%	22.2%
Other sales	23	(3)	20	6	26	25	51	12	8	20	22	42			266.7%	175.0%
Net revenue from external customers	2'143	2'075	4'218	2'091	6'309	2'175	8'484	2'050	2'003	4'053	2'033	6'086			-2.8%	1.5%
Intersegment revenue	23	20	43	22	65	24	89	21	22	43	19	62			-13.6%	-13.6%
Net revenue Swisscom Switzerland	2'166	2'095	4'261	2'113	6'374	2'199	8'573	2'071	2'025	4'096	2'052	6'148			-2.9%	1.3%
Fastweb revenue																
Consumer	304	307	611	304	915	313	1'228	300	299	599	304	903			0.0%	1.7%
Enterprise	228	241	469	232	701	257	958	225	239	464	243	707			4.7%	1.7%
Wholesale	47	52	99	49	148	126	274	53	59	112	64	176			30.6%	8.5%
Other revenue	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Net revenue from external customers	579	600	1'179	585	1'764	696	2'460	578	597	1'175	611	1'786			4.4%	2.3%
Intersegment revenue	2	2	4	2	6	2	8	2	2	4	2	6			0.0%	0.0%
Net revenue Fastweb	581	602	1'183	587	1'770	698	2'468	580	599	1'179	613	1'792			4.4%	2.3%
Other operating segments revenue																
Net revenue from external customers	138	128	266	117	383	126	509	109	106	215	114	329			-2.6%	7.5%
Intersegment revenue	127	147	274	145	419	151	570	134	141	275	155	430			6.9%	9.9%
Net revenue other operating segments	265	275	540	262	802	277	1'079	243	247	490	269	759			2.7%	8.9%

P&L Breakdown

	2019							2020							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
Group Headquarters revenue																
Net revenue from external customers	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	
Intersegment revenue	0	0	0	0	0	1	1	0	0	0	0	0	0	n.m.	n.m.	
Net revenue Group Headquarters	0	0	0	0	0	1	1	0	0	0	0	0	0	n.m.	n.m.	
Group OPEX																
Residential Customers	(468)	(444)	(912)	(479)	(1'391)	(575)	(1'966)	(435)	(417)	(852)	(455)	(1'307)	-5.0%	9.1%		
Business Customers	(476)	(450)	(926)	(446)	(1'372)	(474)	(1'846)	(443)	(439)	(882)	(418)	(1'300)	-6.3%	-4.8%		
Wholesale	(95)	(114)	(209)	(147)	(356)	(101)	(457)	(93)	(99)	(192)	(144)	(336)	-2.0%	45.5%		
IT, Network & Infrastructure	(298)	(293)	(591)	(285)	(876)	(400)	(1'276)	(269)	(280)	(549)	(264)	(813)	-7.4%	-5.7%		
Intersegment elimination	99	114	213	149	362	94	456	92	101	193	142	335	-4.7%	40.6%		
Swisscom Switzerland	(1'238)	(1'187)	(2'425)	(1'208)	(3'633)	(1'456)	(5'089)	(1'148)	(1'134)	(2'282)	(1'139)	(3'421)	-5.7%	0.4%		
Fastweb	(399)	(391)	(790)	(374)	(1'164)	(470)	(1'634)	(399)	(391)	(790)	(394)	(1'184)	5.3%	0.8%		
Other operating segments	(215)	(227)	(442)	(216)	(658)	(232)	(890)	(201)	(207)	(408)	(213)	(621)	-1.4%	2.9%		
Group Headquarters	(17)	(20)	(37)	(18)	(55)	(12)	(67)	(14)	(19)	(33)	(15)	(48)	-16.7%	-21.1%		
Reconciliation pension cost (IAS19)	(14)	(15)	(29)	(15)	(44)	(3)	(47)	(15)	(16)	(31)	(16)	(47)	6.7%	0.0%		
Reconciliation lease expense (IFRS16)	(5)	(5)	(10)	(5)	(15)	15	0						n.m.	n.m.		
Intersegment elimination	147	163	310	163	473	159	632	151	158	309	167	476	2.5%	5.7%		
Group OPEX	(1'741)	(1'682)	(3'423)	(1'673)	(5'096)	(1'999)	(7'095)	(1'626)	(1'609)	(3'235)	(1'610)	(4'845)	-3.8%	0.1%		
EBITDA																
Residential Customers (Contribution margin 2)	722	697	1'419	686	2'105	665	2'770	703	684	1'387	684	2'071	-0.3%	0.0%		
Business Customers (Contribution margin 2)	356	354	710	344	1'054	340	1'394	336	339	675	339	1'014	-1.5%	0.0%		
Wholesale (Contribution margin 2)	126	129	255	138	393	118	511	132	125	257	134	391	-2.9%	7.2%		
IT, Network & Infrastructure (Contribution margin 2)	(275)	(272)	(547)	(264)	(811)	(380)	(1'191)	(247)	(259)	(506)	(243)	(749)	-8.0%	-6.2%		
Intersegment elimination	(1)	0	(1)	1	0	0	0	(1)	2	1	(1)	0	n.m.	n.m.		
Swisscom Switzerland (EBITDA)	928	908	1'836	905	2'741	743	3'484	923	891	1'814	913	2'727	0.9%	2.5%		
Fastweb	182	211	393	213	606	228	834	181	208	389	219	608	2.8%	5.3%		
Other operating segments	50	48	98	46	144	45	189	42	40	82	56	138	21.7%	40.0%		
Group Headquarters	(17)	(20)	(37)	(18)	(55)	(11)	(66)	(14)	(19)	(33)	(15)	(48)	-16.7%	-21.1%		
Reconciliation pension cost (IAS19)	(14)	(15)	(29)	(15)	(44)	(3)	(47)	(15)	(16)	(31)	(16)	(47)	6.7%	0.0%		
Reconciliation lease expense (IFRS16)	(5)	(5)	(10)	(5)	(15)	15	0									
Intersegment elimination	(5)	(6)	(11)	(6)	(17)	(19)	(36)	(6)	(7)	(13)	(9)	(22)	50.0%	28.6%		
Group EBITDA	1'119	1'121	2'240	1'120	3'360	998	4'358	1'111	1'097	2'208	1'148	3'356	2.5%	4.6%		

P&L Breakdown

	2019							2020							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
EBITDA/Contribution margin 2 in % of net revenue																
Residential Customers	60.7%	61.1%	60.9%	58.9%	60.2%	53.6%	58.5%	61.8%	62.1%	61.9%	60.1%	61.3%				
Business Customers	42.8%	44.0%	43.4%	43.5%	43.4%	41.8%	43.0%	43.1%	43.6%	43.4%	44.8%	43.8%				
Wholesale	57.0%	53.1%	55.0%	48.4%	52.5%	53.9%	52.8%	58.7%	55.8%	57.2%	48.2%	53.8%				
IT, Network & Infrastructure	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.				
Swisscom Switzerland	42.8%	43.3%	43.1%	42.8%	43.0%	33.8%	40.6%	44.6%	44.0%	44.3%	44.5%	44.4%				
Fastweb	31.3%	35.0%	33.2%	36.3%	34.2%	32.7%	33.8%	31.2%	34.7%	33.0%	35.7%	33.9%				
Other operating segments	18.9%	17.5%	18.1%	17.6%	18.0%	16.2%	17.5%	17.3%	16.2%	16.7%	20.8%	18.2%				
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.				
Group EBITDA in % of net revenue	39.1%	40.0%	39.6%	40.1%	39.7%	33.3%	38.1%	40.6%	40.5%	40.6%	41.6%	40.9%				
Depreciation, amortisation of tangible / intangible assets																
Residential Customers	(25)	(26)	(51)	(19)	(70)	(18)	(88)	(16)	(24)	(40)	(15)	(55)			-21.1%	-37.5%
Business Customers	(21)	(20)	(41)	(21)	(62)	(27)	(89)	(20)	(18)	(38)	(19)	(57)			-9.5%	5.6%
Wholesale	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
IT, Network & Infrastructure	(335)	(344)	(679)	(330)	(1'009)	(329)	(1'338)	(341)	(347)	(688)	(340)	(1'028)			3.0%	-2.0%
Intersegment elimination	0	1	1	(2)	(1)	1	0	0	(1)	(1)	1	0			n.m.	n.m.
Swisscom Switzerland	(381)	(389)	(770)	(372)	(1'142)	(373)	(1'515)	(377)	(390)	(767)	(373)	(1'140)			0.3%	-4.4%
Fastweb	(156)	(153)	(309)	(155)	(464)	(159)	(623)	(153)	(152)	(305)	(157)	(462)			1.3%	3.3%
Other operating segments	(18)	(17)	(35)	(15)	(50)	(13)	(63)	(15)	(14)	(29)	(16)	(45)			6.7%	14.3%
Group Headquarters	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Intersegment elimination	1	2	3	4	7	(2)	5	2	2	4	2	6			-50.0%	0.0%
Reconciliation depreciation IRU & impairment losses (IFRS16)	7	7	14	9	23	7	30	6	13	19	6	25			-33.3%	-53.8%
Group depreciation, amortisation	(547)	(550)	(1'097)	(529)	(1'626)	(540)	(2'166)	(537)	(541)	(1'078)	(538)	(1'616)			1.7%	-0.6%
Lease expense / depreciation right of use assets																
Residential Customers	(13)	(11)	(24)	(13)	(37)	(11)	(48)	(11)	(11)	(22)	(11)	(33)			-15.4%	0.0%
Business Customers	(7)	(8)	(15)	(7)	(22)	(7)	(29)	(8)	(9)	(17)	(8)	(25)			14.3%	-11.1%
Wholesale	0	0	0	0	0	(1)	(1)	0	0	0	0	0			n.m.	n.m.
IT, Network & Infrastructure	(36)	(37)	(73)	(35)	(108)	(38)	(146)	(39)	(38)	(77)	(39)	(116)			11.4%	2.6%
Intersegment elimination	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Swisscom Switzerland	(56)	(56)	(112)	(55)	(167)	(57)	(224)	(58)	(58)	(116)	(58)	(174)			5.5%	0.0%
Fastweb	(13)	(14)	(27)	(14)	(41)	(15)	(56)	(14)	(13)	(27)	(15)	(42)			7.1%	15.4%
Other operating segments	(3)	(4)	(7)	(2)	(9)	(4)	(13)	(3)	(3)	(6)	(3)	(9)			50.0%	0.0%
Group Headquarters	(1)	0	(1)	(1)	(2)	0	(2)	(1)	0	(1)	0	(1)			n.m.	n.m.
Reconciliation lease expense (IFRS16)	5	4	9	5	14	(14)	0	1	0	(1)	0	(1)			n.m.	n.m.
Intersegment elimination	0	1	1	(2)	(1)	2	1	1	(1)	0	0	0			n.m.	-100.0%
Group lease expense	(68)	(69)	(137)	(69)	(206)	(88)	(294)	(75)	(75)	(150)	(76)	(226)			10.1%	1.3%
Reconciliation interest expense leases	8	7	15	9	24	18	42	11	11	22	12	34			33.3%	9.1%
Reconciliation depreciation IRU & impairment losses (IFRS16)	(7)	(7)	(14)	(9)	(23)	(7)	(30)	(6)	(13)	(19)	(6)	(25)			-33.3%	-53.8%
Group depreciation right of use assets	(67)	(69)	(136)	(69)	(205)	(77)	(282)	(70)	(77)	(147)	(70)	(217)			1.4%	-9.1%

P&L Breakdown

	2019							2020							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
Segment result / Operating income (EBIT)																
Residential Customers (segment result)	684	660	1'344	654	1'998	636	2'634	676	649	1'325	658	1'983			0.6%	1.4%
Business Customers (segment result)	328	326	654	316	970	306	1'276	308	312	620	312	932			-1.3%	0.0%
Wholesale (segment result)	126	129	255	138	393	117	510	132	125	257	134	391			-2.9%	7.2%
IT, Network & Infrastructure (segment result)	(646)	(653)	(1'299)	(629)	(1'928)	(747)	(2'675)	(627)	(644)	(1'271)	(622)	(1'893)			-1.1%	-3.4%
Intersegment elimination	(1)	1	0	(1)	(1)	1	0	(1)	1	0	0	0			n.m.	-100.0%
Swisscom Switzerland (segment result)	491	463	954	478	1'432	313	1'745	488	443	931	482	1'413			0.8%	8.8%
Fastweb (segment result)	13	44	57	44	101	54	155	14	43	57	47	104			6.8%	9.3%
Other operating segments (segment result)	29	27	56	29	85	28	113	24	23	47	37	84			27.6%	60.9%
Group Headquarters (segment result)	(18)	(20)	(38)	(19)	(57)	(11)	(68)	(15)	(19)	(34)	(15)	(49)			-21.1%	-21.1%
Reconciliation pension cost (IAS19)	(14)	(15)	(29)	(15)	(44)	(3)	(47)	(15)	(16)	(31)	(16)	(47)			6.7%	0.0%
Reconciliation lease expense (IFRS16)	0	(1)	(1)	0	(1)	1	0									
Intersegment elimination	(4)	(3)	(7)	(4)	(11)	(19)	(30)	(3)	(6)	(9)	(7)	(16)			75.0%	16.7%
Group Segment result	497	495	992	513	1'505	363	1'868	493	468	961	528	1'489			2.9%	12.8%
Reconciliation interest expense leases	8	7	15	9	24	18	42	11	11	22	12	34			33.3%	9.1%
Group EBIT	505	502	1'007	522	1'529	381	1'910	504	479	983	540	1'523			3.4%	12.7%
EBIT/Segment result in % of net revenue																
Residential Customers	57.5%	57.8%	57.7%	56.1%	57.2%	51.3%	55.6%	59.4%	58.9%	59.2%	57.8%	58.7%				
Business Customers	39.4%	40.5%	40.0%	40.0%	40.0%	37.6%	39.4%	39.5%	40.1%	39.8%	41.2%	40.3%				
Wholesale	57.0%	53.1%	55.0%	48.4%	52.5%	53.4%	52.7%	58.7%	55.8%	57.2%	48.2%	53.8%				
IT, Network & Infrastructure	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.				
Swisscom Switzerland	22.7%	22.1%	22.4%	22.6%	22.5%	14.2%	20.4%	23.6%	21.9%	22.7%	23.5%	23.0%				
Fastweb	2.2%	7.3%	4.8%	7.5%	5.7%	7.7%	6.3%	2.4%	7.2%	4.8%	7.7%	5.8%				
Other operating segments	10.9%	9.8%	10.4%	11.1%	10.6%	10.1%	10.5%	9.9%	9.3%	9.6%	13.8%	11.1%				
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.				
Group EBIT in % of net revenue	17.7%	17.9%	17.8%	18.7%	18.1%	12.7%	16.7%	18.4%	17.7%	18.1%	19.6%	18.6%				
CAPEX																
Fixed network & infrastructure	29%	29%	29%	29%	29%	29%	29%	34%	25%	29%	27%	28%				
Fibre (FTTx)	31%	34%	32%	30%	31%	32%	32%	24%	38%	32%	35%	33%				
Wireless network	18%	15%	17%	20%	18%	16%	17%	21%	18%	19%	19%	19%				
Customer premises equipment	5%	6%	5%	5%	5%	5%	5%	5%	4%	5%	4%	4%				
IT systems, All IP & other	17%	16%	17%	16%	17%	18%	17%	16%	15%	15%	15%	16%				
Swisscom Switzerland without wireless spectrum licences	(353)	(405)	(758)	(370)	(1'128)	(437)	(1'565)	(367)	(409)	(776)	(410)	(1'186)			10.8%	0.2%
Wireless spectrum licences		(196)	(196)	0	(196)	0	(196)								n.m.	n.m.
Swisscom Switzerland	(353)	(601)	(954)	(370)	(1'324)	(437)	(1'761)	(367)	(409)	(776)	(410)	(1'186)			10.8%	0.2%
Fastweb	(161)	(174)	(335)	(160)	(495)	(172)	(667)	(148)	(146)	(294)	(145)	(439)			-9.4%	-0.7%
Other operating segments	(8)	(11)	(19)	(13)	(32)	(15)	(47)	(7)	(11)	(18)	(12)	(30)			-7.7%	9.1%
Group Headquarters	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Intersegment elimination	4	7	11	7	18	19	37	6	7	13	10	23			42.9%	42.9%
Group CAPEX*	(518)	(779)	(1'297)	(536)	(1'833)	(605)	(2'438)	(516)	(559)	(1'075)	(557)	(1'632)			3.9%	-0.4%
* incl. payments for IRUs, which classify under IFRS16 as leases																

P&L Breakdown

	2019							2020							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
Number of employees (End of period)																
Residential Customers	3'432		3'395		3'383		3'342	3'254		3'200		3'137			-7.3%	-2.0%
Business Customers	5'162		5'207		5'162		5'116	4'978		4'883		4'905			-5.0%	0.5%
Wholesale	84		83		83		83	83		84		85			2.4%	1.2%
IT, Network & Infrastructure	4'674		4'586		4'530		4'514	4'498		4'441		4'492			-0.8%	1.1%
Swisscom Switzerland	13'352		13'271		13'158		13'055	12'813		12'608		12'619			-4.1%	0.1%
Fastweb	2'458		2'451		2'467		2'456	2'515		2'605		2'634			6.8%	1.1%
Other operating segments	3'694		3'633		3'668		3'605	3'583		3'567		3'560			-2.9%	-0.2%
Group Headquarters	215		209		207		201	199		204		213			2.9%	4.4%
Group Number of employees (End of period)	19'719		19'564		19'500		19'317	19'110		18'984		19'026			-2.4%	0.2%

Remarks:

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OPEX Breakdown

	2019							2020							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
OPEX Swisscom Switzerland																
Direct costs	(457)	(419)	(876)	(467)	(1'343)	(535)	(1'878)	(401)	(396)	(797)	(421)	(1'218)			-9.9%	6.3%
Personnel expenses	(521)	(491)	(1'012)	(474)	(1'486)	(555)	(2'041)	(508)	(490)	(998)	(457)	(1'455)			-3.6%	-6.7%
Other operating expenses	(253)	(259)	(512)	(258)	(770)	(348)	(1'118)	(227)	(236)	(463)	(252)	(715)			-2.3%	6.8%
Intersegment expenses	(77)	(84)	(161)	(83)	(244)	(83)	(327)	(75)	(75)	(150)	(79)	(229)			-4.8%	5.3%
./. Capitalized costs and other income	70	66	136	74	210	65	275	63	63	126	70	196			-5.4%	11.1%
Total OPEX Swisscom Switzerland	(1'238)	(1'187)	(2'425)	(1'208)	(3'633)	(1'456)	(5'089)	(1'148)	(1'134)	(2'282)	(1'139)	(3'421)			-5.7%	0.4%
OPEX Fastweb																
Direct costs	(208)	(220)	(428)	(199)	(627)	(256)	(883)	(211)	(213)	(424)	(218)	(642)			9.5%	2.3%
Personnel expenses	(57)	(51)	(108)	(45)	(153)	(52)	(205)	(50)	(50)	(100)	(47)	(147)			4.4%	-6.0%
Other operating expenses	(141)	(173)	(314)	(140)	(454)	(170)	(624)	(149)	(139)	(288)	(138)	(426)			-1.4%	-0.7%
Intersegment expenses	(1)	(1)	(2)	(1)	(3)	(2)	(5)	(2)	(3)	(5)	(2)	(7)			100.0%	-33.3%
./. Capitalized costs and other income	8	54	62	11	73	10	83	13	14	27	11	38			0.0%	-21.4%
Total OPEX Fastweb	(399)	(391)	(790)	(374)	(1'164)	(470)	(1'634)	(399)	(391)	(790)	(394)	(1'184)			5.3%	0.8%
OPEX Other operating segments																
Direct costs	(12)	(12)	(24)	(14)	(38)	(16)	(54)	(15)	(14)	(29)	(17)	(46)			21.4%	21.4%
Personnel expenses	(114)	(112)	(226)	(104)	(330)	(109)	(439)	(109)	(106)	(215)	(103)	(318)			-1.0%	-2.8%
Other operating expenses	(85)	(101)	(186)	(93)	(279)	(108)	(387)	(68)	(79)	(147)	(88)	(235)			-5.4%	11.4%
Intersegment expenses	(15)	(14)	(29)	(15)	(44)	(16)	(60)	(16)	(13)	(29)	(14)	(43)			-6.7%	7.7%
./. Capitalized costs and other income	11	12	23	10	33	17	50	7	5	12	9	21			-10.0%	80.0%
Total OPEX Other operating segments	(215)	(227)	(442)	(216)	(658)	(232)	(890)	(201)	(207)	(408)	(213)	(621)			-1.4%	2.9%
OPEX Group Headquarters																
Direct costs	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Personnel expenses	(21)	(21)	(42)	(18)	(60)	(19)	(79)	(20)	(21)	(41)	(17)	(58)			-5.6%	-19.0%
Other operating expenses	(8)	(14)	(22)	(22)	(44)	(15)	(59)	(9)	(18)	(27)	(14)	(41)			-36.4%	-22.2%
Intersegment expenses	(7)	(8)	(15)	(7)	(22)	(7)	(29)	(7)	(7)	(14)	(7)	(21)			0.0%	0.0%
./. Capitalized costs and other income	19	23	42	29	71	29	100	22	27	49	23	72			-20.7%	-14.8%
Total OPEX Group Headquarters	(17)	(20)	(37)	(18)	(55)	(12)	(67)	(14)	(19)	(33)	(15)	(48)			-16.7%	-21.1%

Remarks:
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SCS Breakdown

	2019							2020							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																
Net revenue (incl. intersegment revenue)	1'190	1'141	2'331	1'165	3'496	1'240	4'736	1'138	1'101	2'239	1'139	3'378			-2.2%	3.5%
Outpayments	(32)	(46)	(78)	(75)	(153)	(38)	(191)	(34)	(37)	(71)	(71)	(142)			-5.3%	91.9%
Subscriber acquisition and retention costs	(61)	(30)	(91)	(39)	(130)	(51)	(181)	(30)	(27)	(57)	(43)	(100)			10.3%	59.3%
Other costs (incl. goods and services purchased)	(180)	(173)	(353)	(184)	(537)	(261)	(798)	(185)	(170)	(355)	(153)	(508)			-16.8%	-10.0%
Direct costs (incl. intersegment direct costs)	(273)	(249)	(522)	(298)	(820)	(350)	(1'170)	(249)	(234)	(483)	(267)	(750)			-10.4%	14.1%
Contribution margin 1	917	892	1'809	867	2'676	890	3'566	889	867	1'756	872	2'628			0.6%	0.6%
Contribution margin 1 in % of net revenue	77.1%	78.2%	77.6%	74.4%	76.5%	71.8%	75.3%	78.1%	78.7%	78.4%	76.6%	77.8%				
Total workforce expenses	(129)	(123)	(252)	(119)	(371)	(128)	(499)	(124)	(119)	(243)	(114)	(357)			-4.2%	-4.2%
Other operating expenses	(102)	(106)	(208)	(100)	(308)	(131)	(439)	(92)	(92)	(184)	(101)	(285)			1.0%	9.8%
Indirect costs (incl. intersegment indirect costs)	(231)	(229)	(460)	(219)	(679)	(259)	(938)	(216)	(211)	(427)	(215)	(642)			-1.8%	1.9%
./. Capitalized costs and other income	36	34	70	38	108	34	142	30	28	58	27	85			-28.9%	-3.6%
Contribution margin 2	722	697	1'419	686	2'105	665	2'770	703	684	1'387	684	2'071			-0.3%	0.0%
Contribution margin 2 in % of net revenue	60.7%	61.1%	60.9%	58.9%	60.2%	53.6%	58.5%	61.8%	62.1%	61.9%	60.1%	61.3%				
Lease expense	(13)	(11)	(24)	(13)	(37)	(11)	(48)	(11)	(11)	(22)	(11)	(33)			-15.4%	0.0%
Depreciation, amortisation	(25)	(26)	(51)	(19)	(70)	(18)	(88)	(16)	(24)	(40)	(15)	(55)			-21.1%	-37.5%
Segment result	684	660	1'344	654	1'998	636	2'634	676	649	1'325	658	1'983			0.6%	1.4%
CAPEX	(3)	(8)	(11)	(5)	(16)	(16)	(32)	(5)	(7)	(12)	(7)	(19)			40.0%	0.0%
Number of employees (FTE)	3'432		3'395		3'383		3'342	3'254		3'200		3'137			-7.3%	-2.0%
Business Customers																
Net revenue (incl. intersegment revenue)	832	804	1'636	790	2'426	814	3'240	779	778	1'557	757	2'314			-4.2%	-2.7%
Outpayments	(36)	(39)	(75)	(46)	(121)	(31)	(152)	(31)	(32)	(63)	(41)	(104)			-10.9%	28.1%
Subscriber acquisition and retention costs	(24)	(13)	(37)	(13)	(50)	(16)	(66)	(12)	(11)	(23)	(13)	(36)			0.0%	18.2%
Other costs (incl. goods and services purchased)	(171)	(158)	(329)	(153)	(482)	(176)	(658)	(154)	(161)	(315)	(143)	(458)			-6.5%	-11.2%
Direct costs (incl. intersegment direct costs)	(231)	(210)	(441)	(212)	(653)	(223)	(876)	(197)	(204)	(401)	(197)	(598)			-7.1%	-3.4%
Contribution margin 1	601	594	1'195	578	1'773	591	2'364	582	574	1'156	560	1'716			-3.1%	-2.4%
Contribution margin 1 in % of net revenue	72.2%	73.9%	73.0%	73.2%	73.1%	72.6%	73.0%	74.7%	73.8%	74.2%	74.0%	74.2%				
Total workforce expenses	(228)	(225)	(453)	(215)	(668)	(219)	(887)	(224)	(218)	(442)	(199)	(641)			-7.4%	-8.7%
Other operating expenses	(49)	(48)	(97)	(52)	(149)	(67)	(216)	(52)	(48)	(100)	(50)	(150)			-3.8%	4.2%
Indirect costs (incl. intersegment indirect costs)	(277)	(273)	(550)	(267)	(817)	(286)	(1'103)	(276)	(266)	(542)	(249)	(791)			-6.7%	-6.4%
./. Capitalized costs and other income	32	33	65	33	98	35	133	30	31	61	28	89			-15.2%	-9.7%
Contribution margin 2	356	354	710	344	1'054	340	1'394	336	339	675	339	1'014			-1.5%	0.0%
Contribution margin 2 in % of net revenue	42.8%	44.0%	43.4%	43.5%	43.4%	41.8%	43.0%	43.1%	43.6%	43.4%	44.8%	43.8%				
Lease expense	(7)	(8)	(15)	(7)	(22)	(7)	(29)	(8)	(9)	(17)	(8)	(25)			14.3%	-11.1%
Depreciation, amortisation	(21)	(20)	(41)	(21)	(62)	(27)	(89)	(20)	(18)	(38)	(19)	(57)			-9.5%	5.6%
Segment result	328	326	654	316	970	306	1'276	308	312	620	312	932			-1.3%	0.0%
CAPEX	(11)	(12)	(23)	(11)	(34)	(9)	(43)	(9)	(8)	(17)	(10)	(27)			-9.1%	25.0%
Number of employees (FTE)	5'162		5'207		5'162		5'116	4'978		4'883		4'905			-5.0%	0.5%

SCS Breakdown

	2019							2020							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
Wholesale																
Net revenue (incl. intersegment revenue)	221	243	464	285	749	219	968	225	224	449	278	727			-2.5%	24.1%
Outpayments	(86)	(105)	(191)	(138)	(329)	(92)	(421)	(84)	(92)	(176)	(134)	(310)			-2.9%	45.7%
Subscriber acquisition and retention costs	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Other costs (incl. goods and services purchased)	(5)	(5)	(10)	(6)	(16)	(5)	(21)	(5)	(3)	(8)	(6)	(14)			0.0%	100.0%
Direct costs (incl. intersegment direct costs)	(91)	(110)	(201)	(144)	(345)	(97)	(442)	(89)	(95)	(184)	(140)	(324)			-2.8%	47.4%
Contribution margin 1	130	133	263	141	404	122	526	136	129	265	138	403			-2.1%	7.0%
Contribution margin 1 in % of net revenue	58.8%	54.7%	56.7%	49.5%	53.9%	55.7%	54.3%	60.4%	57.6%	59.0%	49.6%	55.4%				
Total workforce expenses	(4)	(3)	(7)	(3)	(10)	(4)	(14)	(4)	(4)	(8)	(3)	(11)			0.0%	-25.0%
Other operating expenses	(1)	(1)	(2)	0	(2)	0	(2)	0	(1)	(1)	(1)	(2)			n.m.	0.0%
Indirect costs (incl. intersegment indirect costs)	(5)	(4)	(9)	(3)	(12)	(4)	(16)	(4)	(5)	(9)	(4)	(13)			33.3%	-20.0%
./. Capitalized costs and other income	1	0	1	0	1	0	1	0	1	1	0	1			n.m.	-100.0%
Contribution margin 2	126	129	255	138	393	118	511	132	125	257	134	391			-2.9%	7.2%
Contribution margin 2 in % of net revenue	57.0%	53.1%	55.0%	48.4%	52.5%	53.9%	52.8%	58.7%	55.8%	57.2%	48.2%	53.8%				
Lease expense	0	0	0	0	0	(1)	(1)	0	0	0	0	0			n.m.	n.m.
Depreciation, amortisation	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Segment result	126	129	255	138	393	117	510	132	125	257	134	391			-2.9%	7.2%
CAPEX	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Number of employees (FTE)	84	83	83	83	83	83	83	83	84	84	85	85			2.4%	1.2%
IT, Network & Infrastructure																
Net revenue (incl. intersegment revenue)	23	21	44	21	65	20	85	22	21	43	21	64			0.0%	0.0%
Direct costs (incl. intersegment direct costs)	(3)	(3)	(6)	(2)	(8)	(3)	(11)	(3)	(3)	(6)	(3)	(9)			50.0%	0.0%
Contribution margin 1	20	18	38	19	57	17	74	19	18	37	18	55			-5.3%	0.0%
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.				
Total workforce expenses	(213)	(194)	(407)	(190)	(597)	(262)	(859)	(208)	(200)	(408)	(189)	(597)			-0.5%	-5.5%
Maintenance	(42)	(50)	(92)	(55)	(147)	(51)	(198)	(46)	(50)	(96)	(51)	(147)			-7.3%	2.0%
IT expenses	(41)	(39)	(80)	(41)	(121)	(49)	(170)	(33)	(38)	(71)	(36)	(107)			-12.2%	-5.3%
Other expenses	(106)	(111)	(217)	(105)	(322)	(136)	(458)	(89)	(96)	(185)	(100)	(285)			-4.8%	4.2%
Other operating expenses	(189)	(200)	(389)	(201)	(590)	(236)	(826)	(168)	(184)	(352)	(187)	(539)			-7.0%	1.6%
Indirect costs (incl. intersegment indirect costs)	(402)	(394)	(796)	(391)	(1'187)	(498)	(1'685)	(376)	(384)	(760)	(376)	(1'136)			-3.8%	-2.1%
./. Capitalized costs and other income	107	104	211	108	319	101	420	110	107	217	115	332			6.5%	7.5%
Contribution margin 2	(275)	(272)	(547)	(264)	(811)	(380)	(1'191)	(247)	(259)	(506)	(243)	(749)			-8.0%	-6.2%
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.				
Lease expense	(36)	(37)	(73)	(35)	(108)	(38)	(146)	(39)	(38)	(77)	(39)	(116)			11.4%	2.6%
Depreciation, amortisation	(335)	(344)	(679)	(330)	(1'009)	(329)	(1'338)	(341)	(347)	(688)	(340)	(1'028)			3.0%	-2.0%
Segment result	(646)	(653)	(1'299)	(629)	(1'928)	(747)	(2'675)	(627)	(644)	(1'271)	(622)	(1'893)			-1.1%	-3.4%
CAPEX	(339)	(582)	(921)	(353)	(1'274)	(412)	(1'686)	(353)	(394)	(747)	(393)	(1'140)			11.3%	-0.3%
Number of employees (FTE)	4'674	4'586	4'586	4'530	4'530	4'514	4'514	4'498	4'441	4'441	4'492	4'492			-0.8%	1.1%

SCS Breakdown

	2019							2020							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
Swisscom Switzerland																
Net revenue (incl. intersegment revenue)	2'166	2'095	4'261	2'113	6'374	2'199	8'573	2'071	2'025	4'096	2'052	6'148			-2.9%	1.3%
Outpayments	(74)	(93)	(167)	(127)	(294)	(79)	(373)	(69)	(75)	(144)	(120)	(264)			-5.5%	60.0%
Subscriber acquisition and retention costs	(80)	(42)	(122)	(51)	(173)	(64)	(237)	(40)	(37)	(77)	(54)	(131)			5.9%	45.9%
Other costs (incl. goods and services purchased)	(308)	(288)	(596)	(293)	(889)	(398)	(1'287)	(296)	(289)	(585)	(252)	(837)			-14.0%	-12.8%
Direct costs (incl. intercompany direct costs)	(462)	(423)	(885)	(471)	(1'356)	(541)	(1'897)	(405)	(401)	(806)	(426)	(1'232)			-9.6%	6.2%
Contribution margin 1	1'704	1'672	3'376	1'642	5'018	1'658	6'676	1'666	1'624	3'290	1'626	4'916			-1.0%	0.1%
Contribution margin 1 in % of net revenue	78.7%	79.8%	79.2%	77.7%	78.7%	75.4%	77.9%	80.4%	80.2%	80.3%	79.2%	80.0%				
Total workforce expenses	(574)	(545)	(1'119)	(527)	(1'646)	(613)	(2'259)	(560)	(540)	(1'100)	(506)	(1'606)			-4.0%	-6.3%
Other operating expenses	(272)	(285)	(557)	(284)	(841)	(367)	(1'208)	(246)	(256)	(502)	(277)	(779)			-2.5%	8.2%
Indirect costs (incl. intersegment indirect costs)	(846)	(830)	(1'676)	(811)	(2'487)	(980)	(3'467)	(806)	(796)	(1'602)	(783)	(2'385)			-3.5%	-1.6%
./. Capitalized costs and other income	70	66	136	74	210	65	275	63	63	126	70	196			-5.4%	11.1%
Contribution margin 2	928	908	1'836	905	2'741	743	3'484	923	891	1'814	913	2'727			0.9%	2.5%
Contribution margin 2 in % of net revenue	42.8%	43.3%	43.1%	42.8%	43.0%	33.8%	40.6%	44.6%	44.0%	44.3%	44.5%	44.4%				
Lease expense	(56)	(56)	(112)	(55)	(167)	(57)	(224)	(58)	(58)	(116)	(58)	(174)			5.5%	0.0%
EBITDAaL	872	852	1'724	850	2'574	686	3'260	865	833	1'698	855	2'553			0.6%	2.6%
Depreciation, amortisation	(381)	(389)	(770)	(372)	(1'142)	(373)	(1'515)	(377)	(390)	(767)	(373)	(1'140)			0.3%	-4.4%
Segment result	491	463	954	478	1'432	313	1'745	488	443	931	482	1'413			0.8%	8.8%
CAPEX	(353)	(601)	(954)	(370)	(1'324)	(437)	(1'761)	(367)	(409)	(776)	(410)	(1'186)			10.8%	0.2%
Number of employees (FTE)	13'352		13'271		13'158		13'055	12'813		12'608		12'619			-4.1%	0.1%

Remarks:

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Fastweb

	2019							2020							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
Fastweb (in EUR million)																
Consumer	269	273	542	277	819	285	1'104	280	282	562	282	844			1.8%	0.0%
Enterprise	202	214	416	211	627	235	862	211	224	435	226	661			7.1%	0.9%
Wholesale	42	45	87	45	132	113	245	50	55	105	59	164			31.1%	7.3%
Other revenue	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Net revenue from external customers	513	532	1'045	533	1'578	633	2'211	541	561	1'102	567	1'669			6.4%	1.1%
Intersegment revenue	1	3	4	2	6	1	7	2	1	3	2	5			0.0%	100.0%
Net revenue	514	535	1'049	535	1'584	634	2'218	543	562	1'105	569	1'674			6.4%	1.2%
Operating expenses	(352)	(348)	(700)	(341)	(1'041)	(427)	(1'468)	(373)	(367)	(740)	(366)	(1'106)			7.3%	-0.3%
EBITDA	162	187	349	194	543	207	750	170	195	365	203	568			4.6%	4.1%
EBITDA in % of net revenue	31.5%	35.0%	33.3%	36.3%	34.3%	32.6%	33.8%	31.3%	34.7%	33.0%	35.7%	33.9%				
Lease expense	(12)	(13)	(25)	(13)	(38)	(12)	(50)	(13)	(13)	(26)	(13)	(39)			0.0%	0.0%
EBITDAaL	150	174	324	181	505	195	700	157	182	339	190	529			5.0%	4.4%
Depreciation, amortisation	(139)	(135)	(274)	(141)	(415)	(145)	(560)	(144)	(142)	(286)	(146)	(432)			3.5%	2.8%
Segment result	11	39	50	40	90	50	140	13	40	53	44	97			10.0%	10.0%
CAPEX	(143)	(154)	(297)	(146)	(443)	(156)	(599)	(138)	(138)	(276)	(134)	(410)			-8.2%	-2.9%
Number of employees (FTE)	2'458		2'451		2'467		2'456	2'515		2'605		2'634			6.8%	1.1%

Remarks:

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Free Cash Flow

	2019							2020							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)	1'119	1'121	2'240	1'120	3'360	998	4'358	1'111	1'097	2'208	1'148	3'356			2.5%	4.6%
Lease expense	(68)	(69)	(137)	(69)	(206)	(88)	(294)	(75)	(75)	(150)	(76)	(226)			10.1%	1.3%
EBITDAaL	1'051	1'052	2'103	1'051	3'154	910	4'064	1'036	1'022	2'058	1'072	3'130			2.0%	4.9%
Capital expenditure	(518)	(779)	(1'297)	(536)	(1'833)	(605)	(2'438)	(516)	(559)	(1'075)	(557)	(1'632)			3.9%	-0.4%
Operating free cash flow proxy	533	273	806	515	1'321	305	1'626	520	463	983	515	1'498			0.0%	11.2%
Change in net working capital	(41)	(120)	(161)	109	(52)	198	146	(205)	118	(87)	25	(62)			-77.1%	-78.8%
Change in defined benefit obligations	12	14	26	16	42	6	48	14	15	29	17	46			6.3%	13.3%
Net interest paid	(3)	(2)	(5)	(49)	(54)	(9)	(63)	(5)	(6)	(11)	(48)	(59)			-2.0%	700.0%
Income taxes paid	(242)	(51)	(293)	(54)	(347)	(24)	(371)	(119)	(37)	(156)	(18)	(174)			-66.7%	-51.4%
Other cash flows from operating activities	(15)	18	3	(15)	(12)	(29)	(41)	(16)	19	3	15	18			n.m.	-21.1%
Free cash flow	244	132	376	522	898	447	1'345	189	572	761	506	1'267			-3.1%	-11.5%

Remarks:

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Adjustments of key figures

	2019							2020							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
Net revenue from external customers reported	2'860	2'803	5'663	2'793	8'456	2'997	11'453	2'737	2'706	5'443	2'758	8'201			-1.3%	1.9%
Currency impact								33	35	68	11	79				
Adjusted change															-0.9%	1.0%
EBITDA reported	1'119	1'121	2'240	1'120	3'360	998	4'358	1'111	1'097	2'208	1'148	3'356			2.5%	4.6%
Adjustments Effect IFRS16	5	5	10	5	15	(15)	0									
Restructuring cost						56	56									
Currency impact								10	12	22	4	26				
Adjusted change															2.4%	3.9%

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.

Operational data

	2019							2020							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
Operational data Swisscom Switzerland																
Product view (in thousands)																
Wireless subscribers	6'378		6'368		6'358		6'333	6'299		6'264		6'253			-1.7%	-0.2%
Broadband lines	2'057		2'050		2'054		2'058	2'053		2'048		2'045			-0.4%	-0.1%
Wireline voice access lines	1'737		1'683		1'643		1'594	1'582		1'564		1'546			-5.9%	-1.2%
TV subscribers	1'523		1'529		1'540		1'555	1'555		1'551		1'551			0.7%	0.0%
Total number of underlying products	11'695		11'630		11'595		11'540	11'489		11'427		11'395			-1.7%	-0.3%
Wireless																
Wireless subscribers (in thousands)																
Wireless subscribers prepaid	1'671		1'646		1'605		1'562	1'526		1'481		1'432			-10.8%	-3.3%
Wireless subscribers postpaid value	4'098		4'111		4'133		4'144	4'146		4'145		4'162			0.7%	0.4%
Wireless subscribers postpaid volume (data, multi-SIM)	609		611		620		627	627		638		659			6.3%	3.3%
Wireless subscribers postpaid	4'707		4'722		4'753		4'771	4'773		4'783		4'821			1.4%	0.8%
Wireless subscribers	6'378		6'368		6'358		6'333	6'299		6'264		6'253			-1.7%	-0.2%
Infinity subscribers	583		484		396		325	277		244		209			-47.2%	-14.3%
inOne mobile subscribers	1'945		2'027		2'109		2'166	2'189		2'198		2'220			5.3%	1.0%
Infinity / inOne mobile subscribers	2'528		2'511		2'505		2'491	2'466		2'442		2'429			-3.0%	-0.5%
ARPU wireless (in CHF)																
Blended wireless ARPU	38	38	38	38	38	37	38	36	35	36	36	36	36		-5.3%	2.9%
Blended wireless ARPU IFRS	35	35	35	36	35	35	35	35	34	34	35	34	34		-2.8%	2.9%
ARPU postpaid	50	49	50	49	49	48	49	47	45	46	45	45	45		-8.2%	0.0%
ARPU postpaid IFRS	47	46	46	46	46	45	46	44	43	44	43	44	44		-6.5%	0.0%
Wireless cancellation rate (annualised, in %)																
Wireless cancellation rate postpaid value	9.3%	8.5%	8.9%	8.4%	8.7%	8.6%	8.7%	8.7%	6.7%	7.7%	7.6%	7.7%	7.7%			
Wireless cancellation rate postpaid	13.0%	10.8%	11.9%	10.5%	11.4%	11.0%	11.3%	10.8%	7.6%	9.2%	8.3%	8.9%	8.9%			
Wireless traffic data domestic (in million GB)																
Traffic data domestic	96.5	101.7	198.2	112.7	310.9	120.3	431.2	132.1	135.4	267.5	136.5	404.0	404.0		21.1%	0.8%
Wireline																
Broadband lines (in thousands)																
Broadband lines in single products	61		49		42		35	34		35		35			-16.7%	0.0%
Broadband lines in bundle products	1'996		2'001		2'012		2'023	2'019		2'013		2'010			-0.1%	-0.1%
Broadband lines	2'057		2'050		2'054		2'058	2'053		2'048		2'045			-0.4%	-0.1%
thereof Broadband lines >80 Mbps	1'287		1'335		1'386		1'442	1'489		1'525		1'563			12.8%	2.5%
Wireline voice access lines (in thousands)																
Wireline voice access lines in single products	404		361		328		284	283		277		272			-17.1%	-1.8%
Wireline voice access lines in bundle products	1'333		1'322		1'315		1'310	1'299		1'287		1'274			-3.1%	-1.0%
Wireline voice access lines	1'737		1'683		1'643		1'594	1'582		1'564		1'546			-5.9%	-1.2%

Operational data

	2019							2020							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
TV subscribers (in thousands)																
TV subscribers	1'523		1'529		1'540		1'555	1'555		1'551		1'551			0.7%	0.0%
Wholesale																
Wholesale lines (in thousands)																
Full access lines	83		79		75		70	66		63		59			-21.3%	-6.3%
Wholesale broadband lines	492		502		509		515	525		533		543			6.7%	1.9%
Operational data Residential Customers																
Product view (in thousands)																
Wireless subscribers	4'511		4'518		4'513		4'492	4'457		4'414		4'394			-2.6%	-0.5%
Broadband lines	1'743		1'742		1'749		1'757	1'754		1'750		1'747			-0.1%	-0.2%
Wireline voice access lines	1'356		1'333		1'318		1'307	1'291		1'276		1'257			-4.6%	-1.5%
TV subscribers	1'462		1'467		1'477		1'491	1'491		1'487		1'486			0.6%	-0.1%
Total number of underlying products	9'072		9'060		9'057		9'047	8'993		8'927		8'884			-1.9%	-0.5%
ARPU underlying products (in CHF)																
Blended ARPUP	38	38	38	38	38	37	38	37	36	37	37	37			-2.6%	2.8%
Bundle products																
Bundle subscription (in thousands)																
Bundle subscriptions	1'736		1'736		1'743		1'751	1'747		1'741		1'738			-0.3%	-0.2%
thereof fix-mobile bundle subscriptions	747		759		773		787	794		795		798			3.2%	0.4%
ARPU bundle (in CHF)																
Blended ARPU bundle	132	130	131	131	131	129	131	129	128	129	129	129			-1.5%	0.8%
Wireless																
Wireless subscribers (in thousands)																
Wireless subscribers prepaid	1'671		1'646		1'605		1'562	1'526		1'481		1'432			-10.8%	-3.3%
Wireless subscribers postpaid value	2'683		2'702		2'723		2'732	2'727		2'722		2'734			0.4%	0.4%
Wireless subscribers postpaid volume (data, multi-SIM)	157		170		185		198	204		211		228			23.2%	8.1%
Wireless subscribers postpaid	2'840		2'872		2'908		2'930	2'931		2'933		2'962			1.9%	1.0%
Wireless subscribers	4'511		4'518		4'513		4'492	4'457		4'414		4'394			-2.6%	-0.5%
Infinity / inOne penetration in % of postpaid value subscribers	79%		78%		77%		77%	76%		76%		75%				
Infinity subscribers	473		399		329		272	233		205		175			-46.8%	-14.6%
inOne mobile subscribers	1'636		1'705		1'776		1'826	1'845		1'853		1'872			5.4%	1.0%
Total Infinity / inOne mobile subscribers	2'109		2'104		2'105		2'098	2'078		2'058		2'047			-2.8%	-0.5%
thereof inOne mobile subscribers in bundle	876		907		983		1'025	1'051		1'068		1'090			10.9%	2.1%

Operational data

	2019							2020							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
ARPU wireless (in CHF)																
ARPU prepaid	5	5	5	5	5	6	5	5	4	4	5	5			0.0%	25.0%
ARPU postpaid	58	57	58	57	57	56	57	54	52	53	52	53			-8.8%	0.0%
ARPU postpaid IFRS	53	51	52	52	52	51	52	51	50	50	50	50			-3.8%	0.0%
Blended wireless ARPU	38	38	38	38	38	38	38	37	36	37	37	37			-2.6%	2.8%
Blended wireless ARPU IFRS	34	34	34	35	34	35	35	35	34	34	35	35			0.0%	2.9%
ARPU Infinity / inOne	68	67	67	67	67	65	67	64	63	64	64	64			-4.5%	1.6%
Wireless cancellation rate (annualised, in %)																
Wireless cancellation rate postpaid value	8.6%	7.2%	7.9%	7.7%	7.8%	8.5%	8.0%	8.9%	7.2%	8.0%	8.3%	8.1%				
Wireless cancellation rate postpaid	9.7%	8.2%	9.0%	8.6%	8.8%	9.5%	9.0%	9.6%	7.8%	8.7%	8.8%	8.7%				
Wireline																
Broadband lines (in thousands)																
Broadband lines in single products	7		6		6		6	7		9		9			50.0%	0.0%
Broadband lines in bundle products	1'736		1'736		1'743		1'751	1'747		1'741		1'738			-0.3%	-0.2%
Broadband lines	1'743		1'742		1'749		1'757	1'754		1'750		1'747			-0.1%	-0.2%
thereof inOne Broadband lines	1'078		1'124		1'170		1'218	1'247		1'266		1'289			10.2%	1.8%
thereof inOne fix-mobile bundled	621		651		681		709	725		734		746			9.5%	1.6%
Wireline voice access lines (in thousands)																
Wireline Voice access lines in single products	213		201		193		186	179		174		166			-14.0%	-4.6%
Wireline Voice access lines in bundle products	1'143		1'132		1'125		1'121	1'112		1'102		1'091			-3.0%	-1.0%
Wireline voice access lines	1'356		1'333		1'318		1'307	1'291		1'276		1'257			-4.6%	-1.5%
thereof inOne Wireline voice access lines	622		644		665		689	704		712		720			8.3%	1.1%
TV subscribers (in thousands)																
TV subscribers	1'462		1'467		1'477		1'491	1'491		1'487		1'486			0.6%	-0.1%
thereof inOne TV subscribers	917		962		1'006		1'052	1'079		1'096		1'117			11.0%	1.9%
ARPU wireline (in CHF)																
Blended wireline ARPU	37	37	37	37	37	37	37	37	37	37	37	37			0.0%	0.0%
Households (in thousands)																
Households wireline	1'949		1'938		1'935		1'936	1'925		1'914		1'906			-1.5%	-0.4%
RGU per household (#)	2.34		2.34		2.35		2.35	2.36		2.36		2.37			0.9%	0.4%
ARPU household (in CHF)	87	87	87	87	87	86	87	86	86	86	86	87			-1.1%	0.0%

Operational data

	2019							2020							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
Operational data Business Customers																
Product view (in thousands)																
Wireless subscribers	1'867		1'850		1'845		1'841	1'842		1'850		1'859			0.8%	0.5%
Broadband lines	314		308		305		301	299		298		298			-2.3%	0.0%
Wireline voice access lines	381		350		325		287	291		288		289			-11.1%	0.3%
TV subscribers	61		62		63		64	64		64		65			3.2%	1.6%
Total number of underlying products	2'623		2'570		2'538		2'493	2'496		2'500		2'511			-1.1%	0.4%
ARPU underlying products (in CHF)																
Blended ARPUP	59	59	59	59	59	58	59	58	57	57	56	57			-5.1%	-1.8%
Wireless																
Wireless subscribers (in thousands)																
Wireless subscribers postpaid value	1'415		1'409		1'410		1'412	1'419		1'423		1'428			1.3%	0.4%
Wireless subscribers postpaid volume (data, multi-SIM)	452		441		435		429	423		427		431			-0.9%	0.9%
Wireless subscribers postpaid	1'867		1'850		1'845		1'841	1'842		1'850		1'859			0.8%	0.5%
Wireless subscribers	1'867		1'850		1'845		1'841	1'842		1'850		1'859			0.8%	0.5%
Infinity subscribers	110		85		67		53	44		39		34			-49.3%	-12.8%
inOne mobile subscribers	309		322		333		340	344		345		348			4.5%	0.9%
Total Infinity / inOne mobile subscribers	419		407		400		393	388		384		382			-4.5%	-0.5%
thereof inOne mobile subscribers in bundle	176		222		233		239	243		244		246			5.6%	0.8%
ARPU wireless (in CHF)																
Blended wireless ARPU	38	38	38	37	37	36	37	35	33	34	33	34			-10.8%	0.0%
ARPU Infinity / inOne	85	83	84	83	83	82	83	79	77	78	77	78			-7.2%	0.0%
Wireline																
Broadband lines (in thousands)																
Broadband lines	314		308		305		301	299		298		298			-2.3%	0.0%
Wireline voice access lines (in thousands)																
Wireline voice access lines	381		350		325		287	291		288		289			-11.1%	0.3%
TV subscribers (in thousands)																
TV subscribers	61		62		63		64	64		64		65			3.2%	1.6%

Operational data

	2019							2020							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
Operational data Wholesale																
Wireline																
Full access lines (in thousands)																
Full access lines	83		79		75		70	66		63		59			-21.3%	-6.3%
Broadband lines (in thousands)																
Wholesale broadband lines	492		502		509		515	525		533		543			6.7%	1.9%
Operational data Fastweb																
Broadband customers (in thousands)																
Broadband customers	2'575		2'600		2'610		2'637	2'659		2'692		2'704			3.6%	0.4%
Wireless customers (in thousands)																
Wireless customers	1'440		1'549		1'663		1'746	1'779		1'830		1'889			13.6%	3.2%

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.