

Investor Relations

+41-58-221 62 79

[investor.relations@swisscom.com](mailto:investor.relations@swisscom.com)

[www.swisscom.ch/investor](http://www.swisscom.ch/investor)

# Facts & Figures

as per December 31, 2020

[P&L overview](#)

[Fastweb \(EUR\)](#)

[P&L breakdown](#)

[Free cash flow](#)

[OPEX breakdown](#)

[Adjustments of key figures](#)

[Swisscom Switzerland breakdown](#)

[Operational data](#)



## 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.	YtD	YoY Q4	QoQ Q4/Q3
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	1'164	4'484	-3.8%	-4.7%	3.9%
Business Customers	810	783	1'593	769	2'362	794	3'156	760	760	1'520	739	2'259	767	3'026	-4.1%	-3.4%	3.8%
Wholesale	158	162	320	169	489	154	643	164	158	322	168	490	171	661	2.8%	11.0%	1.8%
IT, Network & Infrastructure	6	6	12	6	18	5	23	6	5	11	6	17	5	22	-4.3%	0.0%	-16.7%
<b>Swisscom Switzerland</b>	<b>2'143</b>	<b>2'075</b>	<b>4'218</b>	<b>2'091</b>	<b>6'309</b>	<b>2'175</b>	<b>8'484</b>	<b>2'050</b>	<b>2'003</b>	<b>4'053</b>	<b>2'033</b>	<b>6'086</b>	<b>2'107</b>	<b>8'193</b>	<b>-3.4%</b>	<b>-3.1%</b>	<b>3.6%</b>
Fastweb	579	600	1'179	585	1'764	696	2'460	578	597	1'175	611	1'786	676	2'462	0.1%	-2.9%	10.6%
Other operating segments	138	128	266	117	383	126	509	109	106	215	114	329	116	445	-12.6%	-7.9%	1.8%
Group Headquarters	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
<b>Net revenue from external customers</b>	<b>2'860</b>	<b>2'803</b>	<b>5'663</b>	<b>2'793</b>	<b>8'456</b>	<b>2'997</b>	<b>11'453</b>	<b>2'737</b>	<b>2'706</b>	<b>5'443</b>	<b>2'758</b>	<b>8'201</b>	<b>2'899</b>	<b>11'100</b>	<b>-3.1%</b>	<b>-3.3%</b>	<b>5.1%</b>
Direct costs	(683)	(656)	(1'339)	(684)	(2'023)	(792)	(2'815)	(626)	(624)	(1'250)	(656)	(1'906)	(763)	(2'669)	-5.2%	-3.7%	16.3%
Personnel expenses	(724)	(687)	(1'411)	(653)	(2'064)	(736)	(2'800)	(700)	(679)	(1'379)	(637)	(2'016)	(701)	(2'717)	-3.0%	-4.8%	10.0%
Other operating expenses	(448)	(500)	(948)	(459)	(1'407)	(582)	(1'989)	(407)	(416)	(823)	(441)	(1'264)	(534)	(1'798)	-9.6%	-8.2%	21.1%
Capitalized costs and other income	114	161	275	123	398	111	509	107	110	217	124	341	125	466	-8.4%	12.6%	0.8%
<b>Operating income (EBITDA)</b>	<b>1'119</b>	<b>1'121</b>	<b>2'240</b>	<b>1'120</b>	<b>3'360</b>	<b>998</b>	<b>4'358</b>	<b>1'111</b>	<b>1'097</b>	<b>2'208</b>	<b>1'148</b>	<b>3'356</b>	<b>1'026</b>	<b>4'382</b>	<b>0.6%</b>	<b>2.8%</b>	<b>-10.6%</b>
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%	35.4%	39.5%			
Depreciation, amortisation of tangible / intangible assets	(547)	(550)	(1'097)	(529)	(1'626)	(540)	(2'166)	(537)	(541)	(1'078)	(538)	(1'616)	(533)	(2'149)	-0.8%	-1.3%	-0.9%
Depreciation right of use assets	(67)	(69)	(136)	(69)	(205)	(77)	(282)	(70)	(77)	(147)	(70)	(217)	(69)	(286)	1.4%	-10.4%	-1.4%
<b>Operating income (EBIT)</b>	<b>505</b>	<b>502</b>	<b>1'007</b>	<b>522</b>	<b>1'529</b>	<b>381</b>	<b>1'910</b>	<b>504</b>	<b>479</b>	<b>983</b>	<b>540</b>	<b>1'523</b>	<b>424</b>	<b>1'947</b>	<b>1.9%</b>	<b>11.3%</b>	<b>-21.5%</b>
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%	14.6%	17.5%			
Net interest expense	(15)	(16)	(31)	(13)	(44)	(18)	(62)	(12)	(18)	(30)	(20)	(50)	(19)	(69)	11.3%	5.6%	-5.0%
Interest expense on lease liabilities	(8)	(7)	(15)	(9)	(24)	(18)	(42)	(11)	(11)	(22)	(12)	(34)	(11)	(45)	7.1%	-38.9%	-8.3%
Other financial result	3	(28)	(25)	(26)	(51)	(3)	(54)	(14)	(38)	(52)	23	(29)	(9)	(38)	-29.6%	200.0%	n.m.
Result of equity-accounted investees	2	0	2	(1)	1	(29)	(28)	1	2	3	1	4	0	4	n.m.	n.m.	-100.0%
<b>Income before income tax expense</b>	<b>487</b>	<b>451</b>	<b>938</b>	<b>473</b>	<b>1'411</b>	<b>313</b>	<b>1'724</b>	<b>468</b>	<b>414</b>	<b>882</b>	<b>532</b>	<b>1'414</b>	<b>385</b>	<b>1'799</b>	<b>4.4%</b>	<b>23.0%</b>	<b>-27.6%</b>
Income tax expense	(104)	(54)	(158)	(72)	(230)	175	(55)	(74)	(72)	(146)	(102)	(248)	(23)	(271)	392.7%	n.m.	-77.5%
<b>Net income</b>	<b>383</b>	<b>397</b>	<b>780</b>	<b>401</b>	<b>1'181</b>	<b>488</b>	<b>1'669</b>	<b>394</b>	<b>342</b>	<b>736</b>	<b>430</b>	<b>1'166</b>	<b>362</b>	<b>1'528</b>	<b>-8.4%</b>	<b>-25.8%</b>	<b>-15.8%</b>
Net income attributable to equity holders of Swisscom AG	385	397	782	401	1'183	489	1'672	395	343	738	431	1'169	361	1'530	-8.5%	-26.2%	-16.2%
Net income attributable to non-controlling interests	(2)	0	(2)	0	(2)	(1)	(3)	(1)	(1)	(2)	(1)	(3)	1	(2)	-33.3%	n.m.	n.m.
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	51.801	51.801	0.0%	0.0%	0.0%
<b>Earnings per share (EPS) in CHF</b>	<b>7.43</b>	<b>7.66</b>	<b>15.10</b>	<b>7.74</b>	<b>22.84</b>	<b>9.44</b>	<b>32.28</b>	<b>7.63</b>	<b>6.62</b>	<b>14.25</b>	<b>8.32</b>	<b>22.57</b>	<b>6.97</b>	<b>29.54</b>	<b>-8.5%</b>	<b>-26.2%</b>	<b>-16.2%</b>

### Remarks:

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

## P&L Breakdown

	2019							2020							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
<b>Group revenue</b>																	
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	1'186	4'564	-3.6%	-4.4%	4.1%
Business Customers	832	804	1'636	790	2'426	814	3'240	779	778	1'557	757	2'314	786	3'100	-4.3%	-3.4%	3.8%
Wholesale	221	243	464	285	749	219	968	225	224	449	278	727	249	976	0.8%	13.7%	-10.4%
IT, Network & Infrastructure	23	21	44	21	65	20	85	22	21	43	21	64	21	85	0.0%	5.0%	0.0%
Intersegment elimination	(100)	(114)	(214)	(148)	(362)	(94)	(456)	(93)	(99)	(192)	(143)	(335)	(115)	(450)	-1.3%	22.3%	-19.6%
<b>Swisscom Switzerland</b>	<b>2'166</b>	<b>2'095</b>	<b>4'261</b>	<b>2'113</b>	<b>6'374</b>	<b>2'199</b>	<b>8'573</b>	<b>2'071</b>	<b>2'025</b>	<b>4'096</b>	<b>2'052</b>	<b>6'148</b>	<b>2'127</b>	<b>8'275</b>	<b>-3.5%</b>	<b>-3.3%</b>	<b>3.7%</b>
Fastweb	581	602	1'183	587	1'770	698	2'468	580	599	1'179	613	1'792	678	2'470	0.1%	-2.9%	10.6%
Other operating segments	265	275	540	262	802	277	1'079	243	247	490	269	759	261	1'020	-5.5%	-5.8%	-3.0%
Group Headquarters	0	0	0	0	0	1	1	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
<b>Net revenue incl. intersegment revenue</b>	<b>3'012</b>	<b>2'972</b>	<b>5'984</b>	<b>2'962</b>	<b>8'946</b>	<b>3'175</b>	<b>12'121</b>	<b>2'894</b>	<b>2'871</b>	<b>5'765</b>	<b>2'934</b>	<b>8'699</b>	<b>3'066</b>	<b>11'765</b>	<b>-2.9%</b>	<b>-3.4%</b>	<b>4.5%</b>
Intersegment elimination	(152)	(169)	(321)	(169)	(490)	(178)	(668)	(157)	(165)	(322)	(176)	(498)	(167)	(665)	-0.4%	-6.2%	-5.1%
<b>Net revenue from external customers</b>	<b>2'860</b>	<b>2'803</b>	<b>5'663</b>	<b>2'793</b>	<b>8'456</b>	<b>2'997</b>	<b>11'453</b>	<b>2'737</b>	<b>2'706</b>	<b>5'443</b>	<b>2'758</b>	<b>8'201</b>	<b>2'899</b>	<b>11'100</b>	<b>-3.1%</b>	<b>-3.3%</b>	<b>5.1%</b>
<b>Residential Customers revenue</b>																	
Wireless access	464	441	905	437	1'342	437	1'779	423	411	834	409	1'243	403	1'646	-7.5%	-7.8%	-1.5%
Wireless traffic & VAS	56	70	126	81	207	76	283	74	67	141	76	217	71	288	1.8%	-6.6%	-6.6%
Wireless	520	511	1'031	518	1'549	513	2'062	497	478	975	485	1'460	474	1'934	-6.2%	-7.6%	-2.3%
t/o Wireless service revenue in fix-mobile bundles	193	195	388	202	590	202	792	203	200	403	201	604	205	809	2.1%	1.5%	2.0%
Wireline access	467	468	935	465	1'400	459	1'859	457	456	913	456	1'369	458	1'827	-1.7%	-0.2%	0.4%
Wireline traffic & VAS	47	49	96	44	140	49	189	48	44	92	44	136	49	185	-2.1%	0.0%	11.4%
Wireline	514	517	1'031	509	1'540	508	2'048	505	500	1'005	500	1'505	507	2'012	-1.8%	-0.2%	1.4%
t/o Wireline service revenue in fix-mobile bundles	216	223	439	225	664	230	894	233	233	466	236	702	242	944	5.6%	5.2%	2.5%
t/o Wireline service revenue in fixed-only bundles	284	267	551	261	812	253	1'065	249	244	493	241	734	243	977	-8.3%	-4.0%	0.8%
Service revenue	1'034	1'028	2'062	1'027	3'089	1'021	4'110	1'002	978	1'980	985	2'965	981	3'946	-4.0%	-3.9%	-0.4%
Solutions	4	3	7	4	11	4	15	4	3	7	4	11	4	15	0.0%	0.0%	0.0%
Hardware sales	122	109	231	126	357	190	547	120	108	228	128	356	168	524	-4.2%	-11.6%	31.3%
Other sales	9	(16)	(7)	(10)	(17)	7	(10)	(6)	(9)	(15)	3	(12)	11	(1)	-90.0%	57.1%	266.7%
<b>Net revenue from external customers</b>	<b>1'169</b>	<b>1'124</b>	<b>2'293</b>	<b>1'147</b>	<b>3'440</b>	<b>1'222</b>	<b>4'662</b>	<b>1'120</b>	<b>1'080</b>	<b>2'200</b>	<b>1'120</b>	<b>3'320</b>	<b>1'164</b>	<b>4'484</b>	<b>-3.8%</b>	<b>-4.7%</b>	<b>3.9%</b>
<b>Intersegment revenue</b>	<b>21</b>	<b>17</b>	<b>38</b>	<b>18</b>	<b>56</b>	<b>18</b>	<b>74</b>	<b>18</b>	<b>21</b>	<b>39</b>	<b>19</b>	<b>58</b>	<b>22</b>	<b>80</b>	<b>8.1%</b>	<b>22.2%</b>	<b>15.8%</b>
<b>Net revenue Residential Customers</b>	<b>1'190</b>	<b>1'141</b>	<b>2'331</b>	<b>1'165</b>	<b>3'496</b>	<b>1'240</b>	<b>4'736</b>	<b>1'138</b>	<b>1'101</b>	<b>2'239</b>	<b>1'139</b>	<b>3'378</b>	<b>1'186</b>	<b>4'564</b>	<b>-3.6%</b>	<b>-4.4%</b>	<b>4.1%</b>

## 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.	YtD	YoY Q4	QoQ Q4/Q3
<b>Business Customers revenue</b>																	
Wireless access	180	177	357	169	526	166	692	162	161	323	161	484	158	642	-7.2%	-4.8%	-1.9%
Wireless traffic & VAS	37	38	75	40	115	37	152	34	28	62	29	91	28	119	-21.7%	-24.3%	-3.4%
Wireless	217	215	432	209	641	203	844	196	189	385	190	575	186	761	-9.8%	-8.4%	-2.1%
Wireline access	148	144	292	142	434	139	573	138	136	274	137	411	137	548	-4.4%	-1.4%	0.0%
Wireline traffic & VAS	29	29	58	28	86	23	109	27	31	58	26	84	26	110	0.9%	13.0%	0.0%
Wireline business networks	67	64	131	61	192	64	256	61	60	121	60	181	60	241	-5.9%	-6.3%	0.0%
Wireline	244	237	481	231	712	226	938	226	227	453	223	676	223	899	-4.2%	-1.3%	0.0%
Business numbers	16	14	30	15	45	15	60	15	15	30	15	45	16	61	1.7%	6.7%	6.7%
Service revenue	477	466	943	455	1'398	444	1'842	437	431	868	428	1'296	425	1'721	-6.6%	-4.3%	-0.7%
Solutions	257	256	513	258	771	278	1'049	267	260	527	259	786	272	1'058	0.9%	-2.2%	5.0%
Hardware sales	75	59	134	56	190	70	260	55	67	122	49	171	64	235	-9.6%	-8.6%	30.6%
Other sales	1	2	3	0	3	2	5	1	2	3	3	6	6	12	140.0%	200.0%	100.0%
<b>Net revenue from external customers</b>	<b>810</b>	<b>783</b>	<b>1'593</b>	<b>769</b>	<b>2'362</b>	<b>794</b>	<b>3'156</b>	<b>760</b>	<b>760</b>	<b>1'520</b>	<b>739</b>	<b>2'259</b>	<b>767</b>	<b>3'026</b>	<b>-4.1%</b>	<b>-3.4%</b>	<b>3.8%</b>
Intersegment revenue	22	21	43	21	64	20	84	19	18	37	18	55	19	74	-11.9%	-5.0%	5.6%
<b>Net revenue Business Customers</b>	<b>832</b>	<b>804</b>	<b>1'636</b>	<b>790</b>	<b>2'426</b>	<b>814</b>	<b>3'240</b>	<b>779</b>	<b>778</b>	<b>1'557</b>	<b>757</b>	<b>2'314</b>	<b>786</b>	<b>3'100</b>	<b>-4.3%</b>	<b>-3.4%</b>	<b>3.8%</b>
<b>Wholesale revenue</b>																	
Wholesale termination	25	25	50	24	74	24	98	27	29	56	26	82	27	109	11.2%	12.5%	3.8%
Wholesale services	79	79	158	78	236	81	317	79	81	160	87	247	93	340	7.3%	14.8%	6.9%
Inbound roaming	47	50	97	56	153	36	189	47	36	83	44	127	37	164	-13.2%	2.8%	-15.9%
Other sales	7	8	15	11	26	13	39	11	12	23	11	34	14	48	23.1%	7.7%	27.3%
<b>Net revenue from external customers</b>	<b>158</b>	<b>162</b>	<b>320</b>	<b>169</b>	<b>489</b>	<b>154</b>	<b>643</b>	<b>164</b>	<b>158</b>	<b>322</b>	<b>168</b>	<b>490</b>	<b>171</b>	<b>661</b>	<b>2.8%</b>	<b>11.0%</b>	<b>1.8%</b>
Intersegment revenue	63	81	144	116	260	65	325	61	66	127	110	237	78	315	-3.1%	20.0%	-29.1%
<b>Net revenue Wholesale</b>	<b>221</b>	<b>243</b>	<b>464</b>	<b>285</b>	<b>749</b>	<b>219</b>	<b>968</b>	<b>225</b>	<b>224</b>	<b>449</b>	<b>278</b>	<b>727</b>	<b>249</b>	<b>976</b>	<b>0.8%</b>	<b>13.7%</b>	<b>-10.4%</b>
<b>IT, Network &amp; Infrastructure revenue</b>																	
Other sales (facility management)	6	6	12	6	18	5	23	6	5	11	6	17	5	22	-4.3%	0.0%	-16.7%
<b>Net revenue from external customers</b>	<b>6</b>	<b>6</b>	<b>12</b>	<b>6</b>	<b>18</b>	<b>5</b>	<b>23</b>	<b>6</b>	<b>5</b>	<b>11</b>	<b>6</b>	<b>17</b>	<b>5</b>	<b>22</b>	<b>-4.3%</b>	<b>0.0%</b>	<b>-16.7%</b>
Intersegment revenue	17	15	32	15	47	15	62	16	16	32	15	47	16	63	1.6%	6.7%	6.7%
<b>Net revenue IT, Network &amp; Infrastructure</b>	<b>23</b>	<b>21</b>	<b>44</b>	<b>21</b>	<b>65</b>	<b>20</b>	<b>85</b>	<b>22</b>	<b>21</b>	<b>43</b>	<b>21</b>	<b>64</b>	<b>21</b>	<b>85</b>	<b>0.0%</b>	<b>5.0%</b>	<b>0.0%</b>

## 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.	YtD	YoY Q4	QoQ Q4/Q3
<b>Swisscom Switzerland revenue</b>																	
Wireless access	644	618	1'262	606	1'868	601	2'469	586	572	1'158	569	1'727	561	2'288	-7.3%	-6.7%	-1.4%
Wireless traffic & VAS	93	108	201	121	322	114	436	108	95	203	105	308	98	406	-6.9%	-14.0%	-6.7%
Wireless	737	726	1'463	727	2'190	715	2'905	694	667	1'361	674	2'035	659	2'694	-7.3%	-7.8%	-2.2%
Wireline access	615	612	1'227	607	1'834	597	2'431	594	593	1'187	593	1'780	595	2'375	-2.3%	-0.3%	0.3%
Wireline traffic & VAS	76	78	154	72	226	74	300	75	74	149	71	220	76	296	-1.3%	2.7%	7.0%
Wireline business networks	67	64	131	61	192	64	256	61	60	121	60	181	60	241	-5.9%	-6.3%	0.0%
Wireline	758	754	1'512	740	2'252	735	2'987	730	727	1'457	724	2'181	731	2'912	-2.5%	-0.5%	1.0%
Business numbers	16	14	30	15	45	15	60	15	15	30	15	45	16	61	1.7%	6.7%	6.7%
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	1'406	5'667	-4.8%	-4.0%	-0.5%
Solutions	261	259	520	261	781	283	1'064	270	264	534	263	797	276	1'073	0.8%	-2.5%	4.9%
Hardware sales	196	169	365	182	547	260	807	175	175	350	176	526	233	759	-5.9%	-10.4%	32.4%
Wholesale termination	25	25	50	24	74	24	98	27	29	56	26	82	27	109	11.2%	12.5%	3.8%
Wholesale services	80	81	161	80	241	82	323	80	82	162	89	251	95	346	7.1%	15.9%	6.7%
Inbound roaming	47	50	97	56	153	36	189	47	36	83	44	127	37	164	-13.2%	2.8%	-15.9%
Other sales	23	(3)	20	6	26	25	51	12	8	20	22	42	33	75	47.1%	32.0%	50.0%
<b>Net revenue from external customers</b>	<b>2'143</b>	<b>2'075</b>	<b>4'218</b>	<b>2'091</b>	<b>6'309</b>	<b>2'175</b>	<b>8'484</b>	<b>2'050</b>	<b>2'003</b>	<b>4'053</b>	<b>2'033</b>	<b>6'086</b>	<b>2'107</b>	<b>8'193</b>	<b>-3.4%</b>	<b>-3.1%</b>	<b>3.6%</b>
Intersegment revenue	23	20	43	22	65	24	89	21	22	43	19	62	20	82	-7.9%	-16.7%	5.3%
<b>Net revenue Swisscom Switzerland</b>	<b>2'166</b>	<b>2'095</b>	<b>4'261</b>	<b>2'113</b>	<b>6'374</b>	<b>2'199</b>	<b>8'573</b>	<b>2'071</b>	<b>2'025</b>	<b>4'096</b>	<b>2'052</b>	<b>6'148</b>	<b>2'127</b>	<b>8'275</b>	<b>-3.5%</b>	<b>-3.3%</b>	<b>3.7%</b>
<b>Fastweb revenue</b>																	
Consumer	304	307	611	304	915	313	1'228	300	299	599	304	903	311	1'214	-1.1%	-0.6%	2.3%
Enterprise	228	241	469	232	701	257	958	225	239	464	243	707	266	973	1.6%	3.5%	9.5%
Wholesale	47	52	99	49	148	126	274	53	59	112	64	176	99	275	0.4%	-21.4%	54.7%
Other revenue	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
<b>Net revenue from external customers</b>	<b>579</b>	<b>600</b>	<b>1'179</b>	<b>585</b>	<b>1'764</b>	<b>696</b>	<b>2'460</b>	<b>578</b>	<b>597</b>	<b>1'175</b>	<b>611</b>	<b>1'786</b>	<b>676</b>	<b>2'462</b>	<b>0.1%</b>	<b>-2.9%</b>	<b>10.6%</b>
Intersegment revenue	2	2	4	2	6	2	8	2	2	4	2	6	2	8	0.0%	0.0%	0.0%
<b>Net revenue Fastweb</b>	<b>581</b>	<b>602</b>	<b>1'183</b>	<b>587</b>	<b>1'770</b>	<b>698</b>	<b>2'468</b>	<b>580</b>	<b>599</b>	<b>1'179</b>	<b>613</b>	<b>1'792</b>	<b>678</b>	<b>2'470</b>	<b>0.1%</b>	<b>-2.9%</b>	<b>10.6%</b>
<b>Other operating segments revenue</b>																	
<b>Net revenue from external customers</b>	<b>138</b>	<b>128</b>	<b>266</b>	<b>117</b>	<b>383</b>	<b>126</b>	<b>509</b>	<b>109</b>	<b>106</b>	<b>215</b>	<b>114</b>	<b>329</b>	<b>116</b>	<b>445</b>	<b>-12.6%</b>	<b>-7.9%</b>	<b>1.8%</b>
Intersegment revenue	127	147	274	145	419	151	570	134	141	275	155	430	145	575	0.9%	-4.0%	-6.5%
<b>Net revenue other operating segments</b>	<b>265</b>	<b>275</b>	<b>540</b>	<b>262</b>	<b>802</b>	<b>277</b>	<b>1'079</b>	<b>243</b>	<b>247</b>	<b>490</b>	<b>269</b>	<b>759</b>	<b>261</b>	<b>1'020</b>	<b>-5.5%</b>	<b>-5.8%</b>	<b>-3.0%</b>

## 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.	YtD	YoY Q4	QoQ Q4/Q3
<b>Group Headquarters revenue</b>																	
Net revenue from external customers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Intersegment revenue	0	0	0	0	0	1	1	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
<b>Net revenue Group Headquarters</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>n.m.</b>	<b>n.m.</b>	<b>n.m.</b>
<b>Group OPEX</b>																	
Residential Customers	(468)	(444)	(912)	(479)	(1'391)	(575)	(1'966)	(435)	(417)	(852)	(455)	(1'307)	(556)	(1'863)	-5.2%	-3.3%	22.2%
Business Customers	(476)	(450)	(926)	(446)	(1'372)	(474)	(1'846)	(443)	(439)	(882)	(418)	(1'300)	(456)	(1'756)	-4.9%	-3.8%	9.1%
Wholesale	(95)	(114)	(209)	(147)	(356)	(101)	(457)	(93)	(99)	(192)	(144)	(336)	(116)	(452)	-1.1%	14.9%	-19.4%
IT, Network & Infrastructure	(298)	(293)	(591)	(285)	(876)	(400)	(1'276)	(269)	(280)	(549)	(264)	(813)	(314)	(1'127)	-11.7%	-21.5%	18.9%
Intersegment elimination	99	114	213	149	362	94	456	92	101	193	142	335	115	450	-1.3%	22.3%	-19.0%
<b>Swisscom Switzerland</b>	<b>(1'238)</b>	<b>(1'187)</b>	<b>(2'425)</b>	<b>(1'208)</b>	<b>(3'633)</b>	<b>(1'456)</b>	<b>(5'089)</b>	<b>(1'148)</b>	<b>(1'134)</b>	<b>(2'282)</b>	<b>(1'139)</b>	<b>(3'421)</b>	<b>(1'327)</b>	<b>(4'748)</b>	<b>-6.7%</b>	<b>-8.9%</b>	<b>16.5%</b>
Fastweb	(399)	(391)	(790)	(374)	(1'164)	(470)	(1'634)	(399)	(391)	(790)	(394)	(1'184)	(446)	(1'630)	-0.2%	-5.1%	13.2%
Other operating segments	(215)	(227)	(442)	(216)	(658)	(232)	(890)	(201)	(207)	(408)	(213)	(621)	(214)	(835)	-6.2%	-7.8%	0.5%
Group Headquarters	(17)	(20)	(37)	(18)	(55)	(12)	(67)	(14)	(19)	(33)	(15)	(48)	(14)	(62)	-7.5%	16.7%	-6.7%
Reconciliation pension cost (IAS19)	(14)	(15)	(29)	(15)	(44)	(3)	(47)	(15)	(16)	(31)	(16)	(47)	(18)	(65)	38.3%	500.0%	12.5%
Reconciliation lease expense (IFRS16)	(5)	(5)	(10)	(5)	(15)	15	0								n.m.	n.m.	n.m.
Intersegment elimination	147	163	310	163	473	159	632	151	158	309	167	476	146	622	-1.6%	-8.2%	-12.6%
<b>Group OPEX</b>	<b>(1'741)</b>	<b>(1'682)</b>	<b>(3'423)</b>	<b>(1'673)</b>	<b>(5'096)</b>	<b>(1'999)</b>	<b>(7'095)</b>	<b>(1'626)</b>	<b>(1'609)</b>	<b>(3'235)</b>	<b>(1'610)</b>	<b>(4'845)</b>	<b>(1'873)</b>	<b>(6'718)</b>	<b>-5.3%</b>	<b>-6.3%</b>	<b>16.3%</b>
<b>EBITDA</b>																	
Residential Customers (Contribution margin 2)	722	697	1'419	686	2'105	665	2'770	703	684	1'387	684	2'071	630	2'701	-2.5%	-5.3%	-7.9%
Business Customers (Contribution margin 2)	356	354	710	344	1'054	340	1'394	336	339	675	339	1'014	330	1'344	-3.6%	-2.9%	-2.7%
Wholesale (Contribution margin 2)	126	129	255	138	393	118	511	132	125	257	134	391	133	524	2.5%	12.7%	-0.7%
IT, Network & Infrastructure (Contribution margin 2)	(275)	(272)	(547)	(264)	(811)	(380)	(1'191)	(247)	(259)	(506)	(243)	(749)	(293)	(1'042)	-12.5%	-22.9%	20.6%
Intersegment elimination	(1)	0	(1)	1	0	0	0	(1)	2	1	(1)	0	0	0	n.m.	n.m.	-100.0%
<b>Swisscom Switzerland (EBITDA)</b>	<b>928</b>	<b>908</b>	<b>1'836</b>	<b>905</b>	<b>2'741</b>	<b>743</b>	<b>3'484</b>	<b>923</b>	<b>891</b>	<b>1'814</b>	<b>913</b>	<b>2'727</b>	<b>800</b>	<b>3'527</b>	<b>1.2%</b>	<b>7.7%</b>	<b>-12.4%</b>
Fastweb	182	211	393	213	606	228	834	181	208	389	219	608	232	840	0.7%	1.8%	5.9%
Other operating segments	50	48	98	46	144	45	189	42	40	82	56	138	47	185	-2.1%	4.4%	-16.1%
Group Headquarters	(17)	(20)	(37)	(18)	(55)	(11)	(66)	(14)	(19)	(33)	(15)	(48)	(14)	(62)	-6.1%	27.3%	-6.7%
Reconciliation pension cost (IAS19)	(14)	(15)	(29)	(15)	(44)	(3)	(47)	(15)	(16)	(31)	(16)	(47)	(18)	(65)	38.3%	500.0%	12.5%
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)	(21)	(43)	19.4%	10.5%	133.3%
<b>Group EBITDA</b>	<b>1'119</b>	<b>1'121</b>	<b>2'240</b>	<b>1'120</b>	<b>3'360</b>	<b>998</b>	<b>4'358</b>	<b>1'111</b>	<b>1'097</b>	<b>2'208</b>	<b>1'148</b>	<b>3'356</b>	<b>1'026</b>	<b>4'382</b>	<b>0.6%</b>	<b>2.8%</b>	<b>-10.6%</b>

## 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.	YtD	YoY Q4	QoQ Q4/Q3
<b>EBITDA/Contribution margin 2 in % of net revenue</b>																	
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%	53.1%	59.2%			
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%	42.0%	43.4%			
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%	53.4%	53.7%			
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.	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%	37.6%	42.6%			
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%	34.2%	34.0%			
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%	18.0%	18.1%			
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.	n.m.	n.m.			
<b>Group EBITDA in % of net revenue</b>	<b>39.1%</b>	<b>40.0%</b>	<b>39.6%</b>	<b>40.1%</b>	<b>39.7%</b>	<b>33.3%</b>	<b>38.1%</b>	<b>40.6%</b>	<b>40.5%</b>	<b>40.6%</b>	<b>41.6%</b>	<b>40.9%</b>	<b>35.4%</b>	<b>39.5%</b>			
<b>Depreciation, amortisation of tangible / intangible assets</b>																	
Residential Customers	(25)	(26)	(51)	(19)	(70)	(18)	(88)	(16)	(24)	(40)	(15)	(55)	(17)	(72)	-18.2%	-5.6%	13.3%
Business Customers	(21)	(20)	(41)	(21)	(62)	(27)	(89)	(20)	(18)	(38)	(19)	(57)	(19)	(76)	-14.6%	-29.6%	0.0%
Wholesale	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
IT, Network & Infrastructure	(335)	(344)	(679)	(330)	(1'009)	(329)	(1'338)	(341)	(347)	(688)	(340)	(1'028)	(333)	(1'361)	1.7%	1.2%	-2.1%
Intersegment elimination	0	1	1	(2)	(1)	1	0	0	(1)	(1)	1	0	0	0	n.m.	n.m.	-100.0%
Swisscom Switzerland	(381)	(389)	(770)	(372)	(1'142)	(373)	(1'515)	(377)	(390)	(767)	(373)	(1'140)	(369)	(1'509)	-0.4%	-1.1%	-1.1%
Fastweb	(156)	(153)	(309)	(155)	(464)	(159)	(623)	(153)	(152)	(305)	(157)	(462)	(156)	(618)	-0.8%	-1.9%	-0.6%
Other operating segments	(18)	(17)	(35)	(15)	(50)	(13)	(63)	(15)	(14)	(29)	(16)	(45)	(17)	(62)	-1.6%	30.8%	6.3%
Group Headquarters	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Intersegment elimination	1	2	3	4	7	(2)	5	2	2	4	2	6	3	9	80.0%	n.m.	50.0%
Reconciliation depreciation IRU & impairment losses (IFRS16)	7	7	14	9	23	7	30	6	13	19	6	25	6	31	3.3%	-14.3%	0.0%
<b>Group depreciation, amortisation</b>	<b>(547)</b>	<b>(550)</b>	<b>(1'097)</b>	<b>(529)</b>	<b>(1'626)</b>	<b>(540)</b>	<b>(2'166)</b>	<b>(537)</b>	<b>(541)</b>	<b>(1'078)</b>	<b>(538)</b>	<b>(1'616)</b>	<b>(533)</b>	<b>(2'149)</b>	<b>-0.8%</b>	<b>-1.3%</b>	<b>-0.9%</b>
<b>Lease expense / depreciation right of use assets</b>																	
Residential Customers	(13)	(11)	(24)	(13)	(37)	(11)	(48)	(11)	(11)	(22)	(11)	(33)	(10)	(43)	-10.4%	-9.1%	-9.1%
Business Customers	(7)	(8)	(15)	(7)	(22)	(7)	(29)	(8)	(9)	(17)	(8)	(25)	(8)	(33)	13.8%	14.3%	0.0%
Wholesale	0	0	0	0	0	(1)	(1)	0	0	0	0	0	(1)	(1)	0.0%	0.0%	n.m.
IT, Network & Infrastructure	(36)	(37)	(73)	(35)	(108)	(38)	(146)	(39)	(38)	(77)	(39)	(116)	(37)	(153)	4.8%	-2.6%	-5.1%
Intersegment elimination	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Swisscom Switzerland	(56)	(56)	(112)	(55)	(167)	(57)	(224)	(58)	(58)	(116)	(58)	(174)	(56)	(230)	2.7%	-1.8%	-3.4%
Fastweb	(13)	(14)	(27)	(14)	(41)	(15)	(56)	(14)	(13)	(27)	(15)	(42)	(14)	(56)	0.0%	-6.7%	-6.7%
Other operating segments	(3)	(4)	(7)	(2)	(9)	(4)	(13)	(3)	(3)	(6)	(3)	(9)	(3)	(12)	-7.7%	-25.0%	0.0%
Group Headquarters	(1)	0	(1)	(1)	(2)	0	(2)	(1)	0	(1)	0	(1)	(1)	(2)	0.0%	n.m.	n.m.
Reconciliation lease expense (IFRS16)	5	4	9	5	14	(14)	0										
Intersegment elimination	0	1	1	(2)	(1)	2	1	1	(1)	0	0	0	0	0	n.m.	n.m.	n.m.
<b>Group lease expense</b>	<b>(68)</b>	<b>(69)</b>	<b>(137)</b>	<b>(69)</b>	<b>(206)</b>	<b>(88)</b>	<b>(294)</b>	<b>(75)</b>	<b>(75)</b>	<b>(150)</b>	<b>(76)</b>	<b>(226)</b>	<b>(74)</b>	<b>(300)</b>	<b>2.0%</b>	<b>-15.9%</b>	<b>-2.6%</b>
Reconciliation interest expense leases	8	7	15	9	24	18	42	11	11	22	12	34	11	45	7.1%	-38.9%	-8.3%
Reconciliation depreciation IRU & impairment losses (IFRS16)	(7)	(7)	(14)	(9)	(23)	(7)	(30)	(6)	(13)	(19)	(6)	(25)	(6)	(31)	3.3%	-14.3%	0.0%
<b>Group depreciation right of use assets</b>	<b>(67)</b>	<b>(69)</b>	<b>(136)</b>	<b>(69)</b>	<b>(205)</b>	<b>(77)</b>	<b>(282)</b>	<b>(70)</b>	<b>(77)</b>	<b>(147)</b>	<b>(70)</b>	<b>(217)</b>	<b>(69)</b>	<b>(286)</b>	<b>1.4%</b>	<b>-10.4%</b>	<b>-1.4%</b>

## 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.	YtD	YoY Q4	QoQ Q4/Q3
<b>Segment result / Operating income (EBIT)</b>																	
Residential Customers (segment result)	684	660	1'344	654	1'998	636	2'634	676	649	1'325	658	1'983	603	2'586	-1.8%	-5.2%	-8.4%
Business Customers (segment result)	328	326	654	316	970	306	1'276	308	312	620	312	932	303	1'235	-3.2%	-1.0%	-2.9%
Wholesale (segment result)	126	129	255	138	393	117	510	132	125	257	134	391	132	523	2.5%	12.8%	-1.5%
IT, Network & Infrastructure (segment result)	(646)	(653)	(1'299)	(629)	(1'928)	(747)	(2'675)	(627)	(644)	(1'271)	(622)	(1'893)	(663)	(2'556)	-4.4%	-11.2%	6.6%
Intersegment elimination	(1)	1	0	(1)	(1)	1	0	(1)	1	0	0	0	0	0	n.m.	n.m.	n.m.
<b>Swisscom Switzerland (segment result)</b>	<b>491</b>	<b>463</b>	<b>954</b>	<b>478</b>	<b>1'432</b>	<b>313</b>	<b>1'745</b>	<b>488</b>	<b>443</b>	<b>931</b>	<b>482</b>	<b>1'413</b>	<b>375</b>	<b>1'788</b>	<b>2.5%</b>	<b>19.8%</b>	<b>-22.2%</b>
Fastweb (segment result)	13	44	57	44	101	54	155	14	43	57	47	104	62	166	7.1%	14.8%	31.9%
Other operating segments (segment result)	29	27	56	29	85	28	113	24	23	47	37	84	27	111	-1.8%	-3.6%	-27.0%
Group Headquarters (segment result)	(18)	(20)	(38)	(19)	(57)	(11)	(68)	(15)	(19)	(34)	(15)	(49)	(15)	(64)	-5.9%	36.4%	0.0%
Reconciliation pension cost (IAS19)	(14)	(15)	(29)	(15)	(44)	(3)	(47)	(15)	(16)	(31)	(16)	(47)	(18)	(65)	38.3%	500.0%	12.5%
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)	(18)	(34)	13.3%	-5.3%	157.1%
<b>Group Segment result</b>	<b>497</b>	<b>495</b>	<b>992</b>	<b>513</b>	<b>1'505</b>	<b>363</b>	<b>1'868</b>	<b>493</b>	<b>468</b>	<b>961</b>	<b>528</b>	<b>1'489</b>	<b>413</b>	<b>1'902</b>	<b>1.8%</b>	<b>13.8%</b>	<b>-21.8%</b>
Reconciliation interest expense leases	8	7	15	9	24	18	42	11	11	22	12	34	11	45	7.1%	-38.9%	-8.3%
<b>Group EBIT</b>	<b>505</b>	<b>502</b>	<b>1'007</b>	<b>522</b>	<b>1'529</b>	<b>381</b>	<b>1'910</b>	<b>504</b>	<b>479</b>	<b>983</b>	<b>540</b>	<b>1'523</b>	<b>424</b>	<b>1'947</b>	<b>1.9%</b>	<b>11.3%</b>	<b>-21.5%</b>
<b>EBIT/Segment result in % of net revenue</b>																	
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%	50.8%	56.7%			
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%	38.5%	39.8%			
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%	53.0%	53.6%			
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.	n.m.	n.m.			
<b>Swisscom Switzerland</b>	<b>22.7%</b>	<b>22.1%</b>	<b>22.4%</b>	<b>22.6%</b>	<b>22.5%</b>	<b>14.2%</b>	<b>20.4%</b>	<b>23.6%</b>	<b>21.9%</b>	<b>22.7%</b>	<b>23.5%</b>	<b>23.0%</b>	<b>17.6%</b>	<b>21.6%</b>			
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%	9.1%	6.7%			
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%	10.3%	10.9%			
Group Headquarters	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.			
<b>Group EBIT in % of net revenue</b>	<b>17.7%</b>	<b>17.9%</b>	<b>17.8%</b>	<b>18.7%</b>	<b>18.1%</b>	<b>12.7%</b>	<b>16.7%</b>	<b>18.4%</b>	<b>17.7%</b>	<b>18.1%</b>	<b>19.6%</b>	<b>18.6%</b>	<b>14.6%</b>	<b>17.5%</b>			
<b>CAPEX</b>																	
Fixed network & infrastructure	29%	29%	29%	29%	29%	29%	29%	34%	25%	29%	27%	28%	25%	27%			
Fibre (FTTx)	31%	34%	32%	30%	31%	32%	32%	24%	38%	32%	35%	33%	31%	32%			
Wireless network	18%	15%	17%	20%	18%	16%	17%	21%	18%	19%	16%	19%	19%	19%			
Customer premises equipment	5%	6%	5%	5%	5%	5%	5%	5%	4%	5%	4%	4%	6%	5%			
IT systems, All IP & other	17%	16%	17%	16%	17%	18%	17%	16%	15%	15%	15%	16%	19%	17%			
<b>Swisscom Switzerland without wireless spectrum licences</b>	<b>(353)</b>	<b>(405)</b>	<b>(758)</b>	<b>(370)</b>	<b>(1'128)</b>	<b>(437)</b>	<b>(1'565)</b>	<b>(367)</b>	<b>(409)</b>	<b>(776)</b>	<b>(410)</b>	<b>(1'186)</b>	<b>(413)</b>	<b>(1'599)</b>	2.2%	-5.5%	0.7%
Wireless spectrum licences		(196)	(196)	0	(196)	0	(196)								n.m.	n.m.	n.m.
<b>Swisscom Switzerland</b>	<b>(353)</b>	<b>(601)</b>	<b>(954)</b>	<b>(370)</b>	<b>(1'324)</b>	<b>(437)</b>	<b>(1'761)</b>	<b>(367)</b>	<b>(409)</b>	<b>(776)</b>	<b>(410)</b>	<b>(1'186)</b>	<b>(413)</b>	<b>(1'599)</b>	<b>-9.2%</b>	<b>-5.5%</b>	<b>0.7%</b>
Fastweb	(161)	(174)	(335)	(160)	(495)	(172)	(667)	(148)	(146)	(294)	(145)	(439)	(190)	(629)	-5.7%	10.5%	31.0%
Other operating segments	(8)	(11)	(19)	(13)	(32)	(15)	(47)	(7)	(11)	(18)	(12)	(30)	(14)	(44)	-6.4%	-6.7%	16.7%
Group Headquarters	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Intersegment elimination	4	7	11	7	18	19	37	6	7	13	10	23	20	43	16.2%	5.3%	100.0%
<b>Group CAPEX*</b>	<b>(518)</b>	<b>(779)</b>	<b>(1'297)</b>	<b>(536)</b>	<b>(1'833)</b>	<b>(605)</b>	<b>(2'438)</b>	<b>(516)</b>	<b>(559)</b>	<b>(1'075)</b>	<b>(557)</b>	<b>(1'632)</b>	<b>(597)</b>	<b>(2'229)</b>	<b>-8.6%</b>	<b>-1.3%</b>	<b>7.2%</b>
* 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.	YtD	YoY Q4	QoQ Q4/Q3
<b>Number of employees (End of period)</b>																	
Residential Customers	3'432	3'395	3'383	3'342	3'254	3'200	3'137	3'088	-7.6%	-7.6%	-1.6%						
Business Customers	5'162	5'207	5'162	5'116	4'978	4'883	4'905	4'917	-3.9%	-3.9%	0.2%						
Wholesale	84	83	83	83	83	84	85	83	0.0%	0.0%	-2.4%						
IT, Network & Infrastructure	4'674	4'586	4'530	4'514	4'498	4'441	4'492	4'503	-0.2%	-0.2%	0.2%						
<b>Swisscom Switzerland</b>	<b>13'352</b>	<b>13'271</b>	<b>13'158</b>	<b>13'055</b>	<b>12'813</b>	<b>12'608</b>	<b>12'619</b>	<b>12'591</b>	<b>-3.6%</b>	<b>-3.6%</b>	<b>-0.2%</b>						
Fastweb	2'458	2'451	2'467	2'456	2'515	2'605	2'634	2'703	10.1%	10.1%	2.6%						
Other operating segments	3'694	3'633	3'668	3'605	3'583	3'567	3'560	3'558	-1.3%	-1.3%	-0.1%						
Group Headquarters	215	209	207	201	199	204	213	210	4.5%	4.5%	-1.4%						
<b>Group Number of employees (End of period)</b>	<b>19'719</b>	<b>19'564</b>	<b>19'500</b>	<b>19'317</b>	<b>19'110</b>	<b>18'984</b>	<b>19'026</b>	<b>19'062</b>	<b>-1.3%</b>	<b>-1.3%</b>	<b>0.2%</b>						

**Remarks:**

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

## 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.	YtD	YoY Q4	QoQ Q4/Q3
<b>OPEX Swisscom Switzerland</b>																	
Direct costs	(457)	(419)	(876)	(467)	(1'343)	(535)	(1'878)	(401)	(396)	(797)	(421)	(1'218)	(508)	(1'726)	-8.1%	-5.0%	20.7%
Personnel expenses	(521)	(491)	(1'012)	(474)	(1'486)	(555)	(2'041)	(508)	(490)	(998)	(457)	(1'455)	(507)	(1'962)	-3.9%	-8.6%	10.9%
Other operating expenses	(253)	(259)	(512)	(258)	(770)	(348)	(1'118)	(227)	(236)	(463)	(252)	(715)	(295)	(1'010)	-9.7%	-15.2%	17.1%
Intersegment expenses	(77)	(84)	(161)	(83)	(244)	(83)	(327)	(75)	(75)	(150)	(79)	(229)	(79)	(308)	-5.8%	-4.8%	0.0%
./. Capitalized costs and other income	70	66	136	74	210	65	275	63	63	126	70	196	62	258	-6.2%	-4.6%	-11.4%
<b>Total OPEX Swisscom Switzerland</b>	<b>(1'238)</b>	<b>(1'187)</b>	<b>(2'425)</b>	<b>(1'208)</b>	<b>(3'633)</b>	<b>(1'456)</b>	<b>(5'089)</b>	<b>(1'148)</b>	<b>(1'134)</b>	<b>(2'282)</b>	<b>(1'139)</b>	<b>(3'421)</b>	<b>(1'327)</b>	<b>(4'748)</b>	<b>-6.7%</b>	<b>-8.9%</b>	<b>16.5%</b>
<b>OPEX Fastweb</b>																	
Direct costs	(208)	(220)	(428)	(199)	(627)	(256)	(883)	(211)	(213)	(424)	(218)	(642)	(237)	(879)	-0.5%	-7.4%	8.7%
Personnel expenses	(57)	(51)	(108)	(45)	(153)	(52)	(205)	(50)	(50)	(100)	(47)	(147)	(54)	(201)	-2.0%	3.8%	14.9%
Other operating expenses	(141)	(173)	(314)	(140)	(454)	(170)	(624)	(149)	(139)	(288)	(138)	(426)	(170)	(596)	-4.5%	0.0%	23.2%
Intersegment expenses	(1)	(1)	(2)	(1)	(3)	(2)	(5)	(2)	(3)	(5)	(2)	(7)	(1)	(8)	60.0%	-50.0%	-50.0%
./. Capitalized costs and other income	8	54	62	11	73	10	83	13	14	27	11	38	16	54	-34.9%	60.0%	45.5%
<b>Total OPEX Fastweb</b>	<b>(399)</b>	<b>(391)</b>	<b>(790)</b>	<b>(374)</b>	<b>(1'164)</b>	<b>(470)</b>	<b>(1'634)</b>	<b>(399)</b>	<b>(391)</b>	<b>(790)</b>	<b>(394)</b>	<b>(1'184)</b>	<b>(446)</b>	<b>(1'630)</b>	<b>-0.2%</b>	<b>-5.1%</b>	<b>13.2%</b>
<b>OPEX Other operating segments</b>																	
Direct costs	(12)	(12)	(24)	(14)	(38)	(16)	(54)	(15)	(14)	(29)	(17)	(46)	(18)	(64)	18.5%	12.5%	5.9%
Personnel expenses	(114)	(112)	(226)	(104)	(330)	(109)	(439)	(109)	(106)	(215)	(103)	(318)	(108)	(426)	-3.0%	-0.9%	4.9%
Other operating expenses	(85)	(101)	(186)	(93)	(279)	(108)	(387)	(68)	(79)	(147)	(88)	(235)	(88)	(323)	-16.5%	-18.5%	0.0%
Intersegment expenses	(15)	(14)	(29)	(15)	(44)	(16)	(60)	(16)	(13)	(29)	(14)	(43)	(15)	(58)	-3.3%	-6.3%	7.1%
./. Capitalized costs and other income	11	12	23	10	33	17	50	7	5	12	9	21	15	36	-28.0%	-11.8%	66.7%
<b>Total OPEX Other operating segments</b>	<b>(215)</b>	<b>(227)</b>	<b>(442)</b>	<b>(216)</b>	<b>(658)</b>	<b>(232)</b>	<b>(890)</b>	<b>(201)</b>	<b>(207)</b>	<b>(408)</b>	<b>(213)</b>	<b>(621)</b>	<b>(214)</b>	<b>(835)</b>	<b>-6.2%</b>	<b>-7.8%</b>	<b>0.5%</b>
<b>OPEX Group Headquarters</b>																	
Direct costs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Personnel expenses	(21)	(21)	(42)	(18)	(60)	(19)	(79)	(20)	(21)	(41)	(17)	(58)	(17)	(75)	-5.1%	-10.5%	0.0%
Other operating expenses	(8)	(14)	(22)	(22)	(44)	(15)	(59)	(9)	(18)	(27)	(14)	(41)	(16)	(57)	-3.4%	6.7%	14.3%
Intersegment expenses	(7)	(8)	(15)	(7)	(22)	(7)	(29)	(7)	(7)	(14)	(7)	(21)	(7)	(28)	-3.4%	0.0%	0.0%
./. Capitalized costs and other income	19	23	42	29	71	29	100	22	27	49	23	72	26	98	-2.0%	-10.3%	13.0%
<b>Total OPEX Group Headquarters</b>	<b>(17)</b>	<b>(20)</b>	<b>(37)</b>	<b>(18)</b>	<b>(55)</b>	<b>(12)</b>	<b>(67)</b>	<b>(14)</b>	<b>(19)</b>	<b>(33)</b>	<b>(15)</b>	<b>(48)</b>	<b>(14)</b>	<b>(62)</b>	<b>-7.5%</b>	<b>16.7%</b>	<b>-6.7%</b>

### Remarks:

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

## 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.	YtD	YoY Q4	QoQ Q4/Q3
<b>Residential Customers</b>																	
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	1'186	4'564	-3.6%	-4.4%	4.1%
Outpayments	(32)	(46)	(78)	(75)	(153)	(38)	(191)	(34)	(37)	(71)	(71)	(142)	(47)	(189)	-1.0%	23.7%	-33.8%
Subscriber acquisition and retention costs	(61)	(30)	(91)	(39)	(130)	(51)	(181)	(30)	(27)	(57)	(43)	(100)	(74)	(174)	-3.9%	45.1%	72.1%
Other costs (incl. goods and services purchased)	(180)	(173)	(353)	(184)	(537)	(261)	(798)	(185)	(170)	(355)	(153)	(508)	(217)	(725)	-9.1%	-16.9%	41.8%
Direct costs (incl. intersegment direct costs)	(273)	(249)	(522)	(298)	(820)	(350)	(1'170)	(249)	(234)	(483)	(267)	(750)	(338)	(1'088)	-7.0%	-3.4%	26.6%
<b>Contribution margin 1</b>	<b>917</b>	<b>892</b>	<b>1'809</b>	<b>867</b>	<b>2'676</b>	<b>890</b>	<b>3'566</b>	<b>889</b>	<b>867</b>	<b>1'756</b>	<b>872</b>	<b>2'628</b>	<b>848</b>	<b>3'476</b>	<b>-2.5%</b>	<b>-4.7%</b>	<b>-2.8%</b>
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%	71.5%	76.2%			
Total workforce expenses	(129)	(123)	(252)	(119)	(371)	(128)	(499)	(124)	(119)	(243)	(114)	(357)	(126)	(483)	-3.2%	-1.6%	10.5%
Other operating expenses	(102)	(106)	(208)	(100)	(308)	(131)	(439)	(92)	(92)	(184)	(101)	(285)	(119)	(404)	-8.0%	-9.2%	17.8%
Indirect costs (incl. intersegment indirect costs)	(231)	(229)	(460)	(219)	(679)	(259)	(938)	(216)	(211)	(427)	(215)	(642)	(245)	(887)	-5.4%	-5.4%	14.0%
./. Capitalized costs and other income	36	34	70	38	108	34	142	30	28	58	27	85	27	112	-21.1%	-20.6%	0.0%
<b>Contribution margin 2</b>	<b>722</b>	<b>697</b>	<b>1'419</b>	<b>686</b>	<b>2'105</b>	<b>665</b>	<b>2'770</b>	<b>703</b>	<b>684</b>	<b>1'387</b>	<b>684</b>	<b>2'071</b>	<b>630</b>	<b>2'701</b>	<b>-2.5%</b>	<b>-5.3%</b>	<b>-7.9%</b>
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%	53.1%	59.2%			
Lease expense	(13)	(11)	(24)	(13)	(37)	(11)	(48)	(11)	(11)	(22)	(11)	(33)	(10)	(43)	-10.4%	-9.1%	-9.1%
Depreciation, amortisation	(25)	(26)	(51)	(19)	(70)	(18)	(88)	(16)	(24)	(40)	(15)	(55)	(17)	(72)	-18.2%	-5.6%	13.3%
<b>Segment result</b>	<b>684</b>	<b>660</b>	<b>1'344</b>	<b>654</b>	<b>1'998</b>	<b>636</b>	<b>2'634</b>	<b>676</b>	<b>649</b>	<b>1'325</b>	<b>658</b>	<b>1'983</b>	<b>603</b>	<b>2'586</b>	<b>-1.8%</b>	<b>-5.2%</b>	<b>-8.4%</b>
<b>CAPEX</b>	<b>(3)</b>	<b>(8)</b>	<b>(11)</b>	<b>(5)</b>	<b>(16)</b>	<b>(16)</b>	<b>(32)</b>	<b>(5)</b>	<b>(7)</b>	<b>(12)</b>	<b>(7)</b>	<b>(19)</b>	<b>(8)</b>	<b>(27)</b>	<b>-15.6%</b>	<b>-50.0%</b>	<b>14.3%</b>
<b>Number of employees (FTE)</b>	<b>3'432</b>		<b>3'395</b>		<b>3'383</b>		<b>3'342</b>	<b>3'254</b>		<b>3'200</b>		<b>3'137</b>		<b>3'088</b>	<b>-7.6%</b>	<b>-7.6%</b>	<b>-1.6%</b>
<b>Business Customers</b>																	
Net revenue (incl. intersegment revenue)	832	804	1'636	790	2'426	814	3'240	779	778	1'557	757	2'314	786	3'100	-4.3%	-3.4%	3.8%
Outpayments	(36)	(39)	(75)	(46)	(121)	(31)	(152)	(31)	(32)	(63)	(41)	(104)	(37)	(141)	-7.2%	19.4%	-9.8%
Subscriber acquisition and retention costs	(24)	(13)	(37)	(13)	(50)	(16)	(66)	(12)	(11)	(23)	(13)	(36)	(16)	(52)	-21.2%	0.0%	23.1%
Other costs (incl. goods and services purchased)	(171)	(158)	(329)	(153)	(482)	(176)	(658)	(154)	(161)	(315)	(143)	(458)	(167)	(625)	-5.0%	-5.1%	16.8%
Direct costs (incl. intersegment direct costs)	(231)	(210)	(441)	(212)	(653)	(223)	(876)	(197)	(204)	(401)	(197)	(598)	(220)	(818)	-6.6%	-1.3%	11.7%
<b>Contribution margin 1</b>	<b>601</b>	<b>594</b>	<b>1'195</b>	<b>578</b>	<b>1'773</b>	<b>591</b>	<b>2'364</b>	<b>582</b>	<b>574</b>	<b>1'156</b>	<b>560</b>	<b>1'716</b>	<b>566</b>	<b>2'282</b>	<b>-3.5%</b>	<b>-4.2%</b>	<b>1.1%</b>
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%	72.0%	73.6%			
Total workforce expenses	(228)	(225)	(453)	(215)	(668)	(219)	(887)	(224)	(218)	(442)	(199)	(641)	(208)	(849)	-4.3%	-5.0%	4.5%
Other operating expenses	(49)	(48)	(97)	(52)	(149)	(67)	(216)	(52)	(48)	(100)	(50)	(150)	(54)	(204)	-5.6%	-19.4%	8.0%
Indirect costs (incl. intersegment indirect costs)	(277)	(273)	(550)	(267)	(817)	(286)	(1'103)	(276)	(266)	(542)	(249)	(791)	(262)	(1'053)	-4.5%	-8.4%	5.2%
./. Capitalized costs and other income	32	33	65	33	98	35	133	30	31	61	28	89	26	115	-13.5%	-25.7%	-7.1%
<b>Contribution margin 2</b>	<b>356</b>	<b>354</b>	<b>710</b>	<b>344</b>	<b>1'054</b>	<b>340</b>	<b>1'394</b>	<b>336</b>	<b>339</b>	<b>675</b>	<b>339</b>	<b>1'014</b>	<b>330</b>	<b>1'344</b>	<b>-3.6%</b>	<b>-2.9%</b>	<b>-2.7%</b>
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%	42.0%	43.4%			
Lease expense	(7)	(8)	(15)	(7)	(22)	(7)	(29)	(8)	(9)	(17)	(8)	(25)	(8)	(33)	13.8%	14.3%	0.0%
Depreciation, amortisation	(21)	(20)	(41)	(21)	(62)	(27)	(89)	(20)	(18)	(38)	(19)	(57)	(19)	(76)	-14.6%	-29.6%	0.0%
<b>Segment result</b>	<b>328</b>	<b>326</b>	<b>654</b>	<b>316</b>	<b>970</b>	<b>306</b>	<b>1'276</b>	<b>308</b>	<b>312</b>	<b>620</b>	<b>312</b>	<b>932</b>	<b>303</b>	<b>1'235</b>	<b>-3.2%</b>	<b>-1.0%</b>	<b>-2.9%</b>
<b>CAPEX</b>	<b>(11)</b>	<b>(12)</b>	<b>(23)</b>	<b>(11)</b>	<b>(34)</b>	<b>(9)</b>	<b>(43)</b>	<b>(9)</b>	<b>(8)</b>	<b>(17)</b>	<b>(10)</b>	<b>(27)</b>	<b>(13)</b>	<b>(40)</b>	<b>-7.0%</b>	<b>44.4%</b>	<b>30.0%</b>
<b>Number of employees (FTE)</b>	<b>5'162</b>		<b>5'207</b>		<b>5'162</b>		<b>5'116</b>	<b>4'978</b>		<b>4'883</b>		<b>4'905</b>		<b>4'917</b>	<b>-3.9%</b>	<b>-3.9%</b>	<b>0.2%</b>

## 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.	YtD	YoY Q4	QoQ Q4/Q3
<b>Wholesale</b>																	
Net revenue (incl. intersegment revenue)	221	243	464	285	749	219	968	225	224	449	278	727	249	976	0.8%	13.7%	-10.4%
Outpayments	(86)	(105)	(191)	(138)	(329)	(92)	(421)	(84)	(92)	(176)	(134)	(310)	(103)	(413)	-1.9%	12.0%	-23.1%
Subscriber acquisition and retention costs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Other costs (incl. goods and services purchased)	(5)	(5)	(10)	(6)	(16)	(5)	(21)	(5)	(3)	(8)	(6)	(14)	(6)	(20)	-4.8%	20.0%	0.0%
Direct costs (incl. intersegment direct costs)	(91)	(110)	(201)	(144)	(345)	(97)	(442)	(89)	(95)	(184)	(140)	(324)	(109)	(433)	-2.0%	12.4%	-22.1%
<b>Contribution margin 1</b>	<b>130</b>	<b>133</b>	<b>263</b>	<b>141</b>	<b>404</b>	<b>122</b>	<b>526</b>	<b>136</b>	<b>129</b>	<b>265</b>	<b>138</b>	<b>403</b>	<b>140</b>	<b>543</b>	<b>3.2%</b>	<b>14.8%</b>	<b>1.4%</b>
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%	56.2%	55.6%			
Total workforce expenses	(4)	(3)	(7)	(3)	(10)	(4)	(14)	(4)	(4)	(8)	(3)	(11)	(3)	(14)	0.0%	-25.0%	0.0%
Other operating expenses	(1)	(1)	(2)	0	(2)	0	(2)	0	(1)	(1)	(1)	(2)	(4)	(6)	200.0%	n.m.	300.0%
Indirect costs (incl. intersegment indirect costs)	(5)	(4)	(9)	(3)	(12)	(4)	(16)	(4)	(5)	(9)	(4)	(13)	(7)	(20)	25.0%	75.0%	75.0%
./. Capitalized costs and other income	1	0	1	0	1	0	1	0	1	1	0	1	0	1	0.0%	n.m.	n.m.
<b>Contribution margin 2</b>	<b>126</b>	<b>129</b>	<b>255</b>	<b>138</b>	<b>393</b>	<b>118</b>	<b>511</b>	<b>132</b>	<b>125</b>	<b>257</b>	<b>134</b>	<b>391</b>	<b>133</b>	<b>524</b>	<b>2.5%</b>	<b>12.7%</b>	<b>-0.7%</b>
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%	53.4%	53.7%			
Lease expense	0	0	0	0	0	(1)	(1)	0	0	0	0	0	(1)	(1)	0.0%	0.0%	n.m.
Depreciation, amortisation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
<b>Segment result</b>	<b>126</b>	<b>129</b>	<b>255</b>	<b>138</b>	<b>393</b>	<b>117</b>	<b>510</b>	<b>132</b>	<b>125</b>	<b>257</b>	<b>134</b>	<b>391</b>	<b>132</b>	<b>523</b>	<b>2.5%</b>	<b>12.8%</b>	<b>-1.5%</b>
<b>CAPEX</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>n.m.</b>	<b>n.m.</b>	<b>n.m.</b>
Number of employees (FTE)	84		83		83		83	83		84		85		83	0.0%	0.0%	-2.4%
<b>IT, Network &amp; Infrastructure</b>																	
Net revenue (incl. intersegment revenue)	23	21	44	21	65	20	85	22	21	43	21	64	21	85	0.0%	5.0%	0.0%
Direct costs (incl. intersegment direct costs)	(3)	(3)	(6)	(2)	(8)	(3)	(11)	(3)	(3)	(6)	(3)	(9)	(3)	(12)	9.1%	0.0%	0.0%
<b>Contribution margin 1</b>	<b>20</b>	<b>18</b>	<b>38</b>	<b>19</b>	<b>57</b>	<b>17</b>	<b>74</b>	<b>19</b>	<b>18</b>	<b>37</b>	<b>18</b>	<b>55</b>	<b>18</b>	<b>73</b>	<b>-1.4%</b>	<b>5.9%</b>	<b>0.0%</b>
Contribution margin 1 in % of net revenue	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.			
Total workforce expenses	(213)	(194)	(407)	(190)	(597)	(262)	(859)	(208)	(200)	(408)	(189)	(597)	(227)	(824)	-4.1%	-13.4%	20.1%
Maintenance	(42)	(50)	(92)	(55)	(147)	(51)	(198)	(46)	(50)	(96)	(51)	(147)	(51)	(198)	0.0%	0.0%	0.0%
IT expenses	(41)	(39)	(80)	(41)	(121)	(49)	(170)	(33)	(38)	(71)	(36)	(107)	(46)	(153)	-10.0%	-6.1%	27.8%
Other expenses	(106)	(111)	(217)	(105)	(322)	(136)	(458)	(89)	(96)	(185)	(100)	(285)	(96)	(381)	-16.8%	-29.4%	-4.0%
Other operating expenses	(189)	(200)	(389)	(201)	(590)	(236)	(826)	(168)	(184)	(352)	(187)	(539)	(193)	(732)	-11.4%	-18.2%	3.2%
Indirect costs (incl. intersegment indirect costs)	(402)	(394)	(796)	(391)	(1'187)	(498)	(1'685)	(376)	(384)	(760)	(376)	(1'136)	(420)	(1'556)	-7.7%	-15.7%	11.7%
./. Capitalized costs and other income	107	104	211	108	319	101	420	110	107	217	115	332	109	441	5.0%	7.9%	-5.2%
<b>Contribution margin 2</b>	<b>(275)</b>	<b>(272)</b>	<b>(547)</b>	<b>(264)</b>	<b>(811)</b>	<b>(380)</b>	<b>(1'191)</b>	<b>(247)</b>	<b>(259)</b>	<b>(506)</b>	<b>(243)</b>	<b>(749)</b>	<b>(293)</b>	<b>(1'042)</b>	<b>-12.5%</b>	<b>-22.9%</b>	<b>20.6%</b>
Contribution margin 2 in % of net revenue	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.			
Lease expense	(36)	(37)	(73)	(35)	(108)	(38)	(146)	(39)	(38)	(77)	(39)	(116)	(37)	(153)	4.8%	-2.6%	-5.1%
Depreciation, amortisation	(335)	(344)	(679)	(330)	(1'009)	(329)	(1'338)	(341)	(347)	(688)	(340)	(1'028)	(333)	(1'361)	1.7%	1.2%	-2.1%
<b>Segment result</b>	<b>(646)</b>	<b>(653)</b>	<b>(1'299)</b>	<b>(629)</b>	<b>(1'928)</b>	<b>(747)</b>	<b>(2'675)</b>	<b>(627)</b>	<b>(644)</b>	<b>(1'271)</b>	<b>(622)</b>	<b>(1'893)</b>	<b>(663)</b>	<b>(2'556)</b>	<b>-4.4%</b>	<b>-11.2%</b>	<b>6.6%</b>
<b>CAPEX</b>	<b>(339)</b>	<b>(582)</b>	<b>(921)</b>	<b>(353)</b>	<b>(1'274)</b>	<b>(412)</b>	<b>(1'686)</b>	<b>(353)</b>	<b>(394)</b>	<b>(747)</b>	<b>(393)</b>	<b>(1'140)</b>	<b>(392)</b>	<b>(1'532)</b>	<b>-9.1%</b>	<b>-4.9%</b>	<b>-0.3%</b>
Number of employees (FTE)	4'674		4'586		4'530		4'514	4'498		4'441		4'492		4'503	-0.2%	-0.2%	0.2%

## 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.	YtD	YoY Q4	QoQ Q4/Q3
<b>Swisscom Switzerland</b>																	
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	2'127	8'275	-3.5%	-3.3%	3.7%
Outpayments	(74)	(93)	(167)	(127)	(294)	(79)	(373)	(69)	(75)	(144)	(120)	(264)	(88)	(352)	-5.6%	11.4%	-26.7%
Subscriber acquisition and retention costs	(80)	(42)	(122)	(51)	(173)	(64)	(237)	(40)	(37)	(77)	(54)	(131)	(87)	(218)	-8.0%	35.9%	61.1%
Other costs (incl. goods and services purchased)	(308)	(288)	(596)	(293)	(889)	(398)	(1'287)	(296)	(289)	(585)	(252)	(837)	(340)	(1'177)	-8.5%	-14.6%	34.9%
Direct costs (incl. intercompany direct costs)	(462)	(423)	(885)	(471)	(1'356)	(541)	(1'897)	(405)	(401)	(806)	(426)	(1'232)	(515)	(1'747)	-7.9%	-4.8%	20.9%
<b>Contribution margin 1</b>	<b>1'704</b>	<b>1'672</b>	<b>3'376</b>	<b>1'642</b>	<b>5'018</b>	<b>1'658</b>	<b>6'676</b>	<b>1'666</b>	<b>1'624</b>	<b>3'290</b>	<b>1'626</b>	<b>4'916</b>	<b>1'612</b>	<b>6'528</b>	<b>-2.2%</b>	<b>-2.8%</b>	<b>-0.9%</b>
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%	75.8%	78.9%			
Total workforce expenses	(574)	(545)	(1'119)	(527)	(1'646)	(613)	(2'259)	(560)	(540)	(1'100)	(506)	(1'606)	(564)	(2'170)	-3.9%	-8.0%	11.5%
Other operating expenses	(272)	(285)	(557)	(284)	(841)	(367)	(1'208)	(246)	(256)	(502)	(277)	(779)	(310)	(1'089)	-9.9%	-15.5%	11.9%
Indirect costs (incl. intersegment indirect costs)	(846)	(830)	(1'676)	(811)	(2'487)	(980)	(3'467)	(806)	(796)	(1'602)	(783)	(2'385)	(874)	(3'259)	-6.0%	-10.8%	11.6%
./.. Capitalized costs and other income	70	66	136	74	210	65	275	63	63	126	70	196	62	258	-6.2%	-4.6%	-11.4%
<b>Contribution margin 2</b>	<b>928</b>	<b>908</b>	<b>1'836</b>	<b>905</b>	<b>2'741</b>	<b>743</b>	<b>3'484</b>	<b>923</b>	<b>891</b>	<b>1'814</b>	<b>913</b>	<b>2'727</b>	<b>800</b>	<b>3'527</b>	<b>1.2%</b>	<b>7.7%</b>	<b>-12.4%</b>
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%	37.6%	42.6%			
Lease expense	(56)	(56)	(112)	(55)	(167)	(57)	(224)	(58)	(58)	(116)	(58)	(174)	(56)	(230)	2.7%	-1.8%	-3.4%
<b>EBITDAaL</b>	<b>872</b>	<b>852</b>	<b>1'724</b>	<b>850</b>	<b>2'574</b>	<b>686</b>	<b>3'260</b>	<b>865</b>	<b>833</b>	<b>1'698</b>	<b>855</b>	<b>2'553</b>	<b>744</b>	<b>3'297</b>	<b>1.1%</b>	<b>8.5%</b>	<b>-13.0%</b>
Depreciation, amortisation	(381)	(389)	(770)	(372)	(1'142)	(373)	(1'515)	(377)	(390)	(767)	(373)	(1'140)	(369)	(1'509)	-0.4%	-1.1%	-1.1%
<b>Segment result</b>	<b>491</b>	<b>463</b>	<b>954</b>	<b>478</b>	<b>1'432</b>	<b>313</b>	<b>1'745</b>	<b>488</b>	<b>443</b>	<b>931</b>	<b>482</b>	<b>1'413</b>	<b>375</b>	<b>1'788</b>	<b>2.5%</b>	<b>19.8%</b>	<b>-22.2%</b>
CAPEX	(353)	(601)	(954)	(370)	(1'324)	(437)	(1'761)	(367)	(409)	(776)	(410)	(1'186)	(413)	(1'599)	-9.2%	-5.5%	0.7%
Number of employees (FTE)	13'352		13'271		13'158		13'055	12'813		12'608		12'619		12'591	-3.6%	-3.6%	-0.2%

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.

## Fastweb

	2019							2020							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
<b>Fastweb ( in EUR million)</b>																	
Consumer	269	273	542	277	819	285	1'104	280	282	562	282	844	289	1'133	2.6%	1.4%	2.5%
Enterprise	202	214	416	211	627	235	862	211	224	435	226	661	246	907	5.2%	4.7%	8.8%
Wholesale	42	45	87	45	132	113	245	50	55	105	59	164	93	257	4.9%	-17.7%	57.6%
Other revenue	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
<b>Net revenue from external customers</b>	<b>513</b>	<b>532</b>	<b>1'045</b>	<b>533</b>	<b>1'578</b>	<b>633</b>	<b>2'211</b>	<b>541</b>	<b>561</b>	<b>1'102</b>	<b>567</b>	<b>1'669</b>	<b>628</b>	<b>2'297</b>	<b>3.9%</b>	<b>-0.8%</b>	<b>10.8%</b>
Intersegment revenue	1	3	4	2	6	1	7	2	1	3	2	5	2	7	0.0%	100.0%	0.0%
<b>Net revenue</b>	<b>514</b>	<b>535</b>	<b>1'049</b>	<b>535</b>	<b>1'584</b>	<b>634</b>	<b>2'218</b>	<b>543</b>	<b>562</b>	<b>1'105</b>	<b>569</b>	<b>1'674</b>	<b>630</b>	<b>2'304</b>	<b>3.9%</b>	<b>-0.6%</b>	<b>10.7%</b>
Operating expenses	(352)	(348)	(700)	(341)	(1'041)	(427)	(1'468)	(373)	(367)	(740)	(366)	(1'106)	(414)	(1'520)	3.5%	-3.0%	13.1%
<b>EBITDA</b>	<b>162</b>	<b>187</b>	<b>349</b>	<b>194</b>	<b>543</b>	<b>207</b>	<b>750</b>	<b>170</b>	<b>195</b>	<b>365</b>	<b>203</b>	<b>568</b>	<b>216</b>	<b>784</b>	<b>4.5%</b>	<b>4.3%</b>	<b>6.4%</b>
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%	34.3%	34.0%			
Lease expense	(12)	(13)	(25)	(13)	(38)	(12)	(50)	(13)	(13)	(26)	(13)	(39)	(13)	(52)	4.0%	8.3%	0.0%
<b>EBITDAaL</b>	<b>150</b>	<b>174</b>	<b>324</b>	<b>181</b>	<b>505</b>	<b>195</b>	<b>700</b>	<b>157</b>	<b>182</b>	<b>339</b>	<b>190</b>	<b>529</b>	<b>203</b>	<b>732</b>	<b>4.6%</b>	<b>4.1%</b>	<b>6.8%</b>
Depreciation, amortisation	(139)	(135)	(274)	(141)	(415)	(145)	(560)	(144)	(142)	(286)	(146)	(432)	(145)	(577)	3.0%	0.0%	-0.7%
<b>Segment result</b>	<b>11</b>	<b>39</b>	<b>50</b>	<b>40</b>	<b>90</b>	<b>50</b>	<b>140</b>	<b>13</b>	<b>40</b>	<b>53</b>	<b>44</b>	<b>97</b>	<b>58</b>	<b>155</b>	<b>10.7%</b>	<b>16.0%</b>	<b>31.8%</b>
CAPEX	(143)	(154)	(297)	(146)	(443)	(156)	(599)	(138)	(138)	(276)	(134)	(410)	(177)	(587)	-2.0%	13.5%	32.1%
Number of employees (FTE)	2'458		2'451		2'467		2'456	2'515		2'605		2'634		2'703	10.1%	10.1%	2.6%

**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.

## 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.	YtD	YoY Q4	QoQ Q4/Q3
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	1'026	4'382	0.6%	2.8%	-10.6%
Lease expense	(68)	(69)	(137)	(69)	(206)	(88)	(294)	(75)	(75)	(150)	(76)	(226)	(74)	(300)	2.0%	-15.9%	-2.6%
EBITDAaI	1'051	1'052	2'103	1'051	3'154	910	4'064	1'036	1'022	2'058	1'072	3'130	952	4'082	0.4%	4.6%	-11.2%
Capital expenditure	(518)	(779)	(1'297)	(536)	(1'833)	(605)	(2'438)	(516)	(559)	(1'075)	(557)	(1'632)	(597)	(2'229)	-8.6%	-1.3%	7.2%
Operating free cash flow proxy	533	273	806	515	1'321	305	1'626	520	463	983	515	1'498	355	1'853	14.0%	16.4%	-31.1%
Change in net working capital	(41)	(120)	(161)	109	(52)	135	83	(205)	118	(87)	25	(62)	202	140	68.7%	49.6%	708.0%
Change in defined benefit obligations	12	14	26	16	42	6	48	14	15	29	17	46	19	65	35.4%	216.7%	11.8%
Net interest paid	(3)	(2)	(5)	(49)	(54)	(9)	(63)	(5)	(6)	(11)	(48)	(59)	(10)	(69)	9.5%	11.1%	-79.2%
Income taxes paid	(242)	(51)	(293)	(54)	(347)	(24)	(371)	(119)	(37)	(156)	(18)	(174)	(135)	(309)	-16.7%	462.5%	650.0%
Other cash flows from operating activities	(15)	18	3	(15)	(12)	34	22	(16)	19	3	15	18	8	26	18.2%	-76.5%	-46.7%
Free cash flow	244	132	376	522	898	447	1'345	189	572	761	506	1'267	439	1'706	26.8%	-1.8%	-13.2%

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.

## 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.	YtD	YoY Q4	QoQ Q4/Q3
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	2'899	11'100	-3.1%	-3.3%	5.1%
Currency impact								33	35	68	11	79	15	94			
Adjusted change															-2.3%	-2.8%	5.2%
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	1'026	4'382	0.6%	2.8%	-10.6%
Adjustments Effect IFRS16	5	5	10	5	15	(15)	0										
Restructuring cost						56	56										
Currency impact								10	12	22	4	26	6	32			
Adjusted change															0.0%	-0.7%	-10.4%

**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.	YtD	YoY Q4	QoQ Q4/Q3
<b>Operational data Swisscom Switzerland</b>																	
<b>Product view (in thousands)</b>																	
Wireless subscribers	6'378		6'368		6'358		6'333	6'299		6'264		6'253		6'224	-1.7%	-1.7%	-0.5%
Broadband lines	2'057		2'050		2'054		2'058	2'053		2'048		2'045		2'043	-0.7%	-0.7%	-0.1%
Wireline voice access lines	1'737		1'683		1'643		1'594	1'582		1'564		1'546		1'523	-4.5%	-4.5%	-1.5%
TV subscribers	1'523		1'529		1'540		1'555	1'555		1'551		1'551		1'554	-0.1%	-0.1%	0.2%
<b>Total number of underlying products</b>	<b>11'695</b>		<b>11'630</b>		<b>11'595</b>		<b>11'540</b>	<b>11'489</b>		<b>11'427</b>		<b>11'395</b>		<b>11'344</b>	<b>-1.7%</b>	<b>-1.7%</b>	<b>-0.4%</b>
<b>Wireless</b>																	
<b>Wireless subscribers (in thousands)</b>																	
Wireless subscribers prepaid	1'671		1'646		1'605		1'562	1'526		1'481		1'432		1'372	-12.2%	-12.2%	-4.2%
Wireless subscribers postpaid value	4'098		4'111		4'133		4'144	4'146		4'145		4'162		4'175	0.7%	0.7%	0.3%
Wireless subscribers postpaid volume (data, multi-SIM)	609		611		620		627	627		638		659		677	8.0%	8.0%	2.7%
Wireless subscribers postpaid	4'707		4'722		4'753		4'771	4'773		4'783		4'821		4'852	1.7%	1.7%	0.6%
<b>Wireless subscribers</b>	<b>6'378</b>		<b>6'368</b>		<b>6'358</b>		<b>6'333</b>	<b>6'299</b>		<b>6'264</b>		<b>6'253</b>		<b>6'224</b>	<b>-1.7%</b>	<b>-1.7%</b>	<b>-0.5%</b>
Infinity subscribers	583		484		396		325	277		244		209		177	-45.5%	-45.5%	-15.3%
inOne mobile subscribers	1'945		2'027		2'109		2'166	2'189		2'198		2'220		2'224	2.7%	2.7%	0.2%
<b>Infinity / inOne mobile subscribers</b>	<b>2'528</b>		<b>2'511</b>		<b>2'505</b>		<b>2'491</b>	<b>2'466</b>		<b>2'442</b>		<b>2'429</b>		<b>2'401</b>	<b>-3.6%</b>	<b>-3.6%</b>	<b>-1.2%</b>
<b>ARPU wireless (in CHF)</b>																	
Blended wireless ARPU	38	38	38	38	38	37	38	36	35	36	36	36	35	36	-5.3%	-5.4%	-2.8%
Blended wireless ARPU IFRS	35	35	35	36	35	35	35	35	34	34	35	34	34	34	-2.9%	-2.9%	-2.9%
ARPU postpaid	50	49	50	49	49	48	49	47	45	46	45	45	44	45	-8.2%	-8.3%	-2.2%
ARPU postpaid IFRS	47	46	46	46	46	45	46	44	43	44	43	44	43	43	-6.5%	-4.4%	0.0%
<b>Wireless cancellation rate (annualised, in %)</b>																	
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%	8.6%	7.9%			
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%	9.5%	9.1%			
<b>Wireless traffic data domestic (in million GB)</b>																	
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	151.0	555.0	28.7%	25.5%	10.6%
<b>Wireline</b>																	
<b>Broadband lines (in thousands)</b>																	
Broadband lines in single products	61		49		42		35	34		35		35		35	0.0%	0.0%	0.0%
Broadband lines in bundle products	1'996		2'001		2'012		2'023	2'019		2'013		2'010		2'008	-0.7%	-0.7%	-0.1%
<b>Broadband lines</b>	<b>2'057</b>		<b>2'050</b>		<b>2'054</b>		<b>2'058</b>	<b>2'053</b>		<b>2'048</b>		<b>2'045</b>		<b>2'043</b>	<b>-0.7%</b>	<b>-0.7%</b>	<b>-0.1%</b>
thereof Broadband lines >80 Mbps	1'287		1'335		1'386		1'442	1'489		1'525		1'563		1'608	11.5%	11.5%	2.9%
<b>Wireline voice access lines (in thousands)</b>																	
Wireline voice access lines in single products	404		361		328		284	283		277		272		269	-5.3%	-5.3%	-1.1%
Wireline voice access lines in bundle products	1'333		1'322		1'315		1'310	1'299		1'287		1'274		1'254	-4.3%	-4.3%	-1.6%
<b>Wireline voice access lines</b>	<b>1'737</b>		<b>1'683</b>		<b>1'643</b>		<b>1'594</b>	<b>1'582</b>		<b>1'564</b>		<b>1'546</b>		<b>1'523</b>	<b>-4.5%</b>	<b>-4.5%</b>	<b>-1.5%</b>

## 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.	YtD	YoY Q4	QoQ Q4/Q3				
<b>TV subscribers (in thousands)</b>																					
TV subscribers	1'523		1'529		1'540		1'555		1'555		1'551		1'551		1'554		-0.1%	-0.1%	0.2%		
<b>Wholesale</b>																					
<b>Wholesale lines (in thousands)</b>																					
Full access lines	83		79		75		70		66		63		59		56		-20.0%	-20.0%	-5.1%		
Wholesale broadband lines	492		502		509		515		525		533		543		555		7.8%	7.8%	2.2%		
<b>Operational data Residential Customers</b>																					
<b>Product view (in thousands)</b>																					
Wireless subscribers	4'511		4'518		4'513		4'492		4'457		4'414		4'394		4'363		-2.9%	-2.9%	-0.7%		
Broadband lines	1'743		1'742		1'749		1'757		1'754		1'750		1'747		1'746		-0.6%	-0.6%	-0.1%		
Wireline voice access lines	1'356		1'333		1'318		1'307		1'291		1'276		1'257		1'235		-5.5%	-5.5%	-1.8%		
TV subscribers	1'462		1'467		1'477		1'491		1'491		1'487		1'486		1'489		-0.1%	-0.1%	0.2%		
<b>Total number of underlying products</b>	<b>9'072</b>		<b>9'060</b>		<b>9'057</b>		<b>9'047</b>		<b>8'993</b>		<b>8'927</b>		<b>8'884</b>		<b>8'833</b>		<b>-2.4%</b>	<b>-2.4%</b>	<b>-0.6%</b>		
<b>ARPU underlying products (in CHF)</b>																					
Blended ARPUP	38		38		38		37		37		36		37		37		-2.6%	0.0%	0.0%		
<b>Bundle products</b>																					
<b>Bundle subscription (in thousands)</b>																					
Bundle subscriptions	1'736		1'736		1'743		1'751		1'747		1'741		1'738		1'737		-0.8%	-0.8%	-0.1%		
thereof fix-mobile bundle subscriptions	747		759		773		787		794		795		798		802		1.9%	1.9%	0.5%		
<b>ARPU bundle (in CHF)</b>																					
Blended ARPU bundle	132		130		131		129		129		128		129		130		129		-1.5%	0.8%	0.8%
<b>Wireless</b>																					
<b>Wireless subscribers (in thousands)</b>																					
Wireless subscribers prepaid	1'671		1'646		1'605		1'562		1'526		1'481		1'432		1'372		-12.2%	-12.2%	-4.2%		
Wireless subscribers postpaid value	2'683		2'702		2'723		2'732		2'727		2'722		2'734		2'746		0.5%	0.5%	0.4%		
Wireless subscribers postpaid volume (data, multi-SIM)	157		170		185		198		204		211		228		245		23.7%	23.7%	7.5%		
Wireless subscribers postpaid	2'840		2'872		2'908		2'930		2'931		2'933		2'962		2'991		2.1%	2.1%	1.0%		
<b>Wireless subscribers</b>	<b>4'511</b>		<b>4'518</b>		<b>4'513</b>		<b>4'492</b>		<b>4'457</b>		<b>4'414</b>		<b>4'394</b>		<b>4'363</b>		<b>-2.9%</b>	<b>-2.9%</b>	<b>-0.7%</b>		
Infinity / inOne penetration in % of postpaid value subscribers	79%		78%		77%		77%		76%		76%		75%		74%						
Infinity subscribers	473		399		329		272		233		205		175		148		-45.6%	-45.6%	-15.4%		
inOne mobile subscribers	1'636		1'705		1'776		1'826		1'845		1'853		1'872		1'875		2.7%	2.7%	0.2%		
<b>Total Infinity / inOne mobile subscribers</b>	<b>2'109</b>		<b>2'104</b>		<b>2'105</b>		<b>2'098</b>		<b>2'078</b>		<b>2'058</b>		<b>2'047</b>		<b>2'023</b>		<b>-3.6%</b>	<b>-3.6%</b>	<b>-1.2%</b>		
thereof inOne mobile subscribers in bundle	876		907		983		1'025		1'051		1'068		1'090		1'110		8.3%	8.3%	1.8%		

## 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.	YtD	YoY Q4	QoQ Q4/Q3
<b>ARPU wireless (in CHF)</b>																	
ARPU prepaid	5	5	5	5	5	6	5	5	4	4	5	5	4	5	0.0%	-33.3%	-20.0%
ARPU postpaid	58	57	58	57	57	56	57	54	52	53	52	53	51	52	-8.8%	-8.9%	-1.9%
ARPU postpaid IFRS	53	51	52	52	52	51	52	51	50	50	50	50	49	50	-3.8%	-3.9%	-2.0%
<b>Blended wireless ARPU</b>	<b>38</b>	<b>38</b>	<b>38</b>	<b>38</b>	<b>38</b>	<b>38</b>	<b>38</b>	<b>37</b>	<b>36</b>	<b>37</b>	<b>37</b>	<b>37</b>	<b>36</b>	<b>36</b>	<b>-5.3%</b>	<b>-5.3%</b>	<b>-2.7%</b>
Blended wireless ARPU IFRS	34	34	34	35	34	35	35	35	34	34	35	35	35	35	0.0%	0.0%	0.0%
ARPU Infinity / inOne	68	67	67	67	67	65	67	64	63	64	64	64	63	64	-4.5%	-3.1%	-1.6%
<b>Wireless cancellation rate (annualised, in %)</b>																	
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%	8.6%	8.2%			
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%	9.3%	8.9%			
<b>Wireline</b>																	
<b>Broadband lines (in thousands)</b>																	
Broadband lines in single products	7		6		6		6	7		9		9		9	50.0%	50.0%	0.0%
Broadband lines in bundle products	1'736		1'736		1'743		1'751	1'747		1'741		1'738		1'737	-0.8%	-0.8%	-0.1%
<b>Broadband lines</b>	<b>1'743</b>		<b>1'742</b>		<b>1'749</b>		<b>1'757</b>	<b>1'754</b>		<b>1'750</b>		<b>1'747</b>		<b>1'746</b>	<b>-0.6%</b>	<b>-0.6%</b>	<b>-0.1%</b>
thereof inOne Broadband lines	1'078		1'124		1'170		1'218	1'247		1'266		1'289		1'327	8.9%	8.9%	2.9%
thereof inOne fix-mobile bundled	621		651		681		709	725		734		746		757	6.8%	6.8%	1.5%
<b>Wireline voice access lines (in thousands)</b>																	
Wireline Voice access lines in single products	213		201		193		186	179		174		166		162	-12.9%	-12.9%	-2.4%
Wireline Voice access lines in bundle products	1'143		1'132		1'125		1'121	1'112		1'102		1'091		1'073	-4.3%	-4.3%	-1.6%
<b>Wireline voice access lines</b>	<b>1'356</b>		<b>1'333</b>		<b>1'318</b>		<b>1'307</b>	<b>1'291</b>		<b>1'276</b>		<b>1'257</b>		<b>1'235</b>	<b>-5.5%</b>	<b>-5.5%</b>	<b>-1.8%</b>
thereof inOne Wireline voice access lines	622		644		665		689	704		712		720		737	7.0%	7.0%	2.4%
<b>TV subscribers (in thousands)</b>																	
<b>TV subscribers</b>	<b>1'462</b>		<b>1'467</b>		<b>1'477</b>		<b>1'491</b>	<b>1'491</b>		<b>1'487</b>		<b>1'486</b>		<b>1'489</b>	<b>-0.1%</b>	<b>-0.1%</b>	<b>0.2%</b>
thereof inOne TV subscribers	917		962		1'006		1'052	1'079		1'096		1'117		1'152	9.5%	9.5%	3.1%
<b>ARPU wireline (in CHF)</b>																	
Blended wireline ARPU	37	37	37	37	37	37	37	37	37	37	37	37	37	37	0.0%	0.0%	0.0%
<b>Households (in thousands)</b>																	
Households wireline	1'949		1'938		1'935		1'936	1'925		1'914		1'906		1'898	-2.0%	-2.0%	-0.4%
RGU per household (#)	2.34		2.34		2.35		2.35	2.36		2.36		2.37		2.37	0.9%	0.9%	0.0%
ARPU household (in CHF)	87	87	87	87	87	86	87	86	86	86	86	87	87	87	0.0%	1.2%	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.	YtD	YoY Q4	QoQ Q4/Q3
<b>Operational data Business Customers</b>																	
<b>Product view (in thousands)</b>																	
Wireless subscribers	1'867		1'850		1'845		1'841	1'842		1'850		1'859		1'861	1.1%	1.1%	0.1%
Broadband lines	314		308		305		301	299		298		298		297	-1.3%	-1.3%	-0.3%
Wireline voice access lines	381		350		325		287	291		288		289		288	0.3%	0.3%	-0.3%
TV subscribers	61		62		63		64	64		64		65		65	1.6%	1.6%	0.0%
<b>Total number of underlying products</b>	<b>2'623</b>		<b>2'570</b>		<b>2'538</b>		<b>2'493</b>	<b>2'496</b>		<b>2'500</b>		<b>2'511</b>		<b>2'511</b>	<b>0.7%</b>	<b>0.7%</b>	<b>0.0%</b>
<b>ARPU underlying products (in CHF)</b>																	
Blended ARPUP	59	59	59	59	59	58	59	58	57	57	56	57	56	57	-3.4%	-3.4%	0.0%
<b>Wireless</b>																	
<b>Wireless subscribers (in thousands)</b>																	
Wireless subscribers postpaid value	1'415		1'409		1'410		1'412	1'419		1'423		1'428		1'429	1.2%	1.2%	0.1%
Wireless subscribers postpaid volume (data, multi-SIM)	452		441		435		429	423		427		431		432	0.7%	0.7%	0.2%
Wireless subscribers postpaid	1'867		1'850		1'845		1'841	1'842		1'850		1'859		1'861	1.1%	1.1%	0.1%
<b>Wireless subscribers</b>	<b>1'867</b>		<b>1'850</b>		<b>1'845</b>		<b>1'841</b>	<b>1'842</b>		<b>1'850</b>		<b>1'859</b>		<b>1'861</b>	<b>1.1%</b>	<b>1.1%</b>	<b>0.1%</b>
Infinity subscribers	110		85		67		53	44		39		34		29	-45.3%	-45.3%	-14.7%
inOne mobile subscribers	309		322		333		340	344		345		348		349	2.6%	2.6%	0.3%
<b>Total Infinity / inOne mobile subscribers</b>	<b>419</b>		<b>407</b>		<b>400</b>		<b>393</b>	<b>388</b>		<b>384</b>		<b>382</b>		<b>378</b>	<b>-3.8%</b>	<b>-3.8%</b>	<b>-1.0%</b>
thereof inOne mobile subscribers in bundle	176		222		233		239	243		244		246		246	2.9%	2.9%	0.0%
<b>ARPU wireless (in CHF)</b>																	
Blended wireless ARPU	38	38	38	37	37	36	37	35	33	34	33	34	32	33	-10.8%	-11.1%	-3.0%
ARPU Infinity / inOne	85	83	84	83	83	82	83	79	77	78	77	78	77	78	-6.0%	-6.1%	0.0%
<b>Wireline</b>																	
<b>Broadband lines (in thousands)</b>																	
<b>Broadband lines</b>	<b>314</b>		<b>308</b>		<b>305</b>		<b>301</b>	<b>299</b>		<b>298</b>		<b>298</b>		<b>297</b>	<b>-1.3%</b>	<b>-1.3%</b>	<b>-0.3%</b>
<b>Wireline voice access lines (in thousands)</b>																	
<b>Wireline voice access lines</b>	<b>381</b>		<b>350</b>		<b>325</b>		<b>287</b>	<b>291</b>		<b>288</b>		<b>289</b>		<b>288</b>	<b>0.3%</b>	<b>0.3%</b>	<b>-0.3%</b>
<b>TV subscribers (in thousands)</b>																	
<b>TV subscribers</b>	<b>61</b>		<b>62</b>		<b>63</b>		<b>64</b>	<b>64</b>		<b>64</b>		<b>65</b>		<b>65</b>	<b>1.6%</b>	<b>1.6%</b>	<b>0.0%</b>

## 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.	YtD	YoY Q4	QoQ Q4/Q3
<b>Operational data Wholesale</b>																	
<b>Wireline</b>																	
<b>Full access lines (in thousands)</b>																	
Full access lines	83		79		75		70	66		63		59		56	-20.0%	-20.0%	-5.1%
<b>Broadband lines (in thousands)</b>																	
Wholesale broadband lines	492		502		509		515	525		533		543		555	7.8%	7.8%	2.2%
<b>Operational data Fastweb</b>																	
<b>Broadband customers (in thousands)</b>																	
Broadband customers	2'575		2'600		2'610		2'637	2'659		2'692		2'704		2'747	4.2%	4.2%	1.6%
<b>Wireless customers (in thousands)</b>																	
Wireless customers	1'440		1'549		1'663		1'746	1'779		1'830		1'889		1'961	12.3%	12.3%	3.8%

**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.