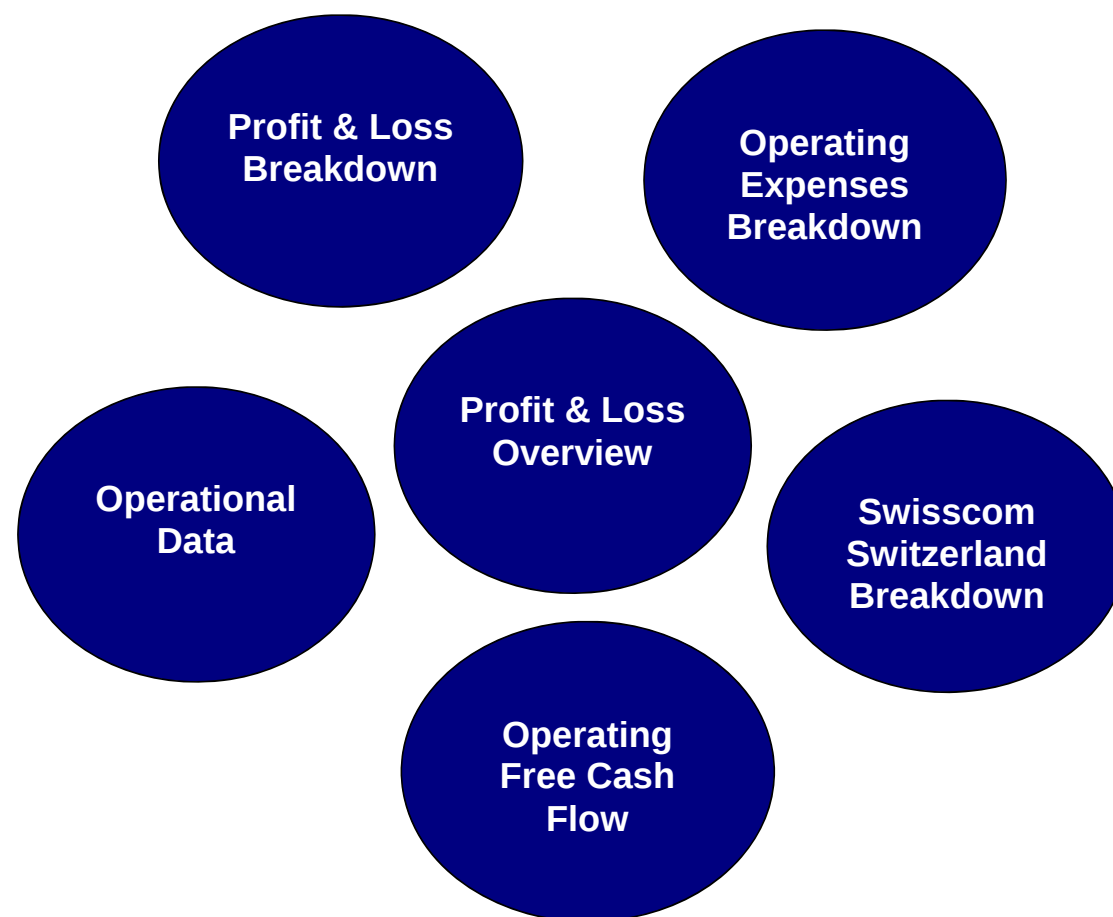


Facts & Figures

as per March 31, 2013



P&L Overview

	2012							2013							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Residential Customers	1'208	1'204	2'412	1'227	3'639	1'300	4'939	1'190							-1.5%	-8.5%
Small & Medium-Sized Enterprises	281	287	568	284	852	283	1'135	274							-2.5%	-3.2%
Corporate Business	423	435	858	431	1'289	450	1'739	412							-2.6%	-8.4%
Wholesale	153	147	300	151	451	143	594	149							-2.6%	4.2%
Networks and Support Functions	0	0	0	0	0	0	0	0							n.m.	n.m.
Swisscom Switzerland	2'065	2'073	4'138	2'093	6'231	2'176	8'407	2'025							-1.9%	-6.9%
Fastweb	508	514	1'022	490	1'512	528	2'040	486							-4.3%	-8.0%
Other operating segments	229	232	461	222	683	253	936	223							-2.6%	-11.9%
Group Headquarters	0	0	0	1	1	0	1	0							n.m.	n.m.
Net revenue from external customers	2'802	2'819	5'621	2'806	8'427	2'957	11'384	2'734							-2.4%	-7.5%
Goods and services purchased	(555)	(566)	(1'121)	(566)	(1'687)	(712)	(2'399)	(552)							-0.5%	-22.5%
Personnel expenses	(676)	(659)	(1'335)	(606)	(1'941)	(544)	(2'485)	(671)							-0.7%	23.3%
Other operating expenses	(564)	(551)	(1'115)	(590)	(1'705)	(691)	(2'396)	(557)							-1.2%	-19.4%
Capitalized costs and other income	91	83	174	78	252	121	373	77							-15.4%	-36.4%
Operating income (EBITDA)	1'098	1'126	2'224	1'122	3'346	1'131	4'477	1'031							-6.1%	-8.8%
Depreciation, amortization and impairment	(481)	(482)	(963)	(491)	(1'454)	(496)	(1'950)	(491)							2.1%	-1.0%
Operating income (EBIT)	617	644	1'261	631	1'892	635	2'527	540							-12.5%	-15.0%
Financial income and financial expense, net	(76)	(76)	(152)	(77)	(229)	(97)	(326)	(65)							-14.5%	-33.0%
Share of profit of investments in associates	6	8	14	11	25	7	32	6							0.0%	-14.3%
Income before income tax expense	547	576	1'123	565	1'688	545	2'233	481							-12.1%	-11.7%
Income tax expense	(102)	(114)	(216)	(116)	(332)	(86)	(418)	(91)							-10.8%	5.8%
Income from continuing operations	445	462	907	449	1'356	459	1'815	390							-12.4%	-15.0%
Income from discontinued operations	0	0	0	0	0	0	0	0							n.m.	n.m.
Net income	445	462	907	449	1'356	459	1'815	390							-12.4%	-15.0%
Net income attributable to equity holders of Swisscom AG	442	458	900	448	1'348	460	1'808	388							-12.2%	-15.7%
Net income attributable to minority interests	3	4	7	1	8	(1)	7	2							-33.3%	n.m.
Average number of shares outstanding (in million)	51.799	51.801	51.800	51.801	51.800	51.801	51.801	51.800							0.0%	0.0%
Earnings per share (EPS) in CHF	8.53	8.84	17.37	8.65	26.02	8.88	34.90	7.49							-12.2%	-15.7%

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

	2012							2013							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Group revenue																
Residential Customers	1'252	1'247	2'499	1'269	3'768	1'345	5'113	1'231							-1.7%	-8.5%
Small & Medium-Sized Enterprises	288	293	581	291	872	289	1'161	280							-2.8%	-3.1%
Corporate Business	448	458	906	455	1'361	474	1'835	439							-2.0%	-7.4%
Wholesale	241	239	480	250	730	236	966	237							-1.7%	0.4%
Networks and Support Functions	0	0	0	0	0	0	0	0							n.m.	n.m.
Intersegment elimination	(150)	(151)	(301)	(157)	(458)	(156)	(614)	(146)							-2.7%	-6.4%
Swisscom Switzerland	2'079	2'086	4'165	2'108	6'273	2'188	8'461	2'041							-1.8%	-6.7%
Fastweb	510	516	1'026	492	1'518	530	2'048	487							-4.5%	-8.1%
Other operating segments	427	425	852	415	1'267	461	1'728	412							-3.5%	-10.6%
Group Headquarters	0	1	1	0	1	1	2	0							n.m.	-100.0%
Net revenue incl. intersegment revenue	3'016	3'028	6'044	3'015	9'059	3'180	12'239	2'940							-2.5%	-7.5%
Intersegment elimination	(214)	(209)	(423)	(209)	(632)	(223)	(855)	(206)							-3.7%	-7.6%
Net revenue from external customers	2'802	2'819	5'621	2'806	8'427	2'957	11'384	2'734							-2.4%	-7.5%
Residential Customers revenue																
2P Bundle	61	66	127	72	199	72	271	74							21.3%	2.8%
3P Bundle	129	132	261	137	398	138	536	141							9.3%	2.2%
4P Bundle	43	52	95	72	167	86	253	94							118.6%	9.3%
Bundles	233	250	483	281	764	296	1'060	309							32.6%	4.4%
Wireless access	214	218	432	227	659	248	907	264							23.4%	6.5%
Wireless traffic	241	249	490	238	728	186	914	156							-35.3%	-16.1%
Wireless VAS	10	9	19	9	28	9	37	8							-20.0%	-11.1%
Wireless	465	476	941	474	1'415	443	1'858	428							-8.0%	-3.4%
Wireline telephony access	143	139	282	135	417	131	548	126							-11.9%	-3.8%
Wireline telephony traffic	86	77	163	74	237	73	310	68							-20.9%	-6.8%
Wireline telephony VAS	5	5	10	5	15	5	20	4							-20.0%	-20.0%
Wireline telephony	234	221	455	214	669	209	878	198							-15.4%	-5.3%
Wireline internet	102	98	200	96	296	92	388	88							-13.7%	-4.3%
Wireline TV	18	17	35	18	53	19	72	18							0.0%	-5.3%
Wireline	354	336	690	328	1'018	320	1'338	304							-14.1%	-5.0%
1P revenue	819	812	1'631	802	2'433	763	3'196	732							-10.6%	-4.1%
Customised solutions	0	1	1	0	1	1	2	0							n.m.	-100.0%
Hardware sales own channels	62	58	120	56	176	91	267	64							3.2%	-29.7%
Other direct sales	44	43	87	36	123	35	158	32							-27.3%	-8.6%
Direct sales external customers	1'158	1'164	2'322	1'175	3'497	1'186	4'683	1'137							-1.8%	-4.1%
3rd party sales external customers	50	40	90	52	142	114	256	53							6.0%	-53.5%
Net revenue from external customers	1'208	1'204	2'412	1'227	3'639	1'300	4'939	1'190							-1.5%	-8.5%
thereof service revenue	1'052	1'062	2'114	1'084	3'198	1'060	4'258	1'041							-1.0%	-1.8%
Intersegment revenue	44	43	87	42	129	45	174	41							-6.8%	-8.9%
Net revenue Residential Customers	1'252	1'247	2'499	1'269	3'768	1'345	5'113	1'231							-1.7%	-8.5%

P&L Breakdown

	2012							2013							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY	QoQ
															Q1	Q1/Q4
Small & Medium-Sized Enterprises revenue																
2P Bundle	15	16	31	15	46	12	58	12							-20.0%	0.0%
3P Bundle	4	5	9	15	24	26	50	26							550.0%	0.0%
4P Bundle	1	1	2	2	4	0	4	2							100.0%	n.m.
Bundles	20	22	42	32	74	38	112	40							100.0%	5.3%
Wireless access	43	47	90	48	138	53	191	56							30.2%	5.7%
Wireless traffic	75	77	152	70	222	56	278	47							-37.3%	-16.1%
Wireless VAS	1	1	2	0	2	1	3	1							0.0%	0.0%
Wireless	119	125	244	118	362	110	472	104							-12.6%	-5.5%
Wireline telephony access	57	58	115	57	172	56	228	54							-5.3%	-3.6%
Wireline telephony traffic	47	45	92	41	133	42	175	40							-14.9%	-4.8%
Wireline telephony VAS	1	0	1	1	2	0	2	1							0.0%	n.m.
Wireline telephony	105	103	208	99	307	98	405	95							-9.5%	-3.1%
Wireline internet	28	27	55	26	81	27	108	26							-7.1%	-3.7%
Wireline TV	1	1	2	1	3	1	4	1							0.0%	0.0%
Wireline business networks	2	1	3	2	5	1	6	2							0.0%	100.0%
Wireline	136	132	268	128	396	127	523	124							-8.8%	-2.4%
1P revenue	255	257	512	246	758	237	995	228							-10.6%	-3.8%
Customised solutions	3	6	9	2	11	6	17	4							33.3%	-33.3%
Hardware sales own channels	3	3	6	4	10	3	13	3							0.0%	0.0%
Other direct sales	0	(1)	(1)	0	(1)	(1)	(2)	(1)							n.m.	0.0%
Direct sales external customers	281	287	568	284	852	283	1'135	274							-2.5%	-3.2%
3rd party sales external customers	0	0	0	0	0	0	0	0							n.m.	n.m.
Net revenue from external customers	281	287	568	284	852	283	1'135	274							-2.5%	-3.2%
thereof service revenue	278	284	562	282	844	279	1'123	272							-2.2%	-2.5%
Intersegment revenue	7	6	13	7	20	6	26	6							-14.3%	0.0%
Net revenue Small & Medium-Sized Enterprises	288	293	581	291	872	289	1'161	280							-2.8%	-3.1%

P&L Breakdown

	2012							2013							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY	QoQ
															Q1	Q1/Q4
Corporate Business revenue																
Bundles	0	0	0	0	0	1	1	0							n.m.	-100.0%
Wireless access	19	20	39	22	61	20	81	31							63.2%	55.0%
Wireless traffic	125	134	259	128	387	126	513	107							-14.4%	-15.1%
Wireless VAS	3	1	4	2	6	3	9	3							0.0%	0.0%
Wireless	147	155	302	152	454	149	603	141							-4.1%	-5.4%
Wireline telephony access	35	33	68	35	103	33	136	33							-5.7%	0.0%
Wireline telephony traffic	34	33	67	31	98	32	130	31							-8.8%	-3.1%
Wireline telephony VAS	2	2	4	1	5	2	7	1							-50.0%	-50.0%
Wireline telephony	71	68	139	67	206	67	273	65							-8.5%	-3.0%
Wireline internet	16	16	32	17	49	16	65	16							0.0%	0.0%
Wireline business networks	66	68	134	68	202	67	269	65							-1.5%	-3.0%
Wireline	153	152	305	152	457	150	607	146							-4.6%	-2.7%
1P revenue	300	307	607	304	911	299	1'210	287							-4.3%	-4.0%
Customised solutions	81	82	163	84	247	95	342	80							-1.2%	-15.8%
Hardware sales own channels	22	26	48	25	73	34	107	23							4.5%	-32.4%
Other direct sales	6	3	9	3	12	6	18	6							0.0%	0.0%
Direct sales external customers	409	418	827	416	1'243	435	1'678	396							-3.2%	-9.0%
3rd party sales external customers	14	17	31	15	46	15	61	16							14.3%	6.7%
Net revenue from external customers	423	435	858	431	1'289	450	1'739	412							-2.6%	-8.4%
thereof service revenue	396	405	801	402	1'203	411	1'614	384							-3.0%	-6.6%
Intersegment revenue	25	23	48	24	72	24	96	27							8.0%	12.5%
Net revenue Corporate Business	448	458	906	455	1'361	474	1'835	439							-2.0%	-7.4%
Wholesale revenue																
Direct sales external customers	1	2	3	1	4	1	5	1							0.0%	0.0%
Termination wholesale	51	50	101	48	149	47	196	46							-9.8%	-2.1%
Wholesale voice	29	28	57	26	83	28	111	28							-3.4%	0.0%
Wholesale data	18	18	36	18	54	17	71	19							5.6%	11.8%
Wholesale broadband	17	15	32	15	47	16	63	16							-5.9%	0.0%
Inbound roaming	36	31	67	36	103	29	132	35							-2.8%	20.7%
Other wholesale services	100	92	192	95	287	90	377	98							-2.0%	8.9%
Other 3rd party sales	1	3	4	7	11	5	16	4							300.0%	-20.0%
3rd party sales external customers	152	145	297	150	447	142	589	148							-2.6%	4.2%
Net revenue from external customers	153	147	300	151	451	143	594	149							-2.6%	4.2%
thereof service revenue	150	143	293	143	436	137	573	144							-4.0%	5.1%
Intersegment revenue	88	92	180	99	279	93	372	88							0.0%	-5.4%
Net revenue Wholesale	241	239	480	250	730	236	966	237							-1.7%	0.4%

P&L Breakdown

	2012							2013							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY	QoQ
															Q1	Q1/Q4
Swisscom Switzerland revenue																
2P Bundle	77	81	158	87	245	83	328	86							11.7%	3.6%
3P Bundle	133	137	270	152	422	165	587	168							26.3%	1.8%
4P Bundle	44	53	97	74	171	86	257	95							115.9%	10.5%
Bundles	254	271	525	313	838	334	1'172	349							37.4%	4.5%
Wireless access	276	285	561	297	858	320	1'178	351							27.2%	9.7%
Wireless traffic	443	458	901	435	1'336	369	1'705	310							-30.0%	-16.0%
Wireless VAS	13	13	26	11	37	12	49	12							-7.7%	0.0%
Wireless	732	756	1'488	743	2'231	701	2'932	673							-8.1%	-4.0%
Wireline telephony access	234	231	465	226	691	221	912	214							-8.5%	-3.2%
Wireline telephony traffic	168	153	321	147	468	147	615	139							-17.3%	-5.4%
Wireline telephony VAS	8	7	15	7	22	7	29	6							-25.0%	-14.3%
Wireline telephony	410	391	801	380	1'181	375	1'556	359							-12.4%	-4.3%
Wireline internet	144	143	287	140	427	135	562	129							-10.4%	-4.4%
Wireline TV	19	18	37	19	56	20	76	19							0.0%	-5.0%
Wireline business networks	68	69	137	69	206	70	276	67							-1.5%	-4.3%
Wireline	641	621	1'262	608	1'870	600	2'470	574							-10.5%	-4.3%
1P revenue	1'373	1'377	2'750	1'351	4'101	1'301	5'402	1'247							-9.2%	-4.2%
Customised solutions	85	87	172	88	260	100	360	84							-1.2%	-16.0%
Hardware sales own channels	87	88	175	83	258	130	388	90							3.4%	-30.8%
Other direct sales	50	48	98	40	138	41	179	38							-24.0%	-7.3%
Direct sales external customers	1'849	1'871	3'720	1'875	5'595	1'906	7'501	1'808							-2.2%	-5.1%
Termination wholesale	51	50	101	48	149	47	196	46							-9.8%	-2.1%
Wholesale voice	30	30	60	28	88	29	117	30							0.0%	3.4%
Wholesale data	18	18	36	18	54	17	71	19							5.6%	11.8%
Wholesale broadband	17	15	32	15	47	16	63	16							-5.9%	0.0%
Inbound roaming	36	31	67	36	103	29	132	35							-2.8%	20.7%
Other wholesale services	101	94	195	97	292	91	383	100							-1.0%	9.9%
Hardware sales 3rd party channels	50	42	92	52	144	111	255	51							2.0%	-54.1%
Other 3rd party sales	14	16	30	21	51	21	72	20							42.9%	-4.8%
3rd party sales external customers	216	202	418	218	636	270	906	217							0.5%	-19.6%
Net revenue from external customers	2'065	2'073	4'138	2'093	6'231	2'176	8'407	2'025							-1.9%	-6.9%
thereof service revenue	1'877	1'894	3'771	1'910	5'681	1'887	7'568	1'841							-1.9%	-2.4%
Intersegment revenue	14	13	27	15	42	12	54	16							14.3%	33.3%
Net revenue Swisscom Switzerland	2'079	2'086	4'165	2'108	6'273	2'188	8'461	2'041							-1.8%	-6.7%

P&L Breakdown

	2012							2013							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Fastweb revenue																
Consumer	219	219	438	215	653	219	872	228							4.1%	4.1%
Enterprise	221	235	456	233	689	264	953	218							-1.4%	-17.4%
Wholesale	68	60	128	42	170	45	215	40							-41.2%	-11.1%
thereof hubbing	33	33	66	19	85	20	105	17							-48.5%	-15.0%
Other revenue	0	0	0	0	0	0	0	0							n.m.	n.m.
Net revenue from external customers	508	514	1'022	490	1'512	528	2'040	486							-4.3%	-8.0%
Intersegment revenue	2	2	4	2	6	2	8	1							-50.0%	-50.0%
Net revenue Fastweb	510	516	1'026	492	1'518	530	2'048	487							-4.5%	-8.1%
thereof net revenue excluding hubbing	477	483	960	473	1'433	510	1'943	470							-1.5%	-7.8%
Other operating segments revenue																
Swisscom IT Services	138	130	268	119	387	134	521	129							-6.5%	-3.7%
Group Related Business	66	76	142	79	221	87	308	74							12.1%	-14.9%
Hospitality Services	15	17	32	15	47	22	69	11							-26.7%	-50.0%
Other	10	9	19	9	28	10	38	9							-10.0%	-10.0%
Net revenue from external customers	229	232	461	222	683	253	936	223							-2.6%	-11.9%
Intersegment revenue	198	193	391	193	584	208	792	189							-4.5%	-9.1%
Net revenue other operating segments	427	425	852	415	1'267	461	1'728	412							-3.5%	-10.6%
Group Headquarters revenue																
Group Headquarters revenue	0	0	0	1	1	0	1	0							n.m.	n.m.
Intersegment revenue	0	1	1	(1)	0	1	1	0							n.m.	-100.0%
Net revenue Group Headquarters	0	1	1	0	1	1	2	0							n.m.	-100.0%
Group OPEX																
Residential Customers	(504)	(503)	(1'007)	(534)	(1'541)	(686)	(2'227)	(521)							3.4%	-24.1%
Small & Medium-Sized Enterprises	(65)	(68)	(133)	(68)	(201)	(78)	(279)	(67)							3.1%	-14.1%
Corporate Business	(218)	(223)	(441)	(213)	(654)	(236)	(890)	(219)							0.5%	-7.2%
Wholesale	(147)	(150)	(297)	(157)	(454)	(145)	(599)	(141)							-4.1%	-2.8%
Networks and Support Functions	(372)	(358)	(730)	(360)	(1'090)	(433)	(1'523)	(362)							-2.7%	-16.4%
Intersegment elimination	150	151	301	157	458	156	614	146							-2.7%	-6.4%
Swisscom Switzerland	(1'156)	(1'151)	(2'307)	(1'175)	(3'482)	(1'422)	(4'904)	(1'164)							0.7%	-18.1%
Fastweb	(379)	(367)	(746)	(344)	(1'090)	(356)	(1'446)	(368)							-2.9%	3.4%
Other operating segments	(357)	(350)	(707)	(345)	(1'052)	(402)	(1'454)	(339)							-5.0%	-15.7%
Group Headquarters	(27)	(31)	(58)	(29)	(87)	(25)	(112)	(29)							7.4%	16.0%
Reconciliation pension cost	6	3	9	4	13	166	179	(5)							n.m.	n.m.
Intersegment elimination	209	203	412	205	617	213	830	202							-3.3%	-5.2%
Group OPEX	(1'704)	(1'693)	(3'397)	(1'684)	(5'081)	(1'826)	(6'907)	(1'703)							-0.1%	-6.7%

P&L Breakdown

	2012							2013							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
EBITDA																
Residential Customers (Contribution margin 2)	748	744	1'492	735	2'227	659	2'886	710							-5.1%	7.7%
Small & Medium-Sized Enterprises (Contribution margin 2)	223	225	448	223	671	211	882	213							-4.5%	0.9%
Corporate Business (Contribution margin 2)	230	235	465	242	707	238	945	220							-4.3%	-7.6%
Wholesale (Contribution margin 2)	94	89	183	93	276	91	367	96							2.1%	5.5%
Networks and Support Functions (Contribution margin 2)	(372)	(358)	(730)	(360)	(1'090)	(433)	(1'523)	(362)							-2.7%	-16.4%
Intersegment elimination	0	0	0	0	0	0	0	0							n.m.	n.m.
Swisscom Switzerland (EBITDA)	923	935	1'858	933	2'791	766	3'557	877							-5.0%	14.5%
Fastweb	131	149	280	148	428	174	602	119							-9.2%	-31.6%
Other operating segments	70	75	145	70	215	59	274	73							4.3%	23.7%
Group Headquarters	(27)	(30)	(57)	(29)	(86)	(24)	(110)	(29)							7.4%	20.8%
Reconciliation pension cost	6	3	9	4	13	166	179	(5)							n.m.	n.m.
Intersegment elimination	(5)	(6)	(11)	(4)	(15)	(10)	(25)	(4)							-20.0%	-60.0%
Group EBITDA	1'098	1'126	2'224	1'122	3'346	1'131	4'477	1'031							-6.1%	-8.8%
EBITDA/Contribution margin 2 in % of net revenue																
Residential Customers	59.7%	59.7%	59.7%	57.9%	59.1%	49.0%	56.4%	57.7%								
Small & Medium-Sized Enterprises	77.4%	76.8%	77.1%	76.6%	76.9%	73.0%	76.0%	76.1%								
Corporate Business	51.3%	51.3%	51.3%	53.2%	51.9%	50.2%	51.5%	50.1%								
Wholesale	39.0%	37.2%	38.1%	37.2%	37.8%	38.6%	38.0%	40.5%								
Networks and Support Functions	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Swisscom Switzerland	44.4%	44.8%	44.6%	44.3%	44.5%	35.0%	42.0%	43.0%								
Fastweb	25.7%	28.9%	27.3%	30.1%	28.2%	32.8%	29.4%	24.4%								
Other operating segments	16.4%	17.6%	17.0%	16.9%	17.0%	12.8%	15.9%	17.7%								
Group Headquarters	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Group EBITDA in % of net revenue	39.2%	39.9%	39.6%	40.0%	39.7%	38.2%	39.3%	37.7%								
Depreciation, amortization and impairment																
Residential Customers	(24)	(22)	(46)	(22)	(68)	(24)	(92)	(25)							4.2%	4.2%
Small & Medium-Sized Enterprises	(1)	(1)	(2)	(1)	(3)	(1)	(4)	(1)							0.0%	0.0%
Corporate Business	(16)	(17)	(33)	(19)	(52)	(18)	(70)	(18)							12.5%	0.0%
Wholesale	0	0	0	0	0	0	0	0							n.m.	n.m.
Networks and Support Functions	(217)	(217)	(434)	(226)	(660)	(226)	(886)	(224)							3.2%	-0.9%
Intersegment elimination	1	(1)	0	0	0	(1)	(1)	0							n.m.	-100.0%
Swisscom Switzerland	(257)	(258)	(515)	(268)	(783)	(270)	(1'053)	(268)							4.3%	-0.7%
Fastweb	(178)	(177)	(355)	(177)	(532)	(183)	(715)	(180)							1.1%	-1.6%
Other operating segments	(43)	(45)	(88)	(44)	(132)	(45)	(177)	(43)							0.0%	-4.4%
Group Headquarters	(4)	(4)	(8)	(4)	(12)	0	(12)	(2)							-50.0%	n.m.
Intersegment elimination	1	2	3	2	5	2	7	2							100.0%	0.0%
Depreciation, amortization and impairment	(481)	(482)	(963)	(491)	(1'454)	(496)	(1'950)	(491)							2.1%	-1.0%

P&L Breakdown

	2012							2013							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY	QoQ
															Q1	Q1/Q4
Operating income (EBIT)																
Residential Customers (segment result)	724	722	1'446	713	2'159	635	2'794	685							-5.4%	7.9%
Small & Medium-Sized Enterprises (segment result)	222	224	446	222	668	210	878	212							-4.5%	1.0%
Corporate Business (segment result)	214	218	432	223	655	220	875	202							-5.6%	-8.2%
Wholesale (segment result)	94	89	183	93	276	91	367	96							2.1%	5.5%
Networks and Support Functions (segment result)	(589)	(575)	(1'164)	(586)	(1'750)	(659)	(2'409)	(586)							-0.5%	-11.1%
Intersegment elimination	1	(1)	0	0	0	(1)	(1)	0							n.m.	-100.0%
Swisscom Switzerland (EBIT)	666	677	1'343	665	2'008	496	2'504	609							-8.6%	22.8%
Fastweb	(47)	(28)	(75)	(29)	(104)	(9)	(113)	(61)							29.8%	577.8%
Other operating segments	27	30	57	26	83	14	97	30							11.1%	114.3%
Group Headquarters	(31)	(34)	(65)	(33)	(98)	(24)	(122)	(31)							0.0%	29.2%
Reconciliation pension cost	6	3	9	4	13	166	179	(5)							n.m.	n.m.
Intersegment elimination	(4)	(4)	(8)	(2)	(10)	(8)	(18)	(2)							-50.0%	-75.0%
Group EBIT	617	644	1'261	631	1'892	635	2'527	540							-12.5%	-15.0%
EBIT/Segment result in % of net revenue																
Residential Customers	57.8%	57.9%	57.9%	56.2%	57.3%	47.2%	54.6%	55.6%								
Small & Medium-Sized Enterprises	77.1%	76.5%	76.8%	76.3%	76.6%	72.7%	75.6%	75.7%								
Corporate Business	47.8%	47.6%	47.7%	49.0%	48.1%	46.4%	47.7%	46.0%								
Wholesale	39.0%	37.2%	38.1%	37.2%	37.8%	38.6%	38.0%	40.5%								
Networks and Support Functions	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Swisscom Switzerland	32.0%	32.5%	32.2%	31.5%	32.0%	22.7%	29.6%	29.8%								
Fastweb	-9.2%	-5.4%	-7.3%	-5.9%	-6.9%	-1.7%	-5.5%	-12.5%								
Other operating segments	6.3%	7.1%	6.7%	6.3%	6.6%	3.0%	5.6%	7.3%								
Group Headquarters	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Group EBIT in % of net revenue	22.0%	22.8%	22.4%	22.5%	22.5%	21.5%	22.2%	19.8%								
CAPEX																
Residential Customers	30	36	66	33	99	63	162	42							40.0%	-33.3%
Small & Medium-Sized Enterprises	3	3	6	4	10	7	17	2							-33.3%	-71.4%
Corporate Business	19	21	40	18	58	30	88	16							-15.8%	-46.7%
Wholesale	0	0	0	0	0	0	0	0							n.m.	n.m.
Networks and Support Functions	285	269	554	623	1'177	408	1'585	225							-21.1%	-44.9%
Intersegment elimination	0	0	0	1	1	(1)	0	(1)							n.m.	0.0%
Swisscom Switzerland	337	329	666	679	1'345	507	1'852	284							-15.7%	-44.0%
Fastweb	135	140	275	118	393	138	531	155							14.8%	12.3%
Other operating segments	36	49	85	45	130	37	167	38							5.6%	2.7%
Group Headquarters	0	0	0	0	0	1	1	0							n.m.	-100.0%
Intersegment elimination	(6)	(3)	(9)	(6)	(15)	(7)	(22)	(3)							-50.0%	-57.1%
Group CAPEX	502	515	1'017	836	1'853	676	2'529	474							-5.6%	-29.9%

P&L Breakdown

	2012							2013							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Number of employees (End of period)																
Residential Customers	4'527		4'433		4'362		4'316	4'406							-2.7%	2.1%
Small & Medium-Sized Enterprises	672		679		682		681	692							3.0%	1.6%
Corporate Business	2'372		2'377		2'372		2'360	2'387							0.6%	1.1%
Wholesale	114		112		114		116	109							-4.4%	-6.0%
Networks and Support Functions	4'314		4'314		4'354		4'389	4'424							2.5%	0.8%
Swisscom Switzerland	11'999		11'915		11'884		11'862	12'018							0.2%	1.3%
Fastweb	3'064		3'032		2'911		2'893	2'389							-22.0%	-17.4%
Other operating segments	4'501		4'509		4'457		4'419	4'505							0.1%	1.9%
Group Headquarters	350		349		343		340	335							-4.3%	-1.5%
Group Number of employees (End of period)	19'914		19'805		19'595		19'514	19'247							-3.3%	-1.4%

Remarks:

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OPEX Breakdown

	2012							2013							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
OPEX Swisscom Switzerland																
Goods and services purchased	(339)	(341)	(680)	(374)	(1'054)	(499)	(1'553)	(363)							7.1%	-27.3%
Personnel expenses	(429)	(420)	(849)	(382)	(1'231)	(458)	(1'689)	(413)							-3.7%	-9.8%
Other operating expenses	(264)	(268)	(532)	(292)	(824)	(336)	(1'160)	(260)							-1.5%	-22.6%
Intersegment expenses	(167)	(165)	(332)	(167)	(499)	(172)	(671)	(168)							0.6%	-2.3%
./. Capitalized costs and other income	43	43	86	40	126	43	169	40							-7.0%	-7.0%
Total OPEX Swisscom Switzerland	(1'156)	(1'151)	(2'307)	(1'175)	(3'482)	(1'422)	(4'904)	(1'164)							0.7%	-18.1%
OPEX Fastweb																
Goods and services purchased	(176)	(188)	(364)	(161)	(525)	(167)	(692)	(156)							-11.4%	-6.6%
Personnel expenses	(62)	(56)	(118)	(53)	(171)	(60)	(231)	(61)							-1.6%	1.7%
Other operating expenses	(163)	(138)	(301)	(147)	(448)	(167)	(615)	(168)							3.1%	0.6%
Intersegment expenses	0	(1)	(1)	0	(1)	(1)	(2)	0							n.m.	-100.0%
./. Capitalized costs and other income	22	16	38	17	55	39	94	17							-22.7%	-56.4%
Total OPEX Fastweb	(379)	(367)	(746)	(344)	(1'090)	(356)	(1'446)	(368)							-2.9%	3.4%
OPEX Other operating segments																
Goods and services purchased	(40)	(37)	(77)	(31)	(108)	(46)	(154)	(33)							-17.5%	-28.3%
Personnel expenses	(170)	(165)	(335)	(156)	(491)	(176)	(667)	(172)							1.2%	-2.3%
Other operating expenses	(152)	(149)	(301)	(156)	(457)	(188)	(645)	(136)							-10.5%	-27.7%
Intersegment expenses	(10)	(12)	(22)	(11)	(33)	(11)	(44)	(10)							0.0%	-9.1%
./. Capitalized costs and other income	15	13	28	9	37	19	56	12							-20.0%	-36.8%
Total OPEX Other operating segments	(357)	(350)	(707)	(345)	(1'052)	(402)	(1'454)	(339)							-5.0%	-15.7%
OPEX Group Headquarters																
Goods and services purchased	0	0	0	0	0	0	0	0							n.m.	n.m.
Personnel expenses	(23)	(23)	(46)	(22)	(68)	(17)	(85)	(22)							-4.3%	29.4%
Other operating expenses	(11)	(15)	(26)	(13)	(39)	(21)	(60)	(13)							18.2%	-38.1%
Intersegment expenses	(10)	(11)	(21)	(11)	(32)	(11)	(43)	(12)							20.0%	9.1%
./. Capitalized costs and other income	17	18	35	17	52	24	76	18							5.9%	-25.0%
Total OPEX Group Headquarters	(27)	(31)	(58)	(29)	(87)	(25)	(112)	(29)							7.4%	16.0%

Remarks:

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SCS Breakdown

	2012							2013							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Residential Customers																
Net revenue (incl. intersegment revenue)	1'252	1'247	2'499	1'269	3'768	1'345	5'113	1'231							-1.7%	-8.5%
Outpayments	(44)	(48)	(92)	(55)	(147)	(50)	(197)	(48)							9.1%	-4.0%
Subscriber acquisition and retention costs (1)	(85)	(87)	(172)	(108)	(280)	(128)	(408)	(94)							10.6%	-26.6%
Other costs of goods and services purchased	(154)	(143)	(297)	(152)	(449)	(259)	(708)	(162)							5.2%	-37.5%
Direct costs (incl. intersegment direct costs)	(283)	(278)	(561)	(315)	(876)	(437)	(1'313)	(304)							7.4%	-30.4%
Contribution margin 1	969	969	1'938	954	2'892	908	3'800	927							-4.3%	2.1%
Contribution margin 1 in % of net revenue	77.4%	77.7%	77.6%	75.2%	76.8%	67.5%	74.3%	75.3%								
Personnel expenses	(124)	(124)	(248)	(115)	(363)	(117)	(480)	(121)							-2.4%	3.4%
Other operating expenses (2)	(105)	(110)	(215)	(111)	(326)	(139)	(465)	(103)							-1.9%	-25.9%
Indirect costs (incl. intersegment indirect costs)	(229)	(234)	(463)	(226)	(689)	(256)	(945)	(224)							-2.2%	-12.5%
./ Capitalized costs and other income	8	9	17	7	24	7	31	7							-12.5%	0.0%
Contribution margin 2	748	744	1'492	735	2'227	659	2'886	710							-5.1%	7.7%
Contribution margin 2 in % of net revenue	59.7%	59.7%	59.7%	57.9%	59.1%	49.0%	56.4%	57.7%								
CAPEX	30	36	66	33	99	63	162	42							40.0%	-33.3%
Number of employees (FTE)	4'527		4'433		4'362		4'316	4'406							-2.7%	2.1%
Small & Medium-Sized Enterprises																
Net revenue (incl. intersegment revenue)	288	293	581	291	872	289	1'161	280							-2.8%	-3.1%
Outpayments	(15)	(16)	(31)	(17)	(48)	(16)	(64)	(15)							0.0%	-6.3%
Subscriber acquisition and retention costs (1)	(13)	(12)	(25)	(14)	(39)	(19)	(58)	(14)							7.7%	-26.3%
Other costs of goods and services purchased	(6)	(6)	(12)	(6)	(18)	(6)	(24)	(7)							16.7%	16.7%
Direct costs (incl. intersegment direct costs)	(34)	(34)	(68)	(37)	(105)	(41)	(146)	(36)							5.9%	-12.2%
Contribution margin 1	254	259	513	254	767	248	1'015	244							-3.9%	-1.6%
Contribution margin 1 in % of net revenue	88.2%	88.4%	88.3%	87.3%	88.0%	85.8%	87.4%	87.1%								
Personnel expenses	(21)	(21)	(42)	(20)	(62)	(20)	(82)	(21)							0.0%	5.0%
Other operating expenses (2)	(11)	(13)	(24)	(12)	(36)	(18)	(54)	(10)							-9.1%	-44.4%
Indirect costs (incl. intersegment indirect costs)	(32)	(34)	(66)	(32)	(98)	(38)	(136)	(31)							-3.1%	-18.4%
./ Capitalized costs and other income	1	0	1	1	2	1	3	0							n.m.	-100.0%
Contribution margin 2	223	225	448	223	671	211	882	213							-4.5%	0.9%
Contribution margin 2 in % of net revenue	77.4%	76.8%	77.1%	76.6%	76.9%	73.0%	76.0%	76.1%								
CAPEX	3	3	6	4	10	7	17	2							-33.3%	-71.4%
Number of employees (FTE)	672		679		682		681	692							3.0%	1.6%

SCS Breakdown

	2012							2013							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Corporate Business																
Net revenue (incl. intersegment revenue)	448	458	906	455	1'361	474	1'835	439							-2.0%	-7.4%
Outpayments	(40)	(42)	(82)	(40)	(122)	(40)	(162)	(38)							-5.0%	-5.0%
Subscriber acquisition and retention costs (1)	(12)	(10)	(22)	(9)	(31)	(11)	(42)	(9)							-25.0%	-18.2%
Other costs of goods and services purchased	(45)	(49)	(94)	(49)	(143)	(58)	(201)	(50)							11.1%	-13.8%
Direct costs (incl. intersegment direct costs)	(97)	(101)	(198)	(98)	(296)	(109)	(405)	(97)							0.0%	-11.0%
Contribution margin 1	351	357	708	357	1'065	365	1'430	342							-2.6%	-6.3%
Contribution margin 1 in % of net revenue	78.3%	77.9%	78.1%	78.5%	78.3%	77.0%	77.9%	77.9%								
Personnel expenses	(96)	(98)	(194)	(89)	(283)	(93)	(376)	(96)							0.0%	3.2%
Other operating expenses (2)	(30)	(30)	(60)	(31)	(91)	(40)	(131)	(32)							6.7%	-20.0%
Indirect costs (incl. intersegment indirect costs)	(126)	(128)	(254)	(120)	(374)	(133)	(507)	(128)							1.6%	-3.8%
./ Capitalized costs and other income	5	6	11	5	16	6	22	6							20.0%	0.0%
Contribution margin 2	230	235	465	242	707	238	945	220							-4.3%	-7.6%
Contribution margin 2 in % of net revenue	51.3%	51.3%	51.3%	53.2%	51.9%	50.2%	51.5%	50.1%								
CAPEX	19	21	40	18	58	30	88	16							-15.8%	-46.7%
Number of employees (FTE)	2'372		2'377		2'372		2'360	2'387							0.6%	1.1%
Wholesale																
Net revenue (incl. intersegment revenue)	241	239	480	250	730	236	966	237							-1.7%	0.4%
Outpayments	(140)	(146)	(286)	(151)	(437)	(144)	(581)	(134)							-4.3%	-6.9%
Subscriber acquisition and retention costs (1)	0	0	0	0	0	0	0	0							n.m.	n.m.
Other costs of goods and services purchased	(1)	0	(1)	1	0	0	0	(1)							0.0%	n.m.
Direct costs (incl. intersegment direct costs)	(141)	(146)	(287)	(150)	(437)	(144)	(581)	(135)							-4.3%	-6.3%
Contribution margin 1	100	93	193	100	293	92	385	102							2.0%	10.9%
Contribution margin 1 in % of net revenue	41.5%	38.9%	40.2%	40.0%	40.1%	39.0%	39.9%	43.0%								
Personnel expenses	(5)	(4)	(9)	(5)	(14)	(4)	(18)	(5)							0.0%	25.0%
Other operating expenses (2)	(1)	(1)	(2)	(2)	(4)	3	(1)	(1)							0.0%	n.m.
Indirect costs (incl. intersegment indirect costs)	(6)	(5)	(11)	(7)	(18)	(1)	(19)	(6)							0.0%	500.0%
./ Capitalized costs and other income	0	1	1	0	1	0	1	0							n.m.	n.m.
Contribution margin 2	94	89	183	93	276	91	367	96							2.1%	5.5%
Contribution margin 2 in % of net revenue	39.0%	37.2%	38.1%	37.2%	37.8%	38.6%	38.0%	40.5%								
CAPEX	0	0	0	0	0	0	0	0							n.m.	n.m.
Number of employees (FTE)	114		112		114		116	109							-4.4%	-6.0%

SCS Breakdown

	2012							2013							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Networks and Support Functions																
Net revenue (incl. intersegment revenue)	0	0	0	0	0	0	0	0							n.m.	n.m.
Direct costs (incl. intersegment direct costs)	0	0	0	0	0	0	0	0							n.m.	n.m.
Contribution margin 1	0	0	0	0	0	0	0	0							n.m.	n.m.
Contribution margin 1 in % of net revenue	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Personnel expenses	(190)	(179)	(369)	(161)	(530)	(228)	(758)	(177)							-6.8%	-22.4%
Rent	(47)	(45)	(92)	(46)	(138)	(45)	(183)	(46)							-2.1%	2.2%
Maintenance	(40)	(47)	(87)	(46)	(133)	(52)	(185)	(42)							5.0%	-19.2%
IT expenses	(71)	(74)	(145)	(73)	(218)	(77)	(295)	(74)							4.2%	-3.9%
Other expenses	(71)	(59)	(130)	(79)	(209)	(81)	(290)	(68)							-4.2%	-16.0%
Other operating expenses	(229)	(225)	(454)	(244)	(698)	(255)	(953)	(230)							0.4%	-9.8%
Indirect costs (incl. intersegment indirect costs)	(419)	(404)	(823)	(405)	(1'228)	(483)	(1'711)	(407)							-2.9%	-15.7%
./. Capitalized costs and other income	47	46	93	45	138	50	188	45							-4.3%	-10.0%
Contribution margin 2	(372)	(358)	(730)	(360)	(1'090)	(433)	(1'523)	(362)							-2.7%	-16.4%
Contribution margin 2 in % of net revenue	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
CAPEX	285	269	554	623	1'177	408	1'585	225							-21.1%	-44.9%
Number of employees (FTE)	4'314		4'314		4'354		4'389	4'424							2.5%	0.8%
Swisscom Switzerland																
Net revenue (incl. intersegment revenue)	2'079	2'086	4'165	2'108	6'273	2'188	8'461	2'041							-1.8%	-6.7%
Outpayments	(108)	(114)	(222)	(121)	(343)	(114)	(457)	(105)							-2.8%	-7.9%
Subscriber acquisition and retention costs (1)	(102)	(101)	(203)	(123)	(326)	(148)	(474)	(109)							6.9%	-26.4%
Other costs of goods and services purchased	(192)	(189)	(381)	(197)	(578)	(311)	(889)	(206)							7.3%	-33.8%
Direct costs (incl. intercompany direct costs)	(402)	(404)	(806)	(441)	(1'247)	(573)	(1'820)	(420)							4.5%	-26.7%
Contribution margin 1	1'677	1'682	3'359	1'667	5'026	1'615	6'641	1'621							-3.3%	0.4%
Contribution margin 1 in % of net revenue	80.7%	80.6%	80.6%	79.1%	80.1%	73.8%	78.5%	79.4%								
Personnel expenses	(436)	(426)	(862)	(389)	(1'251)	(463)	(1'714)	(420)							-3.7%	-9.3%
Other operating expenses (2)	(361)	(364)	(725)	(385)	(1'110)	(429)	(1'539)	(364)							0.8%	-15.2%
Indirect costs (incl. intersegment indirect costs)	(797)	(790)	(1'587)	(774)	(2'361)	(892)	(3'253)	(784)							-1.6%	-12.1%
./. Capitalized costs and other income	43	43	86	40	126	43	169	40							-7.0%	-7.0%
Contribution margin 2	923	935	1'858	933	2'791	766	3'557	877							-5.0%	14.5%
Contribution margin 2 in % of net revenue	44.4%	44.8%	44.6%	44.3%	44.5%	35.0%	42.0%	43.0%								
CAPEX	337	329	666	679	1'345	507	1'852	284							-15.7%	-44.0%
Number of employees (FTE)	11'999		11'915		11'884		11'862	12'018							0.2%	1.3%

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

(2) Other operating expenses excluding dealer commissions

Remarks:

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Operating Free Cash Flow

	2012							2013							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Operating income (EBITDA)	1'098	1'126	2'224	1'122	3'346	1'131	4'477	1'031							-6.1%	-8.8%
Changes in operating assets and liabilities and other payments or receipts from operating activities	(118)	(103)	(221)	(10)	(231)	154	(77)	(317)							168.6%	n.m.
Capital expenditure	(502)	(515)	(1'017)	(836)	(1'853)	(676)	(2'529)	(474)							-5.6%	-29.9%
Proceeds from sale of assets	5	2	7	3	10	15	25	5							0.0%	-66.7%
Operating free cash flow before minority interests	483	510	993	279	1'272	624	1'896	245							-49.3%	-60.7%
Dividends paid to minority interests	0	(14)	(14)	0	(14)	0	(14)	0							n.m.	n.m.
Operating free cash flow	483	496	979	279	1'258	624	1'882	245							-49.3%	-60.7%

Remarks:

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Operational Data

	2012							2013							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Operational data Swisscom Switzerland																
Product view (in thousands)																
Wireless customers in single products	5'900		5'885		5'882		5'901	5'937							0.6%	0.6%
Wireless customers in bundles	182		229		271		316	333							83.0%	5.4%
Wireless customers	6'082		6'114		6'153		6'217	6'270							3.1%	0.9%
Wireline voice access lines in single products	2'536		2'465		2'407		2'350	2'272							-10.4%	-3.3%
Wireline voice access lines in bundles	557		593		627		663	698							25.3%	5.3%
Wireline voice access lines	3'093		3'058		3'034		3'013	2'970							-4.0%	-1.4%
Broadband lines in single products	1'023		995		969		939	909							-11.1%	-3.2%
Broadband lines in bundles	659		699		739		788	842							27.8%	6.9%
Broadband lines	1'682		1'694		1'708		1'727	1'751							4.1%	1.4%
TV customers in single products	236		245		248		270	291							23.3%	7.8%
TV customers in bundles	419		449		480		521	569							35.8%	9.2%
TV customers	655		694		728		791	860							31.3%	8.7%
Total number of underlying products	11'512		11'560		11'623		11'748	11'851							2.9%	0.9%
Bundle products																
Bundle subscription (in thousands)																
2Play bundle subscription	240		237		239		248	257							7.1%	3.6%
3Play bundle subscription	347		374		387		403	428							23.3%	6.2%
4Play bundle subscription	72		88		113		137	157							118.1%	14.6%
Total bundle subscriptions	659		699		739		788	842							27.8%	6.9%
Bundle ARPU (in CHF)																
Blended ARPU 2Play bundle	107	112	110	121	113	114	114	113							5.6%	-0.9%
Blended ARPU 3Play bundle	131	128	130	134	131	138	133	134							2.3%	-2.9%
Blended ARPU 4Play bundle	235	221	227	245	234	228	232	216							-8.1%	-5.3%
Wireless Retail																
Wireless customers (in thousands)																
Wireless customers prepaid	2'243		2'231		2'210		2'199	2'196							-2.1%	-0.1%
Wireless customers postpaid	3'657		3'654		3'672		3'702	3'741							2.3%	1.1%
Wireless customers in single products	5'900		5'885		5'882		5'901	5'937							0.6%	0.6%
Wireless customers in bundles	182		229		271		316	333							83.0%	5.4%
Wireless customers	6'082		6'114		6'153		6'217	6'270							3.1%	0.9%

Operational Data

	2012							2013							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Wireless ARPU (in CHF)																
ARPU MO Postpaid	62	64	63	64	63	59	62	56							-9.7%	-5.1%
ARPU MO Prepaid	10	10	10	8	9	9	9	8							-20.0%	-11.1%
Blended wireless ARPU MO single subscriptions	42	43	43	43	43	40	42	38							-9.5%	-5.0%
thereof ARPU Base Fee	16	16	16	17	17	18	17	19							18.8%	5.6%
thereof ARPU Voice	16	17	17	16	16	13	15	11							-31.3%	-15.4%
thereof ARPU Non-Voice	10	10	10	10	10	9	10	8							-20.0%	-11.1%
Blended wireless ARPU single subscriptions	44	45	45	45	45	42	44	40							-9.1%	-4.8%
thereof ARPU MT	2	2	2	2	2	2	2	2							0.0%	0.0%
Wireless cancellation rate (annualised, in %)																
Average quarterly wireless cancellation rate		12.0%		12.7%		13.0%										
Wireless cancellation rate cumulated	11.9%		12.0%		12.1%		12.0%	11.9%								
Wireless traffic minutes (in million)																
Voice domestic	1'601	1'569	3'170	1'537	4'707	1'625	6'332	1'676							4.7%	3.1%
Outbound roaming	53	64	117	75	192	58	250	52							-1.9%	-10.3%
Connectivity voice domestic & outbound (1)	1'654	1'633	3'287	1'612	4'899	1'683	6'582	1'728							4.5%	2.7%
Wireless SMS (in million)																
Data SMS	691	694	1'385	694	2'079	677	2'756	628							-9.1%	-7.2%
Wireline Retail																
Voice access lines (in thousands)																
Wireline Voice access lines in single products	2'536		2'465		2'407		2'350	2'272							-10.4%	-3.3%
Wireline Voice access lines in bundle products	557		593		627		663	698							25.3%	5.3%
Voice access lines	3'093		3'058		3'034		3'013	2'970							-4.0%	-1.4%
ARPL Voice (in CHF)																
ARPL wireline voice (single subscription)	53	53	53	52	53	53	53	52							-1.9%	-1.9%
Broadband lines (in thousands)																
Broadband lines in single products	1'023		995		969		939	909							-11.1%	-3.2%
Broadband lines in bundle products	659		699		739		788	842							27.8%	6.9%
Broadband lines	1'682		1'694		1'708		1'727	1'751							4.1%	1.4%
ARPL Broadband (in CHF)																
ARPL broadband (single subscription)	38	38	38	38	38	37	38	37							-2.6%	0.0%
TV customers (in thousands)																
TV customers in single products	236		245		248		270	291							23.3%	7.8%
TV customers in bundle products	419		449		480		521	569							35.8%	9.2%
TV customers	655		694		728		791	860							31.3%	8.7%

Operational Data

	2012							2013							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
ARPU TV (in CHF)																
ARPU TV access fee (single subscription)	21	19	20	20	20	19	20	16							-23.8%	-15.8%
Wireline retail traffic minutes (in million)																
Traffic national	1'888	1'738	3'626	1'611	5'237	1'718	6'955	1'681							-11.0%	-2.2%
Traffic international	270	251	521	236	757	243	1'000	237							-12.2%	-2.5%
Total wireline retail traffic	2'158	1'989	4'147	1'847	5'994	1'961	7'955	1'918							-11.1%	-2.2%
Wholesale																
Wireless wholesale traffic minutes (in million)																
Inbound roaming wireless traffic	52	43	95	46	141	42	183	52							0.0%	23.8%
Wholesale lines (in thousands)																
Full access lines	312		317		310		300	290							-7.1%	-3.3%
Wholesale broadband lines	179		176		181		186	196							9.5%	5.4%
Operational data Residential Customers																
Product view (in thousands)																
Wireless customers in single products	4'412		4'385		4'358		4'350	4'366							-1.0%	0.4%
Wireless customers in bundles	178		201		236		273	281							57.9%	2.9%
Wireless customers	4'590		4'586		4'594		4'623	4'647							1.2%	0.5%
Wireline voice access lines in single products	1'819		1'757		1'704		1'646	1'580							-13.1%	-4.0%
Wireline voice access lines in bundles	513		542		570		599	625							21.8%	4.3%
Wireline voice access lines	2'332		2'299		2'274		2'245	2'205							-5.4%	-1.8%
Broadband lines in single products	855		829		806		777	750							-12.3%	-3.5%
Broadband lines in bundles	612		644		678		720	765							25.0%	6.3%
Broadband lines	1'467		1'473		1'484		1'497	1'515							3.3%	1.2%
TV customers in single products	226		234		237		258	277							22.6%	7.4%
TV customers in bundles	409		438		468		508	555							35.7%	9.3%
TV customers	635		672		705		766	832							31.0%	8.6%
Total number of underlying products	9'024		9'030		9'057		9'131	9'199							1.9%	0.7%
Bundle products																
Bundle subscription (in thousands)																
2Play bundle subscription	203		205		209		217	224							10.3%	3.2%
3Play bundle subscription	338		352		358		368	387							14.5%	5.2%
4Play bundle subscription	71		87		111		135	154							116.9%	14.1%
Total bundle subscriptions	612		644		678		720	765							25.0%	6.3%

Operational Data

	2012							2013							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Wireless Retail																
Wireless customers (in thousands)																
Wireless customers in single products	521		508		508		514	511							-1.9%	-0.6%
Wireless customers in bundles	4		28		35		43	52							1200.0%	20.9%
Wireless customers	525		536		543		557	563							7.2%	1.1%
Wireless ARPU (in CHF)																
ARPU MO Postpaid	80	83	82	80	81	74	79	70							-12.5%	-5.4%
Blended wireless ARPU MO single subscriptions	80	83	82	80	81	74	79	70							-12.5%	-5.4%
Wireless traffic minutes (in million)																
Voice domestic	240	250	490	244	734	231	965	262							9.2%	13.4%
Outbound roaming	12	14	26	16	42	13	55	12							0.0%	-7.7%
Connectivity voice domestic & outgoing (1)	252	264	516	260	776	244	1'020	274							8.7%	12.3%
Wireless SMS (in million)																
Data SMS	48	48	96	50	146	42	188	48							0.0%	14.3%
Wireline Retail																
Voice access lines (in thousands)																
Wireline Voice access lines in single products	474		467		461		456	446							-5.9%	-2.2%
Wireline Voice access lines in bundle products	44		51		57		64	73							65.9%	14.1%
Voice access lines	518		518		518		520	519							0.2%	-0.2%
ARPL Voice (in CHF)																
ARPL wireline voice (single subscription)	74	73	74	72	73	72	73	71							-4.1%	-1.4%
Broadband lines (in thousands)																
Broadband lines in single products	135		132		129		128	124							-8.1%	-3.1%
Broadband lines in bundle products	47		55		61		68	77							63.8%	13.2%
Broadband lines	182		187		190		196	201							10.4%	2.6%
ARPL Broadband (in CHF)																
ARPL broadband (single subscription)	49	48	48	48	48	45	48	45							-8.2%	0.0%
TV customers (in thousands)																
TV customers in single products	10		11		11		12	14							40.0%	16.7%
TV customers in bundle products	10		11		12		13	14							40.0%	7.7%
TV customers	20		22		23		25	28							40.0%	12.0%
ARPU TV (in CHF)																
ARPU TV access fee (single subscription)	26	24	25	24	25	24	24	21							-19.2%	-12.5%
Wireline retail traffic minutes (in million)																
Traffic national	357	336	693	302	995	308	1'303	304							-14.8%	-1.3%
Traffic international	42	38	80	36	116	36	152	36							-14.3%	0.0%
Total wireline retail traffic	399	374	773	338	1'111	344	1'455	340							-14.8%	-1.2%

Operational Data

	2012							2013							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Operational data Corporate Business																
Product view (in thousands)																
Wireless customers	967		992		1'016		1'037	1'060							9.6%	2.2%
Wireline voice access lines	243		241		242		248	246							1.2%	-0.8%
Broadband lines	33		34		34		34	35							6.1%	2.9%
Total number of underlying products	1'243		1'267		1'292		1'319	1'341							7.9%	1.7%
Wireless Retail																
Wireless customers (in thousands)																
Wireless customers	967		992		1'016		1'037	1'060							9.6%	2.2%
Wireless ARPU (in CHF)																
Blended wireless ARPU MO single subscriptions	53	54	53	52	53	48	52	45							-15.1%	-6.3%
Wireless traffic minutes (in million)																
Voice domestic	316	306	622	291	913	307	1'220	297							-6.0%	-3.3%
Outbound roaming	26	29	55	29	84	28	112	24							-7.7%	-14.3%
Connectivity voice domestic & outgoing (1)	342	335	677	320	997	335	1'332	321							-6.1%	-4.2%
Wireless SMS (in million)																
Data SMS	54	54	108	54	162	53	215	49							-9.3%	-7.5%
Wireline Retail																
Voice access lines (in thousands)																
Voice access lines	243		241		242		248	246							1.2%	-0.8%
ARPL Voice (in CHF)																
ARPL wireline voice (single subscription)	100	95	96	93	95	95	95	93							-7.0%	-2.1%
Broadband lines (in thousands)																
Broadband lines	33		34		34		34	35							6.1%	2.9%
ARPL Broadband (in CHF)																
ARPL broadband (single subscription)	53	61	57	56	56	52	55	51							-3.8%	-1.9%
Wireline retail traffic minutes (in million)																
Traffic national	383	357	740	343	1'083	360	1'443	351							-8.4%	-2.5%
Traffic international	87	80	167	76	243	77	320	75							-13.8%	-2.6%
Total wireline retail traffic	470	437	907	419	1'326	437	1'763	426							-9.4%	-2.5%

Operational Data

	2012							2013							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Operational data Wholesale																
Wireless																
Wireless traffic minutes (in million)																
Connectivity voice (inbound roaming) (2)	52	43	95	46	141	42	183	52							0.0%	23.8%
Wireline																
Full access lines (in thousands)																
Full access lines	312		317		310		300	290							-7.1%	-3.3%
Broadband lines (in thousands)																
Wholesale broadband lines	179		176		181		186	196							9.5%	5.4%
Operational data Fastweb																
Broadband customers (in thousands)	1'654		1'673		1'704		1'767	1'861							12.5%	5.3%

(1) includes minutes from outgoing calls made by Swisscom customers

(2) includes minutes from outgoing calls made by inbound roamers (foreign visitors) using Swisscom's mobile network

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