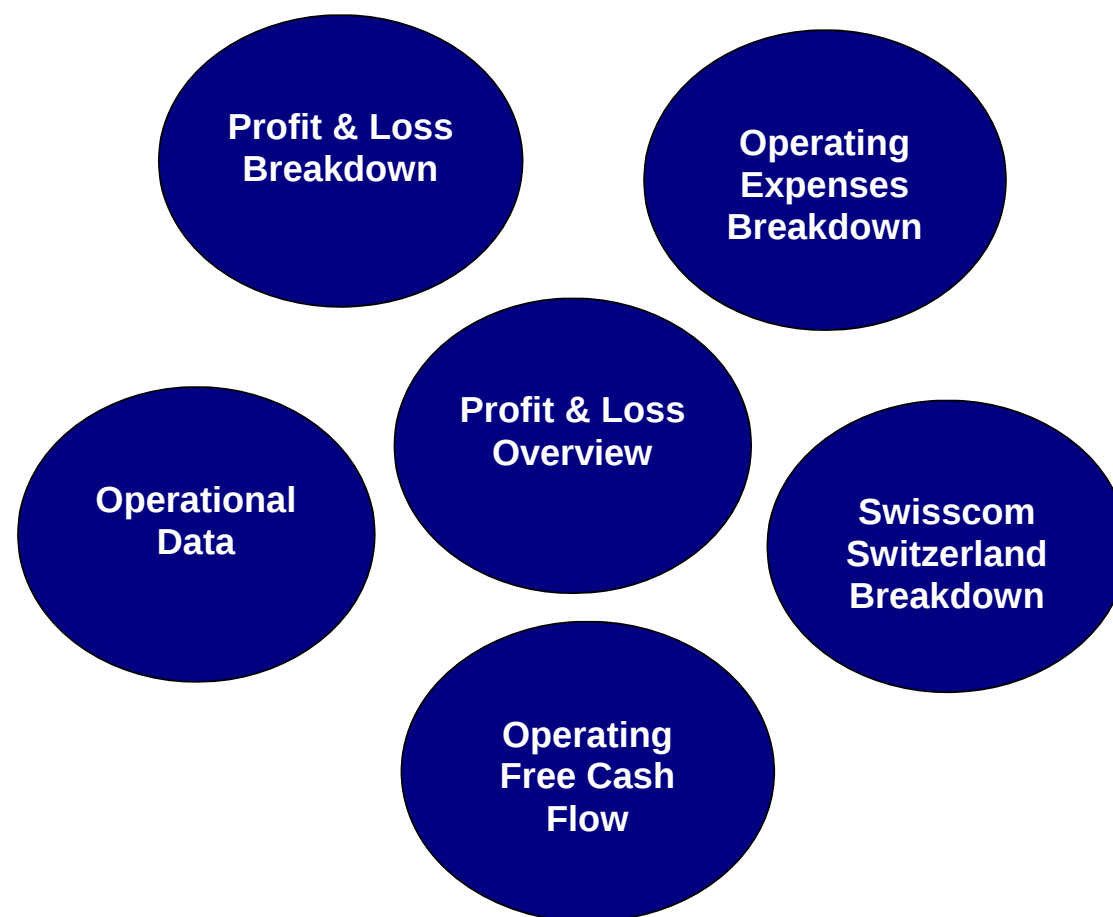


Facts & Figures

as per December 31, 2012



P&L Overview

	2011							2012							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD 31.12.	YoY Q4	QoQ Q4/Q3
Residential Customers	1'201	1'213	2'414	1'232	3'646	1'260	4'906	1'208	1'204	2'412	1'227	3'639	1'300	4'939	0.7%	3.2%	5.9%
Small & Medium-Sized Enterprises	276	282	558	287	845	282	1'127	281	287	568	284	852	283	1'135	0.7%	0.4%	-0.4%
Corporate Business	427	442	869	431	1'300	454	1'754	423	435	858	431	1'289	450	1'739	-0.9%	-0.9%	4.4%
Wholesale	163	151	314	151	465	144	609	153	147	300	151	451	143	594	-2.5%	-0.7%	-5.3%
Networks and Support Functions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Swisscom Switzerland	2'067	2'088	4'155	2'101	6'256	2'140	8'396	2'065	2'073	4'138	2'093	6'231	2'176	8'407	0.1%	1.7%	4.0%
Fastweb	559	543	1'102	490	1'592	549	2'141	508	514	1'022	490	1'512	528	2'040	-4.7%	-3.8%	7.8%
Other operating segments	236	229	465	225	690	239	929	229	232	461	222	683	253	936	0.8%	5.9%	14.0%
Group Headquarters	0	0	0	0	0	1	1	0	0	0	1	1	0	1	0.0%	n.m.	-100.0%
Net revenue from external customers	2'862	2'860	5'722	2'816	8'538	2'929	11'467	2'802	2'819	5'621	2'806	8'427	2'957	11'384	-0.7%	1.0%	5.4%
Goods and services purchased	(599)	(578)	(1'177)	(552)	(1'729)	(673)	(2'402)	(555)	(566)	(1'121)	(566)	(1'687)	(712)	(2'399)	-0.1%	5.8%	25.8%
Personnel expenses	(635)	(638)	(1'273)	(588)	(1'861)	(652)	(2'513)	(670)	(653)	(1'323)	(601)	(1'924)	(657)	(2'581)	2.7%	0.8%	9.3%
Other operating expenses	(577)	(578)	(1'155)	(574)	(1'729)	(659)	(2'388)	(564)	(551)	(1'115)	(590)	(1'705)	(691)	(2'396)	0.3%	4.9%	17.1%
Capitalized costs and other income	75	78	153	148	301	119	420	91	83	174	78	252	121	373	-11.2%	1.7%	55.1%
Operating income (EBITDA)	1'126	1'144	2'270	1'250	3'520	1'064	4'584	1'104	1'132	2'236	1'127	3'363	1'018	4'381	-4.4%	-4.3%	-9.7%
Depreciation, amortization and impairment	(478)	(466)	(944)	(469)	(1'413)	(2'045)	(3'458)	(481)	(482)	(963)	(491)	(1'454)	(496)	(1'950)	-43.6%	-75.7%	1.0%
Operating income (EBIT)	648	678	1'326	781	2'107	(981)	1'126	623	650	1'273	636	1'909	522	2'431	115.9%	n.m.	-17.9%
Financial income and financial expense, net	(42)	(94)	(136)	(79)	(215)	(96)	(311)	(69)	(68)	(137)	(70)	(207)	(89)	(296)	-4.8%	-7.3%	27.1%
Share of profit of investments in associates	4	5	9	9	18	12	30	6	8	14	11	25	7	32	6.7%	-41.7%	-36.4%
Income before income tax expense	610	589	1'199	711	1'910	(1'065)	845	560	590	1'150	577	1'727	440	2'167	156.4%	n.m.	-23.7%
Income tax expense	(136)	(101)	(237)	(145)	(382)	231	(151)	(104)	(118)	(222)	(118)	(340)	(65)	(405)	168.2%	n.m.	-44.9%
Income from continuing operations	474	488	962	566	1'528	(834)	694	456	472	928	459	1'387	375	1'762	153.9%	n.m.	-18.3%
Income from discontinued operations	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Net income	474	488	962	566	1'528	(834)	694	456	472	928	459	1'387	375	1'762	153.9%	n.m.	-18.3%
Net income attributable to equity holders of Swisscom AG	469	485	954	564	1'518	(835)	683	453	468	921	458	1'379	376	1'755	157.0%	n.m.	-17.9%
Net income attributable to minority interests	5	3	8	2	10	1	11	3	4	7	1	8	(1)	7	-36.4%	n.m.	n.m.
Average number of shares outstanding (in million)	51.800	51.799	51.800	51.802	51.800	51.802	51.801	51.799	51.801	51.800	51.801	51.800	51.801	51.801	0.0%	0.0%	0.0%
Earnings per share (EPS) in CHF	9.05	9.36	18.42	10.89	29.30	(16.12)	13.19	8.75	9.03	17.78	8.84	26.62	7.26	33.88	156.9%	n.m.	-17.9%

Remarks:

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

P&L Breakdown

	2011							2012							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD 31.12.	YoY Q4	QoQ Q4/Q3
Group revenue																	
Residential Customers	1'246	1'255	2'501	1'276	3'777	1'305	5'082	1'252	1'247	2'499	1'269	3'768	1'345	5'113	0.6%	3.1%	6.0%
Small & Medium-Sized Enterprises	282	289	571	294	865	289	1'154	288	293	581	291	872	289	1'161	0.6%	0.0%	-0.7%
Corporate Business	450	467	917	454	1'371	478	1'849	448	458	906	455	1'361	474	1'835	-0.8%	-0.8%	4.2%
Wholesale	259	249	508	254	762	235	997	241	239	480	250	730	236	966	-3.1%	0.4%	-5.6%
Networks and Support Functions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Intersegment elimination	(156)	(159)	(315)	(164)	(479)	(154)	(633)	(150)	(151)	(301)	(157)	(458)	(156)	(614)	-3.0%	1.3%	-0.6%
Swisscom Switzerland	2'081	2'101	4'182	2'114	6'296	2'153	8'449	2'079	2'086	4'165	2'108	6'273	2'188	8'461	0.1%	1.6%	3.8%
Fastweb	562	546	1'108	492	1'600	551	2'151	510	516	1'026	492	1'518	530	2'048	-4.8%	-3.8%	7.7%
Other operating segments	414	423	837	425	1'262	446	1'708	427	425	852	415	1'267	461	1'728	1.2%	3.4%	11.1%
Group Headquarters	2	1	3	2	5	2	7	0	1	1	0	1	1	2	-71.4%	-50.0%	n.m.
Net revenue incl. intersegment revenue	3'059	3'071	6'130	3'033	9'163	3'152	12'315	3'016	3'028	6'044	3'015	9'059	3'180	12'239	-0.6%	0.9%	5.5%
Intersegment elimination	(197)	(211)	(408)	(217)	(625)	(223)	(848)	(214)	(209)	(423)	(209)	(632)	(223)	(855)	0.8%	0.0%	6.7%
Net revenue from external customers	2'862	2'860	5'722	2'816	8'538	2'929	11'467	2'802	2'819	5'621	2'806	8'427	2'957	11'384	-0.7%	1.0%	5.4%
Residential Customers revenue																	
2P Bundle	63	66	129	62	191	60	251	61	66	127	72	199	72	271	8.0%	20.0%	0.0%
3P Bundle	88	106	194	117	311	125	436	129	132	261	137	398	138	536	22.9%	10.4%	0.7%
4P Bundle	0	0	0	17	17	33	50	43	52	95	72	167	86	253	406.0%	160.6%	19.4%
Bundles	151	172	323	196	519	218	737	233	250	483	281	764	296	1'060	43.8%	35.8%	5.3%
Wireless access	196	204	400	207	607	207	814	214	218	432	227	659	248	907	11.4%	19.8%	9.3%
Wireless traffic	284	298	582	314	896	273	1'169	241	249	490	238	728	186	914	-21.8%	-31.9%	-21.8%
Wireless VAS	11	11	22	10	32	10	42	10	9	19	9	28	9	37	-11.9%	-10.0%	0.0%
Wireless	491	513	1'004	531	1'535	490	2'025	465	476	941	474	1'415	443	1'858	-8.2%	-9.6%	-6.5%
Wireline telephony access	165	160	325	153	478	148	626	143	139	282	135	417	131	548	-12.5%	-11.5%	-3.0%
Wireline telephony traffic	104	93	197	90	287	90	377	86	77	163	74	237	73	310	-17.8%	-18.9%	-1.4%
Wireline telephony VAS	4	2	6	3	9	1	10	5	5	10	5	15	5	20	100.0%	400.0%	0.0%
Wireline telephony	273	255	528	246	774	239	1'013	234	221	455	214	669	209	878	-13.3%	-12.6%	-2.3%
Wireline internet	118	114	232	107	339	105	444	102	98	200	96	296	92	388	-12.6%	-12.4%	-4.2%
Wireline TV	14	15	29	16	45	17	62	18	17	35	18	53	19	72	16.1%	11.8%	5.6%
Wireline	405	384	789	369	1'158	361	1'519	354	336	690	328	1'018	320	1'338	-11.9%	-11.4%	-2.4%
1P revenue	896	897	1'793	900	2'693	851	3'544	819	812	1'631	802	2'433	763	3'196	-9.8%	-10.3%	-4.9%
Customised solutions	0	1	1	0	1	0	1	0	1	1	0	1	1	2	100.0%	n.m.	n.m.
Hardware sales own channels	55	51	106	51	157	72	229	62	58	120	56	176	91	267	16.6%	26.4%	62.5%
Other direct sales	48	43	91	35	126	31	157	44	43	87	36	123	35	158	0.6%	12.9%	-2.8%
Direct sales external customers	1'150	1'164	2'314	1'182	3'496	1'172	4'668	1'158	1'164	2'322	1'175	3'497	1'186	4'683	0.3%	1.2%	0.9%
3rd party sales external customers	51	49	100	50	150	88	238	50	40	90	52	142	114	256	7.6%	29.5%	119.2%
Net revenue from external customers	1'201	1'213	2'414	1'232	3'646	1'260	4'906	1'208	1'204	2'412	1'227	3'639	1'300	4'939	0.7%	3.2%	5.9%
thereof service revenue	1'048	1'069	2'117	1'097	3'214	1'068	4'282	1'052	1'062	2'114	1'084	3'198	1'060	4'258	-0.6%	-0.7%	-2.2%
Intersegment revenue	45	42	87	44	131	45	176	44	43	87	42	129	45	174	-1.1%	0.0%	7.1%
Net revenue Residential Customers	1'246	1'255	2'501	1'276	3'777	1'305	5'082	1'252	1'247	2'499	1'269	3'768	1'345	5'113	0.6%	3.1%	6.0%

P&L Breakdown

	2011							2012							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD 31.12.	YoY Q4	QoQ Q4/Q3
Small & Medium-Sized Enterprises revenue																	
2P Bundle	9	10	19	11	30	13	43	15	16	31	15	46	12	58	34.9%	-7.7%	-20.0%
3P Bundle	2	3	5	3	8	4	12	4	5	9	15	24	26	50	316.7%	550.0%	73.3%
4P Bundle	0	0	0	0	0	0	0	1	1	2	2	4	0	4	n.m.	n.m.	-100.0%
Bundles	11	13	24	14	38	17	55	20	22	42	32	74	38	112	103.6%	123.5%	18.8%
Wireless access	36	37	73	38	111	40	151	43	47	90	48	138	53	191	26.5%	32.5%	10.4%
Wireless traffic	79	85	164	89	253	81	334	75	77	152	70	222	56	278	-16.8%	-30.9%	-20.0%
Wireless VAS	1	1	2	0	2	1	3	1	1	2	0	2	1	3	0.0%	0.0%	n.m.
Wireless	116	123	239	127	366	122	488	119	125	244	118	362	110	472	-3.3%	-9.8%	-6.8%
Wireline telephony access	59	61	120	58	178	59	237	57	58	115	57	172	56	228	-3.8%	-5.1%	-1.8%
Wireline telephony traffic	51	48	99	48	147	46	193	47	45	92	41	133	42	175	-9.3%	-8.7%	2.4%
Wireline telephony VAS	1	0	1	1	2	0	2	1	0	1	1	2	0	2	0.0%	n.m.	-100.0%
Wireline telephony	111	109	220	107	327	105	432	105	103	208	99	307	98	405	-6.3%	-6.7%	-1.0%
Wireline internet	28	27	55	28	83	28	111	28	27	55	26	81	27	108	-2.7%	-3.6%	3.8%
Wireline TV	0	1	1	1	2	1	3	1	1	2	1	3	1	4	33.3%	0.0%	0.0%
Wireline business networks	2	1	3	2	5	1	6	2	1	3	2	5	1	6	0.0%	0.0%	-50.0%
Wireline	141	138	279	138	417	135	552	136	132	268	128	396	127	523	-5.3%	-5.9%	-0.8%
1P revenue	257	261	518	265	783	257	1'040	255	257	512	246	758	237	995	-4.3%	-7.8%	-3.7%
Customised solutions	4	4	8	5	13	4	17	3	6	9	2	11	6	17	0.0%	50.0%	200.0%
Hardware sales own channels	4	4	8	3	11	4	15	3	3	6	4	10	3	13	-13.3%	-25.0%	-25.0%
Other direct sales	0	0	0	0	0	0	0	0	(1)	(1)	0	(1)	(1)	(2)	n.m.	n.m.	n.m.
Direct sales external customers	276	282	558	287	845	282	1'127	281	287	568	284	852	283	1'135	0.7%	0.4%	-0.4%
3rd party sales external customers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Net revenue from external customers	276	282	558	287	845	282	1'127	281	287	568	284	852	283	1'135	0.7%	0.4%	-0.4%
thereof service revenue	272	279	551	283	834	278	1'112	278	284	562	282	844	279	1'123	1.0%	0.4%	-1.1%
Intersegment revenue	6	7	13	7	20	7	27	7	6	13	7	20	6	26	-3.7%	-14.3%	-14.3%
Net revenue Small & Medium-Sized Enterprises	282	289	571	294	865	289	1'154	288	293	581	291	872	289	1'161	0.6%	0.0%	-0.7%

P&L Breakdown

	2011							2012							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD 31.12.	YoY Q4	QoQ Q4/Q3
Corporate Business revenue																	
Bundles	0	0	0	0	0	0	0	0	0	0	0	0	1	1	n.m.	n.m.	n.m.
Wireless access	18	18	36	17	53	13	66	19	20	39	22	61	20	81	22.7%	53.8%	-9.1%
Wireless traffic	123	133	256	134	390	129	519	125	134	259	128	387	126	513	-1.2%	-2.3%	-1.6%
Wireless VAS	1	2	3	1	4	1	5	3	1	4	2	6	3	9	80.0%	200.0%	50.0%
Wireless	142	153	295	152	447	143	590	147	155	302	152	454	149	603	2.2%	4.2%	-2.0%
Wireline telephony access	35	34	69	35	104	35	139	35	33	68	35	103	33	136	-2.2%	-5.7%	-5.7%
Wireline telephony traffic	36	36	72	33	105	34	139	34	33	67	31	98	32	130	-6.5%	-5.9%	3.2%
Wireline telephony VAS	2	2	4	2	6	1	7	2	2	4	1	5	2	7	0.0%	100.0%	100.0%
Wireline telephony	73	72	145	70	215	70	285	71	68	139	67	206	67	273	-4.2%	-4.3%	0.0%
Wireline internet	16	16	32	16	48	17	65	16	16	32	17	49	16	65	0.0%	-5.9%	-5.9%
Wireline business networks	68	68	136	68	204	70	274	66	68	134	68	202	67	269	-1.8%	-4.3%	-1.5%
Wireline	157	156	313	154	467	157	624	153	152	305	152	457	150	607	-2.7%	-4.5%	-1.3%
1P revenue	299	309	608	306	914	300	1'214	300	307	607	304	911	299	1'210	-0.3%	-0.3%	-1.6%
Customised solutions	77	87	164	82	246	99	345	81	82	163	84	247	95	342	-0.9%	-4.0%	13.1%
Hardware sales own channels	26	25	51	21	72	31	103	22	26	48	25	73	34	107	3.9%	9.7%	36.0%
Other direct sales	6	4	10	4	14	7	21	6	3	9	3	12	6	18	-14.3%	-14.3%	100.0%
Direct sales external customers	408	425	833	413	1'246	437	1'683	409	418	827	416	1'243	435	1'678	-0.3%	-0.5%	4.6%
3rd party sales external customers	19	17	36	18	54	17	71	14	17	31	15	46	15	61	-14.1%	-11.8%	0.0%
Net revenue from external customers	427	442	869	431	1'300	454	1'754	423	435	858	431	1'289	450	1'739	-0.9%	-0.9%	4.4%
thereof service revenue	395	414	809	405	1'214	416	1'630	396	405	801	402	1'203	411	1'614	-1.0%	-1.2%	2.2%
Intersegment revenue	23	25	48	23	71	24	95	25	23	48	24	72	24	96	1.1%	0.0%	0.0%
Net revenue Corporate Business	450	467	917	454	1'371	478	1'849	448	458	906	455	1'361	474	1'835	-0.8%	-0.8%	4.2%
Wholesale revenue																	
Direct sales external customers	2	2	4	1	5	3	8	1	2	3	1	4	1	5	-37.5%	-66.7%	0.0%
Termination wholesale	51	51	102	49	151	51	202	51	50	101	48	149	47	196	-3.0%	-7.8%	-2.1%
Wholesale voice	27	28	55	31	86	26	112	29	28	57	26	83	28	111	-0.9%	7.7%	7.7%
Wholesale data	21	19	40	18	58	18	76	18	18	36	18	54	17	71	-6.6%	-5.6%	-5.6%
Wholesale broadband	21	19	40	18	58	18	76	17	15	32	15	47	16	63	-17.1%	-11.1%	6.7%
Inbound roaming	41	32	73	34	107	27	134	36	31	67	36	103	29	132	-1.5%	7.4%	-19.4%
Other wholesale services	110	98	208	101	309	89	398	100	92	192	95	287	90	377	-5.3%	1.1%	-5.3%
Other 3rd party sales	0	0	0	0	0	1	1	1	3	4	7	11	5	16	1500.0%	400.0%	-28.6%
3rd party sales external customers	161	149	310	150	460	141	601	152	145	297	150	447	142	589	-2.0%	0.7%	-5.3%
Net revenue from external customers	163	151	314	151	465	144	609	153	147	300	151	451	143	594	-2.5%	-0.7%	-5.3%
thereof service revenue	162	149	311	150	461	141	602	150	143	293	143	436	137	573	-4.8%	-2.8%	-4.2%
Intersegment revenue	96	98	194	103	297	91	388	88	92	180	99	279	93	372	-4.1%	2.2%	-6.1%
Net revenue Wholesale	259	249	508	254	762	235	997	241	239	480	250	730	236	966	-3.1%	0.4%	-5.6%

P&L Breakdown

	2011							2012							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD 31.12.	YoY Q4	QoQ Q4/Q3
Swisscom Switzerland revenue																	
2P Bundle	72	76	148	74	222	72	294	77	81	158	87	245	83	328	11.6%	15.3%	-4.6%
3P Bundle	90	109	199	120	319	129	448	133	137	270	152	422	165	587	31.0%	27.9%	8.6%
4P Bundle	0	0	0	17	17	33	50	44	53	97	74	171	86	257	414.0%	160.6%	16.2%
Bundles	162	185	347	211	558	234	792	254	271	525	313	838	334	1'172	48.0%	42.7%	6.7%
Wireless access	250	259	509	262	771	261	1'032	276	285	561	297	858	320	1'178	14.1%	22.6%	7.7%
Wireless traffic	486	517	1'003	536	1'539	482	2'021	443	458	901	435	1'336	369	1'705	-15.6%	-23.4%	-15.2%
Wireless VAS	13	13	26	12	38	13	51	13	13	26	11	37	12	49	-3.9%	-7.7%	9.1%
Wireless	749	789	1'538	810	2'348	756	3'104	732	756	1'488	743	2'231	701	2'932	-5.5%	-7.3%	-5.7%
Wireline telephony access	261	253	514	248	762	240	1'002	234	231	465	226	691	221	912	-9.0%	-7.9%	-2.2%
Wireline telephony traffic	191	177	368	171	539	170	709	168	153	321	147	468	147	615	-13.3%	-13.5%	0.0%
Wireline telephony VAS	6	5	11	5	16	4	20	8	7	15	7	22	7	29	45.0%	75.0%	0.0%
Wireline telephony	458	435	893	424	1'317	414	1'731	410	391	801	380	1'181	375	1'556	-10.1%	-9.4%	-1.3%
Wireline internet	160	158	318	153	471	148	619	144	143	287	140	427	135	562	-9.2%	-8.8%	-3.6%
Wireline TV	15	16	31	15	46	19	65	19	18	37	19	56	20	76	16.9%	5.3%	5.3%
Wireline business networks	70	70	140	69	209	71	280	68	69	137	69	206	70	276	-1.4%	-1.4%	1.4%
Wireline	703	679	1'382	661	2'043	652	2'695	641	621	1'262	608	1'870	600	2'470	-8.3%	-8.0%	-1.3%
1P revenue	1'452	1'468	2'920	1'471	4'391	1'408	5'799	1'373	1'377	2'750	1'351	4'101	1'301	5'402	-6.8%	-7.6%	-3.7%
Customised solutions	82	91	173	87	260	103	363	85	87	172	88	260	100	360	-0.8%	-2.9%	13.6%
Hardware sales own channels	85	79	164	76	240	107	347	87	88	175	83	258	130	388	11.8%	21.5%	56.6%
Other direct sales	55	50	105	39	144	41	185	50	48	98	40	138	41	179	-3.2%	0.0%	2.5%
Direct sales external customers	1'836	1'873	3'709	1'884	5'593	1'893	7'486	1'849	1'871	3'720	1'875	5'595	1'906	7'501	0.2%	0.7%	1.7%
Termination wholesale	51	51	102	49	151	51	202	51	50	101	48	149	47	196	-3.0%	-7.8%	-2.1%
Wholesale voice	30	31	61	32	93	29	122	30	30	60	28	88	29	117	-4.1%	0.0%	3.6%
Wholesale data	21	19	40	18	58	18	76	18	18	36	18	54	17	71	-6.6%	-5.6%	-5.6%
Wholesale broadband	21	19	40	18	58	18	76	17	15	32	15	47	16	63	-17.1%	-11.1%	6.7%
Inbound roaming	41	32	73	34	107	27	134	36	31	67	36	103	29	132	-1.5%	7.4%	-19.4%
Other wholesale services	113	101	214	102	316	92	408	101	94	195	97	292	91	383	-6.1%	-1.1%	-6.2%
Hardware sales 3rd party channels	49	47	96	49	145	87	232	50	42	92	52	144	111	255	9.9%	27.6%	113.5%
Other 3rd party sales	18	16	34	17	51	17	68	14	16	30	21	51	21	72	5.9%	23.5%	0.0%
3rd party sales external customers	231	215	446	217	663	247	910	216	202	418	218	636	270	906	-0.4%	9.3%	23.9%
Net revenue from external customers	2'067	2'088	4'155	2'101	6'256	2'140	8'396	2'065	2'073	4'138	2'093	6'231	2'176	8'407	0.1%	1.7%	4.0%
thereof service revenue	1'876	1'912	3'788	1'934	5'722	1'904	7'626	1'877	1'894	3'771	1'910	5'681	1'887	7'568	-0.8%	-0.9%	-1.2%
Intersegment revenue	14	13	27	13	40	13	53	14	13	27	15	42	12	54	1.9%	-7.7%	-20.0%
Net revenue Swisscom Switzerland	2'081	2'101	4'182	2'114	6'296	2'153	8'449	2'079	2'086	4'165	2'108	6'273	2'188	8'461	0.1%	1.6%	3.8%

P&L Breakdown

	2011							2012							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD 31.12.	YoY Q4	QoQ Q4/Q3
Fastweb revenue																	
Consumer	247	240	487	219	706	228	934	219	219	438	215	653	219	872	-6.6%	-3.9%	1.9%
Enterprise	237	230	467	214	681	255	936	221	235	456	233	689	264	953	1.8%	3.5%	13.3%
Wholesale	75	73	148	57	205	66	271	68	60	128	42	170	45	215	-20.7%	-31.8%	7.1%
thereof hubbing	51	47	98	36	134	40	174	33	33	66	19	85	20	105	-39.7%	-50.0%	5.3%
Other revenue	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Net revenue from external customers	559	543	1'102	490	1'592	549	2'141	508	514	1'022	490	1'512	528	2'040	-4.7%	-3.8%	7.8%
Intersegment revenue	3	3	6	2	8	2	10	2	2	4	2	6	2	8	-20.0%	0.0%	0.0%
Net revenue Fastweb	562	546	1'108	492	1'600	551	2'151	510	516	1'026	492	1'518	530	2'048	-4.8%	-3.8%	7.7%
thereof net revenue excluding hubbing	511	499	1'010	456	1'466	511	1'977	477	483	960	473	1'433	510	1'943	-1.7%	-0.2%	7.8%
Other operating segments revenue																	
Swisscom IT Services	140	134	274	126	400	131	531	138	130	268	119	387	134	521	-1.9%	2.3%	12.6%
Swisscom Participations	78	78	156	81	237	86	323	76	85	161	88	249	97	346	7.1%	12.8%	10.2%
Hospitality Services	18	17	35	18	53	22	75	15	17	32	15	47	22	69	-8.0%	0.0%	46.7%
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Net revenue from external customers	236	229	465	225	690	239	929	229	232	461	222	683	253	936	0.8%	5.9%	14.0%
Intersegment revenue	178	194	372	200	572	207	779	198	193	391	193	584	208	792	1.7%	0.5%	7.8%
Net revenue other operating segments	414	423	837	425	1'262	446	1'708	427	425	852	415	1'267	461	1'728	1.2%	3.4%	11.1%
Group Headquarters revenue																	
Group Headquarters revenue	0	0	0	0	0	1	1	0	0	0	1	1	0	1	0.0%	n.m.	-100.0%
Intersegment revenue	2	1	3	2	5	1	6	0	1	1	(1)	0	1	1	-83.3%	0.0%	n.m.
Net revenue Group Headquarters	2	1	3	2	5	2	7	0	1	1	0	1	1	2	-71.4%	-50.0%	n.m.
Group OPEX																	
Residential Customers	(509)	(525)	(1'034)	(532)	(1'566)	(625)	(2'191)	(507)	(507)	(1'014)	(541)	(1'555)	(694)	(2'249)	2.6%	11.0%	28.3%
Small & Medium-Sized Enterprises	(67)	(67)	(134)	(69)	(203)	(71)	(274)	(69)	(71)	(140)	(72)	(212)	(82)	(294)	7.3%	15.5%	13.9%
Corporate Business	(221)	(221)	(442)	(204)	(646)	(232)	(878)	(217)	(221)	(438)	(211)	(649)	(235)	(884)	0.7%	1.3%	11.4%
Wholesale	(153)	(156)	(309)	(154)	(463)	(143)	(606)	(146)	(150)	(296)	(157)	(453)	(145)	(598)	-1.3%	1.4%	-7.6%
Networks and Support Functions	(339)	(344)	(683)	(332)	(1'015)	(340)	(1'355)	(349)	(345)	(694)	(336)	(1'030)	(409)	(1'439)	6.2%	20.3%	21.7%
Intersegment elimination	156	160	316	163	479	154	633	149	152	301	156	457	158	615	-2.8%	2.6%	1.3%
Swisscom Switzerland	(1'133)	(1'153)	(2'286)	(1'128)	(3'414)	(1'257)	(4'671)	(1'139)	(1'142)	(2'281)	(1'161)	(3'442)	(1'407)	(4'849)	3.8%	11.9%	21.2%
Fastweb	(423)	(394)	(817)	(280)	(1'097)	(431)	(1'528)	(379)	(367)	(746)	(344)	(1'090)	(356)	(1'446)	-5.4%	-17.4%	3.5%
Other operating segments	(345)	(345)	(690)	(337)	(1'027)	(347)	(1'374)	(356)	(350)	(706)	(345)	(1'051)	(400)	(1'451)	5.6%	15.3%	15.9%
Group Headquarters	(27)	(31)	(58)	(32)	(90)	(46)	(136)	(33)	(31)	(64)	(34)	(98)	11	(87)	-36.0%	n.m.	n.m.
Intersegment elimination	192	207	399	211	610	216	826	209	203	412	205	617	213	830	0.5%	-1.4%	3.9%
Group OPEX	(1'736)	(1'716)	(3'452)	(1'566)	(5'018)	(1'865)	(6'883)	(1'698)	(1'687)	(3'385)	(1'679)	(5'064)	(1'939)	(7'003)	1.7%	4.0%	15.5%

P&L Breakdown

	2011							2012							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD 31.12.	YoY Q4	QoQ Q4/Q3
EBITDA																	
Residential Customers (Contribution margin 2)	737	730	1'467	744	2'211	680	2'891	745	740	1'485	728	2'213	651	2'864	-0.9%	-4.3%	-10.6%
Small & Medium-Sized Enterprises (Contribution margin 2)	215	222	437	225	662	218	880	219	222	441	219	660	207	867	-1.5%	-5.0%	-5.5%
Corporate Business (Contribution margin 2)	229	246	475	250	725	246	971	231	237	468	244	712	239	951	-2.1%	-2.8%	-2.0%
Wholesale (Contribution margin 2)	106	93	199	100	299	92	391	95	89	184	93	277	91	368	-5.9%	-1.1%	-2.2%
Networks and Support Functions (Contribution margin 2)	(339)	(344)	(683)	(332)	(1'015)	(340)	(1'355)	(349)	(345)	(694)	(336)	(1'030)	(409)	(1'439)	6.2%	20.3%	21.7%
Intersegment elimination	0	1	1	(1)	0	0	0	(1)	1	0	(1)	(1)	2	1	n.m.	n.m.	n.m.
Swisscom Switzerland (EBITDA)	948	948	1'896	986	2'882	896	3'778	940	944	1'884	947	2'831	781	3'612	-4.4%	-12.8%	-17.5%
Fastweb	139	152	291	212	503	120	623	131	149	280	148	428	174	602	-3.4%	45.0%	17.6%
Other operating segments	69	78	147	88	235	99	334	71	75	146	70	216	61	277	-17.1%	-38.4%	-12.9%
Group Headquarters	(25)	(30)	(55)	(30)	(85)	(44)	(129)	(33)	(30)	(63)	(34)	(97)	12	(85)	-34.1%	n.m.	n.m.
Intersegment elimination	(5)	(4)	(9)	(6)	(15)	(7)	(22)	(5)	(6)	(11)	(4)	(15)	(10)	(25)	13.6%	42.9%	150.0%
Group EBITDA	1'126	1'144	2'270	1'250	3'520	1'064	4'584	1'104	1'132	2'236	1'127	3'363	1'018	4'381	-4.4%	-4.3%	-9.7%
EBITDA/Contribution margin 2 in % of net revenue																	
Residential Customers	59.1%	58.2%	58.7%	58.3%	58.5%	52.1%	56.9%	59.5%	59.3%	59.4%	57.4%	58.7%	48.4%	56.0%			
Small & Medium-Sized Enterprises	76.2%	76.8%	76.5%	76.5%	76.5%	75.4%	76.3%	76.0%	75.8%	75.9%	75.3%	75.7%	71.6%	74.7%			
Corporate Business	50.9%	52.7%	51.8%	55.1%	52.9%	51.5%	52.5%	51.6%	51.7%	51.7%	53.6%	52.3%	50.4%	51.8%			
Wholesale	40.9%	37.3%	39.2%	39.4%	39.2%	39.1%	39.2%	39.4%	37.2%	38.3%	37.2%	37.9%	38.6%	38.1%			
Networks and Support Functions	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	45.6%	45.1%	45.3%	46.6%	45.8%	41.6%	44.7%	45.2%	45.3%	45.2%	44.9%	45.1%	35.7%	42.7%			
Fastweb	24.7%	27.8%	26.3%	43.1%	31.4%	21.8%	29.0%	25.7%	28.9%	27.3%	30.1%	28.2%	32.8%	29.4%			
Other operating segments	16.7%	18.4%	17.6%	20.7%	18.6%	22.2%	19.6%	16.6%	17.6%	17.1%	16.9%	17.0%	13.2%	16.0%			
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.			
Group EBITDA in % of net revenue	39.3%	40.0%	39.7%	44.4%	41.2%	36.3%	40.0%	39.4%	40.2%	39.8%	40.2%	39.9%	34.4%	38.5%			
Depreciation, amortization and impairment																	
Residential Customers	(24)	(23)	(47)	(24)	(71)	(24)	(95)	(24)	(22)	(46)	(22)	(68)	(24)	(92)	-3.2%	0.0%	9.1%
Small & Medium-Sized Enterprises	(1)	(2)	(3)	(1)	(4)	(1)	(5)	(1)	(1)	(2)	(2)	(4)	(1)	(5)	0.0%	0.0%	-50.0%
Corporate Business	(14)	(14)	(28)	(14)	(42)	(15)	(57)	(16)	(17)	(33)	(19)	(52)	(18)	(70)	22.8%	20.0%	-5.3%
Wholesale	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Networks and Support Functions	(214)	(208)	(422)	(205)	(627)	(205)	(832)	(217)	(217)	(434)	(225)	(659)	(226)	(885)	6.4%	10.2%	0.4%
Intersegment elimination	0	0	0	1	1	0	1	1	(1)	0	0	0	(1)	(1)	n.m.	n.m.	n.m.
Swisscom Switzerland	(253)	(247)	(500)	(243)	(743)	(245)	(988)	(257)	(258)	(515)	(268)	(783)	(270)	(1'053)	6.6%	10.2%	0.7%
Fastweb	(183)	(174)	(357)	(178)	(535)	(1'748)	(2'283)	(178)	(177)	(355)	(177)	(532)	(183)	(715)	-68.7%	-89.5%	3.4%
Other operating segments	(42)	(41)	(83)	(44)	(127)	(50)	(177)	(43)	(45)	(88)	(44)	(132)	(45)	(177)	0.0%	-10.0%	2.3%
Group Headquarters	(3)	(3)	(6)	(5)	(11)	(5)	(16)	(4)	(4)	(8)	(4)	(12)	0	(12)	-25.0%	n.m.	-100.0%
Intersegment elimination	3	(1)	2	1	3	3	6	1	2	3	2	5	2	7	16.7%	-33.3%	0.0%
Depreciation, amortization and impairment	(478)	(466)	(944)	(469)	(1'413)	(2'045)	(3'458)	(481)	(482)	(963)	(491)	(1'454)	(496)	(1'950)	-43.6%	-75.7%	1.0%

P&L Breakdown

	2011							2012							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD 31.12.	YoY Q4	QoQ Q4/Q3
Operating income (EBIT)																	
Residential Customers (segment result)	713	707	1'420	720	2'140	656	2'796	721	718	1'439	706	2'145	627	2'772	-0.9%	-4.4%	-11.2%
Small & Medium-Sized Enterprises (segment result)	214	220	434	224	658	217	875	218	221	439	217	656	206	862	-1.5%	-5.1%	-5.1%
Corporate Business (segment result)	215	232	447	236	683	231	914	215	220	435	225	660	221	881	-3.6%	-4.3%	-1.8%
Wholesale (segment result)	106	93	199	100	299	92	391	95	89	184	93	277	91	368	-5.9%	-1.1%	-2.2%
Networks and Support Functions (segment result)	(553)	(552)	(1'105)	(537)	(1'642)	(545)	(2'187)	(566)	(562)	(1'128)	(561)	(1'689)	(635)	(2'324)	6.3%	16.5%	13.2%
Intersegment elimination	0	1	1	0	1	0	1	0	0	0	(1)	(1)	1	0	n.m.	n.m.	n.m.
Swisscom Switzerland (EBIT)	695	701	1'396	743	2'139	651	2'790	683	686	1'369	679	2'048	511	2'559	-8.3%	-21.5%	-24.7%
Fastweb	(44)	(22)	(66)	34	(32)	(1'628)	(1'660)	(47)	(28)	(75)	(29)	(104)	(9)	(113)	-93.2%	-99.4%	-69.0%
Other operating segments	27	37	64	44	108	49	157	28	30	58	26	84	16	100	-36.3%	-67.3%	-38.5%
Group Headquarters	(28)	(33)	(61)	(35)	(96)	(49)	(145)	(37)	(34)	(71)	(38)	(109)	12	(97)	-33.1%	n.m.	n.m.
Intersegment elimination	(2)	(5)	(7)	(5)	(12)	(4)	(16)	(4)	(4)	(8)	(2)	(10)	(8)	(18)	12.5%	100.0%	300.0%
Group EBIT	648	678	1'326	781	2'107	(981)	1'126	623	650	1'273	636	1'909	522	2'431	115.9%	n.m.	-17.9%
EBIT/Segment result in % of net revenue																	
Residential Customers	57.2%	56.3%	56.8%	56.4%	56.7%	50.3%	55.0%	57.6%	57.6%	57.6%	55.6%	56.9%	46.6%	54.2%			
Small & Medium-Sized Enterprises	75.9%	76.1%	76.0%	76.2%	76.1%	75.1%	75.8%	75.7%	75.4%	75.6%	74.6%	75.2%	71.3%	74.2%			
Corporate Business	47.8%	49.7%	48.7%	52.0%	49.8%	48.3%	49.4%	48.0%	48.0%	48.0%	49.5%	48.5%	46.6%	48.0%			
Wholesale	40.9%	37.3%	39.2%	39.4%	39.2%	39.1%	39.2%	39.4%	37.2%	38.3%	37.2%	37.9%	38.6%	38.1%			
Networks and Support Functions	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	33.4%	33.4%	33.4%	35.1%	34.0%	30.2%	33.0%	32.9%	32.9%	32.9%	32.2%	32.6%	23.4%	30.2%			
Fastweb	-7.8%	-4.0%	-6.0%	6.9%	-2.0%	-295.5%	-77.2%	-9.2%	-5.4%	-7.3%	-5.9%	-6.9%	-1.7%	-5.5%			
Other operating segments	6.5%	8.7%	7.6%	10.4%	8.6%	11.0%	9.2%	6.6%	7.1%	6.8%	6.3%	6.6%	3.5%	5.8%			
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.			
Group EBIT in % of net revenue	22.6%	23.7%	23.2%	27.7%	24.7%	-33.5%	9.8%	22.2%	23.1%	22.6%	22.7%	22.7%	17.7%	21.4%			
CAPEX																	
Residential Customers	26	32	58	34	92	54	146	30	36	66	33	99	63	162	11.0%	16.7%	90.9%
Small & Medium-Sized Enterprises	3	2	5	4	9	6	15	3	3	6	4	10	7	17	13.3%	16.7%	75.0%
Corporate Business	23	29	52	36	88	40	128	19	21	40	18	58	30	88	-31.3%	-25.0%	66.7%
Wholesale	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Networks and Support Functions	219	269	488	304	792	319	1'111	285	269	554	623	1'177	408	1'585	42.7%	27.9%	-34.5%
Intersegment elimination	(1)	1	0	0	0	0	0	0	0	0	1	1	(1)	0	n.m.	n.m.	n.m.
Swisscom Switzerland	270	333	603	378	981	419	1'400	337	329	666	679	1'345	507	1'852	32.3%	21.0%	-25.3%
Fastweb	126	123	249	141	390	162	552	135	140	275	118	393	138	531	-3.8%	-14.8%	16.9%
Other operating segments	32	36	68	45	113	56	169	36	49	85	45	130	37	167	-1.2%	-33.9%	-17.8%
Group Headquarters	0	0	0	0	0	1	1	0	0	0	0	0	1	1	0.0%	0.0%	n.m.
Intersegment elimination	(6)	(5)	(11)	(8)	(19)	(8)	(27)	(6)	(3)	(9)	(6)	(15)	(7)	(22)	-18.5%	-12.5%	16.7%
Group CAPEX	422	487	909	556	1'465	630	2'095	502	515	1'017	836	1'853	676	2'529	20.7%	7.3%	-19.1%

P&L Breakdown

	2011							2012							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD 31.12.	YoY Q4	QoQ Q4/Q3
Number of employees (End of period)																	
Residential Customers	4'670		4'734		4'739		4'683	4'582		4'485		4'417		4'371	-6.7%	-6.7%	-1.0%
Small & Medium-Sized Enterprises	738		767		812		824	825		832		832		831	0.8%	0.8%	-0.1%
Corporate Business	2'322		2'351		2'395		2'404	2'406		2'410		2'405		2'393	-0.5%	-0.5%	-0.5%
Wholesale	100		103		108		110	109		107		109		111	0.9%	0.9%	1.8%
Networks and Support Functions	3'984		3'987		4'077		4'075	4'044		4'046		4'087		4'121	1.1%	1.1%	0.8%
Swisscom Switzerland	11'814		11'942		12'131		12'096	11'966		11'880		11'850		11'827	-2.2%	-2.2%	-0.2%
Fastweb	3'103		3'101		3'106		3'081	3'064		3'032		2'911		2'893	-6.1%	-6.1%	-0.6%
Other operating segments	4'394		4'431		4'428		4'515	4'537		4'546		4'492		4'454	-1.4%	-1.4%	-0.8%
Group Headquarters	353		355		367		369	347		347		342		340	-7.9%	-7.9%	-0.6%
Group Number of employees (End of period)	19'664		19'829		20'032		20'061	19'914		19'805		19'595		19'514	-2.7%	-2.7%	-0.4%

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.

OPEX Breakdown

	2011							2012							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD 31.12.	YoY Q4	QoQ Q4/Q3
OPEX Swisscom Switzerland																	
Goods and services purchased	(354)	(346)	(700)	(357)	(1'057)	(432)	(1'489)	(339)	(341)	(680)	(374)	(1'054)	(499)	(1'553)	4.3%	15.5%	33.4%
Personnel expenses	(392)	(398)	(790)	(370)	(1'160)	(388)	(1'548)	(418)	(413)	(831)	(374)	(1'205)	(447)	(1'652)	6.7%	15.2%	19.5%
Other operating expenses	(266)	(282)	(548)	(281)	(829)	(311)	(1'140)	(258)	(264)	(522)	(287)	(809)	(329)	(1'138)	-0.2%	5.8%	14.6%
Intersegment expenses	(157)	(162)	(319)	(166)	(485)	(167)	(652)	(167)	(166)	(333)	(166)	(499)	(175)	(674)	3.4%	4.8%	5.4%
./. Capitalized costs and other income	36	35	71	46	117	41	158	43	42	85	40	125	43	168	6.3%	4.9%	7.5%
Total OPEX Swisscom Switzerland	(1'133)	(1'153)	(2'286)	(1'128)	(3'414)	(1'257)	(4'671)	(1'139)	(1'142)	(2'281)	(1'161)	(3'442)	(1'407)	(4'849)	3.8%	11.9%	21.2%
OPEX Fastweb																	
Goods and services purchased	(212)	(197)	(409)	(159)	(568)	(196)	(764)	(176)	(188)	(364)	(161)	(525)	(167)	(692)	-9.4%	-14.8%	3.7%
Personnel expenses	(64)	(63)	(127)	(55)	(182)	(80)	(262)	(62)	(56)	(118)	(53)	(171)	(60)	(231)	-11.8%	-25.0%	13.2%
Other operating expenses	(162)	(155)	(317)	(144)	(461)	(186)	(647)	(163)	(138)	(301)	(147)	(448)	(167)	(615)	-4.9%	-10.2%	13.6%
Intersegment expenses	0	(1)	(1)	0	(1)	0	(1)	0	(1)	(1)	0	(1)	(1)	(2)	100.0%	n.m.	n.m.
./. Capitalized costs and other income	15	22	37	78	115	31	146	22	16	38	17	55	39	94	-35.6%	25.8%	129.4%
Total OPEX Fastweb	(423)	(394)	(817)	(280)	(1'097)	(431)	(1'528)	(379)	(367)	(746)	(344)	(1'090)	(356)	(1'446)	-5.4%	-17.4%	3.5%
OPEX Other operating segments																	
Goods and services purchased	(33)	(35)	(68)	(36)	(104)	(44)	(148)	(40)	(37)	(77)	(31)	(108)	(46)	(154)	4.1%	4.5%	48.4%
Personnel expenses	(161)	(155)	(316)	(145)	(461)	(159)	(620)	(169)	(165)	(334)	(155)	(489)	(173)	(662)	6.8%	8.8%	11.6%
Other operating expenses	(148)	(149)	(297)	(155)	(452)	(159)	(611)	(151)	(149)	(300)	(158)	(458)	(189)	(647)	5.9%	18.9%	19.6%
Intersegment expenses	(14)	(14)	(28)	(13)	(41)	(13)	(54)	(11)	(12)	(23)	(10)	(33)	(11)	(44)	-18.5%	-15.4%	10.0%
./. Capitalized costs and other income	11	8	19	12	31	28	59	15	13	28	9	37	19	56	-5.1%	-32.1%	111.1%
Total OPEX Other operating segments	(345)	(345)	(690)	(337)	(1'027)	(347)	(1'374)	(356)	(350)	(706)	(345)	(1'051)	(400)	(1'451)	5.6%	15.3%	15.9%
OPEX Group Headquarters																	
Goods and services purchased	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Personnel expenses	(22)	(22)	(44)	(22)	(66)	(27)	(93)	(23)	(22)	(45)	(21)	(66)	22	(44)	-52.7%	n.m.	n.m.
Other operating expenses	(16)	(19)	(35)	(17)	(52)	(33)	(85)	(16)	(18)	(34)	(20)	(54)	(28)	(82)	-3.5%	-15.2%	40.0%
Intersegment expenses	(9)	(10)	(19)	(10)	(29)	(9)	(38)	(11)	(11)	(22)	(11)	(33)	(11)	(44)	15.8%	22.2%	0.0%
./. Capitalized costs and other income	20	20	40	17	57	23	80	17	20	37	18	55	28	83	3.8%	21.7%	55.6%
Total OPEX Group Headquarters	(27)	(31)	(58)	(32)	(90)	(46)	(136)	(33)	(31)	(64)	(34)	(98)	11	(87)	-36.0%	n.m.	n.m.

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

	2011							2012							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD 31.12.	YoY Q4	QoQ Q4/Q3
Residential Customers																	
Net revenue (incl. intersegment revenue)	1'246	1'255	2'501	1'276	3'777	1'305	5'082	1'252	1'247	2'499	1'269	3'768	1'345	5'113	0.6%	3.1%	6.0%
Outpayments	(47)	(51)	(98)	(56)	(154)	(47)	(201)	(44)	(48)	(92)	(55)	(147)	(50)	(197)	-2.0%	6.4%	-9.1%
Subscriber acquisition and retention costs (1)	(94)	(94)	(188)	(98)	(286)	(127)	(413)	(85)	(87)	(172)	(108)	(280)	(128)	(408)	-1.2%	0.8%	18.5%
Other costs of goods and services purchased	(146)	(141)	(287)	(151)	(438)	(211)	(649)	(154)	(143)	(297)	(152)	(449)	(259)	(708)	9.1%	22.7%	70.4%
Direct costs (incl. intersegment direct costs)	(287)	(286)	(573)	(305)	(878)	(385)	(1'263)	(283)	(278)	(561)	(315)	(876)	(437)	(1'313)	4.0%	13.5%	38.7%
Contribution margin 1	959	969	1'928	971	2'899	920	3'819	969	969	1'938	954	2'892	908	3'800	-0.5%	-1.3%	-4.8%
Contribution margin 1 in % of net revenue	77.0%	77.2%	77.1%	76.1%	76.8%	70.5%	75.1%	77.4%	77.7%	77.6%	75.2%	76.8%	67.5%	74.3%			
Personnel expenses	(122)	(126)	(248)	(121)	(369)	(123)	(492)	(127)	(128)	(255)	(117)	(372)	(120)	(492)	0.0%	-2.4%	2.6%
Other operating expenses (2)	(106)	(119)	(225)	(113)	(338)	(124)	(462)	(105)	(110)	(215)	(116)	(331)	(144)	(475)	2.8%	16.1%	24.1%
Indirect costs (incl. intersegment indirect costs)	(228)	(245)	(473)	(234)	(707)	(247)	(954)	(232)	(238)	(470)	(233)	(703)	(264)	(967)	1.4%	6.9%	13.3%
./. Capitalized costs and other income	6	6	12	7	19	7	26	8	9	17	7	24	7	31	19.2%	0.0%	0.0%
Contribution margin 2	737	730	1'467	744	2'211	680	2'891	745	740	1'485	728	2'213	651	2'864	-0.9%	-4.3%	-10.6%
Contribution margin 2 in % of net revenue	59.1%	58.2%	58.7%	58.3%	58.5%	52.1%	56.9%	59.5%	59.3%	59.4%	57.4%	58.7%	48.4%	56.0%			
CAPEX	26	32	58	34	92	54	146	30	36	66	33	99	63	162	11.0%	16.7%	90.9%
Number of employees (FTE)	4'670		4'734		4'739		4'683	4'582		4'485		4'417		4'371	-6.7%	-6.7%	-1.0%
Small & Medium-Sized Enterprises																	
Net revenue (incl. intersegment revenue)	282	289	571	294	865	289	1'154	288	293	581	291	872	289	1'161	0.6%	0.0%	-0.7%
Outpayments	(17)	(16)	(33)	(18)	(51)	(15)	(66)	(15)	(16)	(31)	(17)	(48)	(16)	(64)	-3.0%	6.7%	-5.9%
Subscriber acquisition and retention costs (1)	(14)	(14)	(28)	(14)	(42)	(16)	(58)	(13)	(12)	(25)	(14)	(39)	(19)	(58)	0.0%	18.8%	35.7%
Other costs of goods and services purchased	(5)	(6)	(11)	(5)	(16)	(7)	(23)	(6)	(6)	(12)	(6)	(18)	(6)	(24)	4.3%	-14.3%	0.0%
Direct costs (incl. intersegment direct costs)	(36)	(36)	(72)	(37)	(109)	(38)	(147)	(34)	(34)	(68)	(37)	(105)	(41)	(146)	-0.7%	7.9%	10.8%
Contribution margin 1	246	253	499	257	756	251	1'007	254	259	513	254	767	248	1'015	0.8%	-1.2%	-2.4%
Contribution margin 1 in % of net revenue	87.2%	87.5%	87.4%	87.4%	87.4%	86.9%	87.3%	88.2%	88.4%	88.3%	87.3%	88.0%	85.8%	87.4%			
Personnel expenses	(21)	(22)	(43)	(22)	(65)	(22)	(87)	(25)	(25)	(50)	(24)	(74)	(24)	(98)	12.6%	9.1%	0.0%
Other operating expenses (2)	(16)	(14)	(30)	(16)	(46)	(19)	(65)	(15)	(18)	(33)	(16)	(49)	(23)	(72)	10.8%	21.1%	43.8%
Indirect costs (incl. intersegment indirect costs)	(37)	(36)	(73)	(38)	(111)	(41)	(152)	(40)	(43)	(83)	(40)	(123)	(47)	(170)	11.8%	14.6%	17.5%
./. Capitalized costs and other income	6	5	11	6	17	8	25	5	6	11	5	16	6	22	-12.0%	-25.0%	20.0%
Contribution margin 2	215	222	437	225	662	218	880	219	222	441	219	660	207	867	-1.5%	-5.0%	-5.5%
Contribution margin 2 in % of net revenue	76.2%	76.8%	76.5%	76.5%	76.5%	75.4%	76.3%	76.0%	75.8%	75.9%	75.3%	75.7%	71.6%	74.7%			
CAPEX	3	2	5	4	9	6	15	3	3	6	4	10	7	17	13.3%	16.7%	75.0%
Number of employees (FTE)	738		767		812		824	825		832		832		831	0.8%	0.8%	-0.1%

SCS Breakdown

	2011							2012							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD 31.12.	YoY Q4	QoQ Q4/Q3
Corporate Business																	
Net revenue (incl. intersegment revenue)	450	467	917	454	1'371	478	1'849	448	458	906	455	1'361	474	1'835	-0.8%	-0.8%	4.2%
Outpayments	(45)	(43)	(88)	(42)	(130)	(41)	(171)	(40)	(42)	(82)	(40)	(122)	(40)	(162)	-5.3%	-2.4%	0.0%
Subscriber acquisition and retention costs (1)	(14)	(12)	(26)	(12)	(38)	(14)	(52)	(12)	(10)	(22)	(9)	(31)	(11)	(42)	-19.2%	-21.4%	22.2%
Other costs of goods and services purchased	(49)	(48)	(97)	(46)	(143)	(56)	(199)	(45)	(49)	(94)	(49)	(143)	(58)	(201)	1.0%	3.6%	18.4%
Direct costs (incl. intersegment direct costs)	(108)	(103)	(211)	(100)	(311)	(111)	(422)	(97)	(101)	(198)	(98)	(296)	(109)	(405)	-4.0%	-1.8%	11.2%
Contribution margin 1	342	364	706	354	1'060	367	1'427	351	357	708	357	1'065	365	1'430	0.2%	-0.5%	2.2%
Contribution margin 1 in % of net revenue	76.0%	77.9%	77.0%	78.0%	77.3%	76.8%	77.2%	78.3%	77.9%	78.1%	78.5%	78.3%	77.0%	77.9%			
Personnel expenses	(89)	(90)	(179)	(83)	(262)	(88)	(350)	(95)	(96)	(191)	(87)	(278)	(92)	(370)	5.7%	4.5%	5.7%
Other operating expenses (2)	(29)	(32)	(61)	(30)	(91)	(37)	(128)	(30)	(30)	(60)	(31)	(91)	(40)	(131)	2.3%	8.1%	29.0%
Indirect costs (incl. intersegment indirect costs)	(118)	(122)	(240)	(113)	(353)	(125)	(478)	(125)	(126)	(251)	(118)	(369)	(132)	(501)	4.8%	5.6%	11.9%
./. Capitalized costs and other income	5	4	9	9	18	4	22	5	6	11	5	16	6	22	0.0%	50.0%	20.0%
Contribution margin 2	229	246	475	250	725	246	971	231	237	468	244	712	239	951	-2.1%	-2.8%	-2.0%
Contribution margin 2 in % of net revenue	50.9%	52.7%	51.8%	55.1%	52.9%	51.5%	52.5%	51.6%	51.7%	51.7%	53.6%	52.3%	50.4%	51.8%			
CAPEX	23	29	52	36	88	40	128	19	21	40	18	58	30	88	-31.3%	-25.0%	66.7%
Number of employees (FTE)	2'322		2'351		2'395		2'404	2'406		2'410		2'405		2'393	-0.5%	-0.5%	-0.5%
Wholesale																	
Net revenue (incl. intersegment revenue)	259	249	508	254	762	235	997	241	239	480	250	730	236	966	-3.1%	0.4%	-5.6%
Outpayments	(148)	(151)	(299)	(152)	(451)	(136)	(587)	(140)	(146)	(286)	(151)	(437)	(144)	(581)	-1.0%	5.9%	-4.6%
Subscriber acquisition and retention costs (1)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Other costs of goods and services purchased	(1)	1	0	(1)	(1)	(1)	(2)	(1)	0	(1)	1	0	0	0	n.m.	n.m.	-100.0%
Direct costs (incl. intersegment direct costs)	(149)	(150)	(299)	(153)	(452)	(137)	(589)	(141)	(146)	(287)	(150)	(437)	(144)	(581)	-1.4%	5.1%	-4.0%
Contribution margin 1	110	99	209	101	310	98	408	100	93	193	100	293	92	385	-5.6%	-6.1%	-8.0%
Contribution margin 1 in % of net revenue	42.5%	39.8%	41.1%	39.8%	40.7%	41.7%	40.9%	41.5%	38.9%	40.2%	40.0%	40.1%	39.0%	39.9%			
Personnel expenses	(4)	(4)	(8)	(4)	(12)	(4)	(16)	(4)	(5)	(9)	(4)	(13)	(4)	(17)	6.3%	0.0%	0.0%
Other operating expenses (2)	0	(2)	(2)	2	0	(2)	(2)	(1)	0	(1)	(3)	(4)	3	(1)	-50.0%	n.m.	n.m.
Indirect costs (incl. intersegment indirect costs)	(4)	(6)	(10)	(2)	(12)	(6)	(18)	(5)	(5)	(10)	(7)	(17)	(1)	(18)	0.0%	-83.3%	-85.7%
./. Capitalized costs and other income	0	0	0	1	1	0	1	0	1	1	0	1	0	1	0.0%	n.m.	n.m.
Contribution margin 2	106	93	199	100	299	92	391	95	89	184	93	277	91	368	-5.9%	-1.1%	-2.2%
Contribution margin 2 in % of net revenue	40.9%	37.3%	39.2%	39.4%	39.2%	39.1%	39.2%	39.4%	37.2%	38.3%	37.2%	37.9%	38.6%	38.1%			
CAPEX	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Number of employees (FTE)	100		103		108		110	109		107		109		111	0.9%	0.9%	1.8%

SCS Breakdown

	2011							2012							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD 31.12.	YoY Q4	QoQ Q4/Q3
Networks and Support Functions																	
Net revenue (incl. intersegment revenue)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Direct costs (incl. intersegment direct costs)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Contribution margin 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	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.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.			
Personnel expenses	(162)	(161)	(323)	(148)	(471)	(156)	(627)	(174)	(166)	(340)	(149)	(489)	(210)	(699)	11.5%	34.6%	40.9%
Rent	(44)	(44)	(88)	(44)	(132)	(45)	(177)	(47)	(45)	(92)	(45)	(137)	(46)	(183)	3.4%	2.2%	2.2%
Maintenance	(36)	(41)	(77)	(45)	(122)	(48)	(170)	(40)	(46)	(86)	(46)	(132)	(52)	(184)	8.2%	8.3%	13.0%
IT expenses	(67)	(68)	(135)	(69)	(204)	(71)	(275)	(70)	(74)	(144)	(72)	(216)	(77)	(293)	6.5%	8.5%	6.9%
Other expenses	(67)	(66)	(133)	(67)	(200)	(62)	(262)	(60)	(53)	(113)	(63)	(176)	(66)	(242)	-7.6%	6.5%	4.8%
Other operating expenses	(214)	(219)	(433)	(225)	(658)	(226)	(884)	(217)	(218)	(435)	(226)	(661)	(241)	(902)	2.0%	6.6%	6.6%
Indirect costs (incl. intersegment indirect costs)	(376)	(380)	(756)	(373)	(1'129)	(382)	(1'511)	(391)	(384)	(775)	(375)	(1'150)	(451)	(1'601)	6.0%	18.1%	20.3%
./. Capitalized costs and other income	37	36	73	41	114	42	156	42	39	81	39	120	42	162	3.8%	0.0%	7.7%
Contribution margin 2	(339)	(344)	(683)	(332)	(1'015)	(340)	(1'355)	(349)	(345)	(694)	(336)	(1'030)	(409)	(1'439)	6.2%	20.3%	21.7%
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.			
CAPEX	219	269	488	304	792	319	1'111	285	269	554	623	1'177	408	1'585	42.7%	27.9%	-34.5%
Number of employees (FTE)	3'984		3'987		4'077		4'075	4'044		4'046		4'087		4'121	1.1%	1.1%	0.8%
Swisscom Switzerland																	
Net revenue (incl. intersegment revenue)	2'081	2'101	4'182	2'114	6'296	2'153	8'449	2'079	2'086	4'165	2'108	6'273	2'188	8'461	0.1%	1.6%	3.8%
Outpayments	(119)	(117)	(236)	(120)	(356)	(103)	(459)	(108)	(114)	(222)	(121)	(343)	(114)	(457)	-0.4%	10.7%	-5.8%
Subscriber acquisition and retention costs (1)	(113)	(111)	(224)	(117)	(341)	(147)	(488)	(102)	(101)	(203)	(123)	(326)	(148)	(474)	-2.9%	0.7%	20.3%
Other costs of goods and services purchased	(188)	(185)	(373)	(189)	(562)	(263)	(825)	(192)	(189)	(381)	(197)	(578)	(311)	(889)	7.8%	18.3%	57.9%
Direct costs (incl. intercompany direct costs)	(420)	(413)	(833)	(426)	(1'259)	(513)	(1'772)	(402)	(404)	(806)	(441)	(1'247)	(573)	(1'820)	2.7%	11.7%	29.9%
Contribution margin 1	1'661	1'688	3'349	1'688	5'037	1'640	6'677	1'677	1'682	3'359	1'667	5'026	1'615	6'641	-0.5%	-1.5%	-3.1%
Contribution margin 1 in % of net revenue	79.8%	80.3%	80.1%	79.8%	80.0%	76.2%	79.0%	80.7%	80.6%	80.6%	79.1%	80.1%	73.8%	78.5%			
Personnel expenses	(398)	(404)	(802)	(376)	(1'178)	(394)	(1'572)	(425)	(419)	(844)	(381)	(1'225)	(452)	(1'677)	6.7%	14.7%	18.6%
Other operating expenses (2)	(351)	(371)	(722)	(372)	(1'094)	(391)	(1'485)	(355)	(361)	(716)	(379)	(1'095)	(425)	(1'520)	2.4%	8.7%	12.1%
Indirect costs (incl. intersegment indirect costs)	(749)	(775)	(1'524)	(748)	(2'272)	(785)	(3'057)	(780)	(780)	(1'560)	(760)	(2'320)	(877)	(3'197)	4.6%	11.7%	15.4%
./. Capitalized costs and other income	36	35	71	46	117	41	158	43	42	85	40	125	43	168	6.3%	4.9%	7.5%
Contribution margin 2	948	948	1'896	986	2'882	896	3'778	940	944	1'884	947	2'831	781	3'612	-4.4%	-12.8%	-17.5%
Contribution margin 2 in % of net revenue	45.6%	45.1%	45.3%	46.6%	45.8%	41.6%	44.7%	45.2%	45.3%	45.2%	44.9%	45.1%	35.7%	42.7%			
CAPEX	270	333	603	378	981	419	1'400	337	329	666	679	1'345	507	1'852	32.3%	21.0%	-25.3%
Number of employees (FTE)	11'814		11'942		12'131		12'096	11'966		11'880		11'850		11'827	-2.2%	-2.2%	-0.2%

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

(2) Other operating expenses excluding dealer commissions

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.

Operating Free Cash Flow

	2011							2012							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD 31.12.	YoY Q4	QoQ Q4/Q3
Operating income (EBITDA)	1'126	1'144	2'270	1'250	3'520	1'064	4'584	1'104	1'132	2'236	1'127	3'363	1'018	4'381	-4.4%	-4.3%	-9.7%
Changes in operating assets and liabilities and other payments or receipts from operating activities	(248)	(104)	(352)	(175)	(527)	76	(451)	(124)	(109)	(233)	(15)	(248)	267	19	n.m.	251.3%	n.m.
Capital expenditure	(422)	(487)	(909)	(556)	(1'465)	(630)	(2'095)	(502)	(515)	(1'017)	(836)	(1'853)	(676)	(2'529)	20.7%	7.3%	-19.1%
Proceeds from sale of assets	7	2	9	3	12	25	37	5	2	7	3	10	15	25	-32.4%	-40.0%	400.0%
Operating free cash flow before minority interests	463	555	1'018	522	1'540	535	2'075	483	510	993	279	1'272	624	1'896	-8.6%	16.6%	123.7%
Dividends paid to minority interests	0	(7)	(7)	0	(7)	0	(7)	0	(14)	(14)	0	(14)	0	(14)	100.0%	n.m.	n.m.
Operating free cash flow	463	548	1'011	522	1'533	535	2'068	483	496	979	279	1'258	624	1'882	-9.0%	16.6%	123.7%

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.

Operational Data

	2011							2012							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD 31.12	YoY Q4	QoQ Q4/Q3
Operational data Swisscom Switzerland																	
Product view (in thousands)																	
Wireless customers in single products	5'777		5'826		5'856		5'895	5'900		5'885		5'882		5'901	0.1%	0.1%	0.3%
Wireless customers in bundles	84		87		124		154	182		229		271		316	105.2%	105.2%	16.6%
Wireless customers	5'861		5'913		5'980		6'049	6'082		6'114		6'153		6'217	2.8%	2.8%	1.0%
Wireline voice access lines in single products	2'822		2'744		2'672		2'604	2'536		2'465		2'407		2'350	-9.8%	-9.8%	-2.4%
Wireline voice access lines in bundles	380		425		471		516	557		593		627		663	28.5%	28.5%	5.7%
Wireline voice access lines	3'202		3'169		3'143		3'120	3'093		3'058		3'034		3'013	-3.4%	-3.4%	-0.7%
Broadband lines in single products	1'141		1'106		1'072		1'047	1'023		995		969		939	-10.3%	-10.3%	-3.1%
Broadband lines in bundles	464		512		563		614	659		699		739		788	28.3%	28.3%	6.6%
Broadband lines	1'605		1'618		1'635		1'661	1'682		1'694		1'708		1'727	4.0%	4.0%	1.1%
TV customers in single products	214		216		214		225	236		245		248		270	20.0%	20.0%	8.9%
TV customers in bundles	255		296		342		383	419		449		480		521	36.0%	36.0%	8.5%
TV customers	469		512		556		608	655		694		728		791	30.1%	30.1%	8.7%
Total number of underlying products	11'137		11'212		11'314		11'438	11'512		11'560		11'623		11'748	2.7%	2.7%	1.1%
Bundle products																	
Bundle subscription (in thousands)																	
2Play bundle subscription	209		216		221		231	240		237		239		248	7.4%	7.4%	3.8%
3Play bundle subscription	255		296		309		330	347		374		387		403	22.1%	22.1%	4.1%
4Play bundle subscription	0		0		33		53	72		88		113		137	158.5%	158.5%	21.2%
Total bundle subscriptions	464		512		563		614	659		699		739		788	28.3%	28.3%	6.6%
Bundle ARPU (in CHF)																	
Blended ARPU 2Play bundle	117	119	118	112	116	106	113	107	112	110	121	113	114	114	0.9%	7.5%	-5.8%
Blended ARPU 3Play bundle	131	131	131	133	132	135	133	131	128	130	134	131	138	133	0.0%	2.2%	3.0%
Blended ARPU 4Play bundle	0	0	0	268	268	261	263	235	221	227	245	234	228	232	-11.8%	-12.6%	-6.9%
Wireless Retail																	
Wireless customers (in thousands)																	
Wireless customers prepaid	2'222		2'230		2'244		2'249	2'243		2'231		2'210		2'199	-2.2%	-2.2%	-0.5%
Wireless customers postpaid	3'555		3'596		3'612		3'646	3'657		3'654		3'672		3'702	1.5%	1.5%	0.8%
Wireless customers in single products	5'777		5'826		5'856		5'895	5'900		5'885		5'882		5'901	0.1%	0.1%	0.3%
Wireless customers in bundles	84		87		124		154	182		229		271		316	105.2%	105.2%	16.6%
Wireless customers	5'861		5'913		5'980		6'049	6'082		6'114		6'153		6'217	2.8%	2.8%	1.0%

Operational Data

	2011							2012							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YTD 31.12	YoY Q4	QoQ Q4/Q3
Wireless ARPU (in CHF)																	
ARPU MO Postpaid	65	68	67	70	68	65	67	62	64	63	64	63	59	62	-7.5%	-9.2%	-7.8%
ARPU MO Prepaid	10	11	10	11	11	10	10	10	10	10	8	9	9	9	-10.0%	-10.0%	12.5%
Blended wireless ARPU MO single subscriptions	44	46	45	47	46	44	45	42	43	43	43	43	40	42	-6.7%	-9.1%	-7.0%
thereof ARPU Base Fee	15	15	15	15	15	15	15	16	16	16	17	17	18	17	13.3%	20.0%	5.9%
thereof ARPU Voice	19	20	19	20	20	18	19	16	17	17	16	16	13	15	-21.1%	-27.8%	-18.8%
thereof ARPU Non-Voice	10	11	11	12	11	11	11	10	10	10	10	10	9	10	-9.1%	-18.2%	-10.0%
Blended wireless ARPU single subscriptions	46	48	47	49	48	46	47	44	45	45	45	45	42	44	-6.4%	-8.7%	-6.7%
thereof ARPU MT	2	2	2	2	2	2	2	2	2	2	2	2	2	2	0.0%	0.0%	0.0%
Wireless cancellation rate (annualised, in %)																	
Average quarterly wireless cancellation rate		11.1%		12.4%		12.9%			12.0%		12.7%		13.0%				
Wireless cancellation rate cumulated	12.7%		11.9%		12.1%		12.3%	11.9%		12.0%		12.1%		12.0%			
Wireless traffic minutes (in million)																	
Voice domestic	1'616	1'609	3'225	1'565	4'790	1'617	6'407	1'601	1'569	3'170	1'537	4'707	1'625	6'332	-1.2%	0.5%	5.7%
Outbound roaming	53	66	119	77	196	60	256	53	64	117	75	192	58	250	-2.3%	-3.3%	-22.7%
Connectivity voice domestic & outbound (1)	1'669	1'675	3'344	1'642	4'986	1'677	6'663	1'654	1'633	3'287	1'612	4'899	1'683	6'582	-1.2%	0.4%	4.4%
Wireless SMS (in million)																	
Data SMS	724	730	1'454	747	2'201	739	2'940	691	694	1'385	694	2'079	677	2'756	-6.3%	-8.4%	-2.4%
Wireline Retail																	
Voice access lines (in thousands)																	
Wireline Voice access lines in single products	2'822		2'744		2'672		2'604	2'536		2'465		2'407		2'350	-9.8%	-9.8%	-2.4%
Wireline Voice access lines in bundle products	380		425		471		516	557		593		627		663	28.5%	28.5%	5.7%
Voice access lines	3'202		3'169		3'143		3'120	3'093		3'058		3'034		3'013	-3.4%	-3.4%	-0.7%
ARPL Voice (in CHF)																	
ARPL wireline voice (single subscription)	53	52	53	52	52	52	52	53	53	53	52	53	53	53	1.9%	1.9%	1.9%
Broadband lines (in thousands)																	
Broadband lines in single products	1'141		1'106		1'072		1'047	1'023		995		969		939	-10.3%	-10.3%	-3.1%
Broadband lines in bundle products	464		512		563		614	659		699		739		788	28.3%	28.3%	6.6%
Broadband lines	1'605		1'618		1'635		1'661	1'682		1'694		1'708		1'727	4.0%	4.0%	1.1%
ARPL Broadband (in CHF)																	
ARPL broadband (single subscription)	39	38	39	38	38	38	38	38	38	38	38	38	37	38	0.0%	-2.6%	-2.6%
TV customers (in thousands)																	
TV customers in single products	214		216		214		225	236		245		248		270	20.0%	20.0%	8.9%
TV customers in bundle products	255		296		342		383	419		449		480		521	36.0%	36.0%	8.5%
TV customers	469		512		556		608	655		694		728		791	30.1%	30.1%	8.7%

Operational Data

	2011							2012							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD 31.12	YoY Q4	QoQ Q4/Q3
ARPU TV (in CHF)																	
ARPU TV access fee (single subscription)	17	20	18	19	19	20	19	21	19	20	20	20	19	20	5.3%	-5.0%	-5.0%
Wireline retail traffic minutes (in million)																	
Traffic national	1'955	1'789	3'744	1'738	5'482	1'851	7'333	1'888	1'738	3'626	1'611	5'237	1'718	6'955	-5.2%	-7.2%	6.6%
Traffic international	288	272	560	265	825	267	1'092	270	251	521	236	757	243	1'000	-8.4%	-9.0%	3.0%
Total wireline retail traffic	2'243	2'061	4'304	2'003	6'307	2'118	8'425	2'158	1'989	4'147	1'847	5'994	1'961	7'955	-5.6%	-7.4%	6.2%
Wholesale																	
Wireless wholesale traffic minutes (in million)																	
Inbound roaming wireless traffic	53	46	99	48	147	44	191	52	43	95	46	141	42	183	-4.2%	-4.5%	-8.7%
Wholesale lines (in thousands)																	
Full access lines	270		285		297		306	312		317		310		300	-2.0%	-2.0%	-3.2%
Wholesale broadband lines	214		202		192		181	179		176		181		186	2.8%	2.8%	2.8%
Operational data Residential Customers																	
Product view (in thousands)																	
Wireless customers in single products	4'439		4'450		4'442		4'440	4'412		4'385		4'358		4'350	-2.0%	-2.0%	-0.2%
Wireless customers in bundles	81		84		121		150	178		201		236		273	82.0%	82.0%	15.7%
Wireless customers	4'520		4'534		4'563		4'590	4'590		4'586		4'594		4'623	0.7%	0.7%	0.6%
Wireline voice access lines in single products	2'086		2'014		1'943		1'883	1'819		1'757		1'704		1'646	-12.6%	-12.6%	-3.4%
Wireline voice access lines in bundles	358		398		440		478	513		542		570		599	25.3%	25.3%	5.1%
Wireline voice access lines	2'444		2'412		2'383		2'361	2'332		2'299		2'274		2'245	-4.9%	-4.9%	-1.3%
Broadband lines in single products	974		939		903		879	855		829		806		777	-11.6%	-11.6%	-3.6%
Broadband lines in bundles	439		482		529		573	612		644		678		720	25.7%	25.7%	6.2%
Broadband lines	1'413		1'421		1'432		1'452	1'467		1'473		1'484		1'497	3.1%	3.1%	0.9%
TV customers in single products	205		208		205		215	226		234		237		258	20.0%	20.0%	8.9%
TV customers in bundles	250		289		334		374	409		438		468		508	35.8%	35.8%	8.5%
TV customers	455		497		539		589	635		672		705		766	30.1%	30.1%	8.7%
Total number of underlying products	8'832		8'864		8'917		8'992	9'024		9'030		9'057		9'131	1.5%	1.5%	0.8%
Bundle products																	
Bundle subscription (in thousands)																	
2Play bundle subscription	189		193		195		199	203		205		209		217	9.0%	9.0%	3.8%
3Play bundle subscription	250		289		301		322	338		352		358		368	14.3%	14.3%	2.8%
4Play bundle subscription	0		0		33		52	71		87		111		135	159.6%	159.6%	21.6%
Total bundle subscriptions	439		482		529		573	612		644		678		720	25.7%	25.7%	6.2%

Operational Data

	2011							2012							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD 31.12	YoY Q4	QoQ Q4/Q3
Bundle ARPU (in CHF)																	
Blended ARPU 2Play bundle	113	115	114	106	111	101	109	102	106	104	117	108	114	110	0.9%	12.9%	-2.6%
Blended ARPU 3Play bundle	130	131	131	132	131	135	132	130	128	129	128	129	127	128	-3.0%	-5.9%	-0.8%
Blended ARPU 4Play bundle	0	0	0	268	268	261	263	233	220	226	240	232	231	231	-12.2%	-11.5%	-3.8%
Wireless Retail																	
Wireless customers (in thousands)																	
Wireless customers prepaid	2'222		2'230		2'244		2'249	2'243		2'231		2'210		2'199	-2.2%	-2.2%	-0.5%
Wireless customers postpaid	2'217		2'220		2'198		2'191	2'169		2'154		2'148		2'151	-1.8%	-1.8%	0.1%
Wireless customers in single products	4'439		4'450		4'442		4'440	4'412		4'385		4'358		4'350	-2.0%	-2.0%	-0.2%
Wireless customers in bundles	81		84		121		150	178		201		236		273	82.0%	82.0%	15.7%
Wireless customers	4'520		4'534		4'563		4'590	4'590		4'586		4'594		4'623	0.7%	0.7%	0.6%
Wireless ARPU (in CHF)																	
ARPU MO Postpaid	64	67	66	70	67	65	67	63	64	63	64	64	60	63	-6.0%	-7.7%	-6.3%
ARPU MO Prepaid	10	11	10	11	11	10	10	9	9	9	9	9	9	9	-10.0%	-10.0%	0.0%
Blended wireless ARPU MO single subscriptions	37	39	38	40	39	37	38	36	36	36	36	36	34	35	-7.9%	-8.1%	-5.6%
Wireless traffic minutes (in million)																	
Voice domestic	1'093	1'078	2'171	1'036	3'207	1'070	4'277	1'045	1'013	2'058	1'002	3'060	1'087	4'147	-3.0%	1.6%	8.5%
Outbound roaming	16	22	38	30	68	19	87	15	21	36	30	66	17	83	-4.6%	-10.5%	-43.3%
Connectivity voice domestic & outgoing (1)	1'109	1'100	2'209	1'066	3'275	1'089	4'364	1'060	1'034	2'094	1'032	3'126	1'104	4'230	-3.1%	1.4%	7.0%
Wireless SMS (in million)																	
Data SMS	625	627	1'252	639	1'891	632	2'523	589	592	1'181	590	1'771	582	2'353	-6.7%	-7.9%	-1.4%
Wireline Retail																	
Voice access lines (in thousands)																	
Wireline Voice access lines in single products	2'086		2'014		1'943		1'883	1'819		1'757		1'704		1'646	-12.6%	-12.6%	-3.4%
Wireline Voice access lines in bundle products	358		398		440		478	513		542		570		599	25.3%	25.3%	5.1%
Voice access lines	2'444		2'412		2'383		2'361	2'332		2'299		2'274		2'245	-4.9%	-4.9%	-1.3%
ARPL Voice (in CHF)																	
ARPL wireline voice (single subscription)	42	42	42	41	42	42	42	42	41	42	41	42	42	42	0.0%	0.0%	2.4%
Broadband lines (in thousands)																	
Broadband lines in single products	974		939		903		879	855		829		806		777	-11.6%	-11.6%	-3.6%
Broadbandlines in bundle products	439		482		529		573	612		644		678		720	25.7%	25.7%	6.2%
Broadband lines	1'413		1'421		1'432		1'452	1'467		1'473		1'484		1'497	3.1%	3.1%	0.9%
ARPL Broadband (in CHF)																	
ARPL broadband (single subscription)	37	37	37	37	37	37	37	37	36	36	36	36	36	36	-2.7%	-2.7%	0.0%

Operational Data

	2011							2012							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD 31.12	YoY Q4	QoQ Q4/Q3
TV customers (in thousands)																	
TV customers in single products	205		208		205		215	226		234		237		258	20.0%	20.0%	8.9%
TV customers in bundle products	250		289		334		374	409		438		468		508	35.8%	35.8%	8.5%
TV customers	455		497		539		589	635		672		705		766	30.1%	30.1%	8.7%
ARPU TV (in CHF)																	
ARPU TV access fee (single subscription)	17	19	18	19	18	20	19	21	19	20	19	20	19	20	5.3%	-5.0%	0.0%
Wireline retail traffic minutes (in million)																	
Traffic national	1'202	1'079	2'281	1'044	3'325	1'136	4'461	1'148	1'045	2'193	966	3'159	1'050	4'209	-5.6%	-7.6%	8.7%
Traffic international	151	145	296	137	433	144	577	141	133	274	124	398	130	528	-8.5%	-9.7%	4.8%
Total wireline retail traffic	1'353	1'224	2'577	1'181	3'758	1'280	5'038	1'289	1'178	2'467	1'090	3'557	1'180	4'737	-6.0%	-7.8%	8.3%
Operational data Small & Medium-Sized Enterprises																	
Product view (in thousands)																	
Wireless customers in single products	494		500		506		512	521		508		508		514	0.4%	0.4%	1.2%
Wireless customers in bundles	3		3		3		4	4		28		35		43	975.0%	975.0%	22.9%
Wireless customers	497		503		509		516	525		536		543		557	7.9%	7.9%	2.6%
Wireline voice access lines in single products	491		486		485		479	474		467		461		456	-4.8%	-4.8%	-1.1%
Wireline voice access lines in bundles	22		27		31		38	44		51		57		64	68.4%	68.4%	12.3%
Wireline voice access lines	513		513		516		517	518		518		518		520	0.6%	0.6%	0.4%
Broadband lines in single products	137		136		137		136	135		132		129		128	-5.9%	-5.9%	-0.8%
Broadband lines in bundles	25		30		34		41	47		55		61		68	65.9%	65.9%	11.5%
Broadband lines	162		166		171		177	182		187		190		196	10.7%	10.7%	3.2%
TV customers in single products	9		8		9		10	10		11		11		12	20.0%	20.0%	9.1%
TV customers in bundles	5		7		8		9	10		11		12		13	44.4%	44.4%	8.3%
TV customers	14		15		17		19	20		22		23		25	31.6%	31.6%	8.7%
Total number of underlying products	1'186		1'197		1'213		1'229	1'245		1'263		1'274		1'298	5.6%	5.6%	1.9%
Bundle products																	
Bundle subscription (in thousands)																	
2Play bundle subscription	20		23		26		32	37		32		30		31	-3.1%	-3.1%	3.3%
3Play bundle subscription	5		7		8		8	9		22		29		35	337.5%	337.5%	20.7%
4Play bundle subscription	0		0		0		1	1		1		2		2	100.0%	100.0%	0.0%
Total bundle subscriptions	25		30		34		41	47		55		61		68	65.9%	65.9%	11.5%
Bundle ARPU (in CHF)																	
Blended ARPU 2Play bundle	153	155	154	154	154	138	149	141	148	145	149	146	128	142	-4.7%	-7.2%	-14.1%
Blended ARPU 3Play bundle	146	145	145	151	148	167	154	160	131	144	206	178	268	215	39.6%	60.5%	30.1%
Blended ARPU 4Play bundle	0	0	0	0	0	0	0	302	275	286	577	414	27	270	n.m.	n.m.	-95.3%

Operational Data

	2011							2012							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD 31.12	YoY Q4	QoQ Q4/Q3
Wireless Retail																	
Wireless customers (in thousands)																	
Wireless customers in single products	494		500		506		512	521		508		508		514	0.4%	0.4%	1.2%
Wireless customers in bundles	3		3		3		4	4		28		35		43	975.0%	975.0%	22.9%
Wireless customers	497		503		509		516	525		536		543		557	7.9%	7.9%	2.6%
Wireless ARPU (in CHF)																	
ARPU MO Postpaid	82	86	84	88	85	84	85	80	83	82	80	81	74	79	-7.1%	-11.9%	-7.5%
Blended wireless ARPU MO single subscriptions	82	86	84	88	85	84	85	80	83	82	80	81	74	79	-7.1%	-11.9%	-7.5%
Wireless traffic minutes (in million)																	
Voice domestic	225	231	456	230	686	238	924	240	250	490	244	734	231	965	4.4%	-2.9%	-5.3%
Outbound roaming	12	14	26	17	43	13	56	12	14	26	16	42	13	55	-1.8%	0.0%	-18.8%
Connectivity voice domestic & outgoing (1)	237	245	482	247	729	251	980	252	264	516	260	776	244	1'020	4.1%	-2.8%	-6.2%
Wireless SMS (in million)																	
Data SMS	47	48	95	51	146	50	196	48	48	96	50	146	42	188	-4.1%	-16.0%	-16.0%
Wireline Retail																	
Voice access lines (in thousands)																	
Wireline Voice access lines in single products	491		486		485		479	474		467		461		456	-4.8%	-4.8%	-1.1%
Wireline Voice access lines in bundle products	22		27		31		38	44		51		57		64	68.4%	68.4%	12.3%
Voice access lines	513		513		516		517	518		518		518		520	0.6%	0.6%	0.4%
ARPL Voice (in CHF)																	
ARPL wireline voice (single subscription)	75	75	75	74	75	73	74	74	73	74	72	73	72	73	-1.4%	-1.4%	0.0%
Broadband lines (in thousands)																	
Broadband lines in single products	137		136		137		136	135		132		129		128	-5.9%	-5.9%	-0.8%
Broadband lines in bundle products	25		30		34		41	47		55		61		68	65.9%	65.9%	11.5%
Broadband lines	162		166		171		177	182		187		190		196	10.7%	10.7%	3.2%
ARPL Broadband (in CHF)																	
ARPL broadband (single subscription)	50	50	50	48	50	49	49	49	48	48	48	48	45	48	-2.0%	-8.2%	-6.3%
TV customers (in thousands)																	
TV customers in single products	9		8		9		10	10		11		11		12	20.0%	20.0%	9.1%
TV customers in bundle products	5		7		8		9	10		11		12		13	44.4%	44.4%	8.3%
TV customers	14		15		17		19	20		22		23		25	31.6%	31.6%	8.7%

Operational Data

	2011							2012							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD 31.12	YoY Q4	QoQ Q4/Q3
ARPU TV (in CHF)																	
ARPU TV access fee (single subscription)	21	27	24	28	25	26	25	26	24	25	24	25	24	24	-4.0%	-7.7%	0.0%
Wireline retail traffic minutes (in million)																	
Traffic national	354	333	687	328	1'015	343	1'358	357	336	693	302	995	308	1'303	-4.1%	-10.2%	2.0%
Traffic international	44	40	84	41	125	40	165	42	38	80	36	116	36	152	-7.9%	-10.0%	0.0%
Total wireline retail traffic	398	373	771	369	1'140	383	1'523	399	374	773	338	1'111	344	1'455	-4.5%	-10.2%	1.8%
Operational data Corporate Business																	
Product view (in thousands)																	
Wireless customers	844		876		908		943	967		992		1'016		1'037	10.0%	10.0%	2.1%
Wireline voice access lines	245		244		244		242	243		241		242		248	2.5%	2.5%	2.5%
Broadband lines	30		31		32		32	33		34		34		34	6.3%	6.3%	0.0%
Total number of underlying products	1'119		1'151		1'184		1'217	1'243		1'267		1'292		1'319	8.4%	8.4%	2.1%
Wireless Retail																	
Wireless customers (in thousands)																	
Wireless customers	844		876		908		943	967		992		1'016		1'037	10.0%	10.0%	2.1%
Wireless ARPU (in CHF)																	
Blended wireless ARPU MO single subscriptions	59	61	60	58	59	53	58	53	54	53	52	53	48	52	-10.3%	-9.4%	-7.7%
Wireless traffic minutes (in million)																	
Voice domestic	298	300	598	299	897	309	1'206	316	306	622	291	913	307	1'220	1.2%	-0.6%	5.5%
Outbound roaming	25	30	55	30	85	28	113	26	29	55	29	84	28	112	-0.9%	0.0%	-3.4%
Connectivity voice domestic & outgoing (1)	323	330	653	329	982	337	1'319	342	335	677	320	997	335	1'332	1.0%	-0.6%	4.7%
Wireless SMS (in million)																	
Data SMS	52	55	107	57	164	57	221	54	54	108	54	162	53	215	-2.7%	-7.0%	-1.9%
Wireline Retail																	
Voice access lines (in thousands)																	
Voice access lines	245		244		244		242	243		241		242		248	2.5%	2.5%	2.5%
ARPL Voice (in CHF)																	
ARPL wireline voice (single subscription)	100	98	99	96	98	96	97	100	95	96	93	95	95	95	-2.1%	-1.0%	2.2%
Broadband lines (in thousands)																	
Broadband lines	30		31		32		32	33		34		34		34	6.3%	6.3%	0.0%

Operational Data

	2011							2012							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YTD 31.12	YoY Q4	QoQ Q4/Q3
ARPL Broadband (in CHF)																	
ARPL broadband (single subscription)	59	58	59	58	58	56	58	53	61	57	56	56	52	55	-5.2%	-7.1%	-7.1%
Wireline retail traffic minutes (in million)																	
Traffic national	399	377	776	366	1'142	372	1'514	383	357	740	343	1'083	360	1'443	-4.7%	-3.2%	5.0%
Traffic international	93	87	180	87	267	83	350	87	80	167	76	243	77	320	-8.6%	-7.2%	1.3%
Total wireline retail traffic	492	464	956	453	1'409	455	1'864	470	437	907	419	1'326	437	1'763	-5.4%	-4.0%	4.3%
Operational data Wholesale																	
Wireless																	
Wireless traffic minutes (in million)																	
Connectivity voice (inbound roaming) (2)	53	46	99	48	147	44	191	52	43	95	46	141	42	183	-4.2%	-4.5%	-8.7%
Wireline																	
Full access lines (in thousands)																	
Full access lines	270		285		297		306	312		317		310		300	-2.0%	-2.0%	-3.2%
Broadband lines (in thousands)																	
Wholesale broadband lines	214		202		192		181	179		176		181		186	2.8%	2.8%	2.8%
Operational data Fastweb																	
Broadband customers (in thousands)	1'733		1'741		1'560		1'595	1'654		1'673		1'704		1'767	10.8%	10.8%	3.7%

(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

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.