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Facts & Figures

as per December 31, 2016

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P&L Overview

	2015							2016							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Ytd	YoY Q4	QoQ Q4/Q3
Residential Customers	1'252	1'247	2'499	1'267	3'766	1'309	5'075	1'252	1'236	2'488	1'254	3'742	1'278	5'020	-1.1%	-2.4%	1.9%
Small & Medium-Sized Enterprises	320	332	652	344	996	343	1'339	328	334	662	334	996	338	1'334	-0.4%	-1.5%	1.2%
Enterprise Customers	607	598	1'205	594	1'799	650	2'449	605	597	1'202	574	1'776	624	2'400	-2.0%	-4.0%	8.7%
Wholesale	148	140	288	145	433	146	579	139	148	287	149	436	155	591	2.1%	6.2%	4.0%
IT, Network & Innovation	9	8	17	8	25	8	33	5	6	11	12	23	6	29	-12.1%	-25.0%	-50.0%
Swisscom Switzerland	2'336	2'325	4'661	2'358	7'019	2'456	9'475	2'329	2'321	4'650	2'323	6'973	2'401	9'374	-1.1%	-2.2%	3.4%
Fastweb	467	453	920	455	1'375	487	1'862	480	481	961	473	1'434	514	1'948	4.6%	5.5%	8.7%
Other operating segments	90	87	177	80	257	83	340	76	81	157	78	235	85	320	-5.9%	2.4%	9.0%
Group Headquarters	0	0	0	0	0	1	1	0	1	1	0	1	0	1	0.0%	n.m.	n.m.
Net revenue from external customers	2'893	2'865	5'758	2'893	8'651	3'027	11'678	2'885	2'884	5'769	2'874	8'643	3'000	11'643	-0.3%	-0.9%	4.4%
Goods and services purchased	(568)	(553)	(1'121)	(533)	(1'654)	(688)	(2'342)	(544)	(558)	(1'102)	(580)	(1'682)	(641)	(2'323)	-0.8%	-6.8%	10.5%
Personnel expenses	(756)	(757)	(1'513)	(703)	(2'216)	(803)	(3'019)	(765)	(743)	(1'508)	(695)	(2'203)	(744)	(2'947)	-2.4%	-7.3%	7.1%
Other operating expenses	(609)	(577)	(1'186)	(785)	(1'971)	(726)	(2'697)	(597)	(600)	(1'197)	(613)	(1'810)	(738)	(2'548)	-5.5%	1.7%	20.4%
Capitalized costs and other income	91	104	195	94	289	189	478	102	163	265	94	359	109	468	-2.1%	-42.3%	16.0%
Operating income (EBITDA)	1'051	1'082	2'133	966	3'099	999	4'098	1'081	1'146	2'227	1'080	3'307	986	4'293	4.8%	-1.3%	-8.7%
Depreciation, amortization and impairment	(507)	(521)	(1'028)	(517)	(1'545)	(541)	(2'086)	(546)	(546)	(1'092)	(524)	(1'616)	(529)	(2'145)	2.8%	-2.2%	1.0%
Operating income (EBIT)	544	561	1'105	449	1'554	458	2'012	535	600	1'135	556	1'691	457	2'148	6.8%	-0.2%	-17.8%
Financial income and financial expense, net	(104)	(33)	(137)	(57)	(194)	(78)	(272)	(79)	(66)	(145)	(36)	(181)	26	(155)	-43.0%	n.m.	n.m.
Share of profit of investments in associates	5	8	13	5	18	5	23	0	0	0	1	1	(4)	(3)	n.m.	n.m.	n.m.
Income before income tax expense	445	536	981	397	1'378	385	1'763	456	534	990	521	1'511	479	1'990	12.9%	24.4%	-8.1%
Income tax expense	(94)	(103)	(197)	(123)	(320)	(81)	(401)	(92)	(110)	(202)	(112)	(314)	(72)	(386)	-3.7%	-11.1%	-35.7%
Income from continuing operations	351	433	784	274	1'058	304	1'362	364	424	788	409	1'197	407	1'604	17.8%	33.9%	-0.5%
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	351	433	784	274	1'058	304	1'362	364	424	788	409	1'197	407	1'604	17.8%	33.9%	-0.5%
Net income attributable to equity holders of Swisscom AG	351	433	784	274	1'058	303	1'361	365	424	789	410	1'199	405	1'604	17.9%	33.7%	-1.2%
Net income attributable to minority interests	0	0	0	0	0	1	1	(1)	0	(1)	(1)	(2)	2	0	n.m.	100.0%	n.m.
Average number of shares outstanding (in million)	51.801	51.801	51.801	51.802	51.801	51.802	51.802	51.801	51.800	51.801	51.800	51.800	51.800	51.800	0.0%	0.0%	0.0%
Earnings per share (EPS) in CHF	6.78	8.36	15.13	5.29	20.42	5.85	26.27	7.05	8.19	15.23	7.92	23.15	7.82	30.97	17.9%	33.7%	-1.3%

Remarks:

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

P&L Breakdown

	2015							2016							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Group revenue																	
Residential Customers	1'291	1'283	2'574	1'303	3'877	1'347	5'224	1'287	1'272	2'559	1'287	3'846	1'314	5'160	-1.2%	-2.4%	2.1%
Small & Medium-Sized Enterprises	327	340	667	353	1'020	350	1'370	336	343	679	341	1'020	347	1'367	-0.2%	-0.9%	1.8%
Enterprise Customers	657	650	1'307	643	1'950	704	2'654	656	652	1'308	627	1'935	676	2'611	-1.6%	-4.0%	7.8%
Wholesale	230	234	464	250	714	242	956	220	249	469	269	738	251	989	3.5%	3.7%	-6.7%
IT, Network & Innovation	34	31	65	32	97	33	130	30	31	61	37	98	31	129	-0.8%	-6.1%	-16.2%
Intersegment elimination	(184)	(196)	(380)	(206)	(586)	(203)	(789)	(184)	(210)	(394)	(221)	(615)	(201)	(816)	3.4%	-1.0%	-9.0%
Swisscom Switzerland	2'355	2'342	4'697	2'375	7'072	2'473	9'545	2'345	2'337	4'682	2'340	7'022	2'418	9'440	-1.1%	-2.2%	3.3%
Fastweb	468	453	921	457	1'378	489	1'867	482	483	965	476	1'441	516	1'957	4.8%	5.5%	8.4%
Other operating segments	144	156	300	149	449	154	603	129	146	275	149	424	170	594	-1.5%	10.4%	14.1%
Group Headquarters	0	1	1	0	1	1	2	0	1	1	0	1	1	2	0.0%	0.0%	n.m.
Net revenue incl. intersegment revenue	2'967	2'952	5'919	2'981	8'900	3'117	12'017	2'956	2'967	5'923	2'965	8'888	3'105	11'993	-0.2%	-0.4%	4.7%
Intersegment elimination	(74)	(87)	(161)	(88)	(249)	(90)	(339)	(71)	(83)	(154)	(91)	(245)	(105)	(350)	3.2%	16.7%	15.4%
Net revenue from external customers	2'893	2'865	5'758	2'893	8'651	3'027	11'678	2'885	2'884	5'769	2'874	8'643	3'000	11'643	-0.3%	-0.9%	4.4%
Residential Customers revenue																	
2P Bundle	79	77	156	75	231	75	306	68	66	134	69	203	70	273	-10.8%	-6.7%	1.4%
3P Bundle	229	239	468	251	719	263	982	277	283	560	292	852	306	1'158	17.9%	16.3%	4.8%
4P Bundle	153	160	313	169	482	173	655	176	176	352	183	535	186	721	10.1%	7.5%	1.6%
nP other bundle	0	0	0	1	1	0	1	3	3	6	3	9	3	12	n.m.	n.m.	0.0%
Bundles	461	476	937	496	1'433	511	1'944	524	528	1'052	547	1'599	565	2'164	11.3%	10.6%	3.3%
Wireless access	336	341	677	344	1'021	341	1'362	343	346	689	347	1'036	355	1'391	2.1%	4.1%	2.3%
Wireless traffic	100	106	206	116	322	91	413	82	83	165	93	258	77	335	-18.9%	-15.4%	-17.2%
Wireless VAS	2	1	3	1	4	1	5	1	0	1	0	1	0	1	-80.0%	n.m.	n.m.
Wireless	438	448	886	461	1'347	433	1'780	426	429	855	440	1'295	432	1'727	-3.0%	-0.2%	-1.8%
Wireline telephony access	88	86	174	83	257	77	334	73	67	140	64	204	54	258	-22.8%	-29.9%	-15.6%
Wireline telephony traffic	41	35	76	34	110	32	142	30	26	56	24	80	21	101	-28.9%	-34.4%	-12.5%
Wireline telephony VAS	1	1	2	1	3	2	5	1	1	2	0	2	1	3	-40.0%	-50.0%	n.m.
Wireline telephony	130	122	252	118	370	111	481	104	94	198	88	286	76	362	-24.7%	-31.5%	-13.6%
Wireline internet	60	58	118	52	170	51	221	42	41	83	35	118	27	145	-34.4%	-47.1%	-22.9%
Wireline TV	17	12	29	14	43	16	59	13	11	24	9	33	5	38	-35.6%	-68.8%	-44.4%
Wireline	207	192	399	184	583	178	761	159	146	305	132	437	108	545	-28.4%	-39.3%	-18.2%
1P revenue	645	640	1'285	645	1'930	611	2'541	585	575	1'160	572	1'732	540	2'272	-10.6%	-11.6%	-5.6%
Customised solutions	1	0	1	0	1	1	2	1	1	2	2	4	3	7	250.0%	200.0%	50.0%
Hardware sales own channels	72	69	141	68	209	91	300	67	66	133	68	201	84	285	-5.0%	-7.7%	23.5%
Other direct sales	27	27	54	28	82	25	107	27	28	55	31	86	32	118	10.3%	28.0%	3.2%
Direct sales external customers	1'206	1'212	2'418	1'237	3'655	1'239	4'894	1'204	1'198	2'402	1'220	3'622	1'224	4'846	-1.0%	-1.2%	0.3%
3rd party sales external customers	46	35	81	30	111	70	181	48	38	86	34	120	54	174	-3.9%	-22.9%	58.8%
Net revenue from external customers	1'252	1'247	2'499	1'267	3'766	1'309	5'075	1'252	1'236	2'488	1'254	3'742	1'278	5'020	-1.1%	-2.4%	1.9%
thereof service revenue Retail	1'106	1'116	2'222	1'141	3'363	1'122	4'485	1'109	1'103	2'212	1'119	3'331	1'105	4'436	-1.1%	-1.5%	-1.3%
Intersegment revenue	39	36	75	36	111	38	149	35	36	71	33	104	36	140	-6.0%	-5.3%	9.1%
Net revenue Residential Customers	1'291	1'283	2'574	1'303	3'877	1'347	5'224	1'287	1'272	2'559	1'287	3'846	1'314	5'160	-1.2%	-2.4%	2.1%

P&L Breakdown

	2015							2016							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Small & Medium-Sized Enterprises revenue																	
2P Bundle	17	17	34	16	50	14	64	14	13	27	11	38	10	48	-25.0%	-28.6%	-9.1%
3P Bundle	46	45	91	44	135	41	176	38	37	75	36	111	34	145	-17.6%	-17.1%	-5.6%
4P Bundle	3	4	7	3	10	4	14	4	3	7	4	11	4	15	7.1%	0.0%	0.0%
nP other Bundle	3	5	8	10	18	16	34	22	27	49	34	83	40	123	261.8%	150.0%	17.6%
Bundles	69	71	140	73	213	75	288	78	80	158	85	243	88	331	14.9%	17.3%	3.5%
Wireless access	72	72	144	73	217	73	290	73	72	145	71	216	71	287	-1.0%	-2.7%	0.0%
Wireless traffic	29	30	59	29	88	25	113	22	21	43	19	62	20	82	-27.4%	-20.0%	5.3%
Wireless VAS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Wireless	101	102	203	102	305	98	403	95	93	188	90	278	91	369	-8.4%	-7.1%	1.1%
Wireline telephony access	50	49	99	50	149	50	199	50	49	99	48	147	46	193	-3.0%	-8.0%	-4.2%
Wireline telephony traffic	30	29	59	27	86	26	112	25	25	50	21	71	21	92	-17.9%	-19.2%	0.0%
Wireline telephony VAS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Wireline telephony	80	78	158	77	235	76	311	75	74	149	69	218	67	285	-8.4%	-11.8%	-2.9%
Wireline internet	24	22	46	25	71	23	94	23	23	46	24	70	20	90	-4.3%	-13.0%	-16.7%
Wireline TV	1	1	2	0	2	1	3	1	0	1	0	1	1	2	-33.3%	0.0%	n.m.
Wireline business networks	1	2	3	1	4	1	5	1	2	3	1	4	1	5	0.0%	0.0%	0.0%
Wireline	106	103	209	103	312	101	413	100	99	199	94	293	89	382	-7.5%	-11.9%	-5.3%
1P revenue	207	205	412	205	617	199	816	195	192	387	184	571	180	751	-8.0%	-9.5%	-2.2%
Customised solutions	4	4	8	4	12	6	18	4	4	8	7	15	6	21	16.7%	0.0%	-14.3%
Hardware sales own channels	3	2	5	2	7	3	10	2	2	4	2	6	3	9	-10.0%	0.0%	50.0%
Other direct sales	37	50	87	60	147	60	207	49	56	105	56	161	61	222	7.2%	1.7%	8.9%
Direct sales external customers	320	332	652	344	996	343	1'339	328	334	662	334	996	338	1'334	-0.4%	-1.5%	1.2%
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	320	332	652	344	996	343	1'339	328	334	662	334	996	338	1'334	-0.4%	-1.5%	1.2%
thereof service revenue Retail	276	276	552	278	830	274	1'104	273	272	545	269	814	268	1'082	-2.0%	-2.2%	-0.4%
Intersegment revenue	7	8	15	9	24	7	31	8	9	17	7	24	9	33	6.5%	28.6%	28.6%
Net revenue Small & Medium-Sized Enterprises	327	340	667	353	1'020	350	1'370	336	343	679	341	1'020	347	1'367	-0.2%	-0.9%	1.8%

P&L Breakdown

	2015							2016							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Enterprise Customers revenue																	
Bundles	0	0	0	1	1	0	1	1	2	3	2	5	2	7	n.m.	n.m.	0.0%
Wireless access	52	57	109	58	167	59	226	64	64	128	69	197	76	273	20.8%	28.8%	10.1%
Wireless traffic	78	81	159	80	239	73	312	62	62	124	58	182	55	237	-24.0%	-24.7%	-5.2%
Wireless VAS	2	2	4	2	6	2	8	2	2	4	3	7	1	8	0.0%	-50.0%	-66.7%
Wireless	132	140	272	140	412	134	546	128	128	256	130	386	132	518	-5.1%	-1.5%	1.5%
Wireline telephony access	30	31	61	30	91	30	121	29	29	58	28	86	28	114	-5.8%	-6.7%	0.0%
Wireline telephony traffic	30	28	58	29	87	28	115	28	28	56	26	82	26	108	-6.1%	-7.1%	0.0%
Wireline telephony VAS	1	1	2	1	3	0	3	1	0	1	1	2	0	2	-33.3%	n.m.	-100.0%
Wireline telephony	61	60	121	60	181	58	239	58	57	115	55	170	54	224	-6.3%	-6.9%	-1.8%
Wireline internet	16	17	33	15	48	16	64	16	17	33	15	48	16	64	0.0%	0.0%	6.7%
Wireline business networks	62	64	126	65	191	64	255	64	62	126	61	187	64	251	-1.6%	0.0%	4.9%
Wireline	139	141	280	140	420	138	558	138	136	274	131	405	134	539	-3.4%	-2.9%	2.3%
1P revenue	271	281	552	280	832	272	1'104	266	264	530	261	791	266	1'057	-4.3%	-2.2%	1.9%
Customised solutions	257	254	511	250	761	287	1'048	272	266	538	255	793	278	1'071	2.2%	-3.1%	9.0%
Hardware sales own channels	28	25	53	26	79	44	123	24	19	43	23	66	25	91	-26.0%	-43.2%	8.7%
Other direct sales	25	15	40	18	58	27	85	23	29	52	16	68	35	103	21.2%	29.6%	118.8%
Direct sales external customers	581	575	1'156	575	1'731	630	2'361	586	580	1'166	557	1'723	606	2'329	-1.4%	-3.8%	8.8%
3rd party sales external customers	26	23	49	19	68	20	88	19	17	36	17	53	18	71	-19.3%	-10.0%	5.9%
Net revenue from external customers	607	598	1'205	594	1'799	650	2'449	605	597	1'202	574	1'776	624	2'400	-2.0%	-4.0%	8.7%
thereof service revenue Retail	293	301	594	296	890	289	1'179	283	282	565	277	842	284	1'126	-4.4%	-1.7%	2.5%
Intersegment revenue	50	52	102	49	151	54	205	51	55	106	53	159	52	211	2.9%	-3.7%	-1.9%
Net revenue Enterprise Customers	657	650	1'307	643	1'950	704	2'654	656	652	1'308	627	1'935	676	2'611	-1.6%	-4.0%	7.8%

P&L Breakdown

	2015							2016							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Wholesale revenue																	
Direct sales external customers	1	0	1	(1)	0	1	1	0	0	0	1	1	(1)	0	n.m.	n.m.	n.m.
Termination wholesale	40	41	81	40	121	42	163	40	41	81	39	120	41	161	-1.2%	-2.4%	5.1%
Wholesale voice	18	18	36	17	53	16	69	16	18	34	14	48	18	66	-4.3%	12.5%	28.6%
Wholesale data	21	22	43	20	63	21	84	21	17	38	20	58	20	78	-7.1%	-4.8%	0.0%
Wholesale broadband	21	21	42	23	65	22	87	22	23	45	22	67	24	91	4.6%	9.1%	9.1%
Inbound roaming	43	34	77	41	118	36	154	36	45	81	47	128	47	175	13.6%	30.6%	0.0%
Other wholesale services	103	95	198	101	299	95	394	95	103	198	103	301	109	410	4.1%	14.7%	5.8%
Other 3rd party sales	4	4	8	5	13	8	21	4	4	8	6	14	6	20	-4.8%	-25.0%	0.0%
3rd party sales external customers	147	140	287	146	433	145	578	139	148	287	148	435	156	591	2.2%	7.6%	5.4%
Net revenue from external customers	148	140	288	145	433	146	579	139	148	287	149	436	155	591	2.1%	6.2%	4.0%
Intersegment revenue	82	94	176	105	281	96	377	81	101	182	120	302	96	398	5.6%	0.0%	-20.0%
Net revenue Wholesale	230	234	464	250	714	242	956	220	249	469	269	738	251	989	3.5%	3.7%	-6.7%
IT, Network & Innovation revenue																	
Other direct sales (facility management)	9	8	17	8	25	8	33	5	6	11	12	23	6	29	-12.1%	-25.0%	-50.0%
Net revenue from external customers	9	8	17	8	25	8	33	5	6	11	12	23	6	29	-12.1%	-25.0%	-50.0%
Intersegment revenue	25	23	48	24	72	25	97	25	25	50	25	75	25	100	3.1%	0.0%	0.0%
Net revenue IT, Network & Innovation	34	31	65	32	97	33	130	30	31	61	37	98	31	129	-0.8%	-6.1%	-16.2%

P&L Breakdown

	2015							2016							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Ytd	YoY Q4	QoQ Q4/Q3
Swisscom Switzerland revenue																	
2P Bundle	95	94	189	93	282	88	370	82	80	162	78	240	82	322	-13.0%	-6.8%	5.1%
3P Bundle	275	284	559	295	854	305	1'159	315	320	635	328	963	340	1'303	12.4%	11.5%	3.7%
4P Bundle	157	163	320	172	492	177	669	180	179	359	188	547	189	736	10.0%	6.8%	0.5%
nP other bundle	3	6	9	10	19	17	36	26	31	57	39	96	45	141	291.7%	164.7%	15.4%
Bundles	530	547	1'077	570	1'647	587	2'234	603	610	1'213	633	1'846	656	2'502	12.0%	11.8%	3.6%
Wireless access	459	471	930	475	1'405	473	1'878	481	481	962	487	1'449	502	1'951	3.9%	6.1%	3.1%
Wireless traffic	208	216	424	226	650	188	838	165	166	331	171	502	152	654	-22.0%	-19.1%	-11.1%
Wireless VAS	4	4	8	2	10	3	13	3	2	5	3	8	1	9	-30.8%	-66.7%	-66.7%
Wireless	671	691	1'362	703	2'065	664	2'729	649	649	1'298	661	1'959	655	2'614	-4.2%	-1.4%	-0.9%
Wireline telephony access	169	165	334	163	497	158	655	152	145	297	140	437	128	565	-13.7%	-19.0%	-8.6%
Wireline telephony traffic	100	93	193	90	283	86	369	83	79	162	71	233	68	301	-18.4%	-20.9%	-4.2%
Wireline telephony VAS	2	2	4	2	6	2	8	2	1	3	1	4	1	5	-37.5%	-50.0%	0.0%
Wireline telephony	271	260	531	255	786	246	1'032	237	225	462	212	674	197	871	-15.6%	-19.9%	-7.1%
Wireline internet	100	96	196	92	288	89	377	82	81	163	72	235	64	299	-20.7%	-28.1%	-11.1%
Wireline TV	18	13	31	15	46	16	62	13	12	25	10	35	5	40	-35.5%	-68.8%	-50.0%
Wireline business networks	63	66	129	66	195	65	260	65	64	129	62	191	65	256	-1.5%	0.0%	4.8%
Wireline	452	435	887	428	1'315	416	1'731	397	382	779	356	1'135	331	1'466	-15.3%	-20.4%	-7.0%
1P revenue	1'123	1'126	2'249	1'131	3'380	1'080	4'460	1'046	1'031	2'077	1'017	3'094	986	4'080	-8.5%	-8.7%	-3.0%
Customised solutions	261	260	521	254	775	292	1'067	277	273	550	262	812	286	1'098	2.9%	-2.1%	9.2%
Hardware sales own channels	102	97	199	97	296	136	432	93	87	180	93	273	112	385	-10.9%	-17.6%	20.4%
Other direct sales	101	97	198	112	310	125	435	105	116	221	118	339	135	474	9.0%	8.0%	14.4%
Direct sales external customers	2'117	2'127	4'244	2'164	6'408	2'220	8'628	2'124	2'117	4'241	2'123	6'364	2'175	8'539	-1.0%	-2.0%	2.4%
Termination wholesale	40	41	81	40	121	42	163	40	41	81	39	120	41	161	-1.2%	-2.4%	5.1%
Wholesale voice	22	20	42	21	63	20	83	19	18	37	18	55	19	74	-10.8%	-5.0%	5.6%
Wholesale data	21	22	43	20	63	21	84	21	17	38	20	58	20	78	-7.1%	-4.8%	0.0%
Wholesale broadband	21	21	42	23	65	22	87	22	23	45	22	67	24	91	4.6%	9.1%	9.1%
Inbound roaming	43	34	77	41	118	36	154	36	45	81	47	128	47	175	13.6%	30.6%	0.0%
Other wholesale services	107	97	204	105	309	99	408	98	103	201	107	308	110	418	2.5%	11.1%	2.8%
Hardware sales 3rd party channels	46	31	77	27	104	65	169	43	36	79	32	111	50	161	-4.7%	-23.1%	56.3%
Other 3rd party sales	26	29	55	22	77	30	107	24	24	48	22	70	25	95	-11.2%	-16.7%	13.6%
3rd party sales external customers	219	198	417	194	611	236	847	205	204	409	200	609	226	835	-1.4%	-4.2%	13.0%
Net revenue from external customers	2'336	2'325	4'661	2'358	7'019	2'456	9'475	2'329	2'321	4'650	2'323	6'973	2'401	9'374	-1.1%	-2.2%	3.4%
thereof service revenue Retail	1'675	1'693	3'368	1'717	5'085	1'683	6'768	1'665	1'657	3'322	1'664	4'986	1'658	6'644	-1.8%	-1.5%	-0.4%
1P access & bundle revenue in % of service revenue Retail	80%	80%	80%	80%	80%	82%	81%	84%	84%	84%	84%	84%	86%	84%	4.6%	3.8%	1.5%
Intersegment revenue	19	17	36	17	53	17	70	16	16	32	17	49	17	66	-5.7%	0.0%	0.0%
Net revenue Swisscom Switzerland	2'355	2'342	4'697	2'375	7'072	2'473	9'545	2'345	2'337	4'682	2'340	7'022	2'418	9'440	-1.1%	-2.2%	3.3%

P&L Breakdown

	2015							2016							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Fastweb revenue																	
Consumer	235	230	465	235	700	244	944	244	249	493	246	739	249	988	4.7%	2.0%	1.2%
Enterprise	183	186	369	184	553	211	764	187	194	381	185	566	203	769	0.7%	-3.8%	9.7%
Wholesale	49	37	86	36	122	32	154	49	38	87	42	129	62	191	24.0%	93.8%	47.6%
thereof hubbing	8	7	15	6	21	7	28	6	6	12	5	17	4	21	-25.0%	-42.9%	-20.0%
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	467	453	920	455	1'375	487	1'862	480	481	961	473	1'434	514	1'948	4.6%	5.5%	8.7%
Intersegment revenue	1	0	1	2	3	2	5	2	2	4	3	7	2	9	80.0%	0.0%	-33.3%
Net revenue Fastweb	468	453	921	457	1'378	489	1'867	482	483	965	476	1'441	516	1'957	4.8%	5.5%	8.4%
thereof net revenue excluding hubbing	460	446	906	451	1'357	482	1'839	476	477	953	471	1'424	512	1'936	5.3%	6.2%	8.7%
Other operating segments revenue																	
Net revenue from external customers (Group Related Businesses)	90	87	177	80	257	83	340	76	81	157	78	235	85	320	-5.9%	2.4%	9.0%
Intersegment revenue	54	69	123	69	192	71	263	53	65	118	71	189	85	274	4.2%	19.7%	19.7%
Net revenue other operating segments	144	156	300	149	449	154	603	129	146	275	149	424	170	594	-1.5%	10.4%	14.1%
Group Headquarters revenue																	
Group Headquarters revenue	0	0	0	0	0	1	1	0	1	1	0	1	0	1	0.0%	n.m.	n.m.
Intersegment revenue	0	1	1	0	1	0	1	0	0	0	0	0	1	1	0.0%	n.m.	n.m.
Net revenue Group Headquarters	0	1	1	0	1	1	2	0	1	1	0	1	1	2	0.0%	0.0%	n.m.
Group OPEX																	
Residential Customers	(561)	(541)	(1'102)	(547)	(1'649)	(642)	(2'291)	(532)	(543)	(1'075)	(577)	(1'652)	(638)	(2'290)	0.0%	-0.6%	10.6%
Small & Medium-Sized Enterprises	(110)	(108)	(218)	(114)	(332)	(131)	(463)	(112)	(115)	(227)	(116)	(343)	(132)	(475)	2.6%	0.8%	13.8%
Enterprise Customers	(438)	(424)	(862)	(406)	(1'268)	(476)	(1'744)	(444)	(447)	(891)	(418)	(1'309)	(463)	(1'772)	1.6%	-2.7%	10.8%
Wholesale	(129)	(142)	(271)	(336)	(607)	(151)	(758)	(127)	(149)	(276)	(164)	(440)	(161)	(601)	-20.7%	6.6%	-1.8%
IT, Network & Innovation	(346)	(354)	(700)	(344)	(1'044)	(433)	(1'477)	(348)	(347)	(695)	(350)	(1'045)	(388)	(1'433)	-3.0%	-10.4%	10.9%
Intersegment elimination	184	196	380	205	585	204	789	184	210	394	221	615	202	817	3.5%	-1.0%	-8.6%
Swisscom Switzerland	(1'400)	(1'373)	(2'773)	(1'542)	(4'315)	(1'629)	(5'944)	(1'379)	(1'391)	(2'770)	(1'404)	(4'174)	(1'580)	(5'754)	-3.2%	-3.0%	12.5%
Fastweb	(338)	(305)	(643)	(301)	(944)	(304)	(1'248)	(338)	(260)	(598)	(307)	(905)	(331)	(1'236)	-1.0%	8.9%	7.8%
Other operating segments	(128)	(137)	(265)	(125)	(390)	(144)	(534)	(107)	(119)	(226)	(122)	(348)	(152)	(500)	-6.4%	5.6%	24.6%
Group Headquarters	(29)	(30)	(59)	(22)	(81)	(38)	(119)	(30)	(28)	(58)	(27)	(85)	(31)	(116)	-2.5%	-18.4%	14.8%
Reconciliation pension cost	(17)	(19)	(36)	(18)	(54)	(6)	(60)	(18)	(17)	(35)	(20)	(55)	(17)	(72)	20.0%	183.3%	-15.0%
Intersegment elimination	70	81	151	81	232	93	325	68	77	145	86	231	97	328	0.9%	4.3%	12.8%
Group OPEX	(1'842)	(1'783)	(3'625)	(1'927)	(5'552)	(2'028)	(7'580)	(1'804)	(1'738)	(3'542)	(1'794)	(5'336)	(2'014)	(7'350)	-3.0%	-0.7%	12.3%

P&L Breakdown

	2015							2016							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
EBITDA																	
Residential Customers (Contribution margin 2)	730	742	1'472	756	2'228	705	2'933	755	729	1'484	710	2'194	676	2'870	-2.1%	-4.1%	-4.8%
Small & Medium-Sized Enterprises (Contribution margin 2)	217	232	449	239	688	219	907	224	228	452	225	677	215	892	-1.7%	-1.8%	-4.4%
Enterprise Customers (Contribution margin 2)	219	226	445	237	682	228	910	212	205	417	209	626	213	839	-7.8%	-6.6%	1.9%
Wholesale (Contribution margin 2)	101	92	193	(86)	107	91	198	93	100	193	105	298	90	388	96.0%	-1.1%	-14.3%
IT, Network & Innovation (Contribution margin 2)	(312)	(323)	(635)	(312)	(947)	(400)	(1'347)	(318)	(316)	(634)	(313)	(947)	(357)	(1'304)	-3.2%	-10.8%	14.1%
Intersegment elimination	0	0	0	(1)	(1)	1	0	0	0	0	0	0	1	1	n.m.	0.0%	n.m.
Swisscom Switzerland (EBITDA)	955	969	1'924	833	2'757	844	3'601	966	946	1'912	936	2'848	838	3'686	2.4%	-0.7%	-10.5%
Fastweb	130	148	278	156	434	185	619	144	223	367	169	536	185	721	16.5%	0.0%	9.5%
Other operating segments	16	19	35	24	59	10	69	22	27	49	27	76	18	94	36.2%	80.0%	-33.3%
Group Headquarters	(29)	(29)	(58)	(22)	(80)	(37)	(117)	(30)	(27)	(57)	(27)	(84)	(30)	(114)	-2.6%	-18.9%	11.1%
Reconciliation pension cost	(17)	(19)	(36)	(18)	(54)	(6)	(60)	(18)	(17)	(35)	(20)	(55)	(17)	(72)	20.0%	183.3%	-15.0%
Intersegment elimination	(4)	(6)	(10)	(7)	(17)	3	(14)	(3)	(6)	(9)	(5)	(14)	(8)	(22)	57.1%	n.m.	60.0%
Group EBITDA	1'051	1'082	2'133	966	3'099	999	4'098	1'081	1'146	2'227	1'080	3'307	986	4'293	4.8%	-1.3%	-8.7%
EBITDA/Contribution margin 2 in % of net revenue																	
Residential Customers	56.5%	57.8%	57.2%	58.0%	57.5%	52.3%	56.1%	58.7%	57.3%	58.0%	55.2%	57.0%	51.4%	55.6%			
Small & Medium-Sized Enterprises	66.4%	68.2%	67.3%	67.7%	67.5%	62.6%	66.2%	66.7%	66.5%	66.6%	66.0%	66.4%	62.0%	65.3%			
Enterprise Customers	33.3%	34.8%	34.0%	36.9%	35.0%	32.4%	34.3%	32.3%	31.4%	31.9%	33.3%	32.4%	31.5%	32.1%			
Wholesale	43.9%	39.3%	41.6%	-34.4%	15.0%	37.6%	20.7%	42.3%	40.2%	41.2%	39.0%	40.4%	35.9%	39.2%			
IT, Network & Innovation	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	40.6%	41.4%	41.0%	35.1%	39.0%	34.1%	37.7%	41.2%	40.5%	40.8%	40.0%	40.6%	34.7%	39.0%			
Fastweb	27.8%	32.7%	30.2%	34.1%	31.5%	37.8%	33.2%	29.9%	46.2%	38.0%	35.5%	37.2%	35.9%	36.8%			
Other operating segments	11.1%	12.2%	11.7%	16.1%	13.1%	6.5%	11.4%	17.1%	18.5%	17.8%	18.1%	17.9%	10.6%	15.8%			
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 EBITDA in % of net revenue	36.3%	37.8%	37.0%	33.4%	35.8%	33.0%	35.1%	37.5%	39.7%	38.6%	37.6%	38.3%	32.9%	36.9%			
Depreciation, amortization and impairment																	
Residential Customers	(33)	(34)	(67)	(34)	(101)	(35)	(136)	(37)	(39)	(76)	(22)	(98)	(24)	(122)	-10.3%	-31.4%	9.1%
Small & Medium-Sized Enterprises	(9)	(11)	(20)	(9)	(29)	(19)	(48)	(12)	(12)	(24)	(11)	(35)	(10)	(45)	-6.3%	-47.4%	-9.1%
Enterprise Customers	(21)	(23)	(44)	(23)	(67)	(25)	(92)	(26)	(27)	(53)	(30)	(83)	(34)	(117)	27.2%	36.0%	13.3%
Wholesale	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
IT, Network & Innovation	(267)	(276)	(543)	(279)	(822)	(285)	(1'107)	(291)	(299)	(590)	(305)	(895)	(309)	(1'204)	8.8%	8.4%	1.3%
Intersegment elimination	(1)	1	0	1	1	(1)	0	(1)	0	(1)	0	(1)	0	(1)	n.m.	n.m.	n.m.
Swisscom Switzerland	(331)	(343)	(674)	(344)	(1'018)	(365)	(1'383)	(367)	(377)	(744)	(368)	(1'112)	(377)	(1'489)	7.7%	3.3%	2.4%
Fastweb	(160)	(164)	(324)	(157)	(481)	(154)	(635)	(163)	(155)	(318)	(142)	(460)	(137)	(597)	-6.0%	-11.0%	-3.5%
Other operating segments	(17)	(17)	(34)	(17)	(51)	(23)	(74)	(18)	(16)	(34)	(16)	(50)	(17)	(67)	-9.5%	-26.1%	6.3%
Group Headquarters	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Intersegment elimination	1	3	4	1	5	1	6	2	2	4	2	6	2	8	33.3%	100.0%	0.0%
Depreciation, amortization and impairment	(507)	(521)	(1'028)	(517)	(1'545)	(541)	(2'086)	(546)	(546)	(1'092)	(524)	(1'616)	(529)	(2'145)	2.8%	-2.2%	1.0%

P&L Breakdown

	2015							2016							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Operating income (EBIT)																	
Residential Customers (segment result)	697	708	1'405	722	2'127	670	2'797	718	690	1'408	688	2'096	652	2'748	-1.8%	-2.7%	-5.2%
Small & Medium-Sized Enterprises (segment result)	208	221	429	230	659	200	859	212	216	428	214	642	205	847	-1.4%	2.5%	-4.2%
Enterprise Customers (segment result)	198	203	401	214	615	203	818	186	178	364	179	543	179	722	-11.7%	-11.8%	0.0%
Wholesale (segment result)	101	92	193	(86)	107	91	198	93	100	193	105	298	90	388	96.0%	-1.1%	-14.3%
IT, Network & Innovation (segment result)	(579)	(599)	(1'178)	(591)	(1'769)	(685)	(2'454)	(609)	(615)	(1'224)	(618)	(1'842)	(666)	(2'508)	2.2%	-2.8%	7.8%
Intersegment elimination	(1)	1	0	0	0	0	0	(1)	0	(1)	0	(1)	1	0	n.m.	n.m.	n.m.
Swisscom Switzerland (EBIT)	624	626	1'250	489	1'739	479	2'218	599	569	1'168	568	1'736	461	2'197	-0.9%	-3.8%	-18.8%
Fastweb	(30)	(16)	(46)	(1)	(47)	31	(16)	(19)	68	49	27	76	48	124	n.m.	54.8%	77.8%
Other operating segments	(1)	2	1	7	8	(13)	(5)	4	11	15	11	26	1	27	n.m.	n.m.	-90.9%
Group Headquarters	(29)	(29)	(58)	(22)	(80)	(37)	(117)	(30)	(27)	(57)	(27)	(84)	(30)	(114)	-2.6%	-18.9%	11.1%
Reconciliation pension cost	(17)	(19)	(36)	(18)	(54)	(6)	(60)	(18)	(17)	(35)	(20)	(55)	(17)	(72)	20.0%	183.3%	-15.0%
Intersegment elimination	(3)	(3)	(6)	(6)	(12)	4	(8)	(1)	(4)	(5)	(3)	(8)	(6)	(14)	75.0%	n.m.	100.0%
Group EBIT	544	561	1'105	449	1'554	458	2'012	535	600	1'135	556	1'691	457	2'148	6.8%	-0.2%	-17.8%
EBIT/Segment result in % of net revenue																	
Residential Customers	54.0%	55.2%	54.6%	55.4%	54.9%	49.7%	53.5%	55.8%	54.2%	55.0%	53.5%	54.5%	49.6%	53.3%			
Small & Medium-Sized Enterprises	63.6%	65.0%	64.3%	65.2%	64.6%	57.1%	62.7%	63.1%	63.0%	63.0%	62.8%	62.9%	59.1%	62.0%			
Enterprise Customers	30.1%	31.2%	30.7%	33.3%	31.5%	28.8%	30.8%	28.4%	27.3%	27.8%	28.5%	28.1%	26.5%	27.7%			
Wholesale	43.9%	39.3%	41.6%	-34.4%	15.0%	37.6%	20.7%	42.3%	40.2%	41.2%	39.0%	40.4%	35.9%	39.2%			
IT, Network & Innovation	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	26.5%	26.7%	26.6%	20.6%	24.6%	19.4%	23.2%	25.5%	24.3%	24.9%	24.3%	24.7%	19.1%	23.3%			
Fastweb	-6.4%	-3.5%	-5.0%	-0.2%	-3.4%	6.3%	-0.9%	-3.9%	14.1%	5.1%	5.7%	5.3%	9.3%	6.3%			
Other operating segments	-0.7%	1.3%	0.3%	4.7%	1.8%	-8.4%	-0.8%	3.1%	7.5%	5.5%	7.4%	6.1%	0.6%	4.5%			
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	18.8%	19.6%	19.2%	15.5%	18.0%	15.1%	17.2%	18.5%	20.8%	19.7%	19.3%	19.6%	15.2%	18.4%			
CAPEX																	
Residential Customers	37	43	80	48	128	52	180	31	40	71	32	103	34	137	-23.9%	-34.6%	6.3%
Small & Medium-Sized Enterprises	10	13	23	13	36	14	50	10	11	21	8	29	11	40	-20.0%	-21.4%	37.5%
Enterprise Customers	36	45	81	39	120	51	171	39	41	80	37	117	42	159	-7.0%	-17.6%	13.5%
Wholesale	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
IT, Network & Innovation	305	353	658	358	1'016	382	1'398	345	356	701	332	1'033	374	1'407	0.6%	-2.1%	12.7%
Intersegment elimination	0	(1)	(1)	1	0	0	0	0	(1)	(1)	0	(1)	1	0	n.m.	n.m.	n.m.
Swisscom Switzerland	388	453	841	459	1'300	499	1'799	425	447	872	409	1'281	462	1'743	-3.1%	-7.4%	13.0%
Fastweb	160	138	298	133	431	150	581	169	145	314	156	470	163	633	9.0%	8.7%	4.5%
Other operating segments	6	6	12	8	20	28	48	6	11	17	15	32	29	61	27.1%	3.6%	93.3%
Group Headquarters	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Intersegment elimination	(5)	(4)	(9)	(5)	(14)	(5)	(19)	(4)	(6)	(10)	(5)	(15)	(6)	(21)	10.5%	20.0%	20.0%
Group CAPEX	549	593	1'142	595	1'737	672	2'409	596	597	1'193	575	1'768	648	2'416	0.3%	-3.6%	12.7%

P&L Breakdown

	2015							2016							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Number of employees (End of period)																	
Residential Customers	4'877		4'898		4'891		4'870	4'774		4'706		4'581		4'508	-7.4%	-7.4%	-1.6%
Small & Medium-Sized Enterprises	1'537		1'559		1'613		1'601	1'616		1'619		1'617		1'597	-0.2%	-0.2%	-1.2%
Enterprise Customers	5'308		5'320		5'354		5'378	5'503		5'431		5'391		5'335	-0.8%	-0.8%	-1.0%
Wholesale	113		109		106		105	92		91		90		88	-16.2%	-16.2%	-2.2%
IT, Network & Innovation	5'129		5'176		5'212		5'245	5'170		5'122		5'088		5'045	-3.8%	-3.8%	-0.8%
Swisscom Switzerland	16'964		17'062		17'176		17'199	17'155		16'969		16'767		16'573	-3.6%	-3.6%	-1.2%
Fastweb	2'373		2'377		2'381		2'401	2'407		2'422		2'457		2'468	2.8%	2.8%	0.4%
Other operating segments	1'940		1'722		1'725		1'723	1'769		1'743		1'771		1'796	4.2%	4.2%	1.4%
Group Headquarters	322		325		321		314	314		309		297		290	-7.6%	-7.6%	-2.4%
Group Number of employees (End of period)	21'599		21'486		21'603		21'637	21'645		21'443		21'292		21'127	-2.4%	-2.4%	-0.8%

Remarks:

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OPEX Breakdown

	2015							2016							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YTD	YoY Q4	QoQ Q4/Q3
OPEX Swisscom Switzerland																	
Goods and services purchased	(435)	(414)	(849)	(420)	(1'269)	(548)	(1'817)	(420)	(438)	(858)	(459)	(1'317)	(520)	(1'837)	1.1%	-5.1%	13.3%
Personnel expenses	(614)	(614)	(1'228)	(573)	(1'801)	(673)	(2'474)	(626)	(604)	(1'230)	(564)	(1'794)	(592)	(2'386)	-3.6%	-12.0%	5.0%
Other operating expenses	(385)	(381)	(766)	(580)	(1'346)	(462)	(1'808)	(376)	(389)	(765)	(409)	(1'174)	(500)	(1'674)	-7.4%	8.2%	22.2%
Intersegment expenses	(38)	(40)	(78)	(41)	(119)	(41)	(160)	(37)	(38)	(75)	(40)	(115)	(39)	(154)	-3.8%	-4.9%	-2.5%
./. Capitalized costs and other income	72	76	148	72	220	95	315	80	78	158	68	226	71	297	-5.7%	-25.3%	4.4%
Total OPEX Swisscom Switzerland	(1'400)	(1'373)	(2'773)	(1'542)	(4'315)	(1'629)	(5'944)	(1'379)	(1'391)	(2'770)	(1'404)	(4'174)	(1'580)	(5'754)	-3.2%	-3.0%	12.5%
OPEX Fastweb																	
Goods and services purchased	(123)	(128)	(251)	(111)	(362)	(134)	(496)	(121)	(115)	(236)	(118)	(354)	(114)	(468)	-5.6%	-14.9%	-3.4%
Personnel expenses	(48)	(47)	(95)	(43)	(138)	(47)	(185)	(48)	(47)	(95)	(42)	(137)	(55)	(192)	3.8%	17.0%	31.0%
Other operating expenses	(177)	(143)	(320)	(158)	(478)	(191)	(669)	(180)	(170)	(350)	(159)	(509)	(176)	(685)	2.4%	-7.9%	10.7%
Intersegment expenses	0	(1)	(1)	0	(1)	0	(1)	0	(1)	(1)	0	(1)	0	(1)	0.0%	n.m.	n.m.
./. Capitalized costs and other income	10	14	24	11	35	68	103	11	73	84	12	96	14	110	6.8%	-79.4%	16.7%
Total OPEX Fastweb	(338)	(305)	(643)	(301)	(944)	(304)	(1'248)	(338)	(260)	(598)	(307)	(905)	(331)	(1'236)	-1.0%	8.9%	7.8%
OPEX Other operating segments																	
Goods and services purchased	(10)	(11)	(21)	(3)	(24)	(5)	(29)	(3)	(4)	(7)	(5)	(12)	(6)	(18)	-37.9%	20.0%	20.0%
Personnel expenses	(57)	(59)	(116)	(51)	(167)	(59)	(226)	(53)	(55)	(108)	(51)	(159)	(55)	(214)	-5.3%	-6.8%	7.8%
Other operating expenses	(54)	(61)	(115)	(63)	(178)	(81)	(259)	(45)	(56)	(101)	(59)	(160)	(87)	(247)	-4.6%	7.4%	47.5%
Intersegment expenses	(10)	(10)	(20)	(10)	(30)	(9)	(39)	(9)	(8)	(17)	(10)	(27)	(10)	(37)	-5.1%	11.1%	0.0%
./. Capitalized costs and other income	3	4	7	2	9	10	19	3	4	7	3	10	6	16	-15.8%	-40.0%	100.0%
Total OPEX Other operating segments	(128)	(137)	(265)	(125)	(390)	(144)	(534)	(107)	(119)	(226)	(122)	(348)	(152)	(500)	-6.4%	5.6%	24.6%
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)	(23)	(45)	(22)	(67)	(20)	(87)	(24)	(21)	(45)	(20)	(65)	(26)	(91)	4.6%	30.0%	30.0%
Other operating expenses	(14)	(16)	(30)	(10)	(40)	(25)	(65)	(13)	(14)	(27)	(15)	(42)	(18)	(60)	-7.7%	-28.0%	20.0%
Intersegment expenses	(9)	(10)	(19)	(9)	(28)	(10)	(38)	(8)	(9)	(17)	(9)	(26)	(8)	(34)	-10.5%	-20.0%	-11.1%
./. Capitalized costs and other income	16	19	35	19	54	17	71	15	16	31	17	48	21	69	-2.8%	23.5%	23.5%
Total OPEX Group Headquarters	(29)	(30)	(59)	(22)	(81)	(38)	(119)	(30)	(28)	(58)	(27)	(85)	(31)	(116)	-2.5%	-18.4%	14.8%

Remarks:

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SCS Breakdown

	2015							2016							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YTD	YoY Q4	QoQ Q4/Q3
Residential Customers																	
Net revenue (incl. intersegment revenue)	1'291	1'283	2'574	1'303	3'877	1'347	5'224	1'287	1'272	2'559	1'287	3'846	1'314	5'160	-1.2%	-2.4%	2.1%
Outpayments	(46)	(53)	(99)	(64)	(163)	(54)	(217)	(47)	(59)	(106)	(74)	(180)	(56)	(236)	8.8%	3.7%	-24.3%
Subscriber acquisition and retention costs (1)	(91)	(84)	(175)	(88)	(263)	(124)	(387)	(88)	(94)	(182)	(104)	(286)	(143)	(429)	10.9%	15.3%	37.5%
Other costs of goods and services purchased	(174)	(148)	(322)	(146)	(468)	(212)	(680)	(160)	(152)	(312)	(154)	(466)	(183)	(649)	-4.6%	-13.7%	18.8%
Direct costs (incl. intersegment direct costs)	(311)	(285)	(596)	(298)	(894)	(390)	(1'284)	(295)	(305)	(600)	(332)	(932)	(382)	(1'314)	2.3%	-2.1%	15.1%
Contribution margin 1	980	998	1'978	1'005	2'983	957	3'940	992	967	1'959	955	2'914	932	3'846	-2.4%	-2.6%	-2.4%
Contribution margin 1 in % of net revenue	75.9%	77.8%	76.8%	77.1%	76.9%	71.0%	75.4%	77.1%	76.0%	76.6%	74.2%	75.8%	70.9%	74.5%			
Personnel expenses	(134)	(134)	(268)	(128)	(396)	(129)	(525)	(131)	(127)	(258)	(122)	(380)	(121)	(501)	-4.6%	-6.2%	-0.8%
Other operating expenses (2)	(124)	(132)	(256)	(131)	(387)	(141)	(528)	(114)	(123)	(237)	(136)	(373)	(149)	(522)	-1.1%	5.7%	9.6%
Indirect costs (incl. intersegment indirect costs)	(258)	(266)	(524)	(259)	(783)	(270)	(1'053)	(245)	(250)	(495)	(258)	(753)	(270)	(1'023)	-2.8%	0.0%	4.7%
./. Capitalized costs and other income	8	10	18	10	28	18	46	8	12	20	13	33	14	47	2.2%	-22.2%	7.7%
Contribution margin 2	730	742	1'472	756	2'228	705	2'933	755	729	1'484	710	2'194	676	2'870	-2.1%	-4.1%	-4.8%
Contribution margin 2 in % of net revenue	56.5%	57.8%	57.2%	58.0%	57.5%	52.3%	56.1%	58.7%	57.3%	58.0%	55.2%	57.0%	51.4%	55.6%			
CAPEX	37	43	80	48	128	52	180	31	40	71	32	103	34	137	-23.9%	-34.6%	6.3%
Number of employees (FTE)	4'877		4'898		4'891		4'870	4'774		4'706		4'581		4'508	-7.4%	-7.4%	-1.6%
Small & Medium-Sized Enterprises																	
Net revenue (incl. intersegment revenue)	327	340	667	353	1'020	350	1'370	336	343	679	341	1'020	347	1'367	-0.2%	-0.9%	1.8%
Outpayments	(14)	(17)	(31)	(18)	(49)	(17)	(66)	(14)	(18)	(32)	(18)	(50)	(15)	(65)	-1.5%	-11.8%	-16.7%
Subscriber acquisition and retention costs (1)	(19)	(18)	(37)	(15)	(52)	(24)	(76)	(19)	(17)	(36)	(17)	(53)	(24)	(77)	1.3%	0.0%	41.2%
Other costs of goods and services purchased	(9)	(7)	(16)	(11)	(27)	(9)	(36)	(7)	(10)	(17)	(9)	(26)	(12)	(38)	5.6%	33.3%	33.3%
Direct costs (incl. intersegment direct costs)	(42)	(42)	(84)	(44)	(128)	(50)	(178)	(40)	(45)	(85)	(44)	(129)	(51)	(180)	1.1%	2.0%	15.9%
Contribution margin 1	285	298	583	309	892	300	1'192	296	298	594	297	891	296	1'187	-0.4%	-1.3%	-0.3%
Contribution margin 1 in % of net revenue	87.2%	87.6%	87.4%	87.5%	87.5%	85.7%	87.0%	88.1%	86.9%	87.5%	87.1%	87.4%	85.3%	86.8%			
Personnel expenses	(49)	(48)	(97)	(50)	(147)	(54)	(201)	(51)	(51)	(102)	(48)	(150)	(53)	(203)	1.0%	-1.9%	10.4%
Other operating expenses (2)	(22)	(22)	(44)	(24)	(68)	(30)	(98)	(24)	(23)	(47)	(26)	(73)	(30)	(103)	5.1%	0.0%	15.4%
Indirect costs (incl. intersegment indirect costs)	(71)	(70)	(141)	(74)	(215)	(84)	(299)	(75)	(74)	(149)	(74)	(223)	(83)	(306)	2.3%	-1.2%	12.2%
./. Capitalized costs and other income	3	4	7	4	11	3	14	3	4	7	2	9	2	11	-21.4%	-33.3%	0.0%
Contribution margin 2	217	232	449	239	688	219	907	224	228	452	225	677	215	892	-1.7%	-1.8%	-4.4%
Contribution margin 2 in % of net revenue	66.4%	68.2%	67.3%	67.7%	67.5%	62.6%	66.2%	66.7%	66.5%	66.6%	66.0%	66.4%	62.0%	65.3%			
CAPEX	10	13	23	13	36	14	50	10	11	21	8	29	11	40	-20.0%	-21.4%	37.5%
Number of employees (FTE)	1'537		1'559		1'613		1'601	1'616		1'619		1'617		1'597	-0.2%	-0.2%	-1.2%

SCS Breakdown

	2015							2016							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YTD	YoY Q4	QoQ Q4/Q3
Enterprise Customers																	
Net revenue (incl. intersegment revenue)	657	650	1'307	643	1'950	704	2'654	656	652	1'308	627	1'935	676	2'611	-1.6%	-4.0%	7.8%
Outpayments	(34)	(35)	(69)	(35)	(104)	(35)	(139)	(31)	(35)	(66)	(38)	(104)	(34)	(138)	-0.7%	-2.9%	-10.5%
Subscriber acquisition and retention costs (1)	(7)	(7)	(14)	(5)	(19)	(7)	(26)	(7)	(6)	(13)	(7)	(20)	(9)	(29)	11.5%	28.6%	28.6%
Other costs of goods and services purchased	(100)	(101)	(201)	(91)	(292)	(140)	(432)	(105)	(103)	(208)	(96)	(304)	(120)	(424)	-1.9%	-14.3%	25.0%
Direct costs (incl. intersegment direct costs)	(141)	(143)	(284)	(131)	(415)	(182)	(597)	(143)	(144)	(287)	(141)	(428)	(163)	(591)	-1.0%	-10.4%	15.6%
Contribution margin 1	516	507	1'023	512	1'535	522	2'057	513	508	1'021	486	1'507	513	2'020	-1.8%	-1.7%	5.6%
Contribution margin 1 in % of net revenue	78.5%	78.0%	78.3%	79.6%	78.7%	74.1%	77.5%	78.2%	77.9%	78.1%	77.5%	77.9%	75.9%	77.4%			
Personnel expenses	(215)	(216)	(431)	(198)	(629)	(209)	(838)	(225)	(221)	(446)	(201)	(647)	(207)	(854)	1.9%	-1.0%	3.0%
Other operating expenses (2)	(99)	(88)	(187)	(97)	(284)	(108)	(392)	(96)	(100)	(196)	(95)	(291)	(114)	(405)	3.3%	5.6%	20.0%
Indirect costs (incl. intersegment indirect costs)	(314)	(304)	(618)	(295)	(913)	(317)	(1'230)	(321)	(321)	(642)	(296)	(938)	(321)	(1'259)	2.4%	1.3%	8.4%
./. Capitalized costs and other income	17	23	40	20	60	23	83	20	18	38	19	57	21	78	-6.0%	-8.7%	10.5%
Contribution margin 2	219	226	445	237	682	228	910	212	205	417	209	626	213	839	-7.8%	-6.6%	1.9%
Contribution margin 2 in % of net revenue	33.3%	34.8%	34.0%	36.9%	35.0%	32.4%	34.3%	32.3%	31.4%	31.9%	33.3%	32.4%	31.5%	32.1%			
CAPEX	36	45	81	39	120	51	171	39	41	80	37	117	42	159	-7.0%	-17.6%	13.5%
Number of employees (FTE)	5'308		5'320		5'354		5'378	5'503		5'431		5'391		5'335	-0.8%	-0.8%	-1.0%
Wholesale																	
Net revenue (incl. intersegment revenue)	230	234	464	250	714	242	956	220	249	469	269	738	251	989	3.5%	3.7%	-6.7%
Outpayments	(123)	(136)	(259)	(145)	(404)	(138)	(542)	(122)	(144)	(266)	(159)	(425)	(134)	(559)	3.1%	-2.9%	-15.7%
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)	0	(1)	0	(1)	(2)	(3)	(1)	0	(1)	(1)	(2)	(1)	(3)	0.0%	-50.0%	0.0%
Direct costs (incl. intersegment direct costs)	(124)	(136)	(260)	(145)	(405)	(140)	(545)	(123)	(144)	(267)	(160)	(427)	(135)	(562)	3.1%	-3.6%	-15.6%
Contribution margin 1	106	98	204	105	309	102	411	97	105	202	109	311	116	427	3.9%	13.7%	6.4%
Contribution margin 1 in % of net revenue	46.1%	41.9%	44.0%	42.0%	43.3%	42.1%	43.0%	44.1%	42.2%	43.1%	40.5%	42.1%	46.2%	43.2%			
Personnel expenses	(5)	(5)	(10)	(4)	(14)	(4)	(18)	(4)	(4)	(8)	(3)	(11)	(4)	(15)	-16.7%	0.0%	33.3%
Other operating expenses (2)	0	(1)	(1)	(187)	(188)	(8)	(196)	(1)	(1)	(2)	(1)	(3)	(22)	(25)	-87.2%	175.0%	2100.0%
Indirect costs (incl. intersegment indirect costs)	(5)	(6)	(11)	(191)	(202)	(12)	(214)	(5)	(5)	(10)	(4)	(14)	(26)	(40)	-81.3%	116.7%	550.0%
./. Capitalized costs and other income	0	0	0	0	0	1	1	1	0	1	0	1	0	1	0.0%	n.m.	n.m.
Contribution margin 2	101	92	193	(86)	107	91	198	93	100	193	105	298	90	388	96.0%	-1.1%	-14.3%
Contribution margin 2 in % of net revenue	43.9%	39.3%	41.6%	-34.4%	15.0%	37.6%	20.7%	42.3%	40.2%	41.2%	39.0%	40.4%	35.9%	39.2%			
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)	113		109		106		105	92		91		90		88	-16.2%	-16.2%	-2.2%

SCS Breakdown

	2015							2016							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YTD	YoY Q4	QoQ Q4/Q3
IT, Network & Innovation																	
Net revenue (incl. intersegment revenue)	34	31	65	32	97	33	130	30	31	61	37	98	31	129	-0.8%	-6.1%	-16.2%
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	34	31	65	32	97	33	130	30	31	61	37	98	31	129	-0.8%	-6.1%	-16.2%
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	(218)	(220)	(438)	(200)	(638)	(285)	(923)	(222)	(209)	(431)	(197)	(628)	(215)	(843)	-8.7%	-24.6%	9.1%
Rent	(49)	(49)	(98)	(49)	(147)	(51)	(198)	(48)	(49)	(97)	(56)	(153)	(51)	(204)	3.0%	0.0%	-8.9%
Maintenance	(42)	(41)	(83)	(47)	(130)	(49)	(179)	(39)	(43)	(82)	(45)	(127)	(51)	(178)	-0.6%	4.1%	13.3%
IT expenses	(56)	(57)	(113)	(55)	(168)	(58)	(226)	(58)	(57)	(115)	(62)	(177)	(63)	(240)	6.2%	8.6%	1.6%
Other expenses	(82)	(83)	(165)	(89)	(254)	(98)	(352)	(86)	(88)	(174)	(83)	(257)	(105)	(362)	2.8%	7.1%	26.5%
Other operating expenses	(229)	(230)	(459)	(240)	(699)	(256)	(955)	(231)	(237)	(468)	(246)	(714)	(270)	(984)	3.0%	5.5%	9.8%
Indirect costs (incl. intersegment indirect costs)	(447)	(450)	(897)	(440)	(1'337)	(541)	(1'878)	(453)	(446)	(899)	(443)	(1'342)	(485)	(1'827)	-2.7%	-10.4%	9.5%
./. Capitalized costs and other income	101	96	197	96	293	108	401	105	99	204	93	297	97	394	-1.7%	-10.2%	4.3%
Contribution margin 2	(312)	(323)	(635)	(312)	(947)	(400)	(1'347)	(318)	(316)	(634)	(313)	(947)	(357)	(1'304)	-3.2%	-10.8%	14.1%
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	305	353	658	358	1'016	382	1'398	345	356	701	332	1'033	374	1'407	0.6%	-2.1%	12.7%
Number of employees (FTE)	5'129		5'176		5'212		5'245	5'170		5'122		5'088		5'045	-3.8%	-3.8%	-0.8%
Swisscom Switzerland																	
Net revenue (incl. intersegment revenue)	2'355	2'342	4'697	2'375	7'072	2'473	9'545	2'345	2'337	4'682	2'340	7'022	2'418	9'440	-1.1%	-2.2%	3.3%
Outpayments	(99)	(109)	(208)	(120)	(328)	(112)	(440)	(98)	(119)	(217)	(134)	(351)	(108)	(459)	4.3%	-3.6%	-19.4%
Subscriber acquisition and retention costs (1)	(109)	(103)	(212)	(102)	(314)	(145)	(459)	(106)	(112)	(218)	(121)	(339)	(165)	(504)	9.8%	13.8%	36.4%
Other costs of goods and services purchased	(275)	(249)	(524)	(240)	(764)	(350)	(1'114)	(265)	(252)	(517)	(253)	(770)	(304)	(1'074)	-3.6%	-13.1%	20.2%
Direct costs (incl. intercompany direct costs)	(483)	(461)	(944)	(462)	(1'406)	(607)	(2'013)	(469)	(483)	(952)	(508)	(1'460)	(577)	(2'037)	1.2%	-4.9%	13.6%
Contribution margin 1	1'872	1'881	3'753	1'913	5'666	1'866	7'532	1'876	1'854	3'730	1'832	5'562	1'841	7'403	-1.7%	-1.3%	0.5%
Contribution margin 1 in % of net revenue	79.5%	80.3%	79.9%	80.5%	80.1%	75.5%	78.9%	80.0%	79.3%	79.7%	78.3%	79.2%	76.1%	78.4%			
Personnel expenses	(621)	(622)	(1'243)	(579)	(1'822)	(680)	(2'502)	(632)	(612)	(1'244)	(570)	(1'814)	(599)	(2'413)	-3.6%	-11.9%	5.1%
Other operating expenses (2)	(368)	(366)	(734)	(573)	(1'307)	(437)	(1'744)	(358)	(374)	(732)	(394)	(1'126)	(475)	(1'601)	-8.2%	8.7%	20.6%
Indirect costs (incl. intersegment indirect costs)	(989)	(988)	(1'977)	(1'152)	(3'129)	(1'117)	(4'246)	(990)	(986)	(1'976)	(964)	(2'940)	(1'074)	(4'014)	-5.5%	-3.8%	11.4%
./. Capitalized costs and other income	72	76	148	72	220	95	315	80	78	158	68	226	71	297	-5.7%	-25.3%	4.4%
Contribution margin 2	955	969	1'924	833	2'757	844	3'601	966	946	1'912	936	2'848	838	3'686	2.4%	-0.7%	-10.5%
Contribution margin 2 in % of net revenue	40.6%	41.4%	41.0%	35.1%	39.0%	34.1%	37.7%	41.2%	40.5%	40.8%	40.0%	40.6%	34.7%	39.0%			
CAPEX	388	453	841	459	1'300	499	1'799	425	447	872	409	1'281	462	1'743	-3.1%	-7.4%	13.0%
Number of employees (FTE)	16'964		17'062		17'176		17'199	17'155		16'969		16'767		16'573	-3.6%	-3.6%	-1.2%

(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

	2015							2016							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YTD	YoY Q4	QoQ Q4/Q3
Operating income (EBITDA)	1'051	1'082	2'133	966	3'099	999	4'098	1'081	1'146	2'227	1'080	3'307	986	4'293	4.8%	-1.3%	-8.7%
Changes in operating assets and liabilities and other payments or receipts from operating activities	(170)	(82)	(252)	308	56	45	101	(312)	55	(257)	105	(152)	46	(106)	n.m.	2.2%	-56.2%
Capital expenditure	(549)	(593)	(1'142)	(595)	(1'737)	(672)	(2'409)	(596)	(597)	(1'193)	(575)	(1'768)	(648)	(2'416)	0.3%	-3.6%	12.7%
Proceeds from sale of assets	12	1	13	5	18	43	61	11	8	19	6	25	3	28	-54.1%	-93.0%	-50.0%
Operating free cash flow before minority interests	344	408	752	684	1'436	415	1'851	184	612	796	616	1'412	387	1'799	-2.8%	-6.7%	-37.2%
Dividends paid to minority interests	0	(7)	(7)	0	(7)	0	(7)	0	(8)	(8)	0	(8)	0	(8)	14.3%	n.m.	n.m.
Operating free cash flow	344	401	745	684	1'429	415	1'844	184	604	788	616	1'404	387	1'791	-2.9%	-6.7%	-37.2%

Remarks:

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Operational Data

	2015							2016							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Operational data Swisscom Switzerland																	
Product view (in thousands)																	
Wireless customers in single products	6'037		6'041		6'045		6'029	6'000		5'994		5'939		5'901	-2.1%	-2.1%	-0.6%
Wireless customers in bundles	531		551		573		596	615		629		674		711	19.3%	19.3%	5.5%
Wireless customers	6'568		6'592		6'618		6'625	6'615		6'623		6'613		6'612	-0.2%	-0.2%	0.0%
Broadband lines in single products	650		615		581		542	503		463		397		320	-41.0%	-41.0%	-19.4%
Broadband lines in bundles	1'258		1'307		1'356		1'416	1'465		1'515		1'588		1'672	18.1%	18.1%	5.3%
Broadband lines	1'908		1'922		1'937		1'958	1'968		1'978		1'985		1'992	1.7%	1.7%	0.4%
Wireline voice access lines in single products	1'763		1'695		1'632		1'573	1'500		1'412		1'303		1'155	-26.6%	-26.6%	-11.4%
Wireline voice access lines in bundles	972		1'002		1'027		1'056	1'082		1'106		1'155		1'212	14.8%	14.8%	4.9%
Wireline voice access lines	2'735		2'697		2'659		2'629	2'582		2'518		2'458		2'367	-10.0%	-10.0%	-3.7%
TV customers in single products	200		182		165		148	127		111		98		84	-43.2%	-43.2%	-14.3%
TV customers in bundles	1'001		1'056		1'110		1'183	1'240		1'289		1'342		1'392	17.7%	17.7%	3.7%
TV customers	1'201		1'238		1'275		1'331	1'367		1'400		1'440		1'476	10.9%	10.9%	2.5%
Total number of underlying products	12'412		12'449		12'489		12'543	12'532		12'519		12'496		12'447	-0.8%	-0.8%	-0.4%
Bundle products																	
Bundle subscription (in thousands)																	
2Play bundle subscriptions	302		301		301		287	280		281		279		281	-2.1%	-2.1%	0.7%
3Play bundle subscriptions	680		712		741		790	826		856		889		930	17.7%	17.7%	4.6%
4Play bundle subscriptions	266		278		291		304	313		319		349		375	23.4%	23.4%	7.4%
nPlay other bundle subscription	10		16		23		35	46		59		71		86	145.7%	145.7%	21.1%
Total bundle subscriptions	1'258		1'307		1'356		1'416	1'465		1'515		1'588		1'672	18.1%	18.1%	5.3%
Bundle ARPU (in CHF)																	
Blended ARPU 2Play bundle	107	105	107	104	106	101	105	100	94	98	97	98	99	99	-5.7%	-2.0%	2.1%
Blended ARPU 3Play bundle	143	139	141	138	141	138	141	134	131	132	129	131	127	130	-7.8%	-8.0%	-1.6%
Blended ARPU 4Play bundle	207	205	206	206	207	199	205	197	192	195	190	193	187	191	-6.8%	-6.0%	-1.6%
Wireless Retail																	
Wireless customers (in thousands)																	
Wireless customers prepaid	2'149		2'131		2'125		2'124	2'123		2'112		2'085		2'060	-3.0%	-3.0%	-1.2%
Wireless customers postpaid	3'888		3'910		3'920		3'905	3'877		3'882		3'854		3'841	-1.6%	-1.6%	-0.3%
Wireless customers in single products	6'037		6'041		6'045		6'029	6'000		5'994		5'939		5'901	-2.1%	-2.1%	-0.6%
Wireless customers in bundles	531		551		573		596	615		629		674		711	19.3%	19.3%	5.5%
Wireless customers	6'568		6'592		6'618		6'625	6'615		6'623		6'613		6'612	-0.2%	-0.2%	0.0%
Infinity penetration in % of Residential & SME postpaid customers	65%		66%		67%		68%	69%		70%		70%		70%			

Operational Data

	2015							2016							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Wireless ARPU (in CHF)																	
ARPU MO Postpaid	55	56	55	57	56	54	55	53	53	53	54	53	54	53	-3.6%	0.0%	0.0%
ARPU MO Prepaid	6	7	7	7	7	6	7	6	6	6	7	6	6	6	-14.3%	0.0%	-14.3%
Blended wireless ARPU MO single subscriptions	37	38	37	39	38	37	38	36	36	36	37	37	37	37	-2.6%	0.0%	0.0%
thereof ARPU Base Fee	25	26	26	26	26	26	26	27	27	27	27	27	29	27	3.8%	11.5%	7.4%
Blended wireless ARPU single subscriptions	38	40	39	41	40	39	40	38	38	38	39	38	39	38	-5.0%	0.0%	0.0%
ARPU Infinity	84	84	83	85	84	81	83	79	78	78	77	78	75	77	-7.2%	-7.4%	-2.6%
Wireless cancellation rate (annualised, in %)																	
Average quarterly wireless cancellation rate		11.8%		12.8%		12.7%			11.6%		14.0%		13.0%				
Wireless cancellation rate cumulated	11.7%		11.7%		12.2%		12.3%	12.9%		12.2%		13.0%		13.0%			
Wireless traffic data domestic (in million MB)																	
Traffic data domestic	19'010	21'765	40'775	25'722	66'497	31'570	98'067	36'040	40'736	76'776	43'699	120'475	53'361	173'836	77.3%	69.0%	22.1%
Wireline Retail																	
Broadband lines (in thousands)																	
Broadband lines in single products	650		615		581		542	503		463		397		320	-41.0%	-41.0%	-19.4%
Broadband lines in bundle products	1'258		1'307		1'356		1'416	1'465		1'515		1'588		1'672	18.1%	18.1%	5.3%
Broadband lines	1'908		1'922		1'937		1'958	1'968		1'978		1'985		1'992	1.7%	1.7%	0.4%
ARPL Broadband (in CHF)																	
ARPL broadband (single subscription)	35	35	36	35	36	35	35	35	35	35	34	35	32	34	-2.9%	-8.6%	-5.9%
Voice access lines (in thousands)																	
Wireline Voice access lines in single products	1'763		1'695		1'632		1'573	1'500		1'412		1'303		1'155	-26.6%	-26.6%	-11.4%
Wireline Voice access lines in bundle products	972		1'002		1'027		1'056	1'082		1'106		1'155		1'212	14.8%	14.8%	4.9%
Voice access lines	2'735		2'697		2'659		2'629	2'582		2'518		2'458		2'367	-10.0%	-10.0%	-3.7%
ARPL Voice (in CHF)																	
ARPL wireline voice (single subscription)	52	51	51	52	52	53	52	53	54	54	54	54	56	54	3.8%	5.7%	3.7%
TV customers (in thousands)																	
TV customers in single products	200		182		165		148	127		111		98		84	-43.2%	-43.2%	-14.3%
TV customers in bundle products	1'001		1'056		1'110		1'183	1'240		1'289		1'342		1'392	17.7%	17.7%	3.7%
TV customers	1'201		1'238		1'275		1'331	1'367		1'400		1'440		1'476	10.9%	10.9%	2.5%
ARPU TV (in CHF)																	
ARPU TV access fee (single subscription)	15	14	14	13	14	13	14	13	12	13	11	12	12	12	-14.3%	-7.7%	9.1%

Operational Data

	2015							2016							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Wholesale																	
Wholesale lines (in thousands)																	
Full access lines	162		150		139		128	120		125		128		128	0.0%	0.0%	0.0%
Wholesale broadband lines	278		291		301		315	329		342		351		364	15.6%	15.6%	3.7%
Operational data Residential Customers																	
Product view (in thousands)																	
Wireless customers in single products	4'338		4'317		4'307		4'295	4'271		4'253		4'202		4'161	-3.1%	-3.1%	-1.0%
Wireless customers in bundles	438		455		474		493	510		522		562		595	20.7%	20.7%	5.9%
Wireless customers	4'776		4'772		4'781		4'788	4'781		4'775		4'764		4'756	-0.7%	-0.7%	-0.2%
Broadband lines in single products	504		470		437		400	364		327		267		199	-50.3%	-50.3%	-25.5%
Broadband lines in bundles	1'134		1'179		1'225		1'279	1'323		1'367		1'433		1'506	17.7%	17.7%	5.1%
Broadband lines	1'638		1'649		1'662		1'679	1'687		1'694		1'700		1'705	1.5%	1.5%	0.3%
Wireline voice access lines in single products	1'128		1'068		1'012		950	887		817		725		621	-34.6%	-34.6%	-14.3%
Wireline voice access lines in bundles	851		878		900		926	948		968		1'013		1'064	14.9%	14.9%	5.0%
Wireline voice access lines	1'979		1'946		1'912		1'876	1'835		1'785		1'738		1'685	-10.2%	-10.2%	-3.0%
TV customers in single products	187		170		154		139	118		103		91		78	-43.9%	-43.9%	-14.3%
TV customers in bundles	973		1'025		1'077		1'146	1'200		1'246		1'296		1'343	17.2%	17.2%	3.6%
TV customers	1'160		1'195		1'231		1'285	1'318		1'349		1'387		1'421	10.6%	10.6%	2.5%
Total number of underlying products	9'553		9'562		9'586		9'628	9'621		9'603		9'589		9'567	-0.6%	-0.6%	-0.2%
Bundle products																	
Bundle subscription (in thousands)																	
2Play bundle subscriptions	257		257		259		247	242		246		245		250	1.2%	1.2%	2.0%
3Play bundle subscriptions	615		648		678		729	767		799		834		877	20.3%	20.3%	5.2%
4Play bundle subscriptions	261		273		286		298	307		313		342		367	23.2%	23.2%	7.3%
nPlay other bundle subscription	1		1		2		5	7		9		12		12	140.0%	140.0%	0.0%
Total bundle subscriptions	1'134		1'179		1'225		1'279	1'323		1'367		1'433		1'506	17.7%	17.7%	5.1%
Bundle ARPU (in CHF)																	
Blended ARPU 2Play bundle	107	101	102	100	101	97	100	95	90	93	95	94	97	94	-6.0%	0.0%	2.1%
Blended ARPU 3Play bundle	135	127	128	127	128	127	128	125	122	123	121	122	120	122	-4.7%	-5.5%	-0.8%
Blended ARPU 4Play bundle	207	200	200	202	200	197	200	194	189	192	186	190	182	188	-6.0%	-7.6%	-2.2%

Operational Data

	2015							2016							Change			
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3	
Wireless Retail																		
Wireless customers (in thousands)																		
Wireless customers prepaid	2'149		2'131	2'125		2'124		2'123		2'112		2'085		2'060		-3.0%	-3.0%	-1.2%
Wireless customers postpaid	2'189		2'186	2'182		2'171		2'148		2'141		2'117		2'101		-3.2%	-3.2%	-0.8%
Wireless customers in single products	4'338		4'317	4'307		4'295		4'271		4'253		4'202		4'161		-3.1%	-3.1%	-1.0%
Wireless customers in bundles	438		455	474		493		510		522		562		595		20.7%	20.7%	5.9%
Wireless customers	4'776		4'772	4'781		4'788		4'781		4'775		4'764		4'756		-0.7%	-0.7%	-0.2%
Wireless ARPU (in CHF)																		
ARPU MO Postpaid	61	62	62	64	62	61	62	60	61	61	63	61	63	62	0.0%	3.3%	0.0%	
ARPU MO Prepaid	6	7	7	7	7	6	7	6	6	6	7	6	6	6	-14.3%	0.0%	-14.3%	
Blended wireless ARPU MO single subscriptions	34	35	34	36	35	34	35	33	34	33	35	34	35	34	-2.9%	2.9%	0.0%	
Wireline Retail																		
Broadband lines (in thousands)																		
Broadband lines in single products	504		470	437		400		364		327		267		199		-50.3%	-50.3%	-25.5%
Broadband lines in bundle products	1'134		1'179	1'225		1'279		1'323		1'367		1'433		1'506		17.7%	17.7%	5.1%
Broadband lines	1'638		1'649	1'662		1'679		1'687		1'694		1'700		1'705		1.5%	1.5%	0.3%
ARPL Broadband (in CHF)																		
ARPL broadband (single subscription)	34	34	34	34	34	34	34	34	33	33	33	33	30	33	-2.9%	-11.8%	-9.1%	
Voice access lines (in thousands)																		
Wireline Voice access lines in single products	1'128		1'068	1'012		950		887		817		725		621		-34.6%	-34.6%	-14.3%
Wireline Voice access lines in bundle products	851		878	900		926		948		968		1'013		1'064		14.9%	14.9%	5.0%
Voice access lines	1'979		1'946	1'912		1'876		1'835		1'785		1'738		1'685		-10.2%	-10.2%	-3.0%
ARPL Voice (in CHF)																		
ARPL wireline voice (single subscription)	37	37	37	38	37	38	38	38	37	37	38	37	38	37	-2.6%	0.0%	0.0%	
TV customers (in thousands)																		
TV customers in single products	187		170	154		139		118		103		91		78		-43.9%	-43.9%	-14.3%
TV customers in bundle products	973		1'025	1'077		1'146		1'200		1'246		1'296		1'343		17.2%	17.2%	3.6%
TV customers	1'160		1'195	1'231		1'285		1'318		1'349		1'387		1'421		10.6%	10.6%	2.5%
ARPU TV (in CHF)																		
ARPU TV access fee (single subscription)	14	13	14	13	13	12	13	13	12	12	11	12	12	12	-7.7%	0.0%	9.1%	

Operational Data

	2015							2016							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Operational data Small & Medium-Sized Enterprises																	
Product view (in thousands)																	
Wireless customers in single products	505		506		506		504	501		499		495		494	-2.0%	-2.0%	-0.2%
Wireless customers in bundles	93		96		99		103	105		107		112		115	11.7%	11.7%	2.7%
Wireless customers	598		602		605		607	606		606		607		609	0.3%	0.3%	0.3%
Broadband lines in single products	108		107		106		104	101		98		92		85	-18.3%	-18.3%	-7.6%
Broadband lines in bundles	124		128		131		137	142		148		155		164	19.7%	19.7%	5.8%
Broadband lines	232		235		237		241	243		246		247		249	3.3%	3.3%	0.8%
Wireline voice access lines in single products	385		377		370		361	350		337		322		302	-16.3%	-16.3%	-6.2%
Wireline voice access lines in bundles	121		124		127		130	134		138		142		147	13.1%	13.1%	3.5%
Wireline voice access lines	506		501		497		491	484		475		464		449	-8.6%	-8.6%	-3.2%
TV customers in single products	13		12		11		9	9		8		7		6	-33.3%	-33.3%	-14.3%
TV customers in bundles	28		31		33		37	40		43		46		49	32.4%	32.4%	6.5%
TV customers	41		43		44		46	49		51		53		55	19.6%	19.6%	3.8%
Total number of underlying products	1'377		1'381		1'383		1'385	1'382		1'378		1'371		1'362	-1.7%	-1.7%	-0.7%
Bundle products																	
Bundle subscription (in thousands)																	
2Play bundle subscriptions	45		44		42		40	38		35		34		31	-22.5%	-22.5%	-8.8%
3Play bundle subscriptions	65		64		63		61	59		57		55		53	-13.1%	-13.1%	-3.6%
4Play bundle subscriptions	5		5		5		6	6		6		7		8	33.3%	33.3%	14.3%
nPlay other bundle subscription	9		15		21		30	39		50		59		72	140.0%	140.0%	22.0%
Total bundle subscriptions	124		128		131		137	142		148		155		164	19.7%	19.7%	5.8%
Bundle ARPU (in CHF)																	
Blended ARPU 2Play bundle	124	124	124	124	124	123	124	121	113	117	107	114	106	112	-9.7%	-13.8%	-0.9%
Blended ARPU 3Play bundle	234	233	233	231	233	223	230	212	213	212	212	212	210	212	-7.8%	-5.8%	-0.9%
Blended ARPU 4Play bundle	217	216	217	217	217	210	215	206	199	202	199	201	193	199	-7.4%	-8.1%	-3.0%
Wireless Retail																	
Wireless customers (in thousands)																	
Wireless customers in single products	505		506		506		504	501		499		495		494	-2.0%	-2.0%	-0.2%
Wireless customers in bundles	93		96		99		103	105		107		112		115	11.7%	11.7%	2.7%
Wireless customers	598		602		605		607	606		606		607		609	0.3%	0.3%	0.3%
Wireless ARPU (in CHF)																	
ARPU MO Postpaid	68	69	69	69	69	66	68	64	64	64	63	64	65	64	-5.9%	-1.5%	3.2%
Blended wireless ARPU MO single subscriptions	68	69	69	69	69	66	68	64	64	64	63	64	65	64	-5.9%	-1.5%	3.2%

Operational Data

	2015							2016							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Wireline Retail																	
Broadband lines (in thousands)																	
Broadband lines in single products	108		107		106		104	101		98		92		85	-18.3%	-18.3%	-7.6%
Broadband lines in bundle products	124		128		131		137	142		148		155		164	19.7%	19.7%	5.8%
Broadband lines	232		235		237		241	243		246		247		249	3.3%	3.3%	0.8%
ARPL Broadband (in CHF)																	
ARPL broadband (single subscription)	42	42	42	42	42	40	42	42	41	42	41	41	41	41	-2.4%	2.5%	0.0%
Voice access lines (in thousands)																	
Wireline Voice access lines in single products	385		377		370		361	350		337		322		302	-16.3%	-16.3%	-6.2%
Wireline Voice access lines in bundle products	121		124		127		130	134		138		142		147	13.1%	13.1%	3.5%
Voice access lines	506		501		497		491	484		475		464		449	-8.6%	-8.6%	-3.2%
ARPL Voice (in CHF)																	
ARPL wireline voice (single subscription)	68	68	68	69	68	70	69	71	71	71	70	71	71	71	2.9%	1.4%	1.4%
TV customers (in thousands)																	
TV customers in single products	13		12		11		9	9		8		7		6	-33.3%	-33.3%	-14.3%
TV customers in bundle products	28		31		33		37	40		43		46		49	32.4%	32.4%	6.5%
TV customers	41		43		44		46	49		51		53		55	19.6%	19.6%	3.8%
ARPU TV (in CHF)																	
ARPU TV access fee (single subscription)	19	19	19	19	19	18	19	18	18	18	18	18	18	18	-5.3%	0.0%	0.0%
Operational data Enterprise Customers																	
Product view (in thousands)																	
Wireless customers in single products	1'194		1'218		1'232		1'230	1'228		1'242		1'242		1'246	1.3%	1.3%	0.3%
Wireless customers in bundles	0		0		0		0	0		0		0		1	n.m.	n.m.	n.m.
Wireless customers	1'194		1'218		1'232		1'230	1'228		1'242		1'242		1'247	1.4%	1.4%	0.4%
Broadband lines in single products	38		38		38		38	38		38		38		36	-5.3%	-5.3%	-5.3%
Broadband lines in bundles	0		0		0		0	0		0		0		2	n.m.	n.m.	n.m.
Broadband lines	38		38		38		38	38		38		38		38	0.0%	0.0%	0.0%
Wireline voice access lines in single products	250		250		250		262	263		258		256		232	-11.5%	-11.5%	-9.4%
Wireline voice access lines in bundles	0		0		0		0	0		0		0		1	n.m.	n.m.	n.m.
Wireline voice access lines	250		250		250		262	263		258		256		233	-11.1%	-11.1%	-9.0%
Total number of underlying products	1'482		1'506		1'520		1'530	1'529		1'538		1'536		1'518	-0.8%	-0.8%	-1.2%
Bundle products																	
Bundle subscription (in thousands)																	
nPlay other bundle subscription	0		0		0		0	0		0		0		2	n.m.	n.m.	n.m.
Total bundle subscriptions	0		0		0		0	0		0		0		2	n.m.	n.m.	n.m.

Operational Data

	2015							2016							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Wireless Retail																	
Wireless customers (in thousands)																	
Wireless customers in single products	1'194		1'218		1'232		1'230	1'228		1'242		1'242		1'246	1.3%	1.3%	0.3%
Wireless customers in bundles	0		0		0		0	0		0		0		1	n.m.	n.m.	n.m.
Wireless customers	1'194		1'218		1'232		1'230	1'228		1'242		1'242		1'247	1.4%	1.4%	0.4%
Wireless ARPU (in CHF)																	
Blended wireless ARPU MO single subscriptions	35	36	36	38	38	37	38	35	35	35	35	35	36	35	-7.9%	-2.7%	2.9%
Wireline Retail																	
Broadband lines (in thousands)																	
Broadband lines in single products	38		38		38		38	38		38		38		36	-5.3%	-5.3%	-5.3%
Broadband lines in bundle products	0		0		0		0	0		0		0		2	n.m.	n.m.	n.m.
Broadband lines	38		38		38		38	38		38		38		38	0.0%	0.0%	0.0%
ARPL Broadband (in CHF)																	
ARPL broadband (single subscription)	51	52	51	53	52	52	52	52	51	51	50	51	52	51	-1.9%	0.0%	4.0%
Voice access lines (in thousands)																	
Wireline Voice access lines in single products	250		250		250		262	263		258		256		232	-11.5%	-11.5%	-9.4%
Wireline Voice access lines in bundle products	0		0		0		0	0		0		0		1	n.m.	n.m.	n.m.
Voice access lines	250		250		250		262	263		258		256		233	-11.1%	-11.1%	-9.0%
ARPL Voice (in CHF)																	
ARPL wireline voice (single subscription)	102	93	93	94	94	93	94	94	96	95	93	95	97	95	1.1%	4.3%	4.3%
Operational data Wholesale																	
Wireline																	
Full access lines (in thousands)																	
Full access lines	162		150		139		128	120		125		128		128	0.0%	0.0%	0.0%
Broadband lines (in thousands)																	
Wholesale broadband lines	278		291		301		315	329		342		351		364	15.6%	15.6%	3.7%
Operational data Fastweb																	
Broadband customers (in thousands)	2'124		2'157		2'172		2'201	2'241		2'257		2'295		2'355	7.0%	7.0%	2.6%

Remarks:

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