

Facts & Figures

as per March 31, 2019

[P&L overview](#)

[P&L breakdown](#)

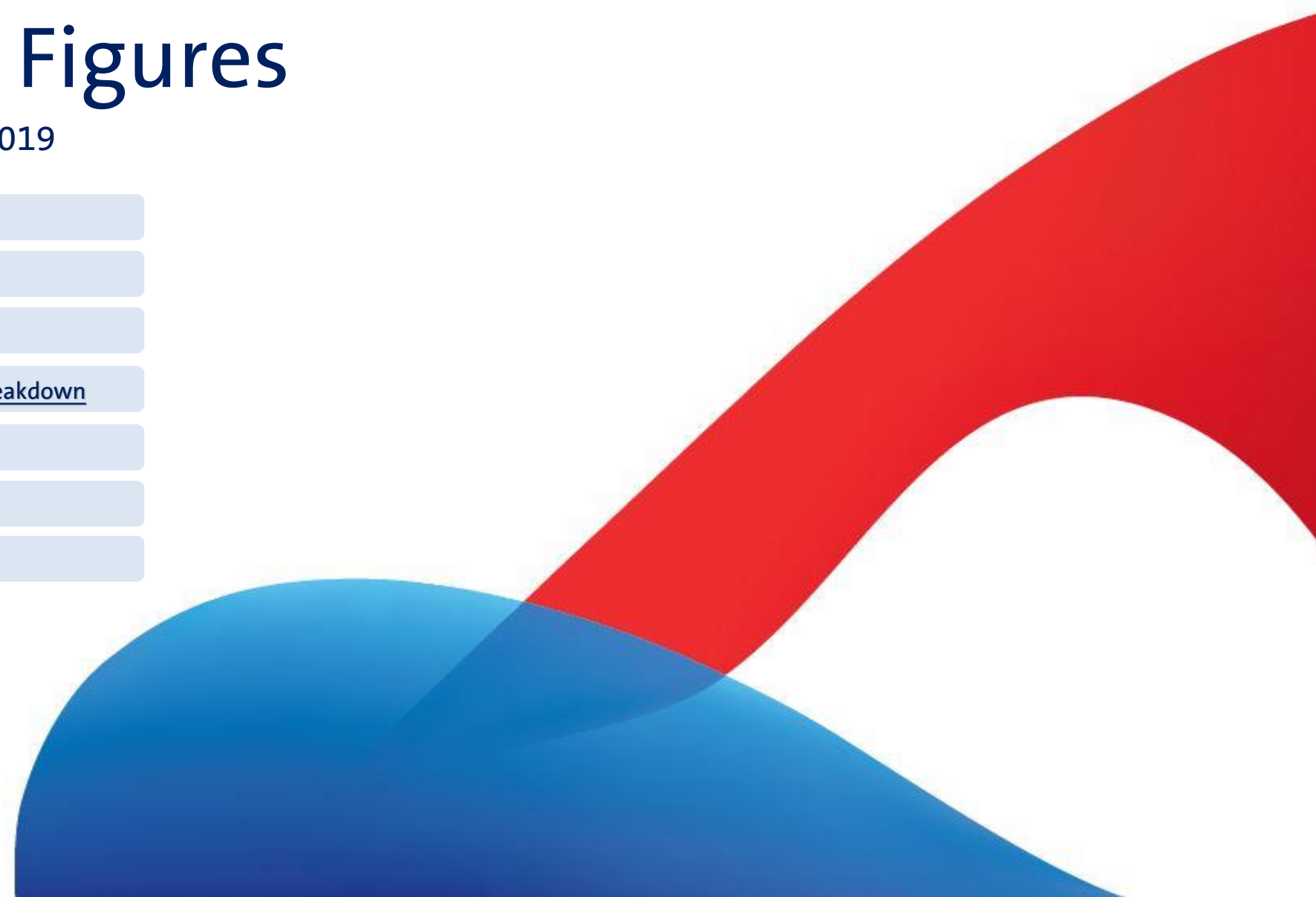
[OPEX breakdown](#)

[Swisscom Switzerland breakdown](#)

[Fastweb \(EUR\)](#)

[Free cash flow](#)

[Operational data](#)



P&L Overview

| | 2018 | | | | | | | 2019 | | | | | | | Change | |
|--|--------------|--------------|--------------|--------------|--------------|--------------|---------------|--------------|----|--------|----|--------|----|--------|--------------|--------------|
| | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | YoY Q1 | QoQ Q1/Q4 |
| Retail Customers | 1'456 | 1'448 | 2'904 | 1'457 | 4'361 | 1'482 | 5'843 | 1'413 | | | | | | | -3.0% | -4.7% |
| Enterprise Customers | 584 | 575 | 1'159 | 561 | 1'720 | 586 | 2'306 | 566 | | | | | | | -3.1% | -3.4% |
| Wholesale | 141 | 145 | 286 | 148 | 434 | 132 | 566 | 158 | | | | | | | 12.1% | 19.7% |
| IT, Network & Infrastructure | 5 | 5 | 10 | 5 | 15 | 5 | 20 | 6 | | | | | | | 20.0% | 20.0% |
| Swisscom Switzerland | 2'186 | 2'173 | 4'359 | 2'171 | 6'530 | 2'205 | 8'735 | 2'143 | | | | | | | -2.0% | -2.8% |
| Fastweb | 572 | 604 | 1'176 | 575 | 1'751 | 667 | 2'418 | 579 | | | | | | | 1.2% | -13.2% |
| Other operating segments | 127 | 143 | 270 | 138 | 408 | 152 | 560 | 138 | | | | | | | 8.7% | -9.2% |
| Group Headquarters | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | | | | | | | n.m. | -100.0% |
| Net revenue from external customers | 2'885 | 2'920 | 5'805 | 2'884 | 8'689 | 3'025 | 11'714 | 2'860 | | | | | | | -0.9% | -5.5% |
| Direct costs | (704) | (692) | (1'396) | (723) | (2'119) | (835) | (2'954) | (683) | | | | | | | -3.0% | -18.2% |
| Personnel expenses | (723) | (714) | (1'437) | (661) | (2'098) | (717) | (2'815) | (724) | | | | | | | 0.1% | 1.0% |
| Other operating expenses | (503) | (540) | (1'043) | (519) | (1'562) | (631) | (2'193) | (448) | | | | | | | -10.9% | -29.0% |
| Capitalized costs and other income | 103 | 111 | 214 | 107 | 321 | 140 | 461 | 114 | | | | | | | 10.7% | -18.6% |
| Operating income (EBITDA) | 1'058 | 1'085 | 2'143 | 1'088 | 3'231 | 982 | 4'213 | 1'119 | | | | | | | 5.8% | 14.0% |
| EBITDA in % of net revenue | 36.7% | 37.2% | 36.9% | 37.7% | 37.2% | 32.5% | 36.0% | 39.1% | | | | | | | | |
| Depreciation, amortisation of tangible / intangible assets | (540) | (540) | (1'080) | (530) | (1'610) | (534) | (2'144) | (554) | | | | | | | 2.6% | 3.7% |
| Depreciation right of use assets | 0 | 0 | 0 | 0 | 0 | 0 | 0 | (60) | | | | | | | n.m. | n.m. |
| Operating income (EBIT) | 518 | 545 | 1'063 | 558 | 1'621 | 448 | 2'069 | 505 | | | | | | | -2.5% | 12.7% |
| EBIT in % of net revenue | 18.0% | 18.7% | 18.3% | 19.3% | 18.7% | 14.8% | 17.7% | 17.7% | | | | | | | | |
| Interest expense lease | 0 | 0 | 0 | 0 | 0 | 0 | 0 | (8) | | | | | | | n.m. | n.m. |
| Net interest expense | (35) | (35) | (70) | (33) | (103) | (25) | (128) | (15) | | | | | | | -57.1% | -40.0% |
| Other financial result | (6) | 6 | 0 | (3) | (3) | (27) | (30) | 3 | | | | | | | n.m. | n.m. |
| Result of equity-accounted investees | (2) | 2 | 0 | 3 | 3 | 2 | 5 | 2 | | | | | | | n.m. | 0.0% |
| Income before income tax expense | 475 | 518 | 993 | 525 | 1'518 | 398 | 1'916 | 487 | | | | | | | 2.5% | 22.4% |
| Income tax expense | (96) | (110) | (206) | (99) | (305) | (90) | (395) | (104) | | | | | | | 8.3% | 15.6% |
| Net income | 379 | 408 | 787 | 426 | 1'213 | 308 | 1'521 | 383 | | | | | | | 1.1% | 24.4% |
| Net income attributable to equity holders of Swisscom AG | 381 | 409 | 790 | 427 | 1'217 | 310 | 1'527 | 385 | | | | | | | 1.0% | 24.2% |
| Net income attributable to minority interests | (2) | (1) | (3) | (1) | (4) | (2) | (6) | (2) | | | | | | | 0.0% | 0.0% |
| Average number of shares outstanding (in million) | 51.801 | 51.801 | 51.801 | 51.801 | 51.801 | 51.802 | 51.801 | 51.801 | | | | | | | 0.0% | 0.0% |
| Earnings per share (EPS) in CHF | 7.36 | 7.90 | 15.25 | 8.24 | 23.49 | 5.98 | 29.48 | 7.43 | | | | | | | 1.0% | 24.2% |

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

P&L Breakdown

| | 2018 | | | | | | | 2019 | | | | | | | Change | |
|--|--------------|--------------|--------------|--------------|--------------|--------------|---------------|--------------|----|--------|----|--------|----|--------|--------------|--------------|
| | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | YoY Q1 | QoQ Q1/Q4 |
| Group revenue | | | | | | | | | | | | | | | | |
| Retail Customers | 1'476 | 1'469 | 2'945 | 1'477 | 4'422 | 1'502 | 5'924 | 1'434 | | | | | | | -2.8% | -4.5% |
| Enterprise Customers | 610 | 602 | 1'212 | 586 | 1'798 | 610 | 2'408 | 593 | | | | | | | -2.8% | -2.8% |
| Wholesale | 203 | 223 | 426 | 252 | 678 | 216 | 894 | 221 | | | | | | | 8.9% | 2.3% |
| IT, Network & Infrastructure | 20 | 20 | 40 | 19 | 59 | 20 | 79 | 23 | | | | | | | 15.0% | 15.0% |
| Intersegment elimination | (105) | (123) | (228) | (146) | (374) | (125) | (499) | (108) | | | | | | | 2.9% | -13.6% |
| Swisscom Switzerland | 2'204 | 2'191 | 4'395 | 2'188 | 6'583 | 2'223 | 8'806 | 2'163 | | | | | | | -1.9% | -2.7% |
| Fastweb | 574 | 606 | 1'180 | 577 | 1'757 | 669 | 2'426 | 581 | | | | | | | 1.2% | -13.2% |
| Other operating segments | 198 | 228 | 426 | 230 | 656 | 253 | 909 | 225 | | | | | | | 13.6% | -11.1% |
| Group Headquarters | 0 | 1 | 1 | 0 | 1 | 1 | 2 | 0 | | | | | | | n.m. | -100.0% |
| Net revenue incl. intersegment revenue | 2'976 | 3'026 | 6'002 | 2'995 | 8'997 | 3'146 | 12'143 | 2'969 | | | | | | | -0.2% | -5.6% |
| Intersegment elimination | (91) | (106) | (197) | (111) | (308) | (121) | (429) | (109) | | | | | | | 19.8% | -9.9% |
| Net revenue from external customers | 2'885 | 2'920 | 5'805 | 2'884 | 8'689 | 3'025 | 11'714 | 2'860 | | | | | | | -0.9% | -5.5% |
| Retail Customers revenue | | | | | | | | | | | | | | | | |
| Wireless access | 574 | 573 | 1'147 | 573 | 1'720 | 566 | 2'286 | 562 | | | | | | | -2.1% | -0.7% |
| Wireless traffic & VAS | 81 | 86 | 167 | 89 | 256 | 76 | 332 | 68 | | | | | | | -16.0% | -10.5% |
| Wireless | 655 | 659 | 1'314 | 662 | 1'976 | 642 | 2'618 | 630 | | | | | | | -3.8% | -1.9% |
| t/o Wireless service revenue in fix-mobile bundles | 210 | 223 | 433 | 236 | 669 | 242 | 911 | 247 | | | | | | | 17.6% | 2.1% |
| Wireline access | 572 | 581 | 1'153 | 578 | 1'731 | 577 | 2'308 | 578 | | | | | | | 1.0% | 0.2% |
| Wireline traffic & VAS | 70 | 63 | 133 | 63 | 196 | 65 | 261 | 59 | | | | | | | -15.7% | -9.2% |
| Wireline business networks | 1 | 1 | 2 | 1 | 3 | 1 | 4 | 1 | | | | | | | 0.0% | 0.0% |
| Wireline | 643 | 645 | 1'288 | 642 | 1'930 | 643 | 2'573 | 638 | | | | | | | -0.8% | -0.8% |
| t/o Wireline service revenue in fix-mobile bundles | 229 | 217 | 446 | 241 | 687 | 248 | 935 | 258 | | | | | | | 12.7% | 4.0% |
| t/o Wireline service revenue in fixed-only bundles | 325 | 351 | 676 | 336 | 1'012 | 335 | 1'347 | 345 | | | | | | | 6.2% | 3.0% |
| Service revenue | 1'298 | 1'304 | 2'602 | 1'304 | 3'906 | 1'285 | 5'191 | 1'268 | | | | | | | -2.3% | -1.3% |
| Solutions | 10 | 10 | 20 | 10 | 30 | 12 | 42 | 10 | | | | | | | 0.0% | -16.7% |
| Hardware sales | 120 | 112 | 232 | 120 | 352 | 142 | 494 | 125 | | | | | | | 4.2% | -12.0% |
| Other sales | 28 | 22 | 50 | 23 | 73 | 43 | 116 | 10 | | | | | | | -64.3% | -76.7% |
| Net revenue from external customers | 1'456 | 1'448 | 2'904 | 1'457 | 4'361 | 1'482 | 5'843 | 1'413 | | | | | | | -3.0% | -4.7% |
| Intersegment revenue | 20 | 21 | 41 | 20 | 61 | 20 | 81 | 21 | | | | | | | 5.0% | 5.0% |
| Net revenue Retail Customers | 1'476 | 1'469 | 2'945 | 1'477 | 4'422 | 1'502 | 5'924 | 1'434 | | | | | | | -2.8% | -4.5% |

P&L Breakdown

| | 2018 | | | | | | | 2019 | | | | | | | Change | |
|---|------------|------------|--------------|------------|--------------|------------|--------------|------------|----|--------|----|--------|----|--------------|---------------|--------------|
| | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | YoY Q1 | QoQ Q1/Q4 |
| Enterprise Customers revenue | | | | | | | | | | | | | | | | |
| Wireless access | 75 | 79 | 154 | 80 | 234 | 80 | 314 | 78 | | | | | | 4.0% | -2.5% | |
| Wireless traffic & VAS | 38 | 39 | 77 | 34 | 111 | 26 | 137 | 24 | | | | | | -36.8% | -7.7% | |
| Wireless | 113 | 118 | 231 | 114 | 345 | 106 | 451 | 102 | | | | | | -9.7% | -3.8% | |
| Wireline access | 41 | 41 | 82 | 40 | 122 | 39 | 161 | 37 | | | | | | -9.8% | -5.1% | |
| Wireline traffic & VAS | 21 | 23 | 44 | 20 | 64 | 19 | 83 | 17 | | | | | | -19.0% | -10.5% | |
| Wireline business networks | 69 | 70 | 139 | 68 | 207 | 69 | 276 | 66 | | | | | | -4.3% | -4.3% | |
| Wireline | 131 | 134 | 265 | 128 | 393 | 127 | 520 | 120 | | | | | | -8.4% | -5.5% | |
| Business numbers | 16 | 15 | 31 | 14 | 45 | 15 | 60 | 16 | | | | | | 0.0% | 6.7% | |
| Service revenue | 260 | 267 | 527 | 256 | 783 | 248 | 1'031 | 238 | | | | | | -8.5% | -4.0% | |
| Solutions | 264 | 249 | 513 | 245 | 758 | 269 | 1'027 | 251 | | | | | | -4.9% | -6.7% | |
| Hardware sales | 54 | 53 | 107 | 53 | 160 | 64 | 224 | 72 | | | | | | 33.3% | 12.5% | |
| Other sales | 6 | 6 | 12 | 7 | 19 | 5 | 24 | 5 | | | | | | -16.7% | 0.0% | |
| Net revenue from external customers | 584 | 575 | 1'159 | 561 | 1'720 | 586 | 2'306 | 566 | | | | | | -3.1% | -3.4% | |
| Intersegment revenue | 26 | 27 | 53 | 25 | 78 | 24 | 102 | 27 | | | | | | 3.8% | 12.5% | |
| Net revenue Enterprise Customers | 610 | 602 | 1'212 | 586 | 1'798 | 610 | 2'408 | 593 | | | | | | -2.8% | -2.8% | |
| Wholesale revenue | | | | | | | | | | | | | | | | |
| Wholesale termination | 27 | 27 | 54 | 27 | 81 | 24 | 105 | 25 | | | | | | -7.4% | 4.2% | |
| Wholesale services | 67 | 69 | 136 | 70 | 206 | 67 | 273 | 79 | | | | | | 17.9% | 17.9% | |
| Inbound roaming | 44 | 46 | 90 | 47 | 137 | 38 | 175 | 47 | | | | | | 6.8% | 23.7% | |
| Other sales | 3 | 3 | 6 | 4 | 10 | 3 | 13 | 7 | | | | | | 133.3% | 133.3% | |
| Net revenue from external customers | 141 | 145 | 286 | 148 | 434 | 132 | 566 | 158 | | | | | | 12.1% | 19.7% | |
| Intersegment revenue | 62 | 78 | 140 | 104 | 244 | 84 | 328 | 63 | | | | | | 1.6% | -25.0% | |
| Net revenue Wholesale | 203 | 223 | 426 | 252 | 678 | 216 | 894 | 221 | | | | | | 8.9% | 2.3% | |
| IT, Network & Infrastructure revenue | | | | | | | | | | | | | | | | |
| Other sales (facility & fleet management) | 5 | 5 | 10 | 5 | 15 | 5 | 20 | 6 | | | | | | 20.0% | 20.0% | |
| Net revenue from external customers | 5 | 5 | 10 | 5 | 15 | 5 | 20 | 6 | | | | | | 20.0% | 20.0% | |
| Intersegment revenue | 15 | 15 | 30 | 14 | 44 | 15 | 59 | 17 | | | | | | 13.3% | 13.3% | |
| Net revenue IT, Network & Infrastructure | 20 | 20 | 40 | 19 | 59 | 20 | 79 | 23 | | | | | | 15.0% | 15.0% | |

P&L Breakdown

| | 2018 | | | | | | | 2019 | | | | | | | Change | |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|----|--------|----|--------|----|--------|--------------|---------------|
| | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | YoY Q1 | QoQ Q1/Q4 |
| Swisscom Switzerland revenue | | | | | | | | | | | | | | | | |
| Wireless access | 649 | 652 | 1'301 | 652 | 1'953 | 646 | 2'599 | 640 | | | | | | | -1.4% | -0.9% |
| Wireless traffic & VAS | 119 | 125 | 244 | 124 | 368 | 102 | 470 | 92 | | | | | | | -22.7% | -9.8% |
| Wireless | 768 | 777 | 1'545 | 776 | 2'321 | 748 | 3'069 | 732 | | | | | | | -4.7% | -2.1% |
| t/o Wireless service revenue in fix-mobile bundles | 210 | 223 | 433 | 236 | 669 | 242 | 911 | 247 | | | | | | | 17.6% | 2.1% |
| Wireline access | 612 | 623 | 1'235 | 619 | 1'854 | 615 | 2'469 | 615 | | | | | | | 0.5% | 0.0% |
| Wireline traffic & VAS | 92 | 84 | 176 | 82 | 258 | 86 | 344 | 76 | | | | | | | -17.4% | -11.6% |
| Wireline business networks | 70 | 72 | 142 | 69 | 211 | 69 | 280 | 67 | | | | | | | -4.3% | -2.9% |
| Wireline | 774 | 779 | 1'553 | 770 | 2'323 | 770 | 3'093 | 758 | | | | | | | -2.1% | -1.6% |
| t/o Wireline service revenue in fix-mobile bundles | 229 | 217 | 446 | 241 | 687 | 248 | 935 | 258 | | | | | | | 12.7% | 4.0% |
| t/o Wireline service revenue in fixed-only bundles | 325 | 351 | 676 | 336 | 1'012 | 335 | 1'347 | 345 | | | | | | | 6.2% | 3.0% |
| Business numbers | 16 | 15 | 31 | 14 | 45 | 15 | 60 | 16 | | | | | | | 0.0% | 6.7% |
| Service revenue | 1'558 | 1'571 | 3'129 | 1'560 | 4'689 | 1'533 | 6'222 | 1'506 | | | | | | | -3.3% | -1.8% |
| Solutions | 274 | 259 | 533 | 255 | 788 | 281 | 1'069 | 261 | | | | | | | -4.7% | -7.1% |
| Hardware sales | 173 | 166 | 339 | 173 | 512 | 207 | 719 | 196 | | | | | | | 13.3% | -5.3% |
| Wholesale termination | 27 | 27 | 54 | 27 | 81 | 24 | 105 | 25 | | | | | | | -7.4% | 4.2% |
| Wholesale services | 71 | 71 | 142 | 72 | 214 | 68 | 282 | 80 | | | | | | | 12.7% | 17.6% |
| Inbound roaming | 44 | 46 | 90 | 47 | 137 | 38 | 175 | 47 | | | | | | | 6.8% | 23.7% |
| Other sales | 39 | 33 | 72 | 37 | 109 | 54 | 163 | 28 | | | | | | | -28.2% | -48.1% |
| Net revenue from external customers | 2'186 | 2'173 | 4'359 | 2'171 | 6'530 | 2'205 | 8'735 | 2'143 | | | | | | | -2.0% | -2.8% |
| Intersegment revenue | 18 | 18 | 36 | 17 | 53 | 18 | 71 | 20 | | | | | | | 11.1% | 11.1% |
| Net revenue Swisscom Switzerland | 2'204 | 2'191 | 4'395 | 2'188 | 6'583 | 2'223 | 8'806 | 2'163 | | | | | | | -1.9% | -2.7% |
| Fastweb revenue | | | | | | | | | | | | | | | | |
| Consumer | 300 | 308 | 608 | 302 | 910 | 300 | 1'210 | 304 | | | | | | | 1.3% | 1.3% |
| Enterprise | 210 | 220 | 430 | 217 | 647 | 253 | 900 | 228 | | | | | | | 8.6% | -9.9% |
| Wholesale | 62 | 76 | 138 | 56 | 194 | 114 | 308 | 47 | | | | | | | -24.2% | -58.8% |
| Other revenue | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | n.m. | n.m. |
| Net revenue from external customers | 572 | 604 | 1'176 | 575 | 1'751 | 667 | 2'418 | 579 | | | | | | | 1.2% | -13.2% |
| Intersegment revenue | 2 | 2 | 4 | 2 | 6 | 2 | 8 | 2 | | | | | | | 0.0% | 0.0% |
| Net revenue Fastweb | 574 | 606 | 1'180 | 577 | 1'757 | 669 | 2'426 | 581 | | | | | | | 1.2% | -13.2% |

P&L Breakdown

| | 2018 | | | | | | | 2019 | | | | | | | Change | |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----|--------|----|--------|----|--------|--------------|----------------|
| | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | YoY Q1 | QoQ Q1/Q4 |
| Other operating segments revenue | | | | | | | | | | | | | | | | |
| Net revenue from external customers | 127 | 143 | 270 | 138 | 408 | 152 | 560 | 138 | | | | | | | 8.7% | -9.2% |
| Intersegment revenue | 71 | 85 | 156 | 92 | 248 | 101 | 349 | 87 | | | | | | | 22.5% | -13.9% |
| Net revenue other operating segments | 198 | 228 | 426 | 230 | 656 | 253 | 909 | 225 | | | | | | | 13.6% | -11.1% |
| Group Headquarters revenue | | | | | | | | | | | | | | | | |
| Group Headquarters revenue | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | | | | | | | n.m. | -100.0% |
| Intersegment revenue | 0 | 1 | 1 | 0 | 1 | 0 | 1 | 0 | | | | | | | n.m. | n.m. |
| Net revenue Group Headquarters | 0 | 1 | 1 | 0 | 1 | 1 | 2 | 0 | | | | | | | n.m. | -100.0% |
| Group OPEX | | | | | | | | | | | | | | | | |
| Retail Customers | (574) | (587) | (1'161) | (603) | (1'764) | (697) | (2'461) | (550) | | | | | | | -4.2% | -21.1% |
| Enterprise Customers | (402) | (399) | (801) | (380) | (1'181) | (423) | (1'604) | (412) | | | | | | | 2.5% | -2.6% |
| Wholesale | (94) | (109) | (203) | (133) | (336) | (111) | (447) | (91) | | | | | | | -3.2% | -18.0% |
| IT, Network & Infrastructure | (304) | (286) | (590) | (300) | (890) | (327) | (1'217) | (288) | | | | | | | -5.3% | -11.9% |
| Intersegment elimination | 105 | 123 | 228 | 147 | 375 | 124 | 499 | 107 | | | | | | | 1.9% | -13.7% |
| Swisscom Switzerland | (1'269) | (1'258) | (2'527) | (1'269) | (3'796) | (1'434) | (5'230) | (1'234) | | | | | | | -2.8% | -13.9% |
| Fastweb | (402) | (407) | (809) | (373) | (1'182) | (441) | (1'623) | (404) | | | | | | | 0.5% | -8.4% |
| Other operating segments | (157) | (177) | (334) | (174) | (508) | (204) | (712) | (175) | | | | | | | 11.5% | -14.2% |
| Group Headquarters | (21) | (32) | (53) | (19) | (72) | (6) | (78) | (18) | | | | | | | -14.3% | 200.0% |
| Reconciliation pension cost | (15) | (14) | (29) | (17) | (46) | (14) | (60) | (14) | | | | | | | -6.7% | 0.0% |
| Intersegment elimination | 89 | 100 | 189 | 107 | 296 | 113 | 409 | 104 | | | | | | | 16.9% | -8.0% |
| Group OPEX comparable | (1'775) | (1'788) | (3'563) | (1'745) | (5'308) | (1'986) | (7'294) | (1'741) | | | | | | | -1.9% | -12.3% |
| Reconciliation leases | (52) | (47) | (99) | (51) | (150) | (57) | (207) | | | | | | | | | |
| Group OPEX reported | (1'827) | (1'835) | (3'662) | (1'796) | (5'458) | (2'043) | (7'501) | (1'741) | | | | | | | -4.7% | -14.8% |

P&L Breakdown

| | 2018 | | | | | | | 2019 | | | | | | | Change | |
|---|--------------|--------------|----------------|--------------|----------------|--------------|----------------|--------------|----|--------|----|--------|----|--------|--------------|--------------|
| | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | YoY Q1 | QoQ Q1/Q4 |
| EBITDA | | | | | | | | | | | | | | | | |
| Retail Customers (Contribution margin 2) | 902 | 882 | 1'784 | 874 | 2'658 | 805 | 3'463 | 884 | | | | | | | -2.0% | 9.8% |
| Enterprise Customers (Contribution margin 2) | 208 | 203 | 411 | 206 | 617 | 187 | 804 | 181 | | | | | | | -13.0% | -3.2% |
| Wholesale (Contribution margin 2) | 109 | 114 | 223 | 119 | 342 | 105 | 447 | 130 | | | | | | | 19.3% | 23.8% |
| IT, Network & Infrastructure (Contribution margin 2) | (284) | (266) | (550) | (281) | (831) | (307) | (1'138) | (265) | | | | | | | -6.7% | -13.7% |
| Intersegment elimination | 0 | 0 | 0 | 1 | 1 | (1) | 0 | (1) | | | | | | | n.m. | 0.0% |
| Swisscom Switzerland (EBITDA) | 935 | 933 | 1'868 | 919 | 2'787 | 789 | 3'576 | 929 | | | | | | | -0.6% | 17.7% |
| Fastweb | 172 | 199 | 371 | 204 | 575 | 228 | 803 | 177 | | | | | | | 2.9% | -22.4% |
| Other operating segments | 41 | 51 | 92 | 56 | 148 | 49 | 197 | 50 | | | | | | | 22.0% | 2.0% |
| Group Headquarters | (21) | (31) | (52) | (19) | (71) | (5) | (76) | (18) | | | | | | | -14.3% | 260.0% |
| Reconciliation pension cost | (15) | (14) | (29) | (17) | (46) | (14) | (60) | (14) | | | | | | | -6.7% | 0.0% |
| Intersegment elimination | (2) | (6) | (8) | (4) | (12) | (8) | (20) | (5) | | | | | | | 150.0% | -37.5% |
| Group EBITDA comparable | 1'110 | 1'132 | 2'242 | 1'139 | 3'381 | 1'039 | 4'420 | 1'119 | | | | | | | 0.8% | 7.7% |
| Reconciliation leases | (52) | (47) | (99) | (51) | (150) | (57) | (207) | | | | | | | | | |
| Group EBITDA reported | 1'058 | 1'085 | 2'143 | 1'088 | 3'231 | 982 | 4'213 | 1'119 | | | | | | | 5.8% | 14.0% |
| EBITDA/Contribution margin 2 in % of net revenue | | | | | | | | | | | | | | | | |
| Retail Customers | 61.1% | 60.0% | 60.6% | 59.2% | 60.1% | 53.6% | 58.5% | 61.6% | | | | | | | | |
| Enterprise Customers | 34.1% | 33.7% | 33.9% | 35.2% | 34.3% | 30.7% | 33.4% | 30.5% | | | | | | | | |
| Wholesale | 53.7% | 51.1% | 52.3% | 47.2% | 50.4% | 48.6% | 50.0% | 58.8% | | | | | | | | |
| IT, Network & Infrastructure | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | | | | | | | | |
| Swisscom Switzerland | 42.4% | 42.6% | 42.5% | 42.0% | 42.3% | 35.5% | 40.6% | 42.9% | | | | | | | | |
| Fastweb | 30.0% | 32.8% | 31.4% | 35.4% | 32.7% | 34.1% | 33.1% | 30.5% | | | | | | | | |
| Other operating segments | 20.7% | 22.4% | 21.6% | 24.3% | 22.6% | 19.4% | 21.7% | 22.2% | | | | | | | | |
| Group Headquarters | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | | | | | | | | |
| Group EBITDA comparable in % of net revenue | 38.5% | 38.8% | 38.6% | 39.5% | 38.9% | 34.3% | 37.7% | 39.1% | | | | | | | | |
| Depreciation, amortisation of tangible / intangible assets | | | | | | | | | | | | | | | | |
| Retail Customers | (38) | (39) | (77) | (31) | (108) | (30) | (138) | (28) | | | | | | | -26.3% | -6.7% |
| Enterprise Customers | (18) | (18) | (36) | (18) | (54) | (15) | (69) | (17) | | | | | | | -5.6% | 13.3% |
| Wholesale | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | n.m. | n.m. |
| IT, Network & Infrastructure | (313) | (321) | (634) | (318) | (952) | (311) | (1'263) | (336) | | | | | | | 7.3% | 8.0% |
| Intersegment elimination | (1) | 2 | 1 | (1) | 0 | (1) | (1) | 0 | | | | | | | n.m. | -100.0% |
| Swisscom Switzerland | (370) | (376) | (746) | (368) | (1'114) | (357) | (1'471) | (381) | | | | | | | 3.0% | 6.7% |
| Fastweb | (149) | (142) | (291) | (141) | (432) | (155) | (587) | (156) | | | | | | | 4.7% | 0.6% |
| Other operating segments | (15) | (15) | (30) | (13) | (43) | (16) | (59) | (18) | | | | | | | 20.0% | 12.5% |
| Group Headquarters | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | n.m. | n.m. |
| Intersegment elimination | 2 | 1 | 3 | 0 | 3 | 1 | 4 | 1 | | | | | | | -50.0% | 0.0% |
| Group depreciation, amortisation comparable | (532) | (532) | (1'064) | (522) | (1'586) | (527) | (2'113) | (554) | | | | | | | 4.1% | 5.1% |
| Reconciliation leases | (8) | (8) | (16) | (8) | (24) | (7) | (31) | | | | | | | | | |
| Group depreciation, amortisation reported | (540) | (540) | (1'080) | (530) | (1'610) | (534) | (2'144) | (554) | | | | | | | 2.6% | 3.7% |

P&L Breakdown

| | 2018 | | | | | | | 2019 | | | | | | | Change | |
|--|---------------|--------------|----------------|--------------|----------------|--------------|----------------|---------------|----|--------|----|--------|----|--------|--------------|---------------|
| | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | YoY Q1 | QoQ Q1/Q4 |
| CAPEX | | | | | | | | | | | | | | | | |
| Fixed network & infrastructure | 32% | 33% | 32% | 28% | 31% | 31% | 31% | 29% | | | | | | | | |
| Fibre (FTTx) | 32% | 32% | 32% | 30% | 31% | 28% | 30% | 31% | | | | | | | | |
| Wireless network | 18% | 18% | 18% | 21% | 19% | 19% | 19% | 18% | | | | | | | | |
| Customer premises equipment | 5% | 5% | 5% | 4% | 5% | 5% | 5% | 5% | | | | | | | | |
| IT systems, All IP & other | 13% | 12% | 13% | 17% | 14% | 17% | 15% | 17% | | | | | | | | |
| Swisscom Switzerland | (311) | (400) | (711) | (391) | (1'102) | (518) | (1'620) | (353) | | | | | | | 13.5% | -31.9% |
| Fastweb | (185) | (162) | (347) | (154) | (501) | (256) | (757) | (161) | | | | | | | -13.0% | -37.1% |
| Other operating segments | (8) | (11) | (19) | (12) | (31) | (15) | (46) | (8) | | | | | | | 0.0% | -46.7% |
| Group Headquarters | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | n.m. | n.m. |
| Intersegment elimination | 3 | 5 | 8 | 5 | 13 | 6 | 19 | 4 | | | | | | | 33.3% | -33.3% |
| Group CAPEX | (501) | (568) | (1'069) | (552) | (1'621) | (783) | (2'404) | (518) | | | | | | | 3.4% | -33.8% |
| Number of employees (End of period) | | | | | | | | | | | | | | | | |
| Retail Customers | 5'526 | | 5'378 | | 5'356 | | 5'293 | 5'201 | | | | | | | -5.9% | -1.7% |
| Enterprise Customers | 4'550 | | 4'372 | | 4'342 | | 4'422 | 4'458 | | | | | | | -2.0% | 0.8% |
| Wholesale | 85 | | 85 | | 83 | | 83 | 86 | | | | | | | 1.2% | 3.6% |
| IT, Network & Infrastructure | 4'853 | | 4'727 | | 4'741 | | 4'650 | 4'595 | | | | | | | -5.3% | -1.2% |
| Swisscom Switzerland | 15'014 | | 14'562 | | 14'522 | | 14'448 | 14'340 | | | | | | | -4.5% | -0.7% |
| Fastweb | 2'510 | | 2'483 | | 2'470 | | 2'484 | 2'458 | | | | | | | -2.1% | -1.0% |
| Other operating segments | 2'540 | | 2'588 | | 2'615 | | 2'679 | 2'699 | | | | | | | 6.3% | 0.7% |
| Group Headquarters | 262 | | 262 | | 243 | | 234 | 222 | | | | | | | -15.3% | -5.1% |
| Group Number of employees (End of period) | 20'326 | | 19'895 | | 19'850 | | 19'845 | 19'719 | | | | | | | -3.0% | -0.6% |

Remarks:

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

OPEX Breakdown

| | 2018 | | | | | | | 2019 | | | | | | | Change | |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----|--------|----|--------|----|--------|---------------|---------------|
| | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | YoY Q1 | QoQ Q1/Q4 |
| OPEX Swisscom Switzerland | | | | | | | | | | | | | | | | |
| Direct costs | (455) | (450) | (905) | (490) | (1'395) | (559) | (1'954) | (457) | | | | | | | 0.4% | -18.2% |
| Personnel expenses | (567) | (541) | (1'108) | (510) | (1'618) | (547) | (2'165) | (551) | | | | | | | -2.8% | 0.7% |
| Other operating expenses | (273) | (292) | (565) | (285) | (850) | (356) | (1'206) | (259) | | | | | | | -5.1% | -27.2% |
| Intersegment expenses | (39) | (41) | (80) | (46) | (126) | (48) | (174) | (40) | | | | | | | 2.6% | -16.7% |
| ./. Capitalized costs and other income | 65 | 66 | 131 | 62 | 193 | 76 | 269 | 73 | | | | | | | 12.3% | -3.9% |
| Total OPEX Swisscom Switzerland | (1'269) | (1'258) | (2'527) | (1'269) | (3'796) | (1'434) | (5'230) | (1'234) | | | | | | | -2.8% | -13.9% |
| OPEX Fastweb | | | | | | | | | | | | | | | | |
| Direct costs | (234) | (227) | (461) | (219) | (680) | (252) | (932) | (214) | | | | | | | -8.5% | -15.1% |
| Personnel expenses | (48) | (53) | (101) | (47) | (148) | (52) | (200) | (57) | | | | | | | 18.8% | 9.6% |
| Other operating expenses | (132) | (140) | (272) | (122) | (394) | (160) | (554) | (140) | | | | | | | 6.1% | -12.5% |
| Intersegment expenses | (1) | (1) | (2) | (1) | (3) | (1) | (4) | (1) | | | | | | | 0.0% | 0.0% |
| ./. Capitalized costs and other income | 13 | 14 | 27 | 16 | 43 | 24 | 67 | 8 | | | | | | | -38.5% | -66.7% |
| Total OPEX Fastweb | (402) | (407) | (809) | (373) | (1'182) | (441) | (1'623) | (404) | | | | | | | 0.5% | -8.4% |
| OPEX Other operating segments | | | | | | | | | | | | | | | | |
| Direct costs | (12) | (13) | (25) | (13) | (38) | (14) | (52) | (12) | | | | | | | 0.0% | -14.3% |
| Personnel expenses | (78) | (81) | (159) | (75) | (234) | (86) | (320) | (82) | | | | | | | 5.1% | -4.7% |
| Other operating expenses | (67) | (83) | (150) | (85) | (235) | (107) | (342) | (80) | | | | | | | 19.4% | -25.2% |
| Intersegment expenses | (11) | (11) | (22) | (12) | (34) | (12) | (46) | (12) | | | | | | | 9.1% | 0.0% |
| ./. Capitalized costs and other income | 11 | 11 | 22 | 11 | 33 | 15 | 48 | 11 | | | | | | | 0.0% | -26.7% |
| Total OPEX Other operating segments | (157) | (177) | (334) | (174) | (508) | (204) | (712) | (175) | | | | | | | 11.5% | -14.2% |
| OPEX Group Headquarters | | | | | | | | | | | | | | | | |
| Direct costs | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | n.m. | n.m. |
| Personnel expenses | (19) | (26) | (45) | (16) | (61) | (21) | (82) | (22) | | | | | | | 15.8% | 4.8% |
| Other operating expenses | (15) | (15) | (30) | (22) | (52) | (8) | (60) | (8) | | | | | | | -46.7% | 0.0% |
| Intersegment expenses | (7) | (9) | (16) | (7) | (23) | (7) | (30) | (7) | | | | | | | 0.0% | 0.0% |
| ./. Capitalized costs and other income | 20 | 18 | 38 | 26 | 64 | 30 | 94 | 19 | | | | | | | -5.0% | -36.7% |
| Total OPEX Group Headquarters | (21) | (32) | (53) | (19) | (72) | (6) | (78) | (18) | | | | | | | -14.3% | 200.0% |

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

| | 2018 | | | | | | | 2019 | | | | | | | Change | |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|----|--------|----|--------|----|--------|---------------|---------------|
| | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | YoY Q1 | QoQ Q1/Q4 |
| Retail Customers | | | | | | | | | | | | | | | | |
| Net revenue (incl. intersegment revenue) | 1'476 | 1'469 | 2'945 | 1'477 | 4'422 | 1'502 | 5'924 | 1'434 | | | | | | | -2.8% | -4.5% |
| Outpayments | (44) | (58) | (102) | (80) | (182) | (61) | (243) | (44) | | | | | | | 0.0% | -27.9% |
| Subscriber acquisition and retention costs | (98) | (102) | (200) | (91) | (291) | (127) | (418) | (77) | | | | | | | -21.4% | -39.4% |
| Other costs (incl. goods and services purchased) | (180) | (169) | (349) | (181) | (530) | (220) | (750) | (186) | | | | | | | 3.3% | -15.5% |
| Direct costs (incl. intersegment direct costs) | (322) | (329) | (651) | (352) | (1'003) | (408) | (1'411) | (307) | | | | | | | -4.7% | -24.8% |
| Contribution margin 1 | 1'154 | 1'140 | 2'294 | 1'125 | 3'419 | 1'094 | 4'513 | 1'127 | | | | | | | -2.3% | 3.0% |
| Contribution margin 1 in % of net revenue | 78.2% | 77.6% | 77.9% | 76.2% | 77.3% | 72.8% | 76.2% | 78.6% | | | | | | | | |
| Total workforce expenses | (207) | (200) | (407) | (190) | (597) | (202) | (799) | (193) | | | | | | | -6.8% | -4.5% |
| Other operating expenses | (71) | (82) | (153) | (83) | (236) | (111) | (347) | (76) | | | | | | | 7.0% | -31.5% |
| Indirect costs (incl. intersegment indirect costs) | (278) | (282) | (560) | (273) | (833) | (313) | (1'146) | (269) | | | | | | | -3.2% | -14.1% |
| ./. Capitalized costs and other income | 26 | 24 | 50 | 22 | 72 | 24 | 96 | 26 | | | | | | | 0.0% | 8.3% |
| Contribution margin 2 | 902 | 882 | 1'784 | 874 | 2'658 | 805 | 3'463 | 884 | | | | | | | -2.0% | 9.8% |
| Contribution margin 2 in % of net revenue | 61.1% | 60.0% | 60.6% | 59.2% | 60.1% | 53.6% | 58.5% | 61.6% | | | | | | | | |
| Depreciation, amortisation | (38) | (39) | (77) | (31) | (108) | (30) | (138) | (28) | | | | | | | -26.3% | -6.7% |
| Lease expense | (14) | (11) | (25) | (13) | (38) | (13) | (51) | (13) | | | | | | | -7.1% | 0.0% |
| Segment result | 850 | 832 | 1'682 | 830 | 2'512 | 762 | 3'274 | 843 | | | | | | | -0.8% | 10.6% |
| CAPEX | (9) | (12) | (21) | (9) | (30) | (13) | (43) | (6) | | | | | | | -33.3% | -53.8% |
| Number of employees (FTE) | 5'526 | | 5'378 | | 5'356 | | 5'293 | 5'201 | | | | | | | -5.9% | -1.7% |
| Enterprise Customers | | | | | | | | | | | | | | | | |
| Net revenue (incl. intersegment revenue) | 610 | 602 | 1'212 | 586 | 1'798 | 610 | 2'408 | 593 | | | | | | | -2.8% | -2.8% |
| Outpayments | (24) | (26) | (50) | (30) | (80) | (28) | (108) | (24) | | | | | | | 0.0% | -14.3% |
| Subscriber acquisition and retention costs | (5) | (4) | (9) | (4) | (13) | (6) | (19) | (5) | | | | | | | 0.0% | -16.7% |
| Other costs (incl. goods and services purchased) | (158) | (150) | (308) | (152) | (460) | (170) | (630) | (174) | | | | | | | 10.1% | 2.4% |
| Direct costs (incl. intersegment direct costs) | (187) | (180) | (367) | (186) | (553) | (204) | (757) | (203) | | | | | | | 8.6% | -0.5% |
| Contribution margin 1 | 423 | 422 | 845 | 400 | 1'245 | 406 | 1'651 | 390 | | | | | | | -7.8% | -3.9% |
| Contribution margin 1 in % of net revenue | 69.3% | 70.1% | 69.7% | 68.3% | 69.2% | 66.6% | 68.6% | 65.8% | | | | | | | | |
| Total workforce expenses | (202) | (197) | (399) | (183) | (582) | (193) | (775) | (203) | | | | | | | 0.5% | 5.2% |
| Other operating expenses | (43) | (52) | (95) | (43) | (138) | (59) | (197) | (38) | | | | | | | -11.6% | -35.6% |
| Indirect costs (incl. intersegment indirect costs) | (245) | (249) | (494) | (226) | (720) | (252) | (972) | (241) | | | | | | | -1.6% | -4.4% |
| ./. Capitalized costs and other income | 30 | 30 | 60 | 32 | 92 | 33 | 125 | 32 | | | | | | | 6.7% | -3.0% |
| Contribution margin 2 | 208 | 203 | 411 | 206 | 617 | 187 | 804 | 181 | | | | | | | -13.0% | -3.2% |
| Contribution margin 2 in % of net revenue | 34.1% | 33.7% | 33.9% | 35.2% | 34.3% | 30.7% | 33.4% | 30.5% | | | | | | | | |
| Depreciation, amortisation | (18) | (18) | (36) | (18) | (54) | (15) | (69) | (17) | | | | | | | -5.6% | 13.3% |
| Lease expense | (8) | (9) | (17) | (8) | (25) | (9) | (34) | (7) | | | | | | | -12.5% | -22.2% |
| Segment result | 182 | 176 | 358 | 180 | 538 | 163 | 701 | 157 | | | | | | | -13.7% | -3.7% |
| CAPEX | (8) | (12) | (20) | (9) | (29) | (11) | (40) | (9) | | | | | | | 12.5% | -18.2% |
| Number of employees (FTE) | 4'550 | | 4'372 | | 4'342 | | 4'422 | 4'458 | | | | | | | -2.0% | 0.8% |

SCS Breakdown

| | 2018 | | | | | | | 2019 | | | | | | | Change | |
|--|--------------|--------------|----------------|--------------|----------------|--------------|----------------|--------------|----|--------|----|--------|----|--------|--------------|---------------|
| | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | YoY Q1 | QoQ Q1/Q4 |
| Wholesale | | | | | | | | | | | | | | | | |
| Net revenue (incl. intersegment revenue) | 203 | 223 | 426 | 252 | 678 | 216 | 894 | 221 | | | | | | | 8.9% | 2.3% |
| Outpayments | (88) | (104) | (192) | (129) | (321) | (106) | (427) | (86) | | | | | | | -2.3% | -18.9% |
| Subscriber acquisition and retention costs | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | n.m. | n.m. |
| Other costs (incl. goods and services purchased) | (2) | 0 | (2) | 0 | (2) | (1) | (3) | (1) | | | | | | | -50.0% | 0.0% |
| Direct costs (incl. intersegment direct costs) | (90) | (104) | (194) | (129) | (323) | (107) | (430) | (87) | | | | | | | -3.3% | -18.7% |
| Contribution margin 1 | 113 | 119 | 232 | 123 | 355 | 109 | 464 | 134 | | | | | | | 18.6% | 22.9% |
| Contribution margin 1 in % of net revenue | 55.7% | 53.4% | 54.5% | 48.8% | 52.4% | 50.5% | 51.9% | 60.6% | | | | | | | | |
| Total workforce expenses | (4) | (3) | (7) | (3) | (10) | (4) | (14) | (4) | | | | | | | 0.0% | 0.0% |
| Other operating expenses | (1) | (2) | (3) | (1) | (4) | 0 | (4) | (1) | | | | | | | 0.0% | n.m. |
| Indirect costs (incl. intersegment indirect costs) | (5) | (5) | (10) | (4) | (14) | (4) | (18) | (5) | | | | | | | 0.0% | 25.0% |
| ./. Capitalized costs and other income | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 1 | | | | | | | 0.0% | n.m. |
| Contribution margin 2 | 109 | 114 | 223 | 119 | 342 | 105 | 447 | 130 | | | | | | | 19.3% | 23.8% |
| Contribution margin 2 in % of net revenue | 53.7% | 51.1% | 52.3% | 47.2% | 50.4% | 48.6% | 50.0% | 58.8% | | | | | | | | |
| Depreciation, amortisation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | n.m. | n.m. |
| Lease expense | 0 | 0 | 0 | 0 | 0 | (1) | (1) | 0 | | | | | | | n.m. | -100.0% |
| Segment result | 109 | 114 | 223 | 119 | 342 | 104 | 446 | 130 | | | | | | | 19.3% | 25.0% |
| CAPEX | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | n.m. | n.m. |
| Number of employees (FTE) | 85 | | 85 | | 83 | | 83 | 86 | | | | | | | 1.2% | 3.6% |
| IT, Network & Infrastructure | | | | | | | | | | | | | | | | |
| Net revenue (incl. intersegment revenue) | 20 | 20 | 40 | 19 | 59 | 20 | 79 | 23 | | | | | | | 15.0% | 15.0% |
| Direct costs (incl. intersegment direct costs) | (3) | (3) | (6) | (2) | (8) | (3) | (11) | (3) | | | | | | | 0.0% | 0.0% |
| Contribution margin 1 | 17 | 17 | 34 | 17 | 51 | 17 | 68 | 20 | | | | | | | 17.6% | 17.6% |
| Contribution margin 1 in % of net revenue | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | | | | | | | | |
| Total workforce expenses | (219) | (203) | (422) | (198) | (620) | (216) | (836) | (210) | | | | | | | -4.1% | -2.8% |
| Maintenance | (42) | (44) | (86) | (52) | (138) | (52) | (190) | (42) | | | | | | | 0.0% | -19.2% |
| IT expenses | (45) | (45) | (90) | (47) | (137) | (55) | (192) | (40) | | | | | | | -11.1% | -27.3% |
| Other expenses | (113) | (113) | (226) | (108) | (334) | (129) | (463) | (112) | | | | | | | -0.9% | -13.2% |
| Other operating expenses | (200) | (202) | (402) | (207) | (609) | (236) | (845) | (194) | | | | | | | -3.0% | -17.8% |
| Indirect costs (incl. intersegment indirect costs) | (419) | (405) | (824) | (405) | (1'229) | (452) | (1'681) | (404) | | | | | | | -3.6% | -10.6% |
| ./. Capitalized costs and other income | 118 | 122 | 240 | 107 | 347 | 128 | 475 | 119 | | | | | | | 0.8% | -7.0% |
| Contribution margin 2 | (284) | (266) | (550) | (281) | (831) | (307) | (1'138) | (265) | | | | | | | -6.7% | -13.7% |
| Contribution margin 2 in % of net revenue | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | | | | | | | | |
| Depreciation, amortisation | (313) | (321) | (634) | (318) | (952) | (311) | (1'263) | (336) | | | | | | | 7.3% | 8.0% |
| Lease expense | (34) | (33) | (67) | (35) | (102) | (34) | (136) | (36) | | | | | | | 5.9% | 5.9% |
| Segment result | (631) | (620) | (1'251) | (634) | (1'885) | (652) | (2'537) | (637) | | | | | | | 1.0% | -2.3% |
| CAPEX | (294) | (375) | (669) | (374) | (1'043) | (493) | (1'536) | (339) | | | | | | | 15.3% | -31.2% |
| Number of employees (FTE) | 4'853 | | 4'727 | | 4'741 | | 4'650 | 4'595 | | | | | | | -5.3% | -1.2% |

SCS Breakdown

| | 2018 | | | | | | | 2019 | | | | | | | Change | |
|--|---------------|--------------|---------------|--------------|----------------|--------------|----------------|---------------|----|--------|----|--------|----|--------|--------------|---------------|
| | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | YoY Q1 | QoQ Q1/Q4 |
| Swisscom Switzerland | | | | | | | | | | | | | | | | |
| Net revenue (incl. intersegment revenue) | 2'204 | 2'191 | 4'395 | 2'188 | 6'583 | 2'223 | 8'806 | 2'163 | | | | | | | -1.9% | -2.7% |
| Outpayments | (74) | (90) | (164) | (116) | (280) | (95) | (375) | (74) | | | | | | | 0.0% | -22.1% |
| Subscriber acquisition and retention costs | (101) | (105) | (206) | (94) | (300) | (131) | (431) | (80) | | | | | | | -20.8% | -38.9% |
| Other costs (incl. goods and services purchased) | (285) | (259) | (544) | (284) | (828) | (337) | (1'165) | (307) | | | | | | | 7.7% | -8.9% |
| Direct costs (incl. intercompany direct costs) | (460) | (454) | (914) | (494) | (1'408) | (563) | (1'971) | (461) | | | | | | | 0.2% | -18.1% |
| Contribution margin 1 | 1'744 | 1'737 | 3'481 | 1'694 | 5'175 | 1'660 | 6'835 | 1'702 | | | | | | | -2.4% | 2.5% |
| Contribution margin 1 in % of net revenue | 79.1% | 79.3% | 79.2% | 77.4% | 78.6% | 74.7% | 77.6% | 78.7% | | | | | | | | |
| Total workforce expenses | (632) | (604) | (1'236) | (573) | (1'809) | (614) | (2'423) | (610) | | | | | | | -3.5% | -0.7% |
| Other operating expenses | (242) | (266) | (508) | (264) | (772) | (333) | (1'105) | (236) | | | | | | | -2.5% | -29.1% |
| Indirect costs (incl. intersegment indirect costs) | (874) | (870) | (1'744) | (837) | (2'581) | (947) | (3'528) | (846) | | | | | | | -3.2% | -10.7% |
| ./. Capitalized costs and other income | 65 | 66 | 131 | 62 | 193 | 76 | 269 | 73 | | | | | | | 12.3% | -3.9% |
| Contribution margin 2 | 935 | 933 | 1'868 | 919 | 2'787 | 789 | 3'576 | 929 | | | | | | | -0.6% | 17.7% |
| Contribution margin 2 in % of net revenue | 42.4% | 42.6% | 42.5% | 42.0% | 42.3% | 35.5% | 40.6% | 42.9% | | | | | | | | |
| Depreciation, amortisation | (370) | (376) | (746) | (368) | (1'114) | (357) | (1'471) | (381) | | | | | | | 3.0% | 6.7% |
| Lease expense | (56) | (53) | (109) | (57) | (166) | (55) | (221) | (56) | | | | | | | 0.0% | 1.8% |
| Segment result | 509 | 504 | 1'013 | 494 | 1'507 | 377 | 1'884 | 492 | | | | | | | -3.3% | 30.5% |
| CAPEX | (311) | (400) | (711) | (391) | (1'102) | (518) | (1'620) | (353) | | | | | | | 13.5% | -31.9% |
| Number of employees (FTE) | 15'014 | | 14'562 | | 14'522 | | 14'448 | 14'340 | | | | | | | -4.5% | -0.7% |

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.

Fastweb

| | 2018 | | | | | | | 2019 | | | | | | | Change | |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|----|--------|----|--------|----|--------|---------------|---------------|
| | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | YoY Q1 | QoQ Q1/Q4 |
| Fastweb (in EUR million) | | | | | | | | | | | | | | | | |
| Consumer | 257 | 264 | 521 | 264 | 785 | 265 | 1'050 | 269 | | | | | | | 4.7% | 1.5% |
| Enterprise | 180 | 188 | 368 | 190 | 558 | 222 | 780 | 202 | | | | | | | 12.2% | -9.0% |
| Wholesale | 53 | 66 | 119 | 49 | 168 | 99 | 267 | 42 | | | | | | | -20.8% | -57.6% |
| Other revenue | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | n.m. | n.m. |
| Net revenue from external customers | 490 | 518 | 1'008 | 503 | 1'511 | 586 | 2'097 | 513 | | | | | | | 4.7% | -12.5% |
| Intersegment revenue | 2 | 1 | 3 | 2 | 5 | 2 | 7 | 1 | | | | | | | -50.0% | -50.0% |
| Net revenue | 492 | 519 | 1'011 | 505 | 1'516 | 588 | 2'104 | 514 | | | | | | | 4.5% | -12.6% |
| Operating expenses | (344) | (349) | (693) | (327) | (1'020) | (388) | (1'408) | (357) | | | | | | | 3.8% | -8.0% |
| EBITDA | 148 | 170 | 318 | 178 | 496 | 200 | 696 | 157 | | | | | | | 6.1% | -21.5% |
| EBITDA in % of net revenue | 30.1% | 32.8% | 31.5% | 35.2% | 32.7% | 34.0% | 33.1% | 30.5% | | | | | | | | |
| Depreciation, amortisation | (127) | (121) | (248) | (122) | (370) | (137) | (507) | (139) | | | | | | | 9.4% | 1.5% |
| Lease expense | (4) | (4) | (8) | (5) | (13) | (10) | (23) | (7) | | | | | | | 75.0% | -30.0% |
| Segment result | 17 | 45 | 62 | 51 | 113 | 53 | 166 | 11 | | | | | | | -35.3% | -79.2% |
| CAPEX | (159) | (138) | (297) | (135) | (432) | (225) | (657) | (143) | | | | | | | -10.1% | -36.4% |
| Number of employees (FTE) | 2'510 | | 2'483 | | 2'470 | | 2'484 | 2'458 | | | | | | | -2.1% | -1.0% |

Remarks:

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

Free Cash Flow

| | 2018 | | | | | | | 2019 | | | | | | | Change | |
|--|--------------|--------------|--------------|--------------|--------------|------------|--------------|--------------|----|--------|----|--------|----|--------|--------------|---------------|
| | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | YoY Q1 | QoQ Q1/Q4 |
| Operating income (EBITDA) | 1'058 | 1'085 | 2'143 | 1'088 | 3'231 | 982 | 4'213 | 1'119 | | | | | | | 5.8% | 14.0% |
| Capital expenditure | (501) | (568) | (1'069) | (552) | (1'621) | (783) | (2'404) | (518) | | | | | | | 3.4% | -33.8% |
| Lease expense | 0 | 0 | 0 | 0 | 0 | 0 | 0 | (68) | | | | | | | n.m. | n.m. |
| Operating free cash flow proxy | 557 | 517 | 1'074 | 536 | 1'610 | 199 | 1'809 | 533 | | | | | | | -4.3% | 167.8% |
| Change in net working capital | (215) | (142) | (357) | 11 | (346) | 207 | (139) | (41) | | | | | | | -80.9% | n.m. |
| Change in defined benefit obligations | 15 | 15 | 30 | 17 | 47 | 17 | 64 | 12 | | | | | | | -20.0% | -29.4% |
| Net interest paid | (7) | (10) | (17) | (71) | (88) | (45) | (133) | (3) | | | | | | | -57.1% | -93.3% |
| Income taxes paid | (164) | (108) | (272) | (41) | (313) | 19 | (294) | (242) | | | | | | | 47.6% | n.m. |
| Other cash flows from operating activities | 2 | 2 | 4 | 0 | 4 | 7 | 11 | (15) | | | | | | | n.m. | n.m. |
| Free cash flow | 188 | 274 | 462 | 452 | 914 | 404 | 1'318 | 244 | | | | | | | 29.8% | -39.6% |

Remarks:

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

Operational data

| | 2018 | | | | | | | 2019 | | | | | | | Change | |
|--|---------------|-------|---------------|------|---------------|-------|---------------|---------------|----|--------|----|--------|----|--------|---------------|--------------|
| | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | YoY Q1 | QoQ Q1/Q4 |
| Operational data Swisscom Switzerland | | | | | | | | | | | | | | | | |
| Product view (in thousands) | | | | | | | | | | | | | | | | |
| Wireless subscribers | 6'451 | | 6'434 | | 6'409 | | 6'370 | 6'378 | | | | | | | -1.1% | 0.1% |
| Broadband lines | 2'025 | | 2'028 | | 2'030 | | 2'033 | 2'030 | | | | | | | 0.2% | -0.1% |
| Wireline voice access lines | 1'977 | | 1'906 | | 1'846 | | 1'788 | 1'737 | | | | | | | -12.1% | -2.9% |
| TV subscribers | 1'492 | | 1'501 | | 1'510 | | 1'519 | 1'523 | | | | | | | 2.1% | 0.3% |
| Total number of underlying products | 11'945 | | 11'869 | | 11'795 | | 11'710 | 11'668 | | | | | | | -2.3% | -0.4% |
| Wireless | | | | | | | | | | | | | | | | |
| Wireless subscribers (in thousands) | | | | | | | | | | | | | | | | |
| Wireless subscribers prepaid | 1'805 | | 1'785 | | 1'741 | | 1'694 | 1'671 | | | | | | | -7.4% | -1.4% |
| Wireless subscribers postpaid value | 4'041 | | 4'044 | | 4'065 | | 4'072 | 4'098 | | | | | | | 1.4% | 0.6% |
| Wireless subscribers postpaid volume (data, multi-SIM) | 605 | | 605 | | 603 | | 604 | 609 | | | | | | | 0.7% | 0.8% |
| Wireless subscribers postpaid | 4'646 | | 4'649 | | 4'668 | | 4'676 | 4'707 | | | | | | | 1.3% | 0.7% |
| Wireless subscribers | 6'451 | | 6'434 | | 6'409 | | 6'370 | 6'378 | | | | | | | -1.1% | 0.1% |
| Infinity subscribers | 1'157 | | 989 | | 840 | | 704 | 584 | | | | | | | -49.5% | -17.0% |
| inOne mobile subscribers | 1'257 | | 1'449 | | 1'642 | | 1'822 | 1'945 | | | | | | | 54.7% | 6.8% |
| Infinity / inOne mobile subscribers | 2'414 | | 2'438 | | 2'481 | | 2'526 | 2'528 | | | | | | | 4.7% | 0.1% |
| ARPU wireless (in CHF) | | | | | | | | | | | | | | | | |
| Blended wireless ARPU | 39 | 39 | 39 | 39 | 39 | 38 | 39 | 38 | | | | | | | -2.6% | 0.0% |
| Blended wireless ARPU IFRS | 36 | 37 | 36 | 37 | 37 | 36 | 36 | 35 | | | | | | | -2.8% | -2.8% |
| ARPU postpaid | 53 | 54 | 54 | 54 | 54 | 52 | 53 | 50 | | | | | | | -5.7% | -3.8% |
| ARPU postpaid IFRS | 50 | 50 | 50 | 50 | 50 | 48 | 49 | 47 | | | | | | | -6.0% | -2.1% |
| Wireless cancellation rate (annualised, in %) | | | | | | | | | | | | | | | | |
| Wireless cancellation rate postpaid value | 8.5% | 7.5% | 8.0% | 7.3% | 7.8% | 8.4% | 7.9% | 9.3% | | | | | | | | |
| Wireless cancellation rate postpaid | 9.8% | 10.1% | 9.9% | 9.4% | 9.7% | 10.0% | 9.8% | 13.0% | | | | | | | | |
| Wireless traffic data domestic (in million GB) | | | | | | | | | | | | | | | | |
| Traffic data domestic | 81.7 | 87.6 | 169.3 | 82.3 | 251.6 | 93.7 | 345.3 | 96.5 | | | | | | | 18.1% | 3.0% |
| Wireline | | | | | | | | | | | | | | | | |
| Broadband lines (in thousands) | | | | | | | | | | | | | | | | |
| Broadband lines in single products | 89 | | 73 | | 59 | | 45 | 35 | | | | | | | -60.7% | -22.2% |
| Broadband lines in bundle products | 1'936 | | 1'955 | | 1'971 | | 1'988 | 1'995 | | | | | | | 3.0% | 0.4% |
| Broadband lines | 2'025 | | 2'028 | | 2'030 | | 2'033 | 2'030 | | | | | | | 0.2% | -0.1% |
| thereof Broadband lines >80 Mbps | 1'098 | | 1'130 | | 1'174 | | 1'240 | 1'269 | | | | | | | 15.6% | 2.3% |
| Wireline voice access lines (in thousands) | | | | | | | | | | | | | | | | |
| Wireline voice access lines in single products | 630 | | 559 | | 501 | | 446 | 404 | | | | | | | -35.9% | -9.4% |
| Wireline voice access lines in bundle products | 1'347 | | 1'347 | | 1'345 | | 1'342 | 1'333 | | | | | | | -1.0% | -0.7% |
| Wireline voice access lines | 1'977 | | 1'906 | | 1'846 | | 1'788 | 1'737 | | | | | | | -12.1% | -2.9% |

Operational data

| | 2018 | | | | | | | 2019 | | | | | | | Change | |
|--|---------------|-----|---------------|-----|---------------|-----|---------------|---------------|----|--------|----|--------|----|--------|--------------|--------------|
| | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | YoY Q1 | QoQ Q1/Q4 |
| TV subscribers (in thousands) | | | | | | | | | | | | | | | | |
| TV subscribers | 1'492 | | 1'501 | | 1'510 | | 1'519 | 1'523 | | | | | | | 2.1% | 0.3% |
| Wholesale | | | | | | | | | | | | | | | | |
| Wholesale lines (in thousands) | | | | | | | | | | | | | | | | |
| Full access lines | 100 | | 95 | | 91 | | 87 | 83 | | | | | | | -17.0% | -4.6% |
| Wholesale broadband lines | 449 | | 462 | | 472 | | 481 | 492 | | | | | | | 9.6% | 2.3% |
| Operational data Retail Customers | | | | | | | | | | | | | | | | |
| Product view (in thousands) | | | | | | | | | | | | | | | | |
| Wireless subscribers | 5'186 | | 5'164 | | 5'126 | | 5'076 | 5'106 | | | | | | | -1.5% | 0.6% |
| Broadband lines | 1'988 | | 1'991 | | 1'993 | | 1'998 | 1'995 | | | | | | | 0.4% | -0.2% |
| Wireline voice access lines | 1'779 | | 1'730 | | 1'684 | | 1'641 | 1'601 | | | | | | | -10.0% | -2.4% |
| TV subscribers | 1'492 | | 1'501 | | 1'510 | | 1'519 | 1'523 | | | | | | | 2.1% | 0.3% |
| Total number of underlying products | 10'445 | | 10'386 | | 10'313 | | 10'234 | 10'225 | | | | | | | -2.1% | -0.1% |
| ARPU underlying products (in CHF) | | | | | | | | | | | | | | | | |
| Blended ARPUP | 41 | 41 | 41 | 41 | 41 | 41 | 41 | 41 | | | | | | | 0.0% | 0.0% |
| Bundle products | | | | | | | | | | | | | | | | |
| Bundle subscription (in thousands) | | | | | | | | | | | | | | | | |
| 2Play bundle | 434 | | 442 | | 441 | | 444 | 455 | | | | | | | 4.8% | 2.5% |
| 3Play bundle | 1'100 | | 1'110 | | 1'123 | | 1'133 | 1'129 | | | | | | | 2.6% | -0.4% |
| 4Play bundle | 391 | | 389 | | 391 | | 393 | 391 | | | | | | | 0.0% | -0.5% |
| Total bundle subscriptions | 1'925 | | 1'941 | | 1'955 | | 1'970 | 1'975 | | | | | | | 2.6% | 0.3% |
| thereof fix-mobile bundle subscriptions | 758 | | 779 | | 801 | | 822 | 830 | | | | | | | 9.5% | 1.0% |
| Bundle revenue (in CHF million) | | | | | | | | | | | | | | | | |
| 2Play bundle | 115 | 119 | 234 | 124 | 358 | 127 | 485 | 134 | | | | | | | 16.5% | 5.5% |
| 3Play bundle | 424 | 443 | 867 | 454 | 1'321 | 461 | 1'782 | 470 | | | | | | | 10.8% | 2.0% |
| 4Play bundle | 225 | 229 | 454 | 235 | 689 | 239 | 928 | 246 | | | | | | | 9.3% | 2.9% |
| ARPU bundle (in CHF) | | | | | | | | | | | | | | | | |
| Blended ARPU 2Play bundle | 90 | 91 | 90 | 93 | 91 | 95 | 93 | 100 | | | | | | | 11.1% | 5.3% |
| Blended ARPU 3Play bundle | 129 | 134 | 132 | 135 | 133 | 136 | 134 | 138 | | | | | | | 7.0% | 1.5% |
| Blended ARPU 4Play bundle | 192 | 196 | 194 | 202 | 197 | 203 | 198 | 209 | | | | | | | 8.9% | 3.0% |
| Blended ARPU bundle | 132 | 136 | 134 | 138 | 135 | 140 | 136 | 143 | | | | | | | 8.3% | 2.1% |

Operational data

| | 2018 | | | | | | | 2019 | | | | | | | Change | |
|---|--------------|-----------|--------------|-----------|--------------|-----------|--------------|--------------|----|--------|----|--------|----|--------|---------------|--------------|
| | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | YoY Q1 | QoQ Q1/Q4 |
| Wireless | | | | | | | | | | | | | | | | |
| Wireless subscribers (in thousands) | | | | | | | | | | | | | | | | |
| Wireless subscribers prepaid | 1'805 | | 1'785 | | 1'741 | | 1'694 | 1'671 | | | | | | | -7.4% | -1.4% |
| Wireless subscribers postpaid value | 3'145 | | 3'146 | | 3'155 | | 3'157 | 3'172 | | | | | | | 0.9% | 0.5% |
| Wireless subscribers postpaid volume (data, multi-SIM) | 236 | | 233 | | 230 | | 225 | 263 | | | | | | | 11.4% | 16.9% |
| Wireless subscribers postpaid | 3'381 | | 3'379 | | 3'385 | | 3'382 | 3'435 | | | | | | | 1.6% | 1.6% |
| Wireless subscribers | 5'186 | | 5'164 | | 5'126 | | 5'076 | 5'106 | | | | | | | -1.5% | 0.6% |
| Infinity / inOne penetration in % of postpaid value subscribers | 75% | | 76% | | 78% | | 79% | 79% | | | | | | | | |
| Infinity subscribers | 1'117 | | 957 | | 815 | | 685 | 568 | | | | | | | -49.1% | -17.1% |
| inOne mobile subscribers | 1'257 | | 1'449 | | 1'642 | | 1'822 | 1'944 | | | | | | | 54.7% | 6.7% |
| Total Infinity / inOne mobile subscribers | 2'374 | | 2'406 | | 2'456 | | 2'507 | 2'513 | | | | | | | 5.9% | 0.2% |
| thereof inOne mobile subscribers in bundle | 689 | | 809 | | 920 | | 1'018 | 1'052 | | | | | | | 52.7% | 3.3% |
| ARPU wireless (in CHF) | | | | | | | | | | | | | | | | |
| ARPU prepaid | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | | | | | | 0.0% | 0.0% |
| ARPU postpaid | 62 | 62 | 62 | 62 | 62 | 61 | 62 | 59 | | | | | | | -4.8% | -3.3% |
| ARPU postpaid IFRS | 57 | 57 | 57 | 57 | 57 | 56 | 57 | 54 | | | | | | | -5.3% | -3.6% |
| Blended wireless ARPU | 41 | 41 | 41 | 42 | 41 | 41 | 41 | 40 | | | | | | | -2.4% | -2.4% |
| Blended wireless ARPU IFRS | 38 | 38 | 38 | 39 | 38 | 38 | 38 | 37 | | | | | | | -2.6% | -2.6% |
| ARPU Infinity / inOne | 76 | 75 | 76 | 75 | 75 | 72 | 75 | 71 | | | | | | | -6.6% | -1.4% |
| Wireless cancellation rate (annualised, in %) | | | | | | | | | | | | | | | | |
| Wireless cancellation rate postpaid value | 7.7% | 7.0% | 7.4% | 7.3% | 7.3% | 8.2% | 7.5% | 8.4% | | | | | | | | |
| Wireless cancellation rate postpaid | 9.1% | 8.5% | 8.8% | 8.8% | 8.8% | 9.6% | 9.0% | 9.9% | | | | | | | | |
| Wireline | | | | | | | | | | | | | | | | |
| Broadband lines (in thousands) | | | | | | | | | | | | | | | | |
| Broadband lines in single products | 63 | | 50 | | 38 | | 28 | 20 | | | | | | | -68.3% | -28.6% |
| Broadbandlines in bundle products | 1'925 | | 1'941 | | 1'955 | | 1'970 | 1'975 | | | | | | | 2.6% | 0.3% |
| Broadband lines | 1'988 | | 1'991 | | 1'993 | | 1'998 | 1'995 | | | | | | | 0.4% | -0.2% |
| thereof inOne Broadband lines | 833 | | 954 | | 1'055 | | 1'137 | 1'201 | | | | | | | 44.2% | 5.6% |
| thereof inOne fix-mobile bundle | 444 | | 516 | | 578 | | 631 | 668 | | | | | | | 50.5% | 5.9% |
| Wireline voice access lines (in thousands) | | | | | | | | | | | | | | | | |
| Wireline Voice access lines in single products | 435 | | 387 | | 343 | | 304 | 273 | | | | | | | -37.2% | -10.2% |
| Wireline Voice access lines in bundle products | 1'344 | | 1'343 | | 1'341 | | 1'337 | 1'328 | | | | | | | -1.2% | -0.7% |
| Wireline voice access lines | 1'779 | | 1'730 | | 1'684 | | 1'641 | 1'601 | | | | | | | -10.0% | -2.4% |
| thereof inOne Wireline voice access lines | 520 | | 592 | | 652 | | 697 | 731 | | | | | | | 40.6% | 4.9% |
| TV subscribers (in thousands) | | | | | | | | | | | | | | | | |
| TV subscribers | 1'492 | | 1'501 | | 1'510 | | 1'519 | 1'523 | | | | | | | 2.1% | 0.3% |
| thereof inOne TV subscribers | 660 | | 758 | | 837 | | 902 | 956 | | | | | | | 44.8% | 6.0% |
| ARPU wireline (in CHF) | | | | | | | | | | | | | | | | |
| Blended wireline ARPU | 40 | 41 | 41 | 41 | 41 | 41 | 41 | 41 | | | | | | | 2.5% | 0.0% |

Operational data

| | 2018 | | | | | | | 2019 | | | | | | | Change | |
|--|--------------|-----|--------------|-----|--------------|-----|--------------|--------------|----|--------|----|--------|----|--------|--------------|--------------|
| | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | YoY Q1 | QoQ Q1/Q4 |
| Households (in thousands) | | | | | | | | | | | | | | | | |
| Households wireline | 2'361 | | 2'329 | | 2'298 | | 2'274 | 2'248 | | | | | | | -4.8% | -1.1% |
| RGU per household (#) | 2.22 | | 2.24 | | 2.26 | | 2.27 | 2.28 | | | | | | | 2.7% | 0.4% |
| ARPU household (in CHF) | 90 | 92 | 91 | 93 | 91 | 94 | 92 | 94 | | | | | | | 4.4% | 0.0% |
| Operational data Enterprise Customers | | | | | | | | | | | | | | | | |
| Product view (in thousands) | | | | | | | | | | | | | | | | |
| Wireless subscribers | 1'265 | | 1'270 | | 1'283 | | 1'294 | 1'272 | | | | | | | 0.6% | -1.7% |
| Broadband lines | 37 | | 37 | | 37 | | 35 | 35 | | | | | | | -5.4% | 0.0% |
| Wireline voice access lines | 198 | | 176 | | 162 | | 147 | 136 | | | | | | | -31.3% | -7.5% |
| Total number of underlying products | 1'500 | | 1'483 | | 1'482 | | 1'476 | 1'443 | | | | | | | -3.8% | -2.2% |
| ARPU underlying products (in CHF) | | | | | | | | | | | | | | | | |
| Blended ARPUP | 56 | 59 | 58 | 58 | 58 | 55 | 57 | 54 | | | | | | | -3.6% | -1.8% |
| Wireless | | | | | | | | | | | | | | | | |
| Wireless subscribers (in thousands) | | | | | | | | | | | | | | | | |
| Wireless subscribers postpaid value | 896 | | 898 | | 910 | | 915 | 926 | | | | | | | 3.3% | 1.2% |
| Wireless subscribers postpaid volume (data, multi-SIM) | 369 | | 372 | | 373 | | 379 | 346 | | | | | | | -6.2% | -8.7% |
| Wireless subscribers postpaid | 1'265 | | 1'270 | | 1'283 | | 1'294 | 1'272 | | | | | | | 0.6% | -1.7% |
| Wireless subscribers | 1'265 | | 1'270 | | 1'283 | | 1'294 | 1'272 | | | | | | | 0.6% | -1.7% |
| ARPU wireless (in CHF) | | | | | | | | | | | | | | | | |
| Blended wireless ARPU | 30 | 31 | 30 | 30 | 30 | 28 | 30 | 26 | | | | | | | -13.3% | -7.1% |
| Wireline | | | | | | | | | | | | | | | | |
| Broadband lines (in thousands) | | | | | | | | | | | | | | | | |
| Broadband lines | 37 | | 37 | | 37 | | 35 | 35 | | | | | | | -5.4% | 0.0% |
| Wireline voice access lines (in thousands) | | | | | | | | | | | | | | | | |
| Wireline voice access lines | 198 | | 176 | | 162 | | 147 | 136 | | | | | | | -31.3% | -7.5% |
| ARPU wireline (in CHF) | | | | | | | | | | | | | | | | |
| Blended wireline ARPU | 240 | 293 | 273 | 309 | 279 | 347 | 293 | 384 | | | | | | | 60.0% | 10.7% |
| Operational data Wholesale | | | | | | | | | | | | | | | | |
| Wireline | | | | | | | | | | | | | | | | |
| Full access lines (in thousands) | | | | | | | | | | | | | | | | |
| Full access lines | 100 | | 95 | | 91 | | 87 | 83 | | | | | | | -17.0% | -4.6% |
| Broadband lines (in thousands) | | | | | | | | | | | | | | | | |
| Wholesale broadband lines | 449 | | 462 | | 472 | | 481 | 492 | | | | | | | 9.6% | 2.3% |

Operational data

| | 2018 | | | | | | | 2019 | | | | | | | Change | |
|---|-------|----|--------|----|--------|----|--------|-------|----|--------|----|--------|----|--------|-----------|--------------|
| | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | Q1 | Q2 | 30.06. | Q3 | 30.09. | Q4 | 31.12. | YoY Q1 | QoQ Q1/Q4 |
| Operational data Fastweb | | | | | | | | | | | | | | | | |
| Broadband customers (in thousands) | | | | | | | | | | | | | | | | |
| Broadband customers | 2'483 | | 2'500 | | 2'518 | | 2'547 | 2'575 | | | | | | | 3.7% | 1.1% |
| Wireless customers (in thousands) | | | | | | | | | | | | | | | | |
| Wireless customers | 1'185 | | 1'280 | | 1'324 | | 1'432 | 1'517 | | | | | | | 28.0% | 5.9% |

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.