

Facts & Figures

as per March 31, 2020

[P&L overview](#)

[Fastweb \(EUR\)](#)

[P&L breakdown](#)

[Free cash flow](#)

[OPEX breakdown](#)

[Adjustments of key figures](#)

[Swisscom Switzerland breakdown](#)

[Operational data](#)

P&L Overview

	2019							2020							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Residential Customers	1'169	1'124	2'293	1'147	3'440	1'222	4'662	1'120							-4.2%	-8.3%
Business Customers	810	783	1'593	769	2'362	794	3'156	760							-6.2%	-4.3%
Wholesale	158	162	320	169	489	154	643	164							3.8%	6.5%
IT, Network & Infrastructure	6	6	12	6	18	5	23	6							0.0%	20.0%
Swisscom Switzerland	2'143	2'075	4'218	2'091	6'309	2'175	8'484	2'050							-4.3%	-5.7%
Fastweb	579	600	1'179	585	1'764	696	2'460	578							-0.2%	-17.0%
Other operating segments	138	128	266	117	383	126	509	109							-21.0%	-13.5%
Group Headquarters	0	0	0	0	0	0	0	0							n.m.	n.m.
Net revenue from external customers	2'860	2'803	5'663	2'793	8'456	2'997	11'453	2'737							-4.3%	-8.7%
Direct costs	(683)	(656)	(1'339)	(684)	(2'023)	(792)	(2'815)	(626)							-8.3%	-21.0%
Personnel expenses	(724)	(687)	(1'411)	(653)	(2'064)	(736)	(2'800)	(700)							-3.3%	-4.9%
Other operating expenses	(448)	(500)	(948)	(459)	(1'407)	(582)	(1'989)	(407)							-9.2%	-30.1%
Capitalized costs and other income	114	161	275	123	398	111	509	107							-6.1%	-3.6%
Operating income (EBITDA)	1'119	1'121	2'240	1'120	3'360	998	4'358	1'111							-0.7%	11.3%
EBITDA in % of net revenue	39.1%	40.0%	39.6%	40.1%	39.7%	33.3%	38.1%	40.6%								
Depreciation, amortisation of tangible / intangible assets	(547)	(550)	(1'097)	(529)	(1'626)	(540)	(2'166)	(537)							-1.8%	-0.6%
Depreciation right of use assets	(67)	(69)	(136)	(69)	(205)	(77)	(282)	(70)							4.5%	-9.1%
Operating income (EBIT)	505	502	1'007	522	1'529	381	1'910	504							-0.2%	32.3%
EBIT in % of net revenue	17.7%	17.9%	17.8%	18.7%	18.1%	12.7%	16.7%	18.4%								
Net interest expense	(15)	(16)	(31)	(13)	(44)	(18)	(62)	(12)							-20.0%	-33.3%
Interest expense on lease liabilities	(8)	(7)	(15)	(9)	(24)	(18)	(42)	(11)							37.5%	-38.9%
Other financial result	3	(28)	(25)	(26)	(51)	(3)	(54)	(14)							n.m.	366.7%
Result of equity-accounted investees	2	0	2	(1)	1	(29)	(28)	1							-50.0%	n.m.
Income before income tax expense	487	451	938	473	1'411	313	1'724	468							-3.9%	49.5%
Income tax expense	(104)	(54)	(158)	(72)	(230)	175	(55)	(74)							-28.8%	n.m.
Net income	383	397	780	401	1'181	488	1'669	394							2.9%	-19.3%
Net income attributable to equity holders of Swisscom AG	385	397	782	401	1'183	489	1'672	395							2.6%	-19.2%
Net income attributable to non-controlling interests	(2)	0	(2)	0	(2)	(1)	(3)	(1)							-50.0%	0.0%
Average number of shares outstanding (in million)	51.801	51.802	51.801	51.802	51.801	51.802	51.802	51.802							0.0%	0.0%
Earnings per share (EPS) in CHF	7.43	7.66	15.10	7.74	22.84	9.44	32.28	7.63							2.7%	-19.2%

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

	2019							2020							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Group revenue																
Residential Customers	1'190	1'141	2'331	1'165	3'496	1'240	4'736	1'138							-4.4%	-8.2%
Business Customers	832	804	1'636	790	2'426	814	3'240	779							-6.4%	-4.3%
Wholesale	221	243	464	285	749	219	968	225							1.8%	2.7%
IT, Network & Infrastructure	23	21	44	21	65	20	85	22							-4.3%	10.0%
Intersegment elimination	(100)	(114)	(214)	(148)	(362)	(94)	(456)	(93)							-7.0%	-1.1%
Swisscom Switzerland	2'166	2'095	4'261	2'113	6'374	2'199	8'573	2'071							-4.4%	-5.8%
Fastweb	581	602	1'183	587	1'770	698	2'468	580							-0.2%	-16.9%
Other operating segments	265	275	540	262	802	277	1'079	243							-8.3%	-12.3%
Group Headquarters	0	0	0	0	0	1	1	0							n.m.	-100.0%
Net revenue incl. intersegment revenue	3'012	2'972	5'984	2'962	8'946	3'175	12'121	2'894							-3.9%	-8.9%
Intersegment elimination	(152)	(169)	(321)	(169)	(490)	(178)	(668)	(157)							3.3%	-11.8%
Net revenue from external customers	2'860	2'803	5'663	2'793	8'456	2'997	11'453	2'737							-4.3%	-8.7%
Residential Customers revenue																
Wireless access	464	441	905	437	1'342	437	1'779	423							-8.8%	-3.2%
Wireless traffic & VAS	56	70	126	81	207	76	283	74							32.1%	-2.6%
Wireless	520	511	1'031	518	1'549	513	2'062	497							-4.4%	-3.1%
t/o Wireless service revenue in fix-mobile bundles	193	195	388	202	590	202	792	203							5.2%	0.5%
Wireline access	467	468	935	465	1'400	459	1'859	457							-2.1%	-0.4%
Wireline traffic & VAS	47	49	96	44	140	49	189	48							2.1%	-2.0%
Wireline	514	517	1'031	509	1'540	508	2'048	505							-1.8%	-0.6%
t/o Wireline service revenue in fix-mobile bundles	216	223	439	225	664	230	894	233							7.9%	1.3%
t/o Wireline service revenue in fixed-only bundles	284	267	551	261	812	253	1'065	249							-12.3%	-1.6%
Service revenue	1'034	1'028	2'062	1'027	3'089	1'021	4'110	1'002							-3.1%	-1.9%
Solutions	4	3	7	4	11	4	15	4							0.0%	0.0%
Hardware sales	122	109	231	126	357	190	547	120							-1.6%	-36.8%
Other sales	9	(16)	(7)	(10)	(17)	7	(10)	(6)							n.m.	n.m.
Net revenue from external customers	1'169	1'124	2'293	1'147	3'440	1'222	4'662	1'120							-4.2%	-8.3%
Intersegment revenue	21	17	38	18	56	18	74	18							-14.3%	0.0%
Net revenue Residential Customers	1'190	1'141	2'331	1'165	3'496	1'240	4'736	1'138							-4.4%	-8.2%

P&L Breakdown

	2019							2020							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Business Customers revenue																
Wireless access	180	177	357	169	526	166	692	162							-10.0%	-2.4%
Wireless traffic & VAS	37	38	75	40	115	37	152	34							-8.1%	-8.1%
Wireless	217	215	432	209	641	203	844	196							-9.7%	-3.4%
t/o Wireless service revenue in fix-mobile bundles	55	47	102	40	142	34	176	28							-49.1%	-17.6%
Wireline access	148	144	292	142	434	139	573	138							-6.8%	-0.7%
Wireline traffic & VAS	29	29	58	28	86	23	109	27							-6.9%	17.4%
Wireline business networks	67	64	131	61	192	64	256	61							-9.0%	-4.7%
Wireline	244	237	481	231	712	226	938	226							-7.4%	0.0%
t/o Wireline service revenue in fix-mobile bundles	42	44	86	46	132	47	179	47							11.9%	0.0%
t/o Wireline service revenue in fixed-only bundles	71	74	145	73	218	75	293	75							5.6%	0.0%
Business numbers	16	14	30	15	45	15	60	15							-6.3%	0.0%
Service revenue	477	466	943	455	1'398	444	1'842	437							-8.4%	-1.6%
Solutions	257	256	513	258	771	278	1'049	267							3.9%	-4.0%
Hardware sales	75	59	134	56	190	70	260	55							-26.7%	-21.4%
Other sales	1	2	3	0	3	2	5	1							0.0%	-50.0%
Net revenue from external customers	810	783	1'593	769	2'362	794	3'156	760							-6.2%	-4.3%
Intersegment revenue	22	21	43	21	64	20	84	19							-13.6%	-5.0%
Net revenue Business Customers	832	804	1'636	790	2'426	814	3'240	779							-6.4%	-4.3%
Wholesale revenue																
Wholesale termination	25	25	50	24	74	24	98	27							8.0%	12.5%
Wholesale services	79	79	158	78	236	81	317	79							0.0%	-2.5%
Inbound roaming	47	50	97	56	153	36	189	47							0.0%	30.6%
Other sales	7	8	15	11	26	13	39	11							57.1%	-15.4%
Net revenue from external customers	158	162	320	169	489	154	643	164							3.8%	6.5%
Intersegment revenue	63	81	144	116	260	65	325	61							-3.2%	-6.2%
Net revenue Wholesale	221	243	464	285	749	219	968	225							1.8%	2.7%
IT, Network & Infrastructure revenue																
Other sales (facility management)	6	6	12	6	18	5	23	6							0.0%	20.0%
Net revenue from external customers	6	6	12	6	18	5	23	6							0.0%	20.0%
Intersegment revenue	17	15	32	15	47	15	62	16							-5.9%	6.7%
Net revenue IT, Network & Infrastructure	23	21	44	21	65	20	85	22							-4.3%	10.0%

P&L Breakdown

	2019							2020							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Swisscom Switzerland revenue																
Wireless access	644	618	1'262	606	1'868	601	2'469	586							-9.0%	-2.5%
Wireless traffic & VAS	93	108	201	121	322	114	436	108							16.1%	-5.3%
Wireless	737	726	1'463	727	2'190	715	2'905	694							-5.8%	-2.9%
t/o Wireless service revenue in fix-mobile bundles	248	242	490	242	732	236	968	231							-6.9%	-2.1%
Wireline access	615	612	1'227	607	1'834	597	2'431	594							-3.4%	-0.5%
Wireline traffic & VAS	76	78	154	72	226	74	300	75							-1.3%	1.4%
Wireline business networks	67	64	131	61	192	64	256	61							-9.0%	-4.7%
Wireline	758	754	1'512	740	2'252	735	2'987	730							-3.7%	-0.7%
t/o Wireline service revenue in fix-mobile bundles	258	267	525	271	796	277	1'073	280							8.5%	1.1%
t/o Wireline service revenue in fixed-only bundles	355	341	696	334	1'030	328	1'358	324							-8.7%	-1.2%
Business numbers	16	14	30	15	45	15	60	15							-6.3%	0.0%
Service revenue	1'511	1'494	3'005	1'482	4'487	1'465	5'952	1'439							-4.8%	-1.8%
Solutions	261	259	520	261	781	283	1'064	270							3.4%	-4.6%
Hardware sales	196	169	365	182	547	260	807	175							-10.7%	-32.7%
Wholesale termination	25	25	50	24	74	24	98	27							8.0%	12.5%
Wholesale services	80	81	161	80	241	82	323	80							0.0%	-2.4%
Inbound roaming	47	50	97	56	153	36	189	47							0.0%	30.6%
Other sales	23	(3)	20	6	26	25	51	12							-47.8%	-52.0%
Net revenue from external customers	2'143	2'075	4'218	2'091	6'309	2'175	8'484	2'050							-4.3%	-5.7%
Intersegment revenue	23	20	43	22	65	24	89	21							-8.7%	-12.5%
Net revenue Swisscom Switzerland	2'166	2'095	4'261	2'113	6'374	2'199	8'573	2'071							-4.4%	-5.8%
Fastweb revenue																
Consumer	304	307	611	304	915	313	1'228	300							-1.3%	-4.2%
Enterprise	228	241	469	232	701	257	958	225							-1.3%	-12.5%
Wholesale	47	52	99	49	148	126	274	53							12.8%	-57.9%
Other revenue	0	0	0	0	0	0	0	0							n.m.	n.m.
Net revenue from external customers	579	600	1'179	585	1'764	696	2'460	578							-0.2%	-17.0%
Intersegment revenue	2	2	4	2	6	2	8	2							0.0%	0.0%
Net revenue Fastweb	581	602	1'183	587	1'770	698	2'468	580							-0.2%	-16.9%
Other operating segments revenue																
Net revenue from external customers	138	128	266	117	383	126	509	109							-21.0%	-13.5%
Intersegment revenue	127	147	274	145	419	151	570	134							5.5%	-11.3%
Net revenue other operating segments	265	275	540	262	802	277	1'079	243							-8.3%	-12.3%

P&L Breakdown

	2019							2020							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Group Headquarters revenue																
Net revenue from external customers	0	0	0	0	0	0	0	0						n.m.	n.m.	
Intersegment revenue	0	0	0	0	0	1	1	0						n.m.	-100.0%	
Net revenue Group Headquarters	0	0	0	0	0	1	1	0						n.m.	-100.0%	
Group OPEX																
Residential Customers	(468)	(444)	(912)	(479)	(1'391)	(575)	(1'966)	(435)						-7.1%	-24.3%	
Business Customers	(476)	(450)	(926)	(446)	(1'372)	(474)	(1'846)	(443)						-6.9%	-6.5%	
Wholesale	(95)	(114)	(209)	(147)	(356)	(101)	(457)	(93)						-2.1%	-7.9%	
IT, Network & Infrastructure	(298)	(293)	(591)	(285)	(876)	(400)	(1'276)	(269)						-9.7%	-32.8%	
Intersegment elimination	99	114	213	149	362	94	456	92						-7.1%	-2.1%	
Swisscom Switzerland	(1'238)	(1'187)	(2'425)	(1'208)	(3'633)	(1'456)	(5'089)	(1'148)						-7.3%	-21.2%	
Fastweb	(399)	(391)	(790)	(374)	(1'164)	(470)	(1'634)	(399)						0.0%	-15.1%	
Other operating segments	(215)	(227)	(442)	(216)	(658)	(232)	(890)	(201)						-6.5%	-13.4%	
Group Headquarters	(17)	(20)	(37)	(18)	(55)	(12)	(67)	(14)						-17.6%	16.7%	
Reconciliation pension cost (IAS19)	(14)	(15)	(29)	(15)	(44)	(3)	(47)	(15)						7.1%	400.0%	
Reconciliation lease expense (IFRS16)	(5)	(5)	(10)	(5)	(15)	15	0							n.m.	-100.0%	
Intersegment elimination	147	163	310	163	473	159	632	151						2.7%	-5.0%	
Group OPEX	(1'741)	(1'682)	(3'423)	(1'673)	(5'096)	(1'999)	(7'095)	(1'626)						-6.6%	-18.7%	
EBITDA																
Residential Customers (Contribution margin 2)	722	697	1'419	686	2'105	665	2'770	703						-2.6%	5.7%	
Business Customers (Contribution margin 2)	356	354	710	344	1'054	340	1'394	336						-5.6%	-1.2%	
Wholesale (Contribution margin 2)	126	129	255	138	393	118	511	132						4.8%	11.9%	
IT, Network & Infrastructure (Contribution margin 2)	(275)	(272)	(547)	(264)	(811)	(380)	(1'191)	(247)						-10.2%	-35.0%	
Intersegment elimination	(1)	0	(1)	1	0	0	0	(1)						0.0%	n.m.	
Swisscom Switzerland (EBITDA)	928	908	1'836	905	2'741	743	3'484	923						-0.5%	24.2%	
Fastweb	182	211	393	213	606	228	834	181						-0.5%	-20.6%	
Other operating segments	50	48	98	46	144	45	189	42						-16.0%	-6.7%	
Group Headquarters	(17)	(20)	(37)	(18)	(55)	(11)	(66)	(14)						-17.6%	27.3%	
Reconciliation pension cost (IAS19)	(14)	(15)	(29)	(15)	(44)	(3)	(47)	(15)						7.1%	400.0%	
Reconciliation lease expense (IFRS16)	(5)	(5)	(10)	(5)	(15)	15	0									
Intersegment elimination	(5)	(6)	(11)	(6)	(17)	(19)	(36)	(6)						20.0%	-68.4%	
Group EBITDA	1'119	1'121	2'240	1'120	3'360	998	4'358	1'111						-0.7%	11.3%	

P&L Breakdown

	2019							2020							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
EBITDA/Contribution margin 2 in % of net revenue																
Residential Customers	60.7%	61.1%	60.9%	58.9%	60.2%	53.6%	58.5%	61.8%								
Business Customers	42.8%	44.0%	43.4%	43.5%	43.4%	41.8%	43.0%	43.1%								
Wholesale	57.0%	53.1%	55.0%	48.4%	52.5%	53.9%	52.8%	58.7%								
IT, Network & Infrastructure	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Swisscom Switzerland	42.8%	43.3%	43.1%	42.8%	43.0%	33.8%	40.6%	44.6%								
Fastweb	31.3%	35.0%	33.2%	36.3%	34.2%	32.7%	33.8%	31.2%								
Other operating segments	18.9%	17.5%	18.1%	17.6%	18.0%	16.2%	17.5%	17.3%								
Group Headquarters	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Group EBITDA in % of net revenue	39.1%	40.0%	39.6%	40.1%	39.7%	33.3%	38.1%	40.6%								
Depreciation, amortisation of tangible / intangible assets																
Residential Customers	(25)	(26)	(51)	(19)	(70)	(18)	(88)	(16)							-36.0%	-11.1%
Business Customers	(21)	(20)	(41)	(21)	(62)	(27)	(89)	(20)							-4.8%	-25.9%
Wholesale	0	0	0	0	0	0	0	0							n.m.	n.m.
IT, Network & Infrastructure	(335)	(344)	(679)	(330)	(1'009)	(329)	(1'338)	(341)							1.8%	3.6%
Intersegment elimination	0	1	1	(2)	(1)	1	0	0							n.m.	-100.0%
Swisscom Switzerland	(381)	(389)	(770)	(372)	(1'142)	(373)	(1'515)	(377)							-1.0%	1.1%
Fastweb	(156)	(153)	(309)	(155)	(464)	(159)	(623)	(153)							-1.9%	-3.8%
Other operating segments	(18)	(17)	(35)	(15)	(50)	(13)	(63)	(15)							-16.7%	15.4%
Group Headquarters	0	0	0	0	0	0	0	0							n.m.	n.m.
Intersegment elimination	1	2	3	4	7	(2)	5	2							100.0%	n.m.
Reconciliation depreciation IRU (IFRS16)	7	7	14	9	23	7	30	6							-14.3%	-14.3%
Group depreciation, amortisation	(547)	(550)	(1'097)	(529)	(1'626)	(540)	(2'166)	(537)							-1.8%	-0.6%
Lease expense / depreciation right of use assets																
Residential Customers	(13)	(11)	(24)	(13)	(37)	(11)	(48)	(11)							-15.4%	0.0%
Business Customers	(7)	(8)	(15)	(7)	(22)	(7)	(29)	(8)							14.3%	14.3%
Wholesale	0	0	0	0	0	(1)	(1)	0							n.m.	-100.0%
IT, Network & Infrastructure	(36)	(37)	(73)	(35)	(108)	(38)	(146)	(39)							8.3%	2.6%
Intersegment elimination	0	0	0	0	0	0	0	0							n.m.	n.m.
Swisscom Switzerland	(56)	(56)	(112)	(55)	(167)	(57)	(224)	(58)							3.6%	1.8%
Fastweb	(13)	(14)	(27)	(14)	(41)	(15)	(56)	(14)							7.7%	-6.7%
Other operating segments	(3)	(4)	(7)	(2)	(9)	(4)	(13)	(3)							0.0%	-25.0%
Group Headquarters	(1)	0	(1)	(1)	(2)	0	(2)	(1)							0.0%	n.m.
Reconciliation lease expense (IFRS16)	5	4	9	5	14	(14)	0									
Intersegment elimination	0	1	1	(2)	(1)	2	1	1							n.m.	-50.0%
Group lease expense	(68)	(69)	(137)	(69)	(206)	(88)	(294)	(75)							10.3%	-14.8%
Reconciliation interest expense leases	8	7	15	9	24	18	42	11							37.5%	-38.9%
Reconciliation depreciation IRU (IFRS16)	(7)	(7)	(14)	(9)	(23)	(7)	(30)	(6)							-14.3%	-14.3%
Group depreciation right of use assets	(67)	(69)	(136)	(69)	(205)	(77)	(282)	(70)							4.5%	-9.1%

P&L Breakdown

	2019							2020							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Segment result / Operating income (EBIT)																
Residential Customers (segment result)	684	660	1'344	654	1'998	636	2'634	676							-1.2%	6.3%
Business Customers (segment result)	328	326	654	316	970	306	1'276	308							-6.1%	0.7%
Wholesale (segment result)	126	129	255	138	393	117	510	132							4.8%	12.8%
IT, Network & Infrastructure (segment result)	(646)	(653)	(1'299)	(629)	(1'928)	(747)	(2'675)	(627)							-2.9%	-16.1%
Intersegment elimination	(1)	1	0	(1)	(1)	1	0	(1)							0.0%	n.m.
Swisscom Switzerland (segment result)	491	463	954	478	1'432	313	1'745	488							-0.6%	55.9%
Fastweb (segment result)	13	44	57	44	101	54	155	14							7.7%	-74.1%
Other operating segments (segment result)	29	27	56	29	85	28	113	24							-17.2%	-14.3%
Group Headquarters (segment result)	(18)	(20)	(38)	(19)	(57)	(11)	(68)	(15)							-16.7%	36.4%
Reconciliation pension cost (IAS19)	(14)	(15)	(29)	(15)	(44)	(3)	(47)	(15)							7.1%	400.0%
Reconciliation lease expense (IFRS16)	0	(1)	(1)	0	(1)	1	0									
Intersegment elimination	(4)	(3)	(7)	(4)	(11)	(19)	(30)	(3)							-25.0%	-84.2%
Group Segment result	497	495	992	513	1'505	363	1'868	493							-0.8%	35.8%
Reconciliation interest expense leases	8	7	15	9	24	18	42	11							37.5%	-38.9%
Group EBIT	505	502	1'007	522	1'529	381	1'910	504							-0.2%	32.3%
EBIT/Segment result in % of net revenue																
Residential Customers	57.5%	57.8%	57.7%	56.1%	57.2%	51.3%	55.6%	59.4%								
Business Customers	39.4%	40.5%	40.0%	40.0%	40.0%	37.6%	39.4%	39.5%								
Wholesale	57.0%	53.1%	55.0%	48.4%	52.5%	53.4%	52.7%	58.7%								
IT, Network & Infrastructure	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Swisscom Switzerland	22.7%	22.1%	22.4%	22.6%	22.5%	14.2%	20.4%	23.6%								
Fastweb	2.2%	7.3%	4.8%	7.5%	5.7%	7.7%	6.3%	2.4%								
Other operating segments	10.9%	9.8%	10.4%	11.1%	10.6%	10.1%	10.5%	9.9%								
Group Headquarters	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Group EBIT in % of net revenue	17.7%	17.9%	17.8%	18.7%	18.1%	12.7%	16.7%	18.4%								
CAPEX																
Fixed network & infrastructure	29%	29%	29%	29%	29%	29%	29%	34%								
Fibre (FTTx)	31%	34%	32%	30%	31%	32%	32%	24%								
Wireless network	18%	15%	17%	20%	18%	16%	17%	21%								
Customer premises equipment	5%	6%	5%	5%	5%	5%	5%	5%								
IT systems, All IP & other	17%	16%	17%	16%	17%	18%	17%	16%								
Swisscom Switzerland without wireless spectrum licences	(353)	(405)	(758)	(370)	(1'128)	(437)	(1'565)	(367)							4.0%	-16.0%
Wireless spectrum licences		(196)	(196)	0	(196)	0	(196)								n.m.	n.m.
Swisscom Switzerland	(353)	(601)	(954)	(370)	(1'324)	(437)	(1'761)	(367)							4.0%	-16.0%
Fastweb	(161)	(174)	(335)	(160)	(495)	(172)	(667)	(148)							-8.1%	-14.0%
Other operating segments	(8)	(11)	(19)	(13)	(32)	(15)	(47)	(7)							-12.5%	-53.3%
Group Headquarters	0	0	0	0	0	0	0	0							n.m.	n.m.
Intersegment elimination	4	7	11	7	18	19	37	6							50.0%	-68.4%
Group CAPEX*	(518)	(779)	(1'297)	(536)	(1'833)	(605)	(2'438)	(516)							-0.4%	-14.7%

* incl. payments for IRUs, which classify under IFRS16 as leases

P&L Breakdown

	2019							2020							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Number of employees (End of period)																
Residential Customers	3'432		3'395		3'383		3'342	3'254							-5.2%	-2.6%
Business Customers	5'162		5'207		5'162		5'116	4'978							-3.6%	-2.7%
Wholesale	84		83		83		83	83							-1.2%	0.0%
IT, Network & Infrastructure	4'674		4'586		4'530		4'514	4'498							-3.8%	-0.4%
Swisscom Switzerland	13'352		13'271		13'158		13'055	12'813							-4.0%	-1.9%
Fastweb	2'458		2'451		2'467		2'456	2'515							2.3%	2.4%
Other operating segments	3'694		3'633		3'668		3'605	3'583							-3.0%	-0.6%
Group Headquarters	215		209		207		201	199							-7.4%	-1.0%
Group Number of employees (End of period)	19'719		19'564		19'500		19'317	19'110							-3.1%	-1.1%

Remarks:

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

OPEX Breakdown

	2019							2020							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
OPEX Swisscom Switzerland																
Direct costs	(457)	(419)	(876)	(467)	(1'343)	(535)	(1'878)	(401)							-12.3%	-25.0%
Personnel expenses	(521)	(491)	(1'012)	(474)	(1'486)	(555)	(2'041)	(508)							-2.5%	-8.5%
Other operating expenses	(253)	(259)	(512)	(258)	(770)	(348)	(1'118)	(227)							-10.3%	-34.8%
Intersegment expenses	(77)	(84)	(161)	(83)	(244)	(83)	(327)	(75)							-2.6%	-9.6%
./. Capitalized costs and other income	70	66	136	74	210	65	275	63							-10.0%	-3.1%
Total OPEX Swisscom Switzerland	(1'238)	(1'187)	(2'425)	(1'208)	(3'633)	(1'456)	(5'089)	(1'148)							-7.3%	-21.2%
OPEX Fastweb																
Direct costs	(208)	(220)	(428)	(199)	(627)	(256)	(883)	(211)							1.4%	-17.6%
Personnel expenses	(57)	(51)	(108)	(45)	(153)	(52)	(205)	(50)							-12.3%	-3.8%
Other operating expenses	(141)	(173)	(314)	(140)	(454)	(170)	(624)	(149)							5.7%	-12.4%
Intersegment expenses	(1)	(1)	(2)	(1)	(3)	(2)	(5)	(2)							100.0%	0.0%
./. Capitalized costs and other income	8	54	62	11	73	10	83	13							62.5%	30.0%
Total OPEX Fastweb	(399)	(391)	(790)	(374)	(1'164)	(470)	(1'634)	(399)							0.0%	-15.1%
OPEX Other operating segments																
Direct costs	(12)	(12)	(24)	(14)	(38)	(16)	(54)	(15)							25.0%	-6.3%
Personnel expenses	(114)	(112)	(226)	(104)	(330)	(109)	(439)	(109)							-4.4%	0.0%
Other operating expenses	(85)	(101)	(186)	(93)	(279)	(108)	(387)	(68)							-20.0%	-37.0%
Intersegment expenses	(15)	(14)	(29)	(15)	(44)	(16)	(60)	(16)							6.7%	0.0%
./. Capitalized costs and other income	11	12	23	10	33	17	50	7							-36.4%	-58.8%
Total OPEX Other operating segments	(215)	(227)	(442)	(216)	(658)	(232)	(890)	(201)							-6.5%	-13.4%
OPEX Group Headquarters																
Direct costs	0	0	0	0	0	0	0	0							n.m.	n.m.
Personnel expenses	(21)	(21)	(42)	(18)	(60)	(19)	(79)	(20)							-4.8%	5.3%
Other operating expenses	(8)	(14)	(22)	(22)	(44)	(15)	(59)	(9)							12.5%	-40.0%
Intersegment expenses	(7)	(8)	(15)	(7)	(22)	(7)	(29)	(7)							0.0%	0.0%
./. Capitalized costs and other income	19	23	42	29	71	29	100	22							15.8%	-24.1%
Total OPEX Group Headquarters	(17)	(20)	(37)	(18)	(55)	(12)	(67)	(14)							-17.6%	16.7%

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.

SCS Breakdown

	2019							2020							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Residential Customers																
Net revenue (incl. intersegment revenue)	1'190	1'141	2'331	1'165	3'496	1'240	4'736	1'138							-4.4%	-8.2%
Outpayments	(32)	(46)	(78)	(75)	(153)	(38)	(191)	(34)							6.3%	-10.5%
Subscriber acquisition and retention costs	(61)	(30)	(91)	(39)	(130)	(51)	(181)	(30)							-50.8%	-41.2%
Other costs (incl. goods and services purchased)	(180)	(173)	(353)	(184)	(537)	(261)	(798)	(185)							2.8%	-29.1%
Direct costs (incl. intersegment direct costs)	(273)	(249)	(522)	(298)	(820)	(350)	(1'170)	(249)							-8.8%	-28.9%
Contribution margin 1	917	892	1'809	867	2'676	890	3'566	889							-3.1%	-0.1%
Contribution margin 1 in % of net revenue	77.1%	78.2%	77.6%	74.4%	76.5%	71.8%	75.3%	78.1%								
Total workforce expenses	(129)	(123)	(252)	(119)	(371)	(128)	(499)	(124)							-3.9%	-3.1%
Other operating expenses	(102)	(106)	(208)	(100)	(308)	(131)	(439)	(92)							-9.8%	-29.8%
Indirect costs (incl. intersegment indirect costs)	(231)	(229)	(460)	(219)	(679)	(259)	(938)	(216)							-6.5%	-16.6%
./. Capitalized costs and other income	36	34	70	38	108	34	142	30							-16.7%	-11.8%
Contribution margin 2	722	697	1'419	686	2'105	665	2'770	703							-2.6%	5.7%
Contribution margin 2 in % of net revenue	60.7%	61.1%	60.9%	58.9%	60.2%	53.6%	58.5%	61.8%								
Lease expense	(13)	(11)	(24)	(13)	(37)	(11)	(48)	(11)							-15.4%	0.0%
Depreciation, amortisation	(25)	(26)	(51)	(19)	(70)	(18)	(88)	(16)							-36.0%	-11.1%
Segment result	684	660	1'344	654	1'998	636	2'634	676							-1.2%	6.3%
CAPEX	(3)	(8)	(11)	(5)	(16)	(16)	(32)	(5)							66.7%	-68.8%
Number of employees (FTE)	3'432		3'395		3'383		3'342	3'254							-5.2%	-2.6%
Business Customers																
Net revenue (incl. intersegment revenue)	832	804	1'636	790	2'426	814	3'240	779							-6.4%	-4.3%
Outpayments	(36)	(39)	(75)	(46)	(121)	(31)	(152)	(31)							-13.9%	0.0%
Subscriber acquisition and retention costs	(24)	(13)	(37)	(13)	(50)	(16)	(66)	(12)							-50.0%	-25.0%
Other costs (incl. goods and services purchased)	(171)	(158)	(329)	(153)	(482)	(176)	(658)	(154)							-9.9%	-12.5%
Direct costs (incl. intersegment direct costs)	(231)	(210)	(441)	(212)	(653)	(223)	(876)	(197)							-14.7%	-11.7%
Contribution margin 1	601	594	1'195	578	1'773	591	2'364	582							-3.2%	-1.5%
Contribution margin 1 in % of net revenue	72.2%	73.9%	73.0%	73.2%	73.1%	72.6%	73.0%	74.7%								
Total workforce expenses	(228)	(225)	(453)	(215)	(668)	(219)	(887)	(224)							-1.8%	2.3%
Other operating expenses	(49)	(48)	(97)	(52)	(149)	(67)	(216)	(52)							6.1%	-22.4%
Indirect costs (incl. intersegment indirect costs)	(277)	(273)	(550)	(267)	(817)	(286)	(1'103)	(276)							-0.4%	-3.5%
./. Capitalized costs and other income	32	33	65	33	98	35	133	30							-6.3%	-14.3%
Contribution margin 2	356	354	710	344	1'054	340	1'394	336							-5.6%	-1.2%
Contribution margin 2 in % of net revenue	42.8%	44.0%	43.4%	43.5%	43.4%	41.8%	43.0%	43.1%								
Lease expense	(7)	(8)	(15)	(7)	(22)	(7)	(29)	(8)							14.3%	14.3%
Depreciation, amortisation	(21)	(20)	(41)	(21)	(62)	(27)	(89)	(20)							-4.8%	-25.9%
Segment result	328	326	654	316	970	306	1'276	308							-6.1%	0.7%
CAPEX	(11)	(12)	(23)	(11)	(34)	(9)	(43)	(9)							-18.2%	0.0%
Number of employees (FTE)	5'162		5'207		5'162		5'116	4'978							-3.6%	-2.7%

SCS Breakdown

	2019							2020							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Wholesale																
Net revenue (incl. intersegment revenue)	221	243	464	285	749	219	968	225						1.8%	2.7%	
Outpayments	(86)	(105)	(191)	(138)	(329)	(92)	(421)	(84)						-2.3%	-8.7%	
Subscriber acquisition and retention costs	0	0	0	0	0	0	0	0						n.m.	n.m.	
Other costs (incl. goods and services purchased)	(1)	(2)	(3)	(1)	(4)	(2)	(6)	(5)						400.0%	150.0%	
Direct costs (incl. intersegment direct costs)	(87)	(107)	(194)	(139)	(333)	(94)	(427)	(89)						2.3%	-5.3%	
Contribution margin 1	134	136	270	146	416	125	541	136						1.5%	8.8%	
Contribution margin 1 in % of net revenue	60.6%	56.0%	58.2%	51.2%	55.5%	57.1%	55.9%	60.4%								
Total workforce expenses	(4)	(3)	(7)	(3)	(10)	(4)	(14)	(4)						0.0%	0.0%	
Other operating expenses	(5)	(4)	(9)	(5)	(14)	(3)	(17)	0						n.m.	-100.0%	
Indirect costs (incl. intersegment indirect costs)	(9)	(7)	(16)	(8)	(24)	(7)	(31)	(4)						-55.6%	-42.9%	
./. Capitalized costs and other income	1	0	1	0	1	0	1	0						n.m.	n.m.	
Contribution margin 2	126	129	255	138	393	118	511	132						4.8%	11.9%	
Contribution margin 2 in % of net revenue	57.0%	53.1%	55.0%	48.4%	52.5%	53.9%	52.8%	58.7%								
Lease expense	0	0	0	0	0	(1)	(1)	0						n.m.	-100.0%	
Depreciation, amortisation	0	0	0	0	0	0	0	0						n.m.	n.m.	
Segment result	126	129	255	138	393	117	510	132						4.8%	12.8%	
CAPEX	0	0	0	0	0	0	0	0						n.m.	n.m.	
Number of employees (FTE)	84		83		83		83	83						-1.2%	0.0%	
IT, Network & Infrastructure																
Net revenue (incl. intersegment revenue)	23	21	44	21	65	20	85	22						-4.3%	10.0%	
Direct costs (incl. intersegment direct costs)	(3)	(3)	(6)	(2)	(8)	(3)	(11)	(3)						0.0%	0.0%	
Contribution margin 1	20	18	38	19	57	17	74	19						-5.0%	11.8%	
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	(213)	(194)	(407)	(190)	(597)	(262)	(859)	(208)						-2.3%	-20.6%	
Maintenance	(42)	(50)	(92)	(55)	(147)	(51)	(198)	(46)						9.5%	-9.8%	
IT expenses	(41)	(39)	(80)	(41)	(121)	(49)	(170)	(33)						-19.5%	-32.7%	
Other expenses	(106)	(111)	(217)	(105)	(322)	(136)	(458)	(89)						-16.0%	-34.6%	
Other operating expenses	(189)	(200)	(389)	(201)	(590)	(236)	(826)	(168)						-11.1%	-28.8%	
Indirect costs (incl. intersegment indirect costs)	(402)	(394)	(796)	(391)	(1'187)	(498)	(1'685)	(376)						-6.5%	-24.5%	
./. Capitalized costs and other income	107	104	211	108	319	101	420	110						2.8%	8.9%	
Contribution margin 2	(275)	(272)	(547)	(264)	(811)	(380)	(1'191)	(247)						-10.2%	-35.0%	
Contribution margin 2 in % of net revenue	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Lease expense	(36)	(37)	(73)	(35)	(108)	(38)	(146)	(39)						8.3%	2.6%	
Depreciation, amortisation	(335)	(344)	(679)	(330)	(1'009)	(329)	(1'338)	(341)						1.8%	3.6%	
Segment result	(646)	(653)	(1'299)	(629)	(1'928)	(747)	(2'675)	(627)						-2.9%	-16.1%	
CAPEX	(339)	(582)	(921)	(353)	(1'274)	(412)	(1'686)	(353)						4.1%	-14.3%	
Number of employees (FTE)	4'674		4'586		4'530		4'514	4'498						-3.8%	-0.4%	

SCS Breakdown

	2019							2020							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Swisscom Switzerland																
Net revenue (incl. intersegment revenue)	2'166	2'095	4'261	2'113	6'374	2'199	8'573	2'071							-4.4%	-5.8%
Outpayments	(74)	(93)	(167)	(127)	(294)	(79)	(373)	(69)							-6.8%	-12.7%
Subscriber acquisition and retention costs	(80)	(42)	(122)	(51)	(173)	(64)	(237)	(40)							-50.0%	-37.5%
Other costs (incl. goods and services purchased)	(308)	(288)	(596)	(293)	(889)	(398)	(1'287)	(296)							-3.9%	-25.6%
Direct costs (incl. intercompany direct costs)	(462)	(423)	(885)	(471)	(1'356)	(541)	(1'897)	(405)							-12.3%	-25.1%
Contribution margin 1	1'704	1'672	3'376	1'642	5'018	1'658	6'676	1'666							-2.2%	0.5%
Contribution margin 1 in % of net revenue	78.7%	79.8%	79.2%	77.7%	78.7%	75.4%	77.9%	80.4%								
Total workforce expenses	(574)	(545)	(1'119)	(527)	(1'646)	(613)	(2'259)	(560)							-2.4%	-8.6%
Other operating expenses	(272)	(285)	(557)	(284)	(841)	(367)	(1'208)	(246)							-9.6%	-33.0%
Indirect costs (incl. intersegment indirect costs)	(846)	(830)	(1'676)	(811)	(2'487)	(980)	(3'467)	(806)							-4.7%	-17.8%
./. Capitalized costs and other income	70	66	136	74	210	65	275	63							-10.0%	-3.1%
Contribution margin 2	928	908	1'836	905	2'741	743	3'484	923							-0.5%	24.2%
Contribution margin 2 in % of net revenue	42.8%	43.3%	43.1%	42.8%	43.0%	33.8%	40.6%	44.6%								
Lease expense	(56)	(56)	(112)	(55)	(167)	(57)	(224)	(58)							3.6%	1.8%
EBITDAaL	872	852	1'724	850	2'574	686	3'260	865							-0.8%	26.1%
Depreciation, amortisation	(381)	(389)	(770)	(372)	(1'142)	(373)	(1'515)	(377)							-1.0%	1.1%
Segment result	491	463	954	478	1'432	313	1'745	488							-0.6%	55.9%
CAPEX	(353)	(601)	(954)	(370)	(1'324)	(437)	(1'761)	(367)							4.0%	-16.0%
Number of employees (FTE)	13'352		13'271		13'158		13'055	12'813							-4.0%	-1.9%

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.

Fastweb

	2019							2020							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	269	273	542	277	819	285	1'104	280							4.1%	-1.8%
Enterprise	202	214	416	211	627	235	862	211							4.5%	-10.2%
Wholesale	42	45	87	45	132	113	245	50							19.0%	-55.8%
Other revenue	0	0	0	0	0	0	0	0							n.m.	n.m.
Net revenue from external customers	513	532	1'045	533	1'578	633	2'211	541							5.5%	-14.5%
Intersegment revenue	1	3	4	2	6	1	7	2							100.0%	100.0%
Net revenue	514	535	1'049	535	1'584	634	2'218	543							5.6%	-14.4%
Operating expenses	(352)	(348)	(700)	(341)	(1'041)	(427)	(1'468)	(373)							6.0%	-12.6%
EBITDA	162	187	349	194	543	207	750	170							4.9%	-17.9%
EBITDA in % of net revenue	31.5%	35.0%	33.3%	36.3%	34.3%	32.6%	33.8%	31.3%								
Lease expense	(12)	(12)	(24)	(13)	(37)	(13)	(50)	(13)							8.3%	0.0%
EBITDAaL	150	175	325	181	506	194	700	157							4.7%	-19.1%
Depreciation, amortisation	(139)	(135)	(274)	(141)	(415)	(145)	(560)	(144)							3.6%	-0.7%
Segment result	11	40	51	40	91	49	140	13							18.2%	-73.5%
CAPEX	(143)	(154)	(297)	(146)	(443)	(156)	(599)	(138)							-3.5%	-11.5%
Number of employees (FTE)	2'458		2'451		2'467		2'456	2'515							2.3%	2.4%

Remarks:

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

Free Cash Flow

	2019							2020							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Operating income (EBITDA)	1'119	1'121	2'240	1'120	3'360	998	4'358	1'111							-0.7%	11.3%
Lease expense	(68)	(69)	(137)	(69)	(206)	(88)	(294)	(75)							10.3%	-14.8%
EBITDAaL	1'051	1'052	2'103	1'051	3'154	910	4'064	1'036							-1.4%	13.8%
Capital expenditure	(518)	(779)	(1'297)	(536)	(1'833)	(605)	(2'438)	(516)							-0.4%	-14.7%
Operating free cash flow proxy	533	273	806	515	1'321	305	1'626	520							-2.4%	70.5%
Change in net working capital	(41)	(120)	(161)	109	(52)	198	146	(205)							400.0%	n.m.
Change in defined benefit obligations	12	14	26	16	42	6	48	14							16.7%	133.3%
Net interest paid	(3)	(2)	(5)	(49)	(54)	(9)	(63)	(5)							66.7%	-44.4%
Income taxes paid	(242)	(51)	(293)	(54)	(347)	(24)	(371)	(119)							-50.8%	395.8%
Other cash flows from operating activities	(15)	18	3	(15)	(12)	(29)	(41)	(16)							6.7%	-44.8%
Free cash flow	244	132	376	522	898	447	1'345	189							-22.5%	-57.7%

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.

Adjustments of key figures

	2019							2020							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Net revenue from external customers reported	2'860	2'803	5'663	2'793	8'456	2'997	11'453	2'737							-4.3%	
Currency impact								33								
Adjusted change															-3.1%	
EBITDA reported	1'119	1'121	2'240	1'120	3'360	998	4'358	1'111							-0.7%	
Adjustments Effect IFRS16	5	5	10	5	15	(15)	0									
Restructuring cost						56	56									
Currency impact								10								
Adjusted change															-0.3%	

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.

Operational data

	2019							2020							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Operational data Swisscom Switzerland																
Product view (in thousands)																
Wireless subscribers	6'378		6'368		6'358		6'333	6'299							-1.2%	-0.5%
Broadband lines	2'057		2'050		2'054		2'058	2'053							-0.2%	-0.2%
Wireline voice access lines	1'737		1'683		1'643		1'594	1'582							-8.9%	-0.8%
TV subscribers	1'523		1'529		1'540		1'555	1'555							2.1%	0.0%
Total number of underlying products	11'695		11'630		11'595		11'540	11'489							-1.8%	-0.4%
Wireless																
Wireless subscribers (in thousands)																
Wireless subscribers prepaid	1'671		1'646		1'605		1'562	1'526							-8.7%	-2.3%
Wireless subscribers postpaid value	4'098		4'111		4'133		4'144	4'146							1.2%	0.0%
Wireless subscribers postpaid volume (data, multi-SIM)	609		611		620		627	627							3.0%	0.0%
Wireless subscribers postpaid	4'707		4'722		4'753		4'771	4'773							1.4%	0.0%
Wireless subscribers	6'378		6'368		6'358		6'333	6'299							-1.2%	-0.5%
Infinity subscribers	583		484		396		325	277							-52.5%	-14.8%
inOne mobile subscribers	1'945		2'027		2'109		2'166	2'189							12.5%	1.1%
Infinity / inOne mobile subscribers	2'528		2'511		2'505		2'491	2'466							-2.5%	-1.0%
ARPU wireless (in CHF)																
Blended wireless ARPU	38	38	38	38	38	37	38	36							-5.3%	-2.7%
Blended wireless ARPU IFRS	35	35	35	36	35	35	35	35							0.0%	0.0%
ARPU postpaid	50	49	50	49	49	48	49	47							-6.0%	-2.1%
ARPU postpaid IFRS	47	46	46	46	46	45	46	44							-6.4%	-2.2%
Wireless cancellation rate (annualised, in %)																
Wireless cancellation rate postpaid value	9.3%	8.5%	8.9%	8.4%	8.7%	8.6%	8.7%	8.7%								
Wireless cancellation rate postpaid	13.0%	10.8%	11.9%	10.5%	11.4%	11.0%	11.3%	10.8%								
Wireless traffic data domestic (in million GB)																
Traffic data domestic	96.5	101.7	198.2	112.7	310.9	120.3	431.2	132.1							36.9%	9.8%
Wireline																
Broadband lines (in thousands)																
Broadband lines in single products	61		49		42		35	34							-44.3%	-2.9%
Broadband lines in bundle products	1'996		2'001		2'012		2'023	2'019							1.2%	-0.2%
Broadband lines	2'057		2'050		2'054		2'058	2'053							-0.2%	-0.2%
thereof Broadband lines >80 Mbps	1'287		1'335		1'386		1'442	1'489							15.7%	3.3%
Wireline voice access lines (in thousands)																
Wireline voice access lines in single products	404		361		328		284	283							-30.0%	-0.4%
Wireline voice access lines in bundle products	1'333		1'322		1'315		1'310	1'299							-2.6%	-0.8%
Wireline voice access lines	1'737		1'683		1'643		1'594	1'582							-8.9%	-0.8%

Operational data

	2019							2020							Change			
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4		
TV subscribers (in thousands)																		
TV subscribers	1'523		1'529	1'540		1'555		1'555									2.1%	0.0%
Wholesale																		
Wholesale lines (in thousands)																		
Full access lines	83		79	75		70		66									-20.5%	-5.7%
Wholesale broadband lines	492		502	509		515		525									6.7%	1.9%
Operational data Residential Customers																		
Product view (in thousands)																		
Wireless subscribers	4'511		4'518	4'513		4'492		4'457									-1.2%	-0.8%
Broadband lines	1'743		1'742	1'749		1'757		1'754									0.6%	-0.2%
Wireline voice access lines	1'356		1'333	1'318		1'307		1'291									-4.8%	-1.2%
TV subscribers	1'462		1'467	1'477		1'491		1'491									2.0%	0.0%
Total number of underlying products	9'072		9'060	9'057		9'047		8'993									-0.9%	-0.6%
ARPU underlying products (in CHF)																		
Blended ARPUP	38		38	38		37		37									-2.6%	0.0%
Bundle products																		
Bundle subscription (in thousands)																		
Bundle subscriptions	1'736		1'736	1'743		1'751		1'747									0.6%	-0.2%
thereof fix-mobile bundle subscriptions	747		759	773		787		794									6.3%	0.9%
ARPU bundle (in CHF)																		
Blended ARPU bundle	132		130	131		129		129									-2.3%	0.0%
Wireless																		
Wireless subscribers (in thousands)																		
Wireless subscribers prepaid	1'671		1'646	1'605		1'562		1'526									-8.7%	-2.3%
Wireless subscribers postpaid value	2'683		2'702	2'723		2'732		2'727									1.6%	-0.2%
Wireless subscribers postpaid volume (data, multi-SIM)	157		170	185		198		204									29.9%	3.0%
Wireless subscribers postpaid	2'840		2'872	2'908		2'930		2'931									3.2%	0.0%
Wireless subscribers	4'511		4'518	4'513		4'492		4'457									-1.2%	-0.8%
Infinity / inOne penetration in % of postpaid value subscribers	79%		78%	77%		77%		76%										
Infinity subscribers	473		399	329		272		233									-50.7%	-14.3%
inOne mobile subscribers	1'636		1'705	1'776		1'826		1'845									12.8%	1.0%
Total Infinity / inOne mobile subscribers	2'109		2'104	2'105		2'098		2'078									-1.5%	-1.0%
thereof inOne mobile subscribers in bundle	876		907	983		1'025		1'051									20.0%	2.5%

Operational data

	2019							2020							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
ARPU wireless (in CHF)																
ARPU prepaid	5	5	5	5	5	6	5	5						0.0%	-16.7%	
ARPU postpaid	58	57	58	57	57	56	57	54						-6.9%	-3.6%	
ARPU postpaid IFRS	53	51	52	52	52	51	52	51						-3.8%	0.0%	
Blended wireless ARPU	38	38	38	38	38	38	38	37						-2.6%	-2.6%	
Blended wireless ARPU IFRS	34	34	34	35	34	35	35	35						2.9%	0.0%	
ARPU Infinity / inOne	68	67	67	67	67	65	67	64						-5.9%	-1.5%	
Wireless cancellation rate (annualised, in %)																
Wireless cancellation rate postpaid value	8.6%	7.2%	7.9%	7.7%	7.8%	8.5%	8.0%	8.9%								
Wireless cancellation rate postpaid	9.7%	8.2%	9.0%	8.6%	8.8%	9.5%	9.0%	9.6%								
Wireline																
Broadband lines (in thousands)																
Broadband lines in single products	7		6		6		6	7						0.0%	16.7%	
Broadband lines in bundle products	1'736		1'736		1'743		1'751	1'747						0.6%	-0.2%	
Broadband lines	1'743		1'742		1'749		1'757	1'754						0.6%	-0.2%	
thereof inOne Broadband lines	1'078		1'124		1'170		1'218	1'247						15.7%	2.4%	
thereof inOne fix-mobile bundled	621		651		681		709	725						16.7%	2.3%	
Wireline voice access lines (in thousands)																
Wireline Voice access lines in single products	213		201		193		186	179						-16.0%	-3.8%	
Wireline Voice access lines in bundle products	1'143		1'132		1'125		1'121	1'112						-2.7%	-0.8%	
Wireline voice access lines	1'356		1'333		1'318		1'307	1'291						-4.8%	-1.2%	
thereof inOne Wireline voice access lines	622		644		665		689	704						13.2%	2.2%	
TV subscribers (in thousands)																
TV subscribers	1'462		1'467		1'477		1'491	1'491						2.0%	0.0%	
thereof inOne TV subscribers	917		962		1'006		1'052	1'079						17.7%	2.6%	
ARPU wireline (in CHF)																
Blended wireline ARPU	37	37	37	37	37	37	37	37						0.0%	0.0%	
Households (in thousands)																
Households wireline	1'949		1'938		1'935		1'936	1'925						-1.2%	-0.6%	
RGU per household (#)	2.34		2.34		2.35		2.35	2.36						0.9%	0.4%	
ARPU household (in CHF)	87	87	87	87	87	86	87	86						-1.1%	0.0%	

Operational data

	2019							2020							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Operational data Business Customers																
Product view (in thousands)																
Wireless subscribers	1'867		1'850		1'845		1'841	1'842							-1.3%	0.1%
Broadband lines	314		308		305		301	299							-4.8%	-0.7%
Wireline voice access lines	381		350		325		287	291							-23.6%	1.4%
TV subscribers	61		62		63		64	64							4.9%	0.0%
Total number of underlying products	2'623		2'570		2'538		2'493	2'496							-4.8%	0.1%
ARPU underlying products (in CHF)																
Blended ARPUP	59	59	59	59	59	58	59	58							-1.7%	0.0%
Wireless																
Wireless subscribers (in thousands)																
Wireless subscribers postpaid value	1'415		1'409		1'410		1'412	1'419							0.3%	0.5%
Wireless subscribers postpaid volume (data, multi-SIM)	452		441		435		429	423							-6.4%	-1.4%
Wireless subscribers postpaid	1'867		1'850		1'845		1'841	1'842							-1.3%	0.1%
Wireless subscribers	1'867		1'850		1'845		1'841	1'842							-1.3%	0.1%
Infinity subscribers	110		85		67		53	44							-60.0%	-17.0%
inOne mobile subscribers	309		322		333		340	344							11.3%	1.2%
Total Infinity / inOne mobile subscribers	419		407		400		393	388							-7.4%	-1.3%
thereof inOne mobile subscribers in bundle	176		222		233		239	243							38.1%	1.7%
ARPU wireless (in CHF)																
Blended wireless ARPU	38	38	38	37	37	36	37	35							-7.9%	-2.8%
ARPU Infinity / inOne	85	83	84	83	83	82	83	79							-7.1%	-3.7%
Wireline																
Broadband lines (in thousands)																
Broadband lines	314		308		305		301	299							-4.8%	-0.7%
Wireline voice access lines (in thousands)																
Wireline voice access lines	381		350		325		287	291							-23.6%	1.4%
TV subscribers (in thousands)																
TV subscribers	61		62		63		64	64							4.9%	0.0%

Operational data

	2019							2020							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Operational data Wholesale																
Wireline																
Full access lines (in thousands)																
Full access lines	83		79		75		70	66							-20.5%	-5.7%
Broadband lines (in thousands)																
Wholesale broadband lines	492		502		509		515	525							6.7%	1.9%
Operational data Fastweb																
Broadband customers (in thousands)																
Broadband customers	2'575		2'600		2'610		2'637	2'659							3.3%	0.8%
Wireless customers (in thousands)																
Wireless customers	1'440		1'549		1'663		1'746	1'779							23.5%	1.9%

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.