

# Facts & Figures

as per March 31, 2021

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## P&L Overview

	2020							2021							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	1'120	1'080	2'200	1'120	3'320	1'164	4'484	1'130							0.9%	-2.9%
Business Customers	760	760	1'520	739	2'259	767	3'026	759							-0.1%	-1.0%
Wholesale	164	158	322	168	490	171	661	173							5.5%	1.2%
Infrastructure & Support Functions	6	5	11	6	17	5	22	5							-16.7%	0.0%
<b>Swisscom Switzerland</b>	<b>2'050</b>	<b>2'003</b>	<b>4'053</b>	<b>2'033</b>	<b>6'086</b>	<b>2'107</b>	<b>8'193</b>	<b>2'067</b>							<b>0.8%</b>	<b>-1.9%</b>
Fastweb	578	597	1'175	611	1'786	676	2'462	632							9.3%	-6.5%
Other operating segments	109	106	215	114	329	116	445	104							-4.6%	-10.3%
<b>Net revenue from external customers</b>	<b>2'737</b>	<b>2'706</b>	<b>5'443</b>	<b>2'758</b>	<b>8'201</b>	<b>2'899</b>	<b>11'100</b>	<b>2'803</b>							<b>2.4%</b>	<b>-3.3%</b>
Direct costs	(626)	(624)	(1'250)	(656)	(1'906)	(763)	(2'669)	(680)							8.6%	-10.9%
Personnel expenses	(700)	(679)	(1'379)	(637)	(2'016)	(701)	(2'717)	(716)							2.3%	2.1%
Other operating expenses	(407)	(416)	(823)	(441)	(1'264)	(534)	(1'798)	(422)							3.7%	-21.0%
Capitalized costs and other income	107	110	217	124	341	125	466	139							29.9%	11.2%
<b>Operating income (EBITDA)</b>	<b>1'111</b>	<b>1'097</b>	<b>2'208</b>	<b>1'148</b>	<b>3'356</b>	<b>1'026</b>	<b>4'382</b>	<b>1'124</b>							<b>1.2%</b>	<b>9.6%</b>
EBITDA in % of net revenue	40.6%	40.5%	40.6%	41.6%	40.9%	35.4%	39.5%	40.1%								
Depreciation, amortisation of tangible / intangible assets	(537)	(541)	(1'078)	(538)	(1'616)	(533)	(2'149)	(538)							0.2%	0.9%
Depreciation right of use assets	(70)	(77)	(147)	(70)	(217)	(69)	(286)	(70)							0.0%	1.4%
<b>Operating income (EBIT)</b>	<b>504</b>	<b>479</b>	<b>983</b>	<b>540</b>	<b>1'523</b>	<b>424</b>	<b>1'947</b>	<b>516</b>							<b>2.4%</b>	<b>21.7%</b>
EBIT in % of net revenue	18.4%	17.7%	18.1%	19.6%	18.6%	14.6%	17.5%	18.4%								
Net interest expense	(12)	(18)	(30)	(20)	(50)	(19)	(69)	(17)							41.7%	-10.5%
Interest expense on lease liabilities	(11)	(11)	(22)	(12)	(34)	(11)	(45)	(11)							0.0%	0.0%
Other financial result	(14)	(38)	(52)	23	(29)	(9)	(38)	252							n.m.	n.m.
Result of equity-accounted investees	1	2	3	1	4	0	4	0							n.m.	n.m.
<b>Income before income tax expense</b>	<b>468</b>	<b>414</b>	<b>882</b>	<b>532</b>	<b>1'414</b>	<b>385</b>	<b>1'799</b>	<b>740</b>							<b>58.1%</b>	<b>92.2%</b>
Income tax expense	(74)	(72)	(146)	(102)	(248)	(23)	(271)	(102)							37.8%	343.5%
<b>Net income</b>	<b>394</b>	<b>342</b>	<b>736</b>	<b>430</b>	<b>1'166</b>	<b>362</b>	<b>1'528</b>	<b>638</b>							<b>61.9%</b>	<b>76.2%</b>
Net income attributable to equity holders of Swisscom AG	395	343	738	431	1'169	361	1'530	638							61.5%	76.7%
Net income attributable to non-controlling interests	(1)	(1)	(2)	(1)	(3)	1	(2)	0							n.m.	-100.0%
Average number of shares outstanding (in million)	51.802	51.799	51.801	51.801	51.801	51.801	51.801	51.800							0.0%	0.0%
<b>Earnings per share (EPS) in CHF</b>	<b>7.63</b>	<b>6.62</b>	<b>14.25</b>	<b>8.32</b>	<b>22.57</b>	<b>6.97</b>	<b>29.54</b>	<b>12.32</b>							<b>61.5%</b>	<b>76.8%</b>

**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

	2020							2021							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
<b>Group revenue</b>																
Residential Customers	1'137	1'101	2'238	1'138	3'376	1'184	4'560	1'149							1.1%	-3.0%
Business Customers	779	778	1'557	758	2'315	785	3'100	778							-0.1%	-0.9%
Wholesale	225	224	449	278	727	249	976	243							8.0%	-2.4%
Infrastructure & Support Functions	21	21	42	21	63	20	83	19							-9.5%	-5.0%
Intersegment elimination	(97)	(105)	(202)	(149)	(351)	(118)	(469)	(109)							12.4%	-7.6%
<b>Swisscom Switzerland</b>	<b>2'065</b>	<b>2'019</b>	<b>4'084</b>	<b>2'046</b>	<b>6'130</b>	<b>2'120</b>	<b>8'250</b>	<b>2'080</b>							<b>0.7%</b>	<b>-1.9%</b>
Fastweb	580	599	1'179	613	1'792	678	2'470	634							9.3%	-6.5%
Other operating segments	241	246	487	268	755	259	1'014	240							-0.4%	-7.3%
<b>Net revenue incl. intersegment revenue</b>	<b>2'886</b>	<b>2'864</b>	<b>5'750</b>	<b>2'927</b>	<b>8'677</b>	<b>3'057</b>	<b>11'734</b>	<b>2'954</b>							<b>2.4%</b>	<b>-3.4%</b>
Intersegment elimination	(149)	(158)	(307)	(169)	(476)	(158)	(634)	(151)							1.3%	-4.4%
<b>Net revenue from external customers</b>	<b>2'737</b>	<b>2'706</b>	<b>5'443</b>	<b>2'758</b>	<b>8'201</b>	<b>2'899</b>	<b>11'100</b>	<b>2'803</b>							<b>2.4%</b>	<b>-3.3%</b>
<b>Residential Customers revenue</b>																
Wireless access	423	411	834	409	1'243	403	1'646	399							-5.7%	-1.0%
Wireless traffic & VAS	74	67	141	76	217	71	288	66							-10.8%	-7.0%
Wireless	497	478	975	485	1'460	474	1'934	465							-6.4%	-1.9%
t/o Wireless service revenue in fix-mobile bundles	203	200	403	201	604	205	809	204							0.5%	-0.5%
Wireline access	457	456	913	456	1'369	458	1'827	459							0.4%	0.2%
Wireline traffic & VAS	48	44	92	44	136	49	185	44							-8.3%	-10.2%
Wireline	505	500	1'005	500	1'505	507	2'012	503							-0.4%	-0.8%
t/o Wireline service revenue in fix-mobile bundles	233	233	466	236	702	242	944	244							4.7%	0.8%
t/o Wireline service revenue in fixed-only bundles	249	244	493	241	734	243	977	236							-5.2%	-2.9%
Service revenue	1'002	978	1'980	985	2'965	981	3'946	968							-3.4%	-1.3%
Solutions	4	3	7	4	11	4	15	4							0.0%	0.0%
Hardware sales	120	108	228	128	356	168	524	147							22.5%	-12.5%
Other sales	(6)	(9)	(15)	3	(12)	11	(1)	11							n.m.	0.0%
<b>Net revenue from external customers</b>	<b>1'120</b>	<b>1'080</b>	<b>2'200</b>	<b>1'120</b>	<b>3'320</b>	<b>1'164</b>	<b>4'484</b>	<b>1'130</b>							<b>0.9%</b>	<b>-2.9%</b>
Intersegment revenue	17	21	38	18	56	20	76	19							11.8%	-5.0%
<b>Net revenue Residential Customers</b>	<b>1'137</b>	<b>1'101</b>	<b>2'238</b>	<b>1'138</b>	<b>3'376</b>	<b>1'184</b>	<b>4'560</b>	<b>1'149</b>							<b>1.1%</b>	<b>-3.0%</b>

## P&L Breakdown

	2020							2021							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
<b>Business Customers revenue</b>																
Wireless access	162	161	323	161	484	158	642	155						-4.3%	-1.9%	
Wireless traffic & VAS	34	28	62	29	91	28	119	27						-20.6%	-3.6%	
Wireless	196	189	385	190	575	186	761	182						-7.1%	-2.2%	
Wireline access	138	136	274	137	411	137	548	135						-2.2%	-1.5%	
Wireline traffic & VAS	27	31	58	26	84	26	110	29						7.4%	11.5%	
Wireline business networks	61	60	121	60	181	60	241	59						-3.3%	-1.7%	
Wireline	226	227	453	223	676	223	899	223						-1.3%	0.0%	
Business numbers	15	15	30	15	45	16	61	15						0.0%	-6.3%	
Service revenue	437	431	868	428	1'296	425	1'721	420						-3.9%	-1.2%	
Solutions	267	260	527	259	786	272	1'058	273						2.2%	0.4%	
Hardware sales	55	67	122	49	171	64	235	65						18.2%	1.6%	
Other sales	1	2	3	3	6	6	12	1						0.0%	-83.3%	
<b>Net revenue from external customers</b>	<b>760</b>	<b>760</b>	<b>1'520</b>	<b>739</b>	<b>2'259</b>	<b>767</b>	<b>3'026</b>	<b>759</b>						<b>-0.1%</b>	<b>-1.0%</b>	
Intersegment revenue	19	18	37	19	56	18	74	19						0.0%	5.6%	
<b>Net revenue Business Customers</b>	<b>779</b>	<b>778</b>	<b>1'557</b>	<b>758</b>	<b>2'315</b>	<b>785</b>	<b>3'100</b>	<b>778</b>						<b>-0.1%</b>	<b>-0.9%</b>	
<b>Wholesale revenue</b>																
Wholesale termination	27	29	56	26	82	27	109	27						0.0%	0.0%	
Wholesale services	79	81	160	87	247	93	340	86						8.9%	-7.5%	
Inbound roaming	47	36	83	44	127	37	164	47						0.0%	27.0%	
Other sales	11	12	23	11	34	14	48	13						18.2%	-7.1%	
<b>Net revenue from external customers</b>	<b>164</b>	<b>158</b>	<b>322</b>	<b>168</b>	<b>490</b>	<b>171</b>	<b>661</b>	<b>173</b>						<b>5.5%</b>	<b>1.2%</b>	
Intersegment revenue	61	66	127	110	237	78	315	70						14.8%	-10.3%	
<b>Net revenue Wholesale</b>	<b>225</b>	<b>224</b>	<b>449</b>	<b>278</b>	<b>727</b>	<b>249</b>	<b>976</b>	<b>243</b>						<b>8.0%</b>	<b>-2.4%</b>	
<b>Infrastructure &amp; Support Functions revenue</b>																
Other sales (facility management)	6	5	11	6	17	5	22	5						-16.7%	0.0%	
<b>Net revenue from external customers</b>	<b>6</b>	<b>5</b>	<b>11</b>	<b>6</b>	<b>17</b>	<b>5</b>	<b>22</b>	<b>5</b>						<b>-16.7%</b>	<b>0.0%</b>	
Intersegment revenue	15	16	31	15	46	15	61	14						-6.7%	-6.7%	
<b>Net revenue Infrastructure &amp; Support Functions</b>	<b>21</b>	<b>21</b>	<b>42</b>	<b>21</b>	<b>63</b>	<b>20</b>	<b>83</b>	<b>19</b>						<b>-9.5%</b>	<b>-5.0%</b>	

## P&L Breakdown

	2020							2021							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
<b>Swisscom Switzerland revenue</b>																
Wireless access	586	572	1'158	569	1'727	561	2'288	553							-5.6%	-1.4%
Wireless traffic & VAS	108	95	203	105	308	98	406	94							-13.0%	-4.1%
Wireless	694	667	1'361	674	2'035	659	2'694	647							-6.8%	-1.8%
Wireline access	594	593	1'187	593	1'780	595	2'375	594							0.0%	-0.2%
Wireline traffic & VAS	75	74	149	71	220	76	296	73							-2.7%	-3.9%
Wireline business networks	61	60	121	60	181	60	241	59							-3.3%	-1.7%
Wireline	730	727	1'457	724	2'181	731	2'912	726							-0.5%	-0.7%
Business numbers	15	15	30	15	45	16	61	15							0.0%	-6.3%
Service revenue	1'439	1'409	2'848	1'413	4'261	1'406	5'667	1'388							-3.5%	-1.3%
Solutions	270	264	534	263	797	276	1'073	277							2.6%	0.4%
Hardware sales	175	175	350	176	526	233	759	212							21.1%	-9.0%
Wholesale termination	27	29	56	26	82	27	109	27							0.0%	0.0%
Wholesale services	80	82	162	89	251	95	346	87							8.7%	-8.4%
Inbound roaming	47	36	83	44	127	37	164	47							0.0%	27.0%
Other sales	12	8	20	22	42	33	75	29							141.7%	-12.1%
<b>Net revenue from external customers</b>	<b>2'050</b>	<b>2'003</b>	<b>4'053</b>	<b>2'033</b>	<b>6'086</b>	<b>2'107</b>	<b>8'193</b>	<b>2'067</b>							<b>0.8%</b>	<b>-1.9%</b>
Intersegment revenue	15	16	31	13	44	13	57	13							-13.3%	0.0%
<b>Net revenue Swisscom Switzerland</b>	<b>2'065</b>	<b>2'019</b>	<b>4'084</b>	<b>2'046</b>	<b>6'130</b>	<b>2'120</b>	<b>8'250</b>	<b>2'080</b>							<b>0.7%</b>	<b>-1.9%</b>
<b>Fastweb revenue</b>																
Consumer	300	299	599	304	903	311	1'214	312							4.0%	0.3%
Enterprise	225	239	464	243	707	266	973	259							15.1%	-2.6%
Wholesale	53	59	112	64	176	99	275	61							15.1%	-38.4%
Other revenue	0	0	0	0	0	0	0	0							n.m.	n.m.
<b>Net revenue from external customers</b>	<b>578</b>	<b>597</b>	<b>1'175</b>	<b>611</b>	<b>1'786</b>	<b>676</b>	<b>2'462</b>	<b>632</b>							<b>9.3%</b>	<b>-6.5%</b>
Intersegment revenue	2	2	4	2	6	2	8	2							0.0%	0.0%
<b>Net revenue Fastweb</b>	<b>580</b>	<b>599</b>	<b>1'179</b>	<b>613</b>	<b>1'792</b>	<b>678</b>	<b>2'470</b>	<b>634</b>							<b>9.3%</b>	<b>-6.5%</b>
<b>Other operating segments revenue</b>																
<b>Net revenue from external customers</b>	<b>109</b>	<b>106</b>	<b>215</b>	<b>114</b>	<b>329</b>	<b>116</b>	<b>445</b>	<b>104</b>							<b>-4.6%</b>	<b>-10.3%</b>
Intersegment revenue	132	140	272	154	426	143	569	136							3.0%	-4.9%
<b>Net revenue other operating segments</b>	<b>241</b>	<b>246</b>	<b>487</b>	<b>268</b>	<b>755</b>	<b>259</b>	<b>1'014</b>	<b>240</b>							<b>-0.4%</b>	<b>-7.3%</b>



## P&L Breakdown

	2020							2021							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
<b>Depreciation, amortisation of tangible / intangible assets</b>																
Residential Customers	(17)	(22)	(39)	(15)	(54)	(17)	(71)	(14)							-17.6%	-17.6%
Business Customers	(20)	(18)	(38)	(19)	(57)	(20)	(77)	(17)							-15.0%	-15.0%
Wholesale	0	0	0	0	0	0	0	0							n.m.	n.m.
Infrastructure & Support Functions	(340)	(348)	(688)	(340)	(1'028)	(333)	(1'361)	(342)							0.6%	2.7%
Intersegment elimination	0	(1)	(1)	1	0	0	0	(1)							n.m.	n.m.
<b>Swisscom Switzerland</b>	<b>(377)</b>	<b>(389)</b>	<b>(766)</b>	<b>(373)</b>	<b>(1'139)</b>	<b>(370)</b>	<b>(1'509)</b>	<b>(374)</b>							<b>-0.8%</b>	<b>1.1%</b>
Fastweb	(153)	(152)	(305)	(157)	(462)	(156)	(618)	(161)							5.2%	3.2%
Other operating segments	(15)	(15)	(30)	(16)	(46)	(16)	(62)	(13)							-13.3%	-18.8%
Intersegment elimination	2	2	4	2	6	3	9	4							100.0%	33.3%
Reconciliation depreciation IRU & impairment losses (IFRS16)	6	13	19	6	25	6	31	6							0.0%	0.0%
<b>Group depreciation, amortisation</b>	<b>(537)</b>	<b>(541)</b>	<b>(1'078)</b>	<b>(538)</b>	<b>(1'616)</b>	<b>(533)</b>	<b>(2'149)</b>	<b>(538)</b>							<b>0.2%</b>	<b>0.9%</b>
<b>Lease expense / depreciation right of use assets</b>																
Residential Customers	(11)	(11)	(22)	(11)	(33)	(10)	(43)	(10)							-9.1%	0.0%
Business Customers	(8)	(9)	(17)	(8)	(25)	(8)	(33)	(8)							0.0%	0.0%
Wholesale	0	0	0	0	0	(1)	(1)	0							n.m.	-100.0%
Infrastructure & Support Functions	(40)	(38)	(78)	(39)	(117)	(38)	(155)	(40)							0.0%	5.3%
Intersegment elimination	0	0	0	0	0	0	0	0							n.m.	n.m.
<b>Swisscom Switzerland</b>	<b>(59)</b>	<b>(58)</b>	<b>(117)</b>	<b>(58)</b>	<b>(175)</b>	<b>(57)</b>	<b>(232)</b>	<b>(58)</b>							<b>-1.7%</b>	<b>1.8%</b>
Fastweb	(14)	(13)	(27)	(15)	(42)	(14)	(56)	(14)							0.0%	0.0%
Other operating segments	(3)	(3)	(6)	(3)	(9)	(3)	(12)	(3)							0.0%	0.0%
Intersegment elimination	1	(1)	0	0	0	0	0	0							n.m.	n.m.
<b>Group lease expense</b>	<b>(75)</b>	<b>(75)</b>	<b>(150)</b>	<b>(76)</b>	<b>(226)</b>	<b>(74)</b>	<b>(300)</b>	<b>(75)</b>							<b>0.0%</b>	<b>1.4%</b>
Reconciliation interest expense leases	11	11	22	12	34	11	45	11							0.0%	0.0%
Reconciliation depreciation IRU & impairment losses (IFRS16)	(6)	(13)	(19)	(6)	(25)	(6)	(31)	(6)							0.0%	0.0%
<b>Group depreciation right of use assets</b>	<b>(70)</b>	<b>(77)</b>	<b>(147)</b>	<b>(70)</b>	<b>(217)</b>	<b>(69)</b>	<b>(286)</b>	<b>(70)</b>							<b>0.0%</b>	<b>1.4%</b>
<b>Segment result / Operating income (EBIT)</b>																
Residential Customers (segment result)	675	650	1'325	657	1'982	602	2'584	675							0.0%	12.1%
Business Customers (segment result)	309	312	621	313	934	304	1'238	313							1.3%	3.0%
Wholesale (segment result)	132	125	257	134	391	132	523	138							4.5%	4.5%
Infrastructure & Support Functions (segment result)	(642)	(663)	(1'305)	(637)	(1'942)	(678)	(2'620)	(641)							-0.2%	-5.5%
Intersegment elimination	(1)	1	0	0	0	0	0	(1)							0.0%	n.m.
<b>Swisscom Switzerland (segment result)</b>	<b>473</b>	<b>425</b>	<b>898</b>	<b>467</b>	<b>1'365</b>	<b>360</b>	<b>1'725</b>	<b>484</b>							<b>2.3%</b>	<b>34.4%</b>
Fastweb (segment result)	14	43	57	47	104	62	166	20							42.9%	-67.7%
Other operating segments (segment result)	24	22	46	37	83	27	110	18							-25.0%	-33.3%
Reconciliation pension cost (IAS19)	(15)	(16)	(31)	(16)	(47)	(18)	(65)	(13)							-13.3%	-27.8%
Intersegment elimination	(3)	(6)	(9)	(7)	(16)	(18)	(34)	(4)							33.3%	-77.8%
<b>Group Segment result</b>	<b>493</b>	<b>468</b>	<b>961</b>	<b>528</b>	<b>1'489</b>	<b>413</b>	<b>1'902</b>	<b>505</b>							<b>2.4%</b>	<b>22.3%</b>
Reconciliation interest expense leases	11	11	22	12	34	11	45	11							0.0%	0.0%
<b>Group EBIT</b>	<b>504</b>	<b>479</b>	<b>983</b>	<b>540</b>	<b>1'523</b>	<b>424</b>	<b>1'947</b>	<b>516</b>							<b>2.4%</b>	<b>21.7%</b>

## P&L Breakdown

	2020							2021							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
<b>EBIT/Segment result in % of net revenue</b>																
Residential Customers	59.4%	59.0%	59.2%	57.7%	58.7%	50.8%	56.7%	58.7%								
Business Customers	39.7%	40.1%	39.9%	41.3%	40.3%	38.7%	39.9%	40.2%								
Wholesale	58.7%	55.8%	57.2%	48.2%	53.8%	53.0%	53.6%	56.8%								
Infrastructure & Support Functions	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
<b>Swisscom Switzerland</b>	<b>22.9%</b>	<b>21.1%</b>	<b>22.0%</b>	<b>22.8%</b>	<b>22.3%</b>	<b>17.0%</b>	<b>20.9%</b>	<b>23.3%</b>								
Fastweb	2.4%	7.2%	4.8%	7.7%	5.8%	9.1%	6.7%	3.2%								
Other operating segments	10.0%	8.9%	9.4%	13.8%	11.0%	10.4%	10.8%	7.5%								
<b>Group EBIT in % of net revenue</b>	<b>18.4%</b>	<b>17.7%</b>	<b>18.1%</b>	<b>19.6%</b>	<b>18.6%</b>	<b>14.6%</b>	<b>17.5%</b>	<b>18.4%</b>								
<b>CAPEX</b>																
Fixed network & infrastructure	34%	24%	29%	27%	28%	25%	27%	24%								
Fibre (FTTx)	24%	38%	32%	35%	33%	31%	32%	33%								
Wireless network	21%	18%	19%	19%	19%	19%	19%	22%								
Customer premises equipment	5%	4%	5%	4%	4%	6%	5%	4%								
IT systems, All IP & other	16%	16%	15%	15%	16%	19%	17%	17%								
<b>Swisscom Switzerland</b>	<b>(367)</b>	<b>(409)</b>	<b>(776)</b>	<b>(410)</b>	<b>(1'186)</b>	<b>(413)</b>	<b>(1'599)</b>	<b>(371)</b>							<b>1.1%</b>	<b>-10.2%</b>
Fastweb	(148)	(146)	(294)	(145)	(439)	(190)	(629)	(168)							13.5%	-11.6%
Other operating segments	(7)	(11)	(18)	(12)	(30)	(14)	(44)	(9)							28.6%	-35.7%
Intersegment elimination	6	7	13	10	23	20	43	8							33.3%	-60.0%
<b>Group CAPEX*</b>	<b>(516)</b>	<b>(559)</b>	<b>(1'075)</b>	<b>(557)</b>	<b>(1'632)</b>	<b>(597)</b>	<b>(2'229)</b>	<b>(540)</b>							<b>4.7%</b>	<b>-9.5%</b>
* incl. payments for IRUs, which classify under IFRS16 as leases																
<b>Number of employees (End of period)</b>																
Residential Customers	3'191		3'141		3'128		3'082	3'022							-5.3%	-1.9%
Business Customers	5'029		4'929		4'919		4'931	4'952							-1.5%	0.4%
Wholesale	83		84		85		83	81							-2.4%	-2.4%
Infrastructure & Support Functions	4'753		4'703		4'744		4'749	4'775							0.5%	0.5%
<b>Swisscom Switzerland</b>	<b>13'056</b>		<b>12'857</b>		<b>12'876</b>		<b>12'845</b>	<b>12'830</b>							<b>-1.7%</b>	<b>-0.1%</b>
Fastweb	2'515		2'605		2'634		2'703	2'733							8.7%	1.1%
Other operating segments	3'539		3'522		3'516		3'514	3'514							-0.7%	0.0%
<b>Group Number of employees (End of period)</b>	<b>19'110</b>		<b>18'984</b>		<b>19'026</b>		<b>19'062</b>	<b>19'077</b>							<b>-0.2%</b>	<b>0.1%</b>

**Remarks:**

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## OPEX Breakdown

	2020							2021							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
<b>OPEX Swisscom Switzerland</b>																
Direct costs	(401)	(396)	(797)	(421)	(1'218)	(508)	(1'726)	(435)							8.5%	-14.4%
Personnel expenses	(526)	(509)	(1'035)	(473)	(1'508)	(521)	(2'029)	(532)							1.1%	2.1%
Other operating expenses	(229)	(244)	(473)	(257)	(730)	(301)	(1'031)	(224)							-2.2%	-25.6%
Intersegment expenses	(68)	(67)	(135)	(72)	(207)	(71)	(278)	(58)							-14.7%	-18.3%
./. Capitalized costs and other income	68	69	137	75	212	68	280	85							25.0%	25.0%
<b>Total OPEX Swisscom Switzerland</b>	<b>(1'156)</b>	<b>(1'147)</b>	<b>(2'303)</b>	<b>(1'148)</b>	<b>(3'451)</b>	<b>(1'333)</b>	<b>(4'784)</b>	<b>(1'164)</b>							<b>0.7%</b>	<b>-12.7%</b>
<b>OPEX Fastweb</b>																
Direct costs	(211)	(213)	(424)	(218)	(642)	(237)	(879)	(229)							8.5%	-3.4%
Personnel expenses	(50)	(50)	(100)	(47)	(147)	(54)	(201)	(61)							22.0%	13.0%
Other operating expenses	(149)	(139)	(288)	(138)	(426)	(170)	(596)	(163)							9.4%	-4.1%
Intersegment expenses	(2)	(3)	(5)	(2)	(7)	(1)	(8)	(1)							-50.0%	0.0%
./. Capitalized costs and other income	13	14	27	11	38	16	54	15							15.4%	-6.3%
<b>Total OPEX Fastweb</b>	<b>(399)</b>	<b>(391)</b>	<b>(790)</b>	<b>(394)</b>	<b>(1'184)</b>	<b>(446)</b>	<b>(1'630)</b>	<b>(439)</b>							<b>10.0%</b>	<b>-1.6%</b>
<b>OPEX Other operating segments</b>																
Direct costs	(15)	(14)	(29)	(17)	(46)	(18)	(64)	(16)							6.7%	-11.1%
Personnel expenses	(108)	(105)	(213)	(102)	(315)	(107)	(422)	(111)							2.8%	3.7%
Other operating expenses	(67)	(80)	(147)	(87)	(234)	(88)	(322)	(73)							9.0%	-17.0%
Intersegment expenses	(16)	(13)	(29)	(14)	(43)	(15)	(58)	(16)							0.0%	6.7%
./. Capitalized costs and other income	7	6	13	8	21	15	36	10							42.9%	-33.3%
<b>Total OPEX Other operating segments</b>	<b>(199)</b>	<b>(206)</b>	<b>(405)</b>	<b>(212)</b>	<b>(617)</b>	<b>(213)</b>	<b>(830)</b>	<b>(206)</b>							<b>3.5%</b>	<b>-3.3%</b>

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## SCS Breakdown

	2020							2021							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
<b>Residential Customers</b>																
Net revenue (incl. intersegment revenue)	1'137	1'101	2'238	1'138	3'376	1'184	4'560	1'149							1.1%	-3.0%
Outpayments	(34)	(37)	(71)	(71)	(142)	(47)	(189)	(41)							20.6%	-12.8%
Subscriber acquisition and retention costs	(30)	(27)	(57)	(43)	(100)	(74)	(174)	(40)							33.3%	-45.9%
Other costs (incl. goods and services purchased)	(184)	(171)	(355)	(153)	(508)	(217)	(725)	(198)							7.6%	-8.8%
Direct costs (incl. intersegment direct costs)	(248)	(235)	(483)	(267)	(750)	(338)	(1'088)	(279)							12.5%	-17.5%
<b>Contribution margin 1</b>	<b>889</b>	<b>866</b>	<b>1'755</b>	<b>871</b>	<b>2'626</b>	<b>846</b>	<b>3'472</b>	<b>870</b>							<b>-2.1%</b>	<b>2.8%</b>
Contribution margin 1 in % of net revenue	78.2%	78.7%	78.4%	76.5%	77.8%	71.5%	76.1%	75.7%								
Total workforce expenses	(122)	(118)	(240)	(114)	(354)	(126)	(480)	(120)							-1.6%	-4.8%
Other operating expenses	(72)	(73)	(145)	(81)	(226)	(99)	(325)	(58)							-19.4%	-41.4%
Indirect costs (incl. intersegment indirect costs)	(194)	(191)	(385)	(195)	(580)	(225)	(805)	(178)							-8.2%	-20.9%
./. Capitalized costs and other income	8	8	16	7	23	8	31	7							-12.5%	-12.5%
<b>Contribution margin 2</b>	<b>703</b>	<b>683</b>	<b>1'386</b>	<b>683</b>	<b>2'069</b>	<b>629</b>	<b>2'698</b>	<b>699</b>							<b>-0.6%</b>	<b>11.1%</b>
Contribution margin 2 in % of net revenue	61.8%	62.0%	61.9%	60.0%	61.3%	53.1%	59.2%	60.8%								
Lease expense	(11)	(11)	(22)	(11)	(33)	(10)	(43)	(10)							-9.1%	0.0%
Depreciation, amortisation	(17)	(22)	(39)	(15)	(54)	(17)	(71)	(14)							-17.6%	-17.6%
<b>Segment result</b>	<b>675</b>	<b>650</b>	<b>1'325</b>	<b>657</b>	<b>1'982</b>	<b>602</b>	<b>2'584</b>	<b>675</b>							<b>0.0%</b>	<b>12.1%</b>
<b>CAPEX</b>	<b>(5)</b>	<b>(7)</b>	<b>(12)</b>	<b>(7)</b>	<b>(19)</b>	<b>(8)</b>	<b>(27)</b>	<b>(3)</b>							<b>-40.0%</b>	<b>-62.5%</b>
<b>Number of employees (FTE)</b>	<b>3'191</b>		<b>3'141</b>		<b>3'128</b>		<b>3'082</b>	<b>3'022</b>							<b>-5.3%</b>	<b>-1.9%</b>
<b>Business Customers</b>																
Net revenue (incl. intersegment revenue)	779	778	1'557	758	2'315	785	3'100	778							-0.1%	-0.9%
Outpayments	(31)	(32)	(63)	(41)	(104)	(37)	(141)	(33)							6.5%	-10.8%
Subscriber acquisition and retention costs	(12)	(10)	(22)	(12)	(34)	(14)	(48)	(11)							-8.3%	-21.4%
Other costs (incl. goods and services purchased)	(152)	(161)	(313)	(143)	(456)	(165)	(621)	(158)							3.9%	-4.2%
Direct costs (incl. intersegment direct costs)	(195)	(203)	(398)	(196)	(594)	(216)	(810)	(202)							3.6%	-6.5%
<b>Contribution margin 1</b>	<b>584</b>	<b>575</b>	<b>1'159</b>	<b>562</b>	<b>1'721</b>	<b>569</b>	<b>2'290</b>	<b>576</b>							<b>-1.4%</b>	<b>1.2%</b>
Contribution margin 1 in % of net revenue	75.0%	73.9%	74.4%	74.1%	74.3%	72.5%	73.9%	74.0%								
Total workforce expenses	(226)	(219)	(445)	(200)	(645)	(209)	(854)	(224)							-0.9%	7.2%
Other operating expenses	(51)	(47)	(98)	(50)	(148)	(54)	(202)	(44)							-13.7%	-18.5%
Indirect costs (incl. intersegment indirect costs)	(277)	(266)	(543)	(250)	(793)	(263)	(1'056)	(268)							-3.2%	1.9%
./. Capitalized costs and other income	30	30	60	28	88	26	114	30							0.0%	15.4%
<b>Contribution margin 2</b>	<b>337</b>	<b>339</b>	<b>676</b>	<b>340</b>	<b>1'016</b>	<b>332</b>	<b>1'348</b>	<b>338</b>							<b>0.3%</b>	<b>1.8%</b>
Contribution margin 2 in % of net revenue	43.3%	43.6%	43.4%	44.9%	43.9%	42.3%	43.5%	43.4%								
Lease expense	(8)	(9)	(17)	(8)	(25)	(8)	(33)	(8)							0.0%	0.0%
Depreciation, amortisation	(20)	(18)	(38)	(19)	(57)	(20)	(77)	(17)							-15.0%	-15.0%
<b>Segment result</b>	<b>309</b>	<b>312</b>	<b>621</b>	<b>313</b>	<b>934</b>	<b>304</b>	<b>1'238</b>	<b>313</b>							<b>1.3%</b>	<b>3.0%</b>
<b>CAPEX</b>	<b>(9)</b>	<b>(8)</b>	<b>(17)</b>	<b>(10)</b>	<b>(27)</b>	<b>(13)</b>	<b>(40)</b>	<b>(10)</b>							<b>11.1%</b>	<b>-23.1%</b>
<b>Number of employees (FTE)</b>	<b>5'029</b>		<b>4'929</b>		<b>4'919</b>		<b>4'931</b>	<b>4'952</b>							<b>-1.5%</b>	<b>0.4%</b>

## SCS Breakdown

	2020							2021							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
<b>Wholesale</b>																
Net revenue (incl. intersegment revenue)	225	224	449	278	727	249	976	243							8.0%	-2.4%
Outpayments	(84)	(92)	(176)	(134)	(310)	(103)	(413)	(94)							11.9%	-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)	(5)	(3)	(8)	(6)	(14)	(6)	(20)	(5)							0.0%	-16.7%
Direct costs (incl. intersegment direct costs)	(89)	(95)	(184)	(140)	(324)	(109)	(433)	(99)							11.2%	-9.2%
<b>Contribution margin 1</b>	<b>136</b>	<b>129</b>	<b>265</b>	<b>138</b>	<b>403</b>	<b>140</b>	<b>543</b>	<b>144</b>							<b>5.9%</b>	<b>2.9%</b>
Contribution margin 1 in % of net revenue	60.4%	57.6%	59.0%	49.6%	55.4%	56.2%	55.6%	59.3%								
Total workforce expenses	(4)	(4)	(8)	(3)	(11)	(3)	(14)	(4)							0.0%	33.3%
Other operating expenses	0	(1)	(1)	(1)	(2)	(4)	(6)	(2)							n.m.	-50.0%
Indirect costs (incl. intersegment indirect costs)	(4)	(5)	(9)	(4)	(13)	(7)	(20)	(6)							50.0%	-14.3%
./. Capitalized costs and other income	0	1	1	0	1	0	1	0							n.m.	n.m.
<b>Contribution margin 2</b>	<b>132</b>	<b>125</b>	<b>257</b>	<b>134</b>	<b>391</b>	<b>133</b>	<b>524</b>	<b>138</b>							<b>4.5%</b>	<b>3.8%</b>
Contribution margin 2 in % of net revenue	58.7%	55.8%	57.2%	48.2%	53.8%	53.4%	53.7%	56.8%								
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.
<b>Segment result</b>	<b>132</b>	<b>125</b>	<b>257</b>	<b>134</b>	<b>391</b>	<b>132</b>	<b>523</b>	<b>138</b>							<b>4.5%</b>	<b>4.5%</b>
<b>CAPEX</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>							<b>n.m.</b>	<b>n.m.</b>
<b>Number of employees (FTE)</b>	<b>83</b>		<b>84</b>		<b>85</b>		<b>83</b>	<b>81</b>							<b>-2.4%</b>	<b>-2.4%</b>
<b>Infrastructure &amp; Support Functions</b>																
Net revenue (incl. intersegment revenue)	21	21	42	21	63	20	83	19							-9.5%	-5.0%
Direct costs (incl. intersegment direct costs)	(1)	(3)	(4)	(3)	(7)	(1)	(8)	(2)							100.0%	100.0%
<b>Contribution margin 1</b>	<b>20</b>	<b>18</b>	<b>38</b>	<b>18</b>	<b>56</b>	<b>19</b>	<b>75</b>	<b>17</b>							<b>-15.0%</b>	<b>-10.5%</b>
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	(220)	(213)	(433)	(198)	(631)	(235)	(866)	(230)							4.5%	-2.1%
Maintenance	(54)	(58)	(112)	(59)	(171)	(58)	(229)	(51)							-5.6%	-12.1%
IT expenses	(33)	(38)	(71)	(36)	(107)	(48)	(155)	(32)							-3.0%	-33.3%
Other expenses	(89)	(98)	(187)	(101)	(288)	(99)	(387)	(91)							2.2%	-8.1%
Other operating expenses	(176)	(194)	(370)	(196)	(566)	(205)	(771)	(174)							-1.1%	-15.1%
Indirect costs (incl. intersegment indirect costs)	(396)	(407)	(803)	(394)	(1'197)	(440)	(1'637)	(404)							2.0%	-8.2%
./. Capitalized costs and other income	114	112	226	118	344	114	458	128							12.3%	12.3%
<b>Contribution margin 2</b>	<b>(262)</b>	<b>(277)</b>	<b>(539)</b>	<b>(258)</b>	<b>(797)</b>	<b>(307)</b>	<b>(1'104)</b>	<b>(259)</b>							<b>-1.1%</b>	<b>-15.6%</b>
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	(40)	(38)	(78)	(39)	(117)	(38)	(155)	(40)							0.0%	5.3%
Depreciation, amortisation	(340)	(348)	(688)	(340)	(1'028)	(333)	(1'361)	(342)							0.6%	2.7%
<b>Segment result</b>	<b>(642)</b>	<b>(663)</b>	<b>(1'305)</b>	<b>(637)</b>	<b>(1'942)</b>	<b>(678)</b>	<b>(2'620)</b>	<b>(641)</b>							<b>-0.2%</b>	<b>-5.5%</b>
<b>CAPEX</b>	<b>(353)</b>	<b>(394)</b>	<b>(747)</b>	<b>(393)</b>	<b>(1'140)</b>	<b>(392)</b>	<b>(1'532)</b>	<b>(358)</b>							<b>1.4%</b>	<b>-8.7%</b>
<b>Number of employees (FTE)</b>	<b>4'753</b>		<b>4'703</b>		<b>4'744</b>		<b>4'749</b>	<b>4'775</b>							<b>0.5%</b>	<b>0.5%</b>

## SCS Breakdown

	2020							2021							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
<b>Swisscom Switzerland</b>																
Net revenue (incl. intersegment revenue)	2'065	2'019	4'084	2'046	6'130	2'120	8'250	2'080							0.7%	-1.9%
Outpayments	(69)	(75)	(144)	(120)	(264)	(88)	(352)	(77)							11.6%	-12.5%
Subscriber acquisition and retention costs	(40)	(37)	(77)	(54)	(131)	(87)	(218)	(49)							22.5%	-43.7%
Other costs (incl. goods and services purchased)	(303)	(295)	(598)	(258)	(856)	(346)	(1'202)	(321)							5.9%	-7.2%
Direct costs (incl. intercompany direct costs)	(412)	(407)	(819)	(432)	(1'251)	(521)	(1'772)	(447)							8.5%	-14.2%
<b>Contribution margin 1</b>	<b>1'653</b>	<b>1'612</b>	<b>3'265</b>	<b>1'614</b>	<b>4'879</b>	<b>1'599</b>	<b>6'478</b>	<b>1'633</b>							<b>-1.2%</b>	<b>2.1%</b>
Contribution margin 1 in % of net revenue	80.0%	79.8%	79.9%	78.9%	79.6%	75.4%	78.5%	78.5%								
Total workforce expenses	(572)	(552)	(1'124)	(516)	(1'640)	(572)	(2'212)	(577)							0.9%	0.9%
Other operating expenses	(240)	(257)	(497)	(275)	(772)	(308)	(1'080)	(225)							-6.3%	-26.9%
Indirect costs (incl. intersegment indirect costs)	(812)	(809)	(1'621)	(791)	(2'412)	(880)	(3'292)	(802)							-1.2%	-8.9%
./. Capitalized costs and other income	68	69	137	75	212	68	280	85							25.0%	25.0%
<b>Contribution margin 2</b>	<b>909</b>	<b>872</b>	<b>1'781</b>	<b>898</b>	<b>2'679</b>	<b>787</b>	<b>3'466</b>	<b>916</b>							<b>0.8%</b>	<b>16.4%</b>
Contribution margin 2 in % of net revenue	44.0%	43.2%	43.6%	43.9%	43.7%	37.1%	42.0%	44.0%								
Lease expense	(59)	(58)	(117)	(58)	(175)	(57)	(232)	(58)							-1.7%	1.8%
<b>EBITDAaL</b>	<b>850</b>	<b>814</b>	<b>1'664</b>	<b>840</b>	<b>2'504</b>	<b>730</b>	<b>3'234</b>	<b>858</b>							<b>0.9%</b>	<b>17.5%</b>
Depreciation, amortisation	(377)	(389)	(766)	(373)	(1'139)	(370)	(1'509)	(374)							-0.8%	1.1%
<b>Segment result</b>	<b>473</b>	<b>425</b>	<b>898</b>	<b>467</b>	<b>1'365</b>	<b>360</b>	<b>1'725</b>	<b>484</b>							<b>2.3%</b>	<b>34.4%</b>
<b>CAPEX</b>	<b>(367)</b>	<b>(409)</b>	<b>(776)</b>	<b>(410)</b>	<b>(1'186)</b>	<b>(413)</b>	<b>(1'599)</b>	<b>(371)</b>							<b>1.1%</b>	<b>-10.2%</b>
<b>Number of employees (FTE)</b>	<b>13'056</b>		<b>12'857</b>		<b>12'876</b>		<b>12'845</b>	<b>12'830</b>							<b>-1.7%</b>	<b>-0.1%</b>

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## Fastweb

	2020							2021							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
<b>Fastweb ( in EUR million)</b>																
Consumer	280	282	562	282	844	289	1'133	286							2.1%	-1.0%
Enterprise	211	224	435	226	661	246	907	237							12.3%	-3.7%
Wholesale	50	55	105	59	164	93	257	56							12.0%	-39.8%
Other revenue	0	0	0	0	0	0	0	0							n.m.	n.m.
<b>Net revenue from external customers</b>	<b>541</b>	<b>561</b>	<b>1'102</b>	<b>567</b>	<b>1'669</b>	<b>628</b>	<b>2'297</b>	<b>579</b>							<b>7.0%</b>	<b>-7.8%</b>
Intersegment revenue	2	1	3	2	5	2	7	2							0.0%	0.0%
<b>Net revenue</b>	<b>543</b>	<b>562</b>	<b>1'105</b>	<b>569</b>	<b>1'674</b>	<b>630</b>	<b>2'304</b>	<b>581</b>							<b>7.0%</b>	<b>-7.8%</b>
Operating expenses	(373)	(367)	(740)	(366)	(1'106)	(414)	(1'520)	(402)							7.8%	-2.9%
<b>EBITDA</b>	<b>170</b>	<b>195</b>	<b>365</b>	<b>203</b>	<b>568</b>	<b>216</b>	<b>784</b>	<b>179</b>							<b>5.3%</b>	<b>-17.1%</b>
EBITDA in % of net revenue	31.3%	34.7%	33.0%	35.7%	33.9%	34.3%	34.0%	30.8%								
Lease expense	(13)	(13)	(26)	(13)	(39)	(13)	(52)	(14)							7.7%	7.7%
<b>EBITDAaL</b>	<b>157</b>	<b>182</b>	<b>339</b>	<b>190</b>	<b>529</b>	<b>203</b>	<b>732</b>	<b>165</b>							<b>5.1%</b>	<b>-18.7%</b>
Depreciation, amortisation	(144)	(142)	(286)	(146)	(432)	(145)	(577)	(146)							1.4%	0.7%
<b>Segment result</b>	<b>13</b>	<b>40</b>	<b>53</b>	<b>44</b>	<b>97</b>	<b>58</b>	<b>155</b>	<b>19</b>							<b>46.2%</b>	<b>-67.2%</b>
CAPEX	(138)	(138)	(276)	(134)	(410)	(177)	(587)	(154)							<b>11.6%</b>	<b>-13.0%</b>
Number of employees (FTE)	2'515		2'605		2'634		2'703	2'733							<b>8.7%</b>	<b>1.1%</b>

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## Free Cash Flow

	2020							2021							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)	1'111	1'097	2'208	1'148	3'356	1'026	4'382	1'124							1.2%	9.6%
Lease expense	(75)	(75)	(150)	(76)	(226)	(74)	(300)	(75)							0.0%	1.4%
EBITDAaL	1'036	1'022	2'058	1'072	3'130	952	4'082	1'049							1.3%	10.2%
Capital expenditure	(516)	(559)	(1'075)	(557)	(1'632)	(597)	(2'229)	(540)							4.7%	-9.5%
Operating free cash flow proxy	520	463	983	515	1'498	355	1'853	509							-2.1%	43.4%
Change in net working capital	(205)	118	(87)	25	(62)	202	140	(21)							-89.8%	n.m.
Change in defined benefit obligations	14	15	29	17	46	19	65	12							-14.3%	-36.8%
Net interest paid	(5)	(6)	(11)	(48)	(59)	(10)	(69)	(13)							160.0%	30.0%
Income taxes paid	(119)	(37)	(156)	(18)	(174)	(135)	(309)	(198)							66.4%	46.7%
Other cash flows from operating activities	(16)	19	3	15	18	8	26	(19)							18.8%	n.m.
<b>Free cash flow</b>	<b>189</b>	<b>572</b>	<b>761</b>	<b>506</b>	<b>1'267</b>	<b>439</b>	<b>1'706</b>	<b>270</b>							<b>42.9%</b>	<b>-38.5%</b>

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## Adjustments of key figures

	2020							2021							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	2'737	2'706	5'443	2'758	8'201	2'899	11'100	2'803							2.4%	-3.3%
Currency impact								(13)								
Adjusted change															1.9%	-3.8%
EBITDA reported	1'111	1'097	2'208	1'148	3'356	1'026	4'382	1'124							1.2%	9.6%
Currency impact								(4)								
Adjusted change															0.8%	9.2%

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## Operational data

	2020							2021							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
<b>Operational data Swisscom Switzerland</b>																
<b>Product view (in thousands)</b>																
Wireless subscribers	6'299		6'264		6'253		6'224	6'177							-1.9%	-0.8%
Broadband lines	2'053		2'048		2'045		2'043	2'028							-1.2%	-0.7%
Wireline voice access lines	1'582		1'564		1'546		1'523	1'491							-5.8%	-2.1%
TV subscribers	1'586		1'584		1'586		1'588	1'581							-0.3%	-0.4%
<b>Total number of underlying products</b>	<b>11'520</b>		<b>11'460</b>		<b>11'430</b>		<b>11'378</b>	<b>11'277</b>							<b>-2.1%</b>	<b>-0.9%</b>
<b>Wireless</b>																
<b>Wireless subscribers (in thousands)</b>																
Wireless subscribers prepaid	1'526		1'481		1'432		1'372	1'324							-13.2%	-3.5%
Wireless subscribers postpaid value	4'146		4'145		4'162		4'175	4'160							0.3%	-0.4%
Wireless subscribers postpaid volume (data, multi-SIM)	627		638		659		677	693							10.5%	2.4%
Wireless subscribers postpaid	4'773		4'783		4'821		4'852	4'853							1.7%	0.0%
<b>Wireless subscribers</b>	<b>6'299</b>		<b>6'264</b>		<b>6'253</b>		<b>6'224</b>	<b>6'177</b>							<b>-1.9%</b>	<b>-0.8%</b>
Infinity subscribers	277		244		209		177	151							-45.5%	-14.7%
inOne mobile subscribers	2'189		2'198		2'220		2'224	2'207							0.8%	-0.8%
<b>Infinity / inOne mobile subscribers</b>	<b>2'466</b>		<b>2'442</b>		<b>2'429</b>		<b>2'401</b>	<b>2'358</b>							<b>-4.4%</b>	<b>-1.8%</b>
<b>ARPU wireless (in CHF)</b>																
Blended wireless ARPU	36	35	36	36	36	35	36	35							-2.8%	0.0%
Blended wireless ARPU IFRS	35	34	34	35	34	34	34	34							-2.9%	0.0%
ARPU postpaid	47	45	46	45	45	44	45	43							-8.5%	-2.3%
ARPU postpaid IFRS	44	43	44	43	44	43	43	42							-4.5%	-2.3%
<b>Wireless cancellation rate (annualised, in %)</b>																
Wireless cancellation rate postpaid value	8.7%	6.7%	7.7%	7.6%	7.7%	8.6%	7.9%	10.3%								
Wireless cancellation rate postpaid	10.8%	7.6%	9.2%	8.3%	8.9%	9.5%	9.1%	11.1%								
<b>Wireless traffic data domestic (in million GB)</b>																
Traffic data domestic	132.1	135.4	267.5	136.5	404.0	151.0	555.0	152.4							15.4%	0.9%
<b>Wireline</b>																
<b>Broadband lines (in thousands)</b>																
Broadband lines in single products	34		35		35		35	36							5.9%	2.9%
Broadband lines in bundle products	2'019		2'013		2'010		2'008	1'992							-1.3%	-0.8%
<b>Broadband lines</b>	<b>2'053</b>		<b>2'048</b>		<b>2'045</b>		<b>2'043</b>	<b>2'028</b>							<b>-1.2%</b>	<b>-0.7%</b>
thereof broadband lines >80 Mbps	1'489		1'525		1'563		1'608	1'628							9.3%	1.2%
<b>Wireline voice access lines (in thousands)</b>																
Wireline voice access lines in single products	283		277		272		269	262							-7.4%	-2.6%
Wireline voice access lines in bundle products	1'299		1'287		1'274		1'254	1'229							-5.4%	-2.0%
<b>Wireline voice access lines</b>	<b>1'582</b>		<b>1'564</b>		<b>1'546</b>		<b>1'523</b>	<b>1'491</b>							<b>-5.8%</b>	<b>-2.1%</b>



## Operational data

	2020							2021							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		
<b>TV subscribers (in thousands)</b>																		
TV subscribers	1'586		1'584	1'586		1'588		1'581									-0.3%	-0.4%
<b>Wholesale</b>																		
<b>Wholesale lines (in thousands)</b>																		
Full access lines	66		63	59		56		52									-21.2%	-7.1%
Wholesale broadband lines	525		533	543		555		567									8.0%	2.2%
<b>Operational data Residential Customers</b>																		
<b>Product view (in thousands)</b>																		
Wireless subscribers	4'457		4'414	4'394		4'363		4'314									-3.2%	-1.1%
Broadband lines	1'754		1'750	1'747		1'746		1'733									-1.2%	-0.7%
Wireline voice access lines	1'291		1'276	1'257		1'235		1'207									-6.5%	-2.3%
TV subscribers	1'518		1'516	1'518		1'519		1'512									-0.4%	-0.5%
<b>Total number of underlying products</b>	9'020		8'956	8'916		8'863		8'766									-2.8%	-1.1%
<b>ARPU underlying products (in CHF)</b>																		
Blended ARPUP	37		36	37		37		37									0.0%	0.0%
<b>Bundle products</b>																		
<b>Bundle subscription (in thousands)</b>																		
Bundle subscriptions	1'747		1'741	1'738		1'737		1'723									-1.4%	-0.8%
thereof fix-mobile bundle subscriptions	794		795	798		802		801									0.9%	-0.1%
<b>ARPU bundle (in CHF)</b>																		
Blended ARPU bundle	129		128	129		129		131									1.6%	0.8%
<b>Wireless</b>																		
<b>Wireless subscribers (in thousands)</b>																		
Wireless subscribers prepaid	1'526		1'481	1'432		1'372		1'324									-13.2%	-3.5%
Wireless subscribers postpaid value	2'727		2'722	2'734		2'746		2'734									0.3%	-0.4%
Wireless subscribers postpaid volume (data, multi-SIM)	204		211	228		245		256									25.5%	4.5%
Wireless subscribers postpaid	2'931		2'933	2'962		2'991		2'990									2.0%	0.0%
<b>Wireless subscribers</b>	4'457		4'414	4'394		4'363		4'314									-3.2%	-1.1%
thereof wireless subscribers in bundle	1'098		1'109	1'125		1'140		1'146									4.4%	0.5%
Infinity / inOne penetration in % of postpaid value subscribers	76%		76%	75%		74%		73%										
Infinity subscribers	233		205	175		148		125									-46.4%	-15.5%
inOne mobile subscribers	1'845		1'853	1'872		1'875		1'862									0.9%	-0.7%
<b>Total Infinity / inOne mobile subscribers</b>	2'078		2'058	2'047		2'023		1'987									-4.4%	-1.8%

## Operational data

	2020							2021							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
<b>ARPU wireless (in CHF)</b>																
ARPU prepaid	5	4	4	5	5	4	5	4						-20.0%	0.0%	
ARPU postpaid	54	52	53	52	53	51	52	50						-7.4%	-2.0%	
ARPU postpaid IFRS	51	50	50	50	50	49	50	49						-3.9%	0.0%	
<b>Blended wireless ARPU</b>	<b>37</b>	<b>36</b>	<b>37</b>	<b>37</b>	<b>37</b>	<b>36</b>	<b>36</b>	<b>36</b>						<b>-2.7%</b>	<b>0.0%</b>	
Blended wireless ARPU IFRS	35	34	34	35	35	35	35	35						0.0%	0.0%	
ARPU Infinity / inOne	64	63	64	64	64	63	64	63						-1.6%	0.0%	
<b>Wireless cancellation rate (annualised, in %)</b>																
Wireless cancellation rate postpaid value	8.9%	7.2%	8.0%	8.3%	8.1%	8.6%	8.2%	10.8%								
Wireless cancellation rate postpaid	9.6%	7.8%	8.7%	8.8%	8.7%	9.3%	8.9%	11.3%								
<b>Wireline</b>																
<b>Broadband lines (in thousands)</b>																
Broadband lines in single products	7		9		9		9	10						42.9%	11.1%	
Broadband lines in bundle products	1'747		1'741		1'738		1'737	1'723						-1.4%	-0.8%	
<b>Broadband lines</b>	<b>1'754</b>		<b>1'750</b>		<b>1'747</b>		<b>1'746</b>	<b>1'733</b>						<b>-1.2%</b>	<b>-0.7%</b>	
thereof inOne broadband lines	1'247		1'266		1'289		1'327	1'371						9.9%	3.3%	
<b>Wireline voice access lines (in thousands)</b>																
Wireline voice access lines in single products	179		174		166		162	156						-12.8%	-3.7%	
Wireline voice access lines in bundle products	1'112		1'102		1'091		1'073	1'051						-5.5%	-2.1%	
<b>Wireline voice access lines</b>	<b>1'291</b>		<b>1'276</b>		<b>1'257</b>		<b>1'235</b>	<b>1'207</b>						<b>-6.5%</b>	<b>-2.3%</b>	
thereof inOne wireline voice access lines	704		712		720		737	768						9.1%	4.2%	
<b>TV subscribers (in thousands)</b>																
<b>TV subscribers</b>	<b>1'518</b>		<b>1'516</b>		<b>1'518</b>		<b>1'519</b>	<b>1'512</b>						<b>-0.4%</b>	<b>-0.5%</b>	
thereof inOne TV subscribers	1'079		1'096		1'117		1'152	1'191						10.4%	3.4%	
<b>ARPU wireline (in CHF)</b>																
Blended wireline ARPU	37	37	37	37	37	37	37	37						0.0%	0.0%	
<b>Households (in thousands)</b>																
Households wireline	1'925		1'914		1'906		1'898	1'878						-2.4%	-1.1%	
RGU per household (#)	2.36		2.36		2.37		2.37	2.37						0.4%	0.0%	
ARPU household (in CHF)	86	86	86	86	87	87	87	88						2.3%	1.1%	

## Operational data

	2020							2021							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
<b>Operational data Business Customers</b>																
<b>Product view (in thousands)</b>																
Wireless subscribers	1'842		1'850		1'859		1'861	1'863							1.1%	0.1%
Broadband lines	299		298		298		297	295							-1.3%	-0.7%
Wireline voice access lines	291		288		289		288	284							-2.4%	-1.4%
TV subscribers	68		68		68		69	69							1.5%	0.0%
<b>Total number of underlying products</b>	<b>2'500</b>		<b>2'504</b>		<b>2'514</b>		<b>2'515</b>	<b>2'511</b>							<b>0.4%</b>	<b>-0.2%</b>
<b>ARPU underlying products (in CHF)</b>																
Blended ARPUP	58	57	57	56	57	56	57	55							-5.2%	-1.8%
<b>Wireless</b>																
<b>Wireless subscribers (in thousands)</b>																
Wireless subscribers postpaid value	1'419		1'423		1'428		1'429	1'426							0.5%	-0.2%
Wireless subscribers postpaid volume (data, multi-SIM)	423		427		431		432	437							3.3%	1.2%
Wireless subscribers postpaid	1'842		1'850		1'859		1'861	1'863							1.1%	0.1%
<b>Wireless subscribers</b>	<b>1'842</b>		<b>1'850</b>		<b>1'859</b>		<b>1'861</b>	<b>1'863</b>							<b>1.1%</b>	<b>0.1%</b>
Infinity subscribers	44		39		34		29	26							-40.9%	-10.3%
inOne mobile subscribers	344		345		348		349	345							0.3%	-1.1%
<b>Total Infinity / inOne mobile subscribers</b>	<b>388</b>		<b>384</b>		<b>382</b>		<b>378</b>	<b>371</b>							<b>-4.4%</b>	<b>-1.9%</b>
thereof inOne mobile subscribers in bundle	243		244		246		246	245							0.8%	-0.4%
<b>ARPU wireless (in CHF)</b>																
Blended wireless ARPU	35	33	34	33	34	32	33	32							-8.6%	0.0%
ARPU Infinity / inOne	79	77	78	77	78	77	78	77							-2.5%	0.0%
<b>Wireline</b>																
<b>Broadband lines (in thousands)</b>																
<b>Broadband lines</b>	<b>299</b>		<b>298</b>		<b>298</b>		<b>297</b>	<b>295</b>							<b>-1.3%</b>	<b>-0.7%</b>
<b>Wireline voice access lines (in thousands)</b>																
<b>Wireline voice access lines</b>	<b>291</b>		<b>288</b>		<b>289</b>		<b>288</b>	<b>284</b>							<b>-2.4%</b>	<b>-1.4%</b>
<b>TV subscribers (in thousands)</b>																
<b>TV subscribers</b>	<b>68</b>		<b>68</b>		<b>68</b>		<b>69</b>	<b>69</b>							<b>1.5%</b>	<b>0.0%</b>

## Operational data

	2020							2021							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
<b>Operational data Wholesale</b>																
<b>Wireline</b>																
<b>Full access lines (in thousands)</b>																
Full access lines	66		63		59		56	52							-21.2%	-7.1%
<b>Broadband lines (in thousands)</b>																
Wholesale broadband lines	525		533		543		555	567							8.0%	2.2%
<b>Operational data Fastweb</b>																
<b>Broadband customers (in thousands)</b>																
Broadband customers	2'659		2'692		2'704		2'747	2'765							4.0%	0.7%
<b>Wireless customers (in thousands)</b>																
Wireless customers	1'779		1'830		1'889		1'961	2'066							16.1%	5.4%

**Remarks:**  
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