



Financial media conference

2024

08 February 2024



Welcome

Stefan Nünlist, Chief Group Communications & Responsibility



Innovators of Trust

Christoph Aeschlimann, Chief Executive Officer



Our 2023

Another successful year with plenty of highlights



Delivered again

Operational and financial goals met



Strong innovations

Launching multiple next-generation services and high investments in a futureproofed network



Leading in Switzerland

Strongest brand¹, leader in NPS and triumph in Connect shop, service apps and network tests²



Ambitious ESG goals set

Ambitious net-zero goal for the Group, validated by SBTi³ and Fastweb crowned European climate leader⁴



Growth in IT

Revenue increased and role as important IT player strengthened further with Asept acquisition



Attractive employer

Women's choice award and top IT employer in Switzerland⁵ – among top employers in Italy⁶



Successful challenger in Italy

>10 years of steady growth, financial goals met and Walter Renna as new CEO



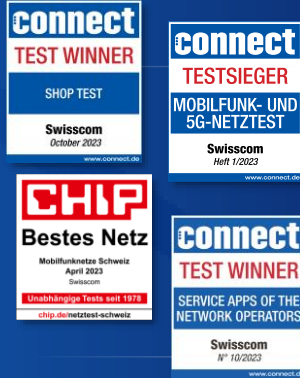
Solid balance sheet

Strong A-rating confirmed and comfortable debt of 1.5x with good diverse maturity profile

1) Source: Brand Finance, Report Switzerland 50/2023 (Sept 2023), 2) Source: connect, 3) Science Based Targets Initiative, 4) Source: FT & Statista, 5) Source: Universum Ranking, Employer Branding Research, Insights and Communication (2023), 6) Source: Corriere della Sera (Fastweb is among Italy's top employers 2024)



We've impressed our customers



Top ratings
in service & network



Super-simple
communication
with scalable
offerings



Detection & Response
Cybersecurity



TV-Box 5

Size halved & more
energy efficient, **made
from recycled plastic**



Top entertainment
with premium content



For kids:
Communicating safely &
**strengthening
media skills**



2023 key financial figures at a glance

in CHF m, YOY

Revenue 11,072 +0.2%	EBITDA 4,622 4.9%
Net income 1,711 +6.7%	Capital expenditure 2,292 -0.7%
Dividend per share 22 CHF	Current TSR 4.2 %

Financial development still 'rock solid'

Revenue stable despite high price pressure

Further increase in EBITDA and profit

Consistently high investment in network & IT

Attractive dividends and yields



The Swisscom
Group Story



Our Purpose

Empowering the digital future



Our Vision

Innovators of Trust

The most trusted Swiss tech innovator creating unique customer experiences with positive impact for society.



Our Values

trustworthy, committed, curious



The Swisscom Group Strategy



**Delight
customers**

Create unique
customer
experiences
every day



**Innovate
for growth**

Deliver digital
products and
services of
the future



**Achieve more
with less**

Drive transformation
at pace with AI,
digitalization
and simplification



**Perform
together**

Develop ourselves
and our
collaboration
relentlessly



Swisscom Switzerland



blue SuperMax
Energy
KMU IT
blue kids Enterprise Mobile Solution
Swisscom Digital Architecture Insurance Mail Security
Cloud Services
Security Operation Center
Secure Internet Traffic
AI Loyalty Hub
blue TV Trusted Services
Extended Detection and Response (XDR) Swisscom Sign digital Self-Service
Core Net
NVIDIA

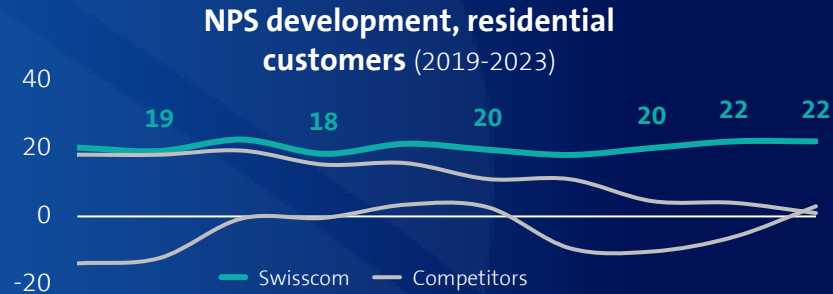


Strong focus on customer satisfaction

Outstanding customer recommendation rate (NPS)



Delight customers



Strong #1 position as premium brand

Far ahead of the competition. Focus on reliability, top quality for network & services and satisfaction among existing customers

NPS business customers



SME

+7.6pp from avg. 2019-2022



Corporate

+9.1pp from avg. 2019-2022

Incredibly high NPS for business customers

Focus on: seamless experiences across all channels, strengthening digital self-care services

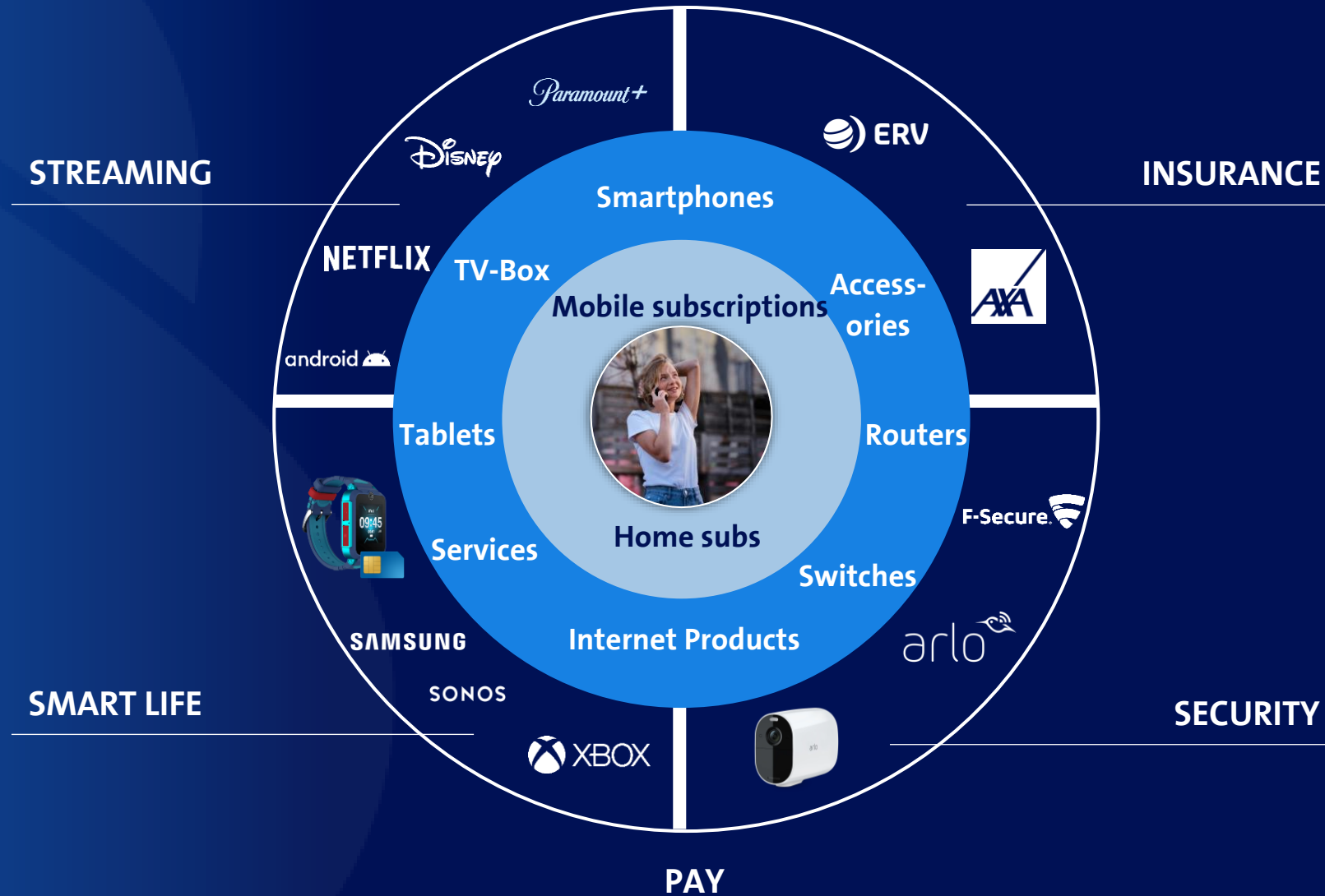


Digital Life

Innovations in residential customer business



Innovate
for growth



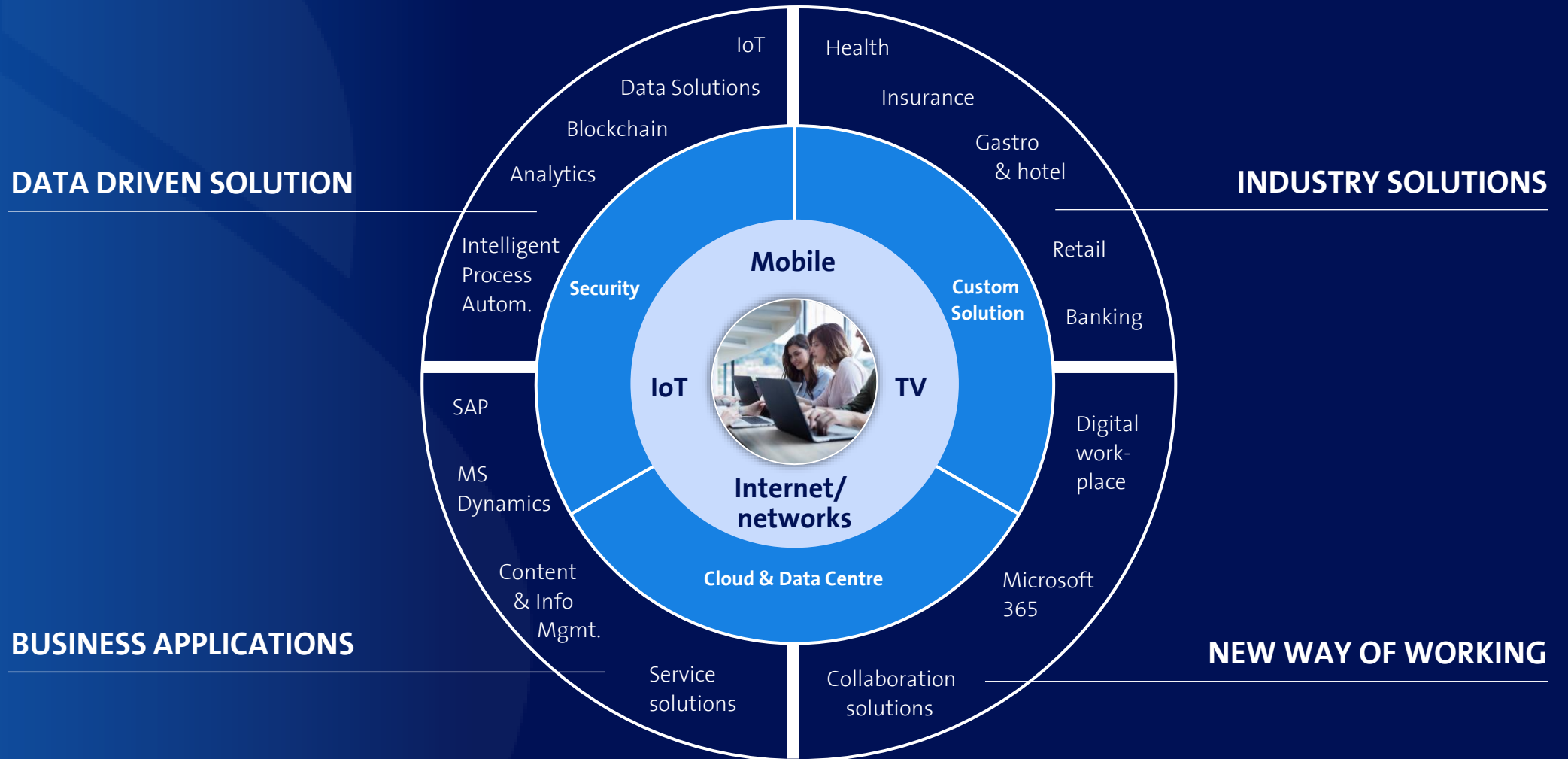


Digital Business

Innovations in the business customer market



Innovate
for growth





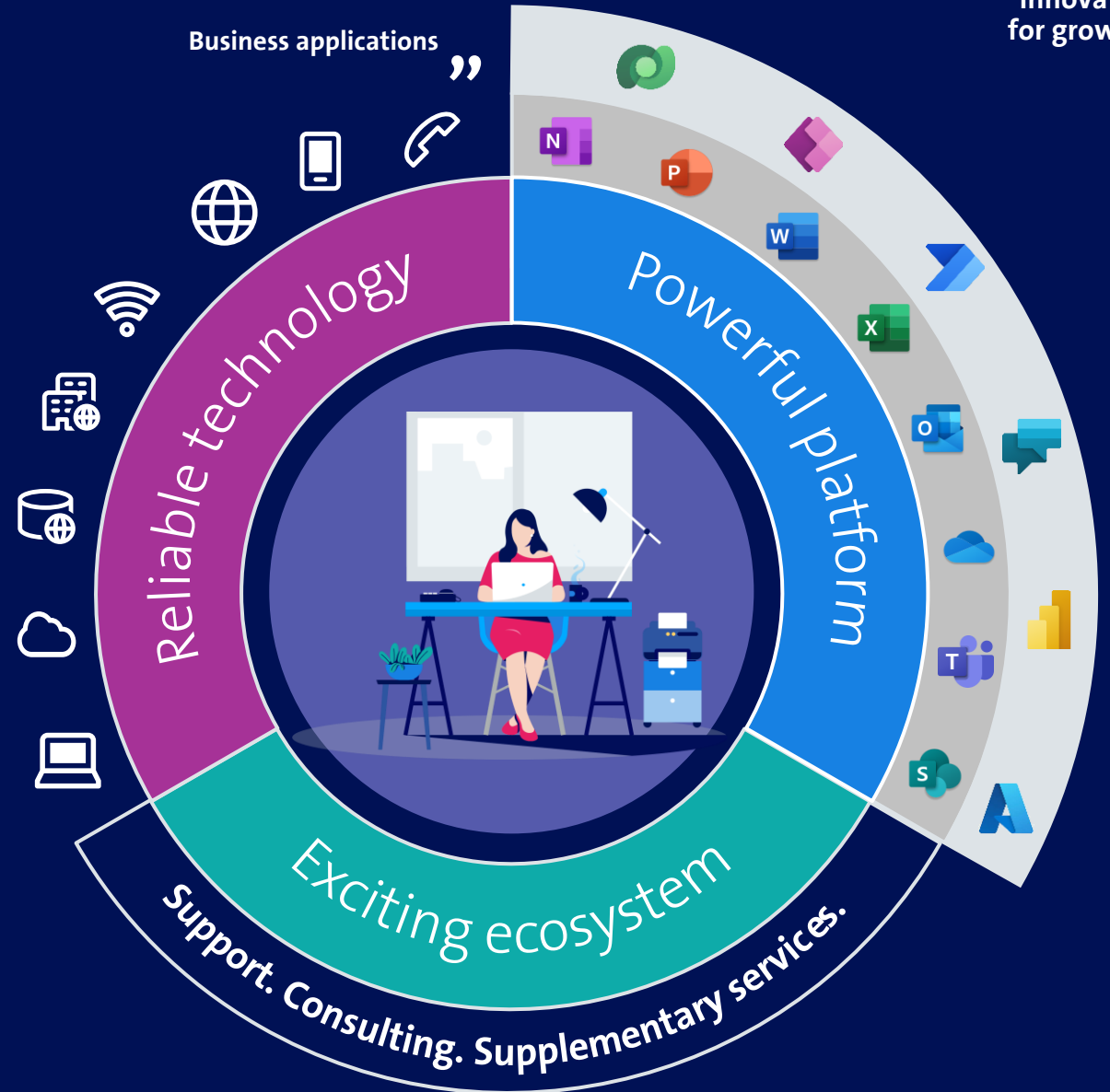
Innovative ICT service for SME

One-stop, scalable and secure.



Innovate
for growth

- One-stop offering for IT services, internet and telephony
- Fusion of IT and communications
- Flexible, scalable cloud platform
- Highest security standards like at large corporations
- Customisable and expandable with local partner services
- End-to-end security





Generative AI

Investments in innovation



Innovate
for growth



Collaboration on AI services and infrastructure in Switzerland and Italy

Investments of over CHF 100 million in building AI solutions

Development of standardised, tailor-made and new AI models and applications

Involvement of business customers in development of AI applications

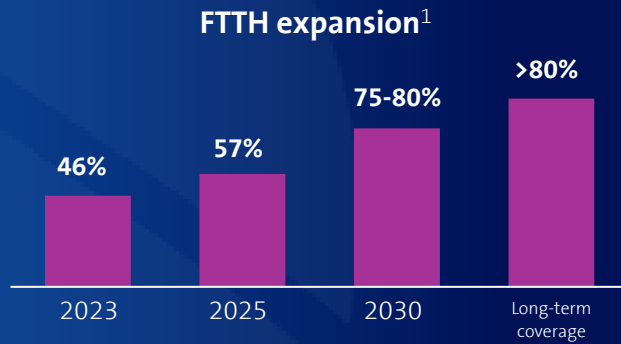


INI: Innovations & modernisation in network area

FTTH, 5G+ & core network

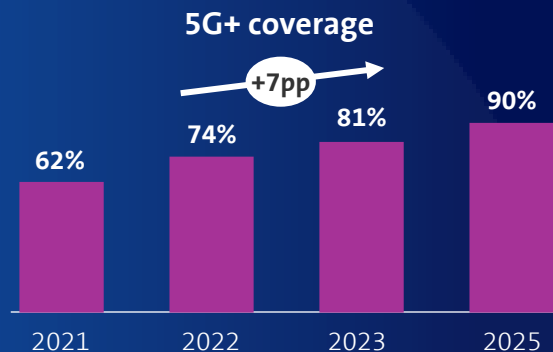


Innovate
for growth



Faster FTTH expansion

in almost every Swiss municipality. Proactive marketing and migration of customers to fibre-optic network.



5G coverage & energy efficiency

in mobile network continued. Population coverage to be 90% in medium term.

Futureproofing our networks and IT

Migration of all services to the latest IP Core Network. Further expansion of Swisscom digital architecture to enable development of faster, reliable and cost-effective services.

¹Connections built



The triumph of the copper network

1880

First **telephone network** goes into operation in Zurich

1896

The telephone has made its way to **every Swiss canton.**

1959

First **fully automated** network worldwide

2024

New Swisscom network strategy heralds the **end of the copper network era**

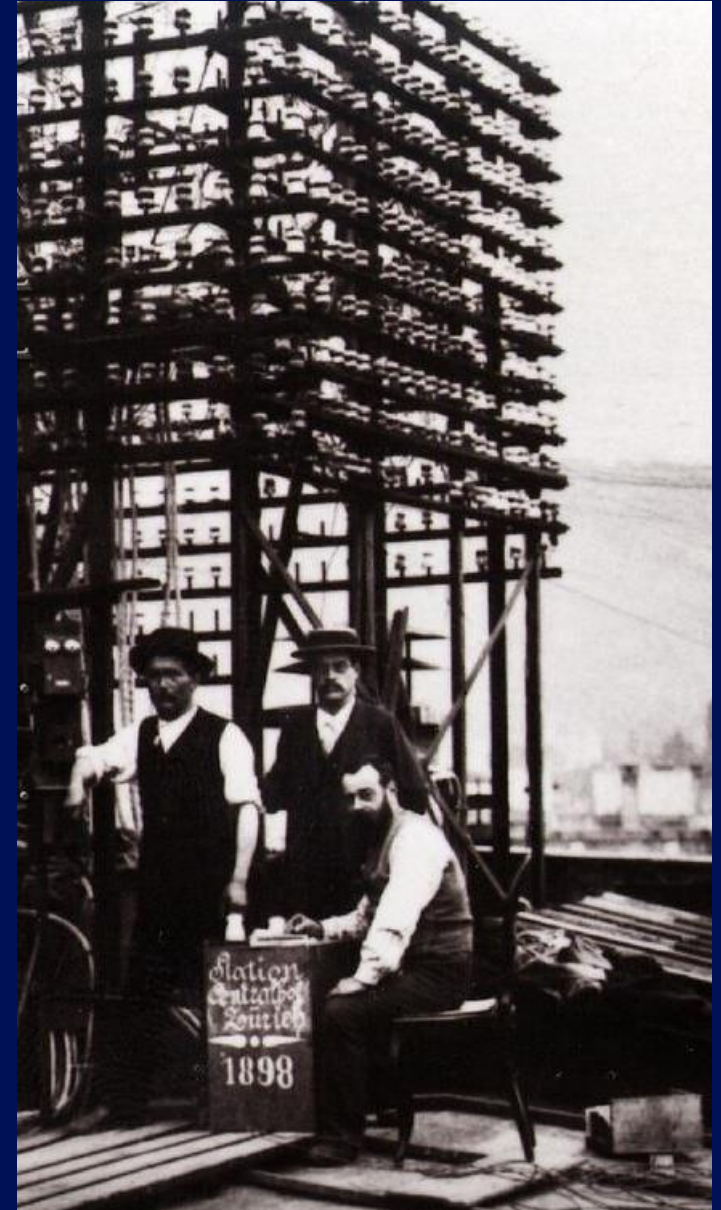


Image source: Swisscom



Swisscom Network Strategy

More optical fibre, less copper

1

State-of-the-art network technologies

By late 2025

57%¹ optical fibre

90% 5G+

By late 2030

75-80% optical fibre

2

Decommissioning of copper network

Gradual decommissioning of

copper network

Energy savings of

100 GWh

3

Vision 2030+

Fibre-optic networks in
all municipalities



¹Connections built



Fastweb



Fastweb Highlights 2023

Over a decade of growth in Italy



More than 10 years' growth in revenue

Achievement of operational and financial goals



Launch of AI-based services

For residential, business and wholesale customers



#2 for mobile growth in Italy

+14% growth in mobile customers year-on-year



Seamless CEO transition

Walter Renna is new CEO



Growth in wholesale business

With 648k ultra-fast broadband connections



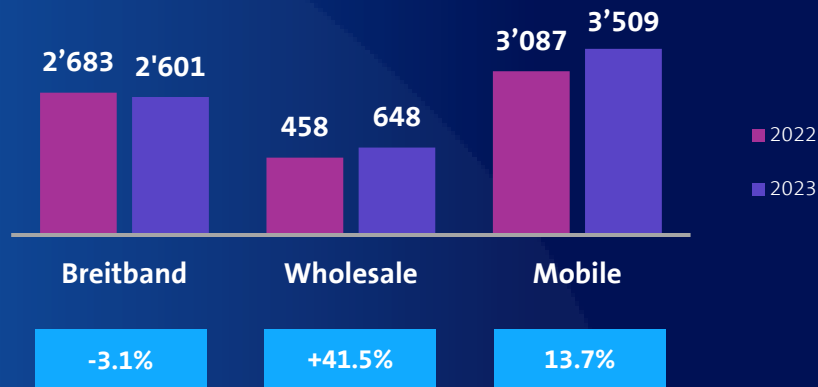
Innovation & growth at Fastweb

AI driving service and product innovations



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RGU¹ development (in thou.)



Further growth in the mobile segment Use of convergence and attractive 5G services and introduction of AI sales support and AI-controlled geomarketing tools

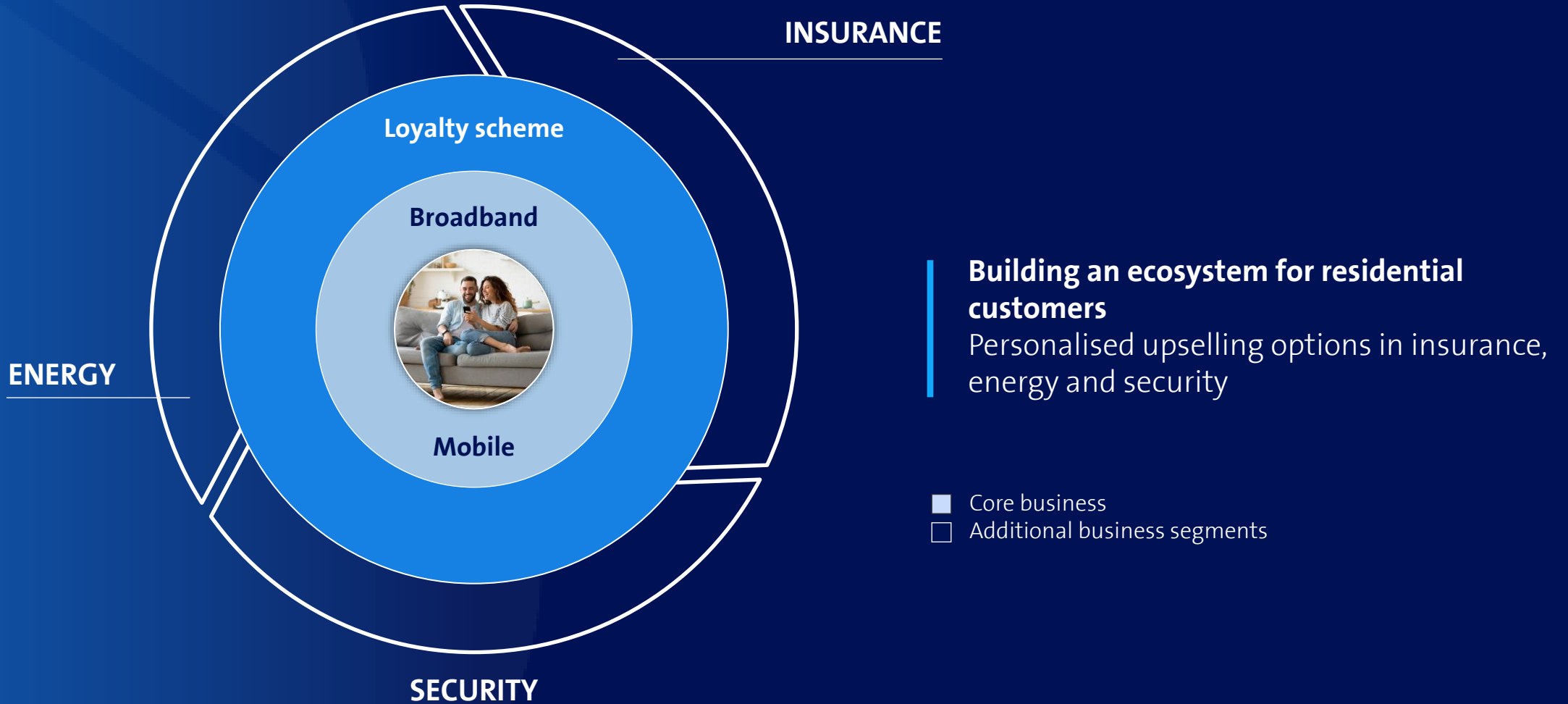


Product portfolio expansion

Growth in additional business segments



Innovate
for growth





Finances in detail

Eugen Stermetz, Chief Financial Officer



Market result

Stable development in Switzerland and further growth at Fastweb

Swisscom Switzerland

Fastweb

	Postpaid	Broadband	TV	Fixed-line telephony	Wholesale	Mobile	Broadband	Wholesale
RGUs ¹ in thou.	5,275	2,006	1,537	1,226	692	3,509	2,601	648
Market share ²	53%	49%	38%			5%	16%	
	+129	-21	-34	-96	+13	+422 (+14%)	-82	+190
							+108	

1) Revenue Generating Units
2) as of 30/9/2023

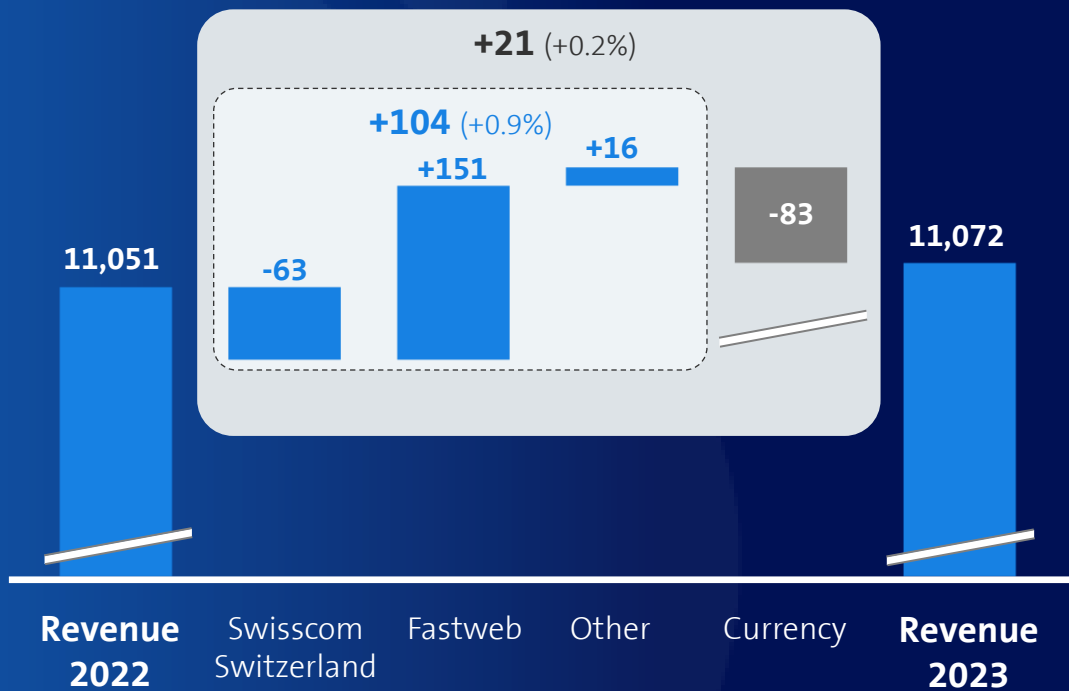


Strong results for Swisscom

Revenue and EBITDA up on previous year

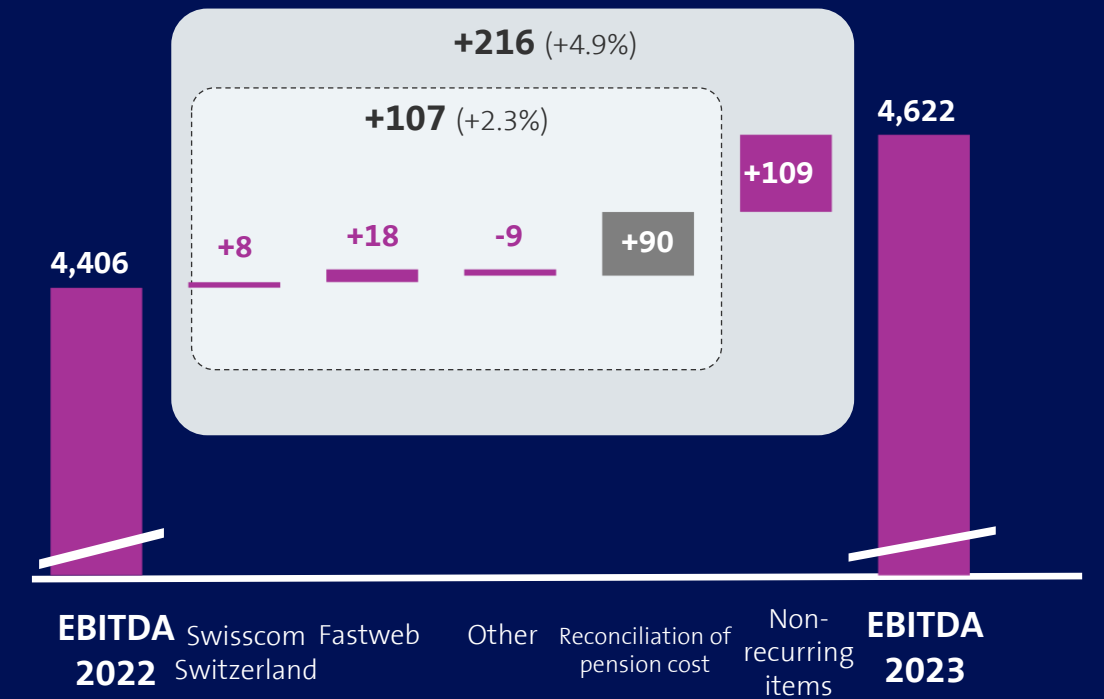
Revenue development

in CHF million



EBITDA development

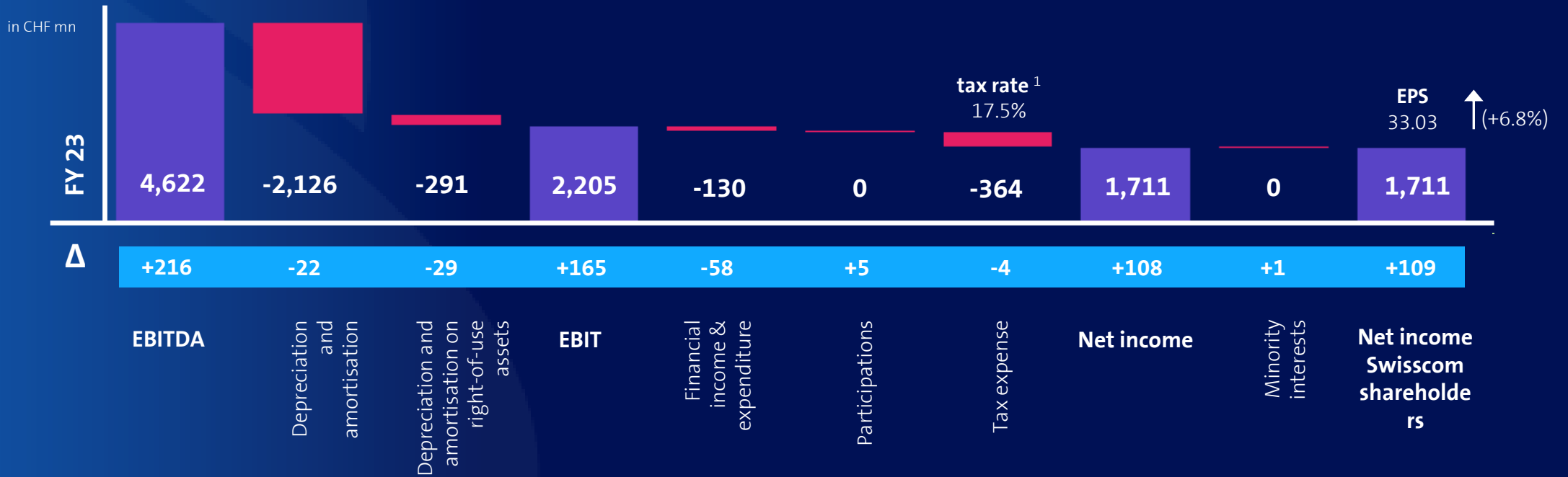
in CHF million





Net income

Higher net income due to higher EBITDA



1) Tax rate FY 23: Text expenditure to the amount of in CHF 364 m / EBT of CHF 2,075 m = 17.5%



Investment

Ongoing investment in infrastructure of the future

Group capital investments

in CHF million

FY 2023

Swisscom group

2,292
(-17, -0.7% YOY)

Swisscom Switzerland

1,690
(-8, -0.5% YOY)

Fastweb¹

606
(-13, -2.1% YOY)

Swisscom Switzerland investments unchanged

Mobile communications
CHF 271 million

- Ongoing investments in 5G+ coverage, investments at previous year's level

Optical fibre
CHF 466 million

- Investments in FTTH expansion increased. FTTS expansion completed at end of 2022.

Backbone & transport infra.
CHF 571 million

- Core network renewal

IT & other
CHF 382 million

- Consistently high investment in IT: Strengthening digitisation, improving customer experience and boosting efficiency

1) In local currency FY 23: EUR 623 m, YOY +1.1%



Guidance 2024

in CHF bn	2023	Divided into:	2024 Outlook ²	Divided into:
Revenue	11.072	CHF 8.5 bn for Switzerland ¹ EUR 2.6 bn for Fastweb	~11.0	CHF ~8.5 bn for Switzerland EUR ~2.6-2.7 bn for Fastweb
EBITDA	4.622	CHF 3.8 bn for Switzerland EUR 0.8 bn for Fastweb	4.5-4.6	CHF ~3.7 bn for Switzerland EUR ~0.9 bn for Fastweb
CAPEX	2.292	CHF 1.7 bn for Switzerland EUR 0.6 bn for Fastweb	~2.3	CHF ~1.7 bn for Switzerland EUR ~0.6 bn for Fastweb

Dividend unchanged on meeting target: CHF 22 per share

1) Swisscom Group without Fastweb,
2) For consolidation purposes, a CHF/EUR exchange rate of 0.93 was used (2023 financial year: 0.97)



Thank you

Stefan Nünlist

Outstanding communications work at Swisscom
for over 20 years





A warm welcome to

Myriam Käser





Thank you very much
Any questions?