

# Facts & Figures

as per September 30, 2019

[P&L overview](#)

[P&L breakdown](#)

[OPEX breakdown](#)

[Swisscom Switzerland breakdown](#)

[Fastweb \(EUR\)](#)

[Free cash flow](#)

[Operational data](#)



## P&L Overview

	2018							2019							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Retail Customers	1'456	1'448	2'904	1'457	4'361	1'482	5'843	1'413	1'364	2'777	1'382	4'159			-5.1%	1.3%
Enterprise Customers	584	575	1'159	561	1'720	586	2'306	566	543	1'109	534	1'643			-4.8%	-1.7%
Wholesale	141	145	286	148	434	132	566	158	162	320	169	489			14.2%	4.3%
IT, Network & Infrastructure	5	5	10	5	15	5	20	6	6	12	6	18			20.0%	0.0%
<b>Swisscom Switzerland</b>	<b>2'186</b>	<b>2'173</b>	<b>4'359</b>	<b>2'171</b>	<b>6'530</b>	<b>2'205</b>	<b>8'735</b>	<b>2'143</b>	<b>2'075</b>	<b>4'218</b>	<b>2'091</b>	<b>6'309</b>			<b>-3.7%</b>	<b>0.8%</b>
Fastweb	572	604	1'176	575	1'751	667	2'418	579	600	1'179	585	1'764			1.7%	-2.5%
Other operating segments	127	143	270	138	408	152	560	138	128	266	117	383			-15.2%	-8.6%
Group Headquarters	0	0	0	0	0	1	1	0	0	0	0	0			n.m.	n.m.
<b>Net revenue from external customers</b>	<b>2'885</b>	<b>2'920</b>	<b>5'805</b>	<b>2'884</b>	<b>8'689</b>	<b>3'025</b>	<b>11'714</b>	<b>2'860</b>	<b>2'803</b>	<b>5'663</b>	<b>2'793</b>	<b>8'456</b>			<b>-3.2%</b>	<b>-0.4%</b>
Direct costs	(704)	(692)	(1'396)	(723)	(2'119)	(835)	(2'954)	(683)	(656)	(1'339)	(684)	(2'023)			-5.4%	4.3%
Personnel expenses	(723)	(714)	(1'437)	(661)	(2'098)	(717)	(2'815)	(724)	(687)	(1'411)	(653)	(2'064)			-1.2%	-4.9%
Other operating expenses	(503)	(540)	(1'043)	(519)	(1'562)	(631)	(2'193)	(448)	(500)	(948)	(459)	(1'407)			-11.6%	-8.2%
Capitalized costs and other income	103	111	214	107	321	140	461	114	161	275	123	398			15.0%	-23.6%
<b>Operating income (EBITDA)</b>	<b>1'058</b>	<b>1'085</b>	<b>2'143</b>	<b>1'088</b>	<b>3'231</b>	<b>982</b>	<b>4'213</b>	<b>1'119</b>	<b>1'121</b>	<b>2'240</b>	<b>1'120</b>	<b>3'360</b>			<b>2.9%</b>	<b>-0.1%</b>
EBITDA in % of net revenue	36.7%	37.2%	36.9%	37.7%	37.2%	32.5%	36.0%	39.1%	40.0%	39.6%	40.1%	39.7%				
Depreciation, amortisation of tangible / intangible assets	(540)	(540)	(1'080)	(530)	(1'610)	(534)	(2'144)	(554)	(557)	(1'111)	(538)	(1'649)			1.5%	-3.4%
Depreciation right of use assets	0	0	0	0	0	0	0	(60)	(62)	(122)	(60)	(182)			n.m.	-3.2%
<b>Operating income (EBIT)</b>	<b>518</b>	<b>545</b>	<b>1'063</b>	<b>558</b>	<b>1'621</b>	<b>448</b>	<b>2'069</b>	<b>505</b>	<b>502</b>	<b>1'007</b>	<b>522</b>	<b>1'529</b>			<b>-6.5%</b>	<b>4.0%</b>
EBIT in % of net revenue	18.0%	18.7%	18.3%	19.3%	18.7%	14.8%	17.7%	17.7%	17.9%	17.8%	18.7%	18.1%				
Net interest expense	(29)	(29)	(58)	(27)	(85)	(19)	(104)	(15)	(16)	(31)	(13)	(44)			-51.9%	-18.8%
Interest expense on lease liabilities	(6)	(6)	(12)	(6)	(18)	(6)	(24)	(8)	(7)	(15)	(9)	(24)			50.0%	28.6%
Other financial result	(6)	6	0	(3)	(3)	(27)	(30)	3	(28)	(25)	(26)	(51)			n.m.	-7.1%
Result of equity-accounted investees	(2)	2	0	3	3	2	5	2	0	2	(1)	1			n.m.	n.m.
<b>Income before income tax expense</b>	<b>475</b>	<b>518</b>	<b>993</b>	<b>525</b>	<b>1'518</b>	<b>398</b>	<b>1'916</b>	<b>487</b>	<b>451</b>	<b>938</b>	<b>473</b>	<b>1'411</b>			<b>-9.9%</b>	<b>4.9%</b>
Income tax expense	(96)	(110)	(206)	(99)	(305)	(90)	(395)	(104)	(54)	(158)	(72)	(230)			-27.3%	33.3%
<b>Net income</b>	<b>379</b>	<b>408</b>	<b>787</b>	<b>426</b>	<b>1'213</b>	<b>308</b>	<b>1'521</b>	<b>383</b>	<b>397</b>	<b>780</b>	<b>401</b>	<b>1'181</b>			<b>-5.9%</b>	<b>1.0%</b>
Net income attributable to equity holders of Swisscom AG	381	409	790	427	1'217	310	1'527	385	397	782	401	1'183			-6.1%	1.0%
Net income attributable to minority interests	(2)	(1)	(3)	(1)	(4)	(2)	(6)	(2)	0	(2)	0	(2)			n.m.	n.m.
Average number of shares outstanding (in million)	51.801	51.801	51.801	51.801	51.801	51.802	51.801	51.801	51.802	51.801	51.802	51.801			0.0%	0.0%
<b>Earnings per share (EPS) in CHF</b>	<b>7.36</b>	<b>7.90</b>	<b>15.25</b>	<b>8.24</b>	<b>23.49</b>	<b>5.98</b>	<b>29.48</b>	<b>7.43</b>	<b>7.66</b>	<b>15.10</b>	<b>7.74</b>	<b>22.84</b>			<b>-6.1%</b>	<b>1.0%</b>

### Remarks:

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## P&L Breakdown

	2018							2019							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
<b>Group revenue</b>																
Retail Customers	1'476	1'469	2'945	1'477	4'422	1'502	5'924	1'434	1'384	2'818	1'402	4'220			-5.1%	1.3%
Enterprise Customers	610	602	1'212	586	1'798	610	2'408	593	570	1'163	559	1'722			-4.6%	-1.9%
Wholesale	203	223	426	252	678	216	894	221	243	464	285	749			13.1%	17.3%
IT, Network & Infrastructure	20	20	40	19	59	20	79	23	21	44	21	65			10.5%	0.0%
Intersegment elimination	(105)	(123)	(228)	(146)	(374)	(125)	(499)	(108)	(125)	(233)	(156)	(389)			6.8%	24.8%
<b>Swisscom Switzerland</b>	<b>2'204</b>	<b>2'191</b>	<b>4'395</b>	<b>2'188</b>	<b>6'583</b>	<b>2'223</b>	<b>8'806</b>	<b>2'163</b>	<b>2'093</b>	<b>4'256</b>	<b>2'111</b>	<b>6'367</b>			-3.5%	0.9%
Fastweb	574	606	1'180	577	1'757	669	2'426	581	602	1'183	587	1'770			1.7%	-2.5%
Other operating segments	198	228	426	230	656	253	909	225	237	462	225	687			-2.2%	-5.1%
Group Headquarters	0	1	1	0	1	1	2	0	0	0	0	0			n.m.	n.m.
<b>Net revenue incl. intersegment revenue</b>	<b>2'976</b>	<b>3'026</b>	<b>6'002</b>	<b>2'995</b>	<b>8'997</b>	<b>3'146</b>	<b>12'143</b>	<b>2'969</b>	<b>2'932</b>	<b>5'901</b>	<b>2'923</b>	<b>8'824</b>			-2.4%	-0.3%
Intersegment elimination	(91)	(106)	(197)	(111)	(308)	(121)	(429)	(109)	(129)	(238)	(130)	(368)			17.1%	0.8%
<b>Net revenue from external customers</b>	<b>2'885</b>	<b>2'920</b>	<b>5'805</b>	<b>2'884</b>	<b>8'689</b>	<b>3'025</b>	<b>11'714</b>	<b>2'860</b>	<b>2'803</b>	<b>5'663</b>	<b>2'793</b>	<b>8'456</b>			-3.2%	-0.4%
<b>Retail Customers revenue</b>																
Wireless access	574	573	1'147	573	1'720	566	2'286	562	539	1'101	525	1'626			-8.4%	-2.6%
Wireless traffic & VAS	81	86	167	89	256	76	332	68	80	148	97	245			9.0%	21.3%
Wireless	655	659	1'314	662	1'976	642	2'618	630	619	1'249	622	1'871			-6.0%	0.5%
t/o Wireless service revenue in fix-mobile bundles	210	223	433	236	669	242	911	247	242	489	242	731			2.5%	0.0%
Wireline access	572	581	1'153	578	1'731	577	2'308	578	577	1'155	573	1'728			-0.9%	-0.7%
Wireline traffic & VAS	70	63	133	63	196	65	261	59	59	118	54	172			-14.3%	-8.5%
Wireline business networks	1	1	2	1	3	1	4	1	1	2	1	3			0.0%	0.0%
Wireline	643	645	1'288	642	1'930	643	2'573	638	637	1'275	628	1'903			-2.2%	-1.4%
t/o Wireline service revenue in fix-mobile bundles	229	217	446	241	687	248	935	258	267	525	271	796			12.4%	1.5%
t/o Wireline service revenue in fixed-only bundles	325	351	676	336	1'012	335	1'347	345	328	673	321	994			-4.5%	-2.1%
Service revenue	1'298	1'304	2'602	1'304	3'906	1'285	5'191	1'268	1'256	2'524	1'250	3'774			-4.1%	-0.5%
Solutions	10	10	20	10	30	12	42	10	11	21	11	32			10.0%	0.0%
Hardware sales	120	112	232	120	352	142	494	125	112	237	130	367			8.3%	16.1%
Other sales	28	22	50	23	73	43	116	10	(15)	(5)	(9)	(14)			n.m.	-40.0%
<b>Net revenue from external customers</b>	<b>1'456</b>	<b>1'448</b>	<b>2'904</b>	<b>1'457</b>	<b>4'361</b>	<b>1'482</b>	<b>5'843</b>	<b>1'413</b>	<b>1'364</b>	<b>2'777</b>	<b>1'382</b>	<b>4'159</b>			-5.1%	1.3%
Intersegment revenue	20	21	41	20	61	20	81	21	20	41	20	61			0.0%	0.0%
<b>Net revenue Retail Customers</b>	<b>1'476</b>	<b>1'469</b>	<b>2'945</b>	<b>1'477</b>	<b>4'422</b>	<b>1'502</b>	<b>5'924</b>	<b>1'434</b>	<b>1'384</b>	<b>2'818</b>	<b>1'402</b>	<b>4'220</b>			-5.1%	1.3%

## P&L Breakdown

	2018							2019							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
<b>Enterprise Customers revenue</b>																
Wireless access	75	79	154	80	234	80	314	78	78	156	76	232			-5.0%	-2.6%
Wireless traffic & VAS	38	39	77	34	111	26	137	24	24	48	24	72			-29.4%	0.0%
Wireless	113	118	231	114	345	106	451	102	102	204	100	304			-12.3%	-2.0%
Wireline access	41	41	82	40	122	39	161	37	35	72	34	106			-15.0%	-2.9%
Wireline traffic & VAS	21	23	44	20	64	19	83	17	19	36	18	54			-10.0%	-5.3%
Wireline business networks	69	70	139	68	207	69	276	66	63	129	60	189			-11.8%	-4.8%
Wireline	131	134	265	128	393	127	520	120	117	237	112	349			-12.5%	-4.3%
Business numbers	16	15	31	14	45	15	60	16	14	30	15	45			7.1%	7.1%
Service revenue	260	267	527	256	783	248	1'031	238	233	471	227	698			-11.3%	-2.6%
Solutions	264	249	513	245	758	269	1'027	251	248	499	251	750			2.4%	1.2%
Hardware sales	54	53	107	53	160	64	224	72	56	128	53	181			0.0%	-5.4%
Other sales	6	6	12	7	19	5	24	5	6	11	3	14			-57.1%	-50.0%
<b>Net revenue from external customers</b>	<b>584</b>	<b>575</b>	<b>1'159</b>	<b>561</b>	<b>1'720</b>	<b>586</b>	<b>2'306</b>	<b>566</b>	<b>543</b>	<b>1'109</b>	<b>534</b>	<b>1'643</b>			<b>-4.8%</b>	<b>-1.7%</b>
Intersegment revenue	26	27	53	25	78	24	102	27	27	54	25	79			0.0%	-7.4%
<b>Net revenue Enterprise Customers</b>	<b>610</b>	<b>602</b>	<b>1'212</b>	<b>586</b>	<b>1'798</b>	<b>610</b>	<b>2'408</b>	<b>593</b>	<b>570</b>	<b>1'163</b>	<b>559</b>	<b>1'722</b>			<b>-4.6%</b>	<b>-1.9%</b>
<b>Wholesale revenue</b>																
Wholesale termination	27	27	54	27	81	24	105	25	25	50	24	74			-11.1%	-4.0%
Wholesale services	67	69	136	70	206	67	273	79	79	158	78	236			11.4%	-1.3%
Inbound roaming	44	46	90	47	137	38	175	47	50	97	56	153			19.1%	12.0%
Other sales	3	3	6	4	10	3	13	7	8	15	11	26			175.0%	37.5%
<b>Net revenue from external customers</b>	<b>141</b>	<b>145</b>	<b>286</b>	<b>148</b>	<b>434</b>	<b>132</b>	<b>566</b>	<b>158</b>	<b>162</b>	<b>320</b>	<b>169</b>	<b>489</b>			<b>14.2%</b>	<b>4.3%</b>
Intersegment revenue	62	78	140	104	244	84	328	63	81	144	116	260			11.5%	43.2%
<b>Net revenue Wholesale</b>	<b>203</b>	<b>223</b>	<b>426</b>	<b>252</b>	<b>678</b>	<b>216</b>	<b>894</b>	<b>221</b>	<b>243</b>	<b>464</b>	<b>285</b>	<b>749</b>			<b>13.1%</b>	<b>17.3%</b>
<b>IT, Network &amp; Infrastructure revenue</b>																
Other sales (facility & fleet management)	5	5	10	5	15	5	20	6	6	12	6	18			20.0%	0.0%
<b>Net revenue from external customers</b>	<b>5</b>	<b>5</b>	<b>10</b>	<b>5</b>	<b>15</b>	<b>5</b>	<b>20</b>	<b>6</b>	<b>6</b>	<b>12</b>	<b>6</b>	<b>18</b>			<b>20.0%</b>	<b>0.0%</b>
Intersegment revenue	15	15	30	14	44	15	59	17	15	32	15	47			7.1%	0.0%
<b>Net revenue IT, Network &amp; Infrastructure</b>	<b>20</b>	<b>20</b>	<b>40</b>	<b>19</b>	<b>59</b>	<b>20</b>	<b>79</b>	<b>23</b>	<b>21</b>	<b>44</b>	<b>21</b>	<b>65</b>			<b>10.5%</b>	<b>0.0%</b>

## P&L Breakdown

	2018							2019							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
<b>Swisscom Switzerland revenue</b>																
Wireless access	649	652	1'301	652	1'953	646	2'599	640	617	1'257	601	1'858			-7.8%	-2.6%
Wireless traffic & VAS	119	125	244	124	368	102	470	92	104	196	121	317			-2.4%	16.3%
Wireless	768	777	1'545	776	2'321	748	3'069	732	721	1'453	722	2'175			-7.0%	0.1%
t/o Wireless service revenue in fix-mobile bundles	210	223	433	236	669	242	911	247	242	489	242	731			2.5%	0.0%
Wireline access	612	623	1'235	619	1'854	615	2'469	615	612	1'227	607	1'834			-1.9%	-0.8%
Wireline traffic & VAS	92	84	176	82	258	86	344	76	78	154	72	226			-12.2%	-7.7%
Wireline business networks	70	72	142	69	211	69	280	67	64	131	61	192			-11.6%	-4.7%
Wireline	774	779	1'553	770	2'323	770	3'093	758	754	1'512	740	2'252			-3.9%	-1.9%
t/o Wireline service revenue in fix-mobile bundles	229	217	446	241	687	248	935	258	267	525	271	796			12.4%	1.5%
t/o Wireline service revenue in fixed-only bundles	325	351	676	336	1'012	335	1'347	345	328	673	321	994			-4.5%	-2.1%
Business numbers	16	15	31	14	45	15	60	16	14	30	15	45			7.1%	7.1%
Service revenue	1'558	1'571	3'129	1'560	4'689	1'533	6'222	1'506	1'489	2'995	1'477	4'472			-5.3%	-0.8%
Solutions	274	259	533	255	788	281	1'069	261	259	520	261	781			2.4%	0.8%
Hardware sales	173	166	339	173	512	207	719	196	169	365	182	547			5.2%	7.7%
Wholesale termination	27	27	54	27	81	24	105	25	25	50	24	74			-11.1%	-4.0%
Wholesale services	71	71	142	72	214	68	282	80	81	161	80	241			11.1%	-1.2%
Inbound roaming	44	46	90	47	137	38	175	47	50	97	56	153			19.1%	12.0%
Other sales	39	33	72	37	109	54	163	28	2	30	11	41			-70.3%	450.0%
<b>Net revenue from external customers</b>	<b>2'186</b>	<b>2'173</b>	<b>4'359</b>	<b>2'171</b>	<b>6'530</b>	<b>2'205</b>	<b>8'735</b>	<b>2'143</b>	<b>2'075</b>	<b>4'218</b>	<b>2'091</b>	<b>6'309</b>			<b>-3.7%</b>	<b>0.8%</b>
<b>Intersegment revenue</b>	<b>18</b>	<b>18</b>	<b>36</b>	<b>17</b>	<b>53</b>	<b>18</b>	<b>71</b>	<b>20</b>	<b>18</b>	<b>38</b>	<b>20</b>	<b>58</b>			<b>17.6%</b>	<b>11.1%</b>
<b>Net revenue Swisscom Switzerland</b>	<b>2'204</b>	<b>2'191</b>	<b>4'395</b>	<b>2'188</b>	<b>6'583</b>	<b>2'223</b>	<b>8'806</b>	<b>2'163</b>	<b>2'093</b>	<b>4'256</b>	<b>2'111</b>	<b>6'367</b>			<b>-3.5%</b>	<b>0.9%</b>
<b>Fastweb revenue</b>																
Consumer	300	308	608	302	910	300	1'210	304	307	611	304	915			0.7%	-1.0%
Enterprise	210	220	430	217	647	253	900	228	241	469	232	701			6.9%	-3.7%
Wholesale	62	76	138	56	194	114	308	47	52	99	49	148			-12.5%	-5.8%
Other revenue	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
<b>Net revenue from external customers</b>	<b>572</b>	<b>604</b>	<b>1'176</b>	<b>575</b>	<b>1'751</b>	<b>667</b>	<b>2'418</b>	<b>579</b>	<b>600</b>	<b>1'179</b>	<b>585</b>	<b>1'764</b>			<b>1.7%</b>	<b>-2.5%</b>
<b>Intersegment revenue</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>8</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>6</b>			<b>0.0%</b>	<b>0.0%</b>
<b>Net revenue Fastweb</b>	<b>574</b>	<b>606</b>	<b>1'180</b>	<b>577</b>	<b>1'757</b>	<b>669</b>	<b>2'426</b>	<b>581</b>	<b>602</b>	<b>1'183</b>	<b>587</b>	<b>1'770</b>			<b>1.7%</b>	<b>-2.5%</b>

## P&L Breakdown

	2018							2019							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
<b>Other operating segments revenue</b>																
Net revenue from external customers	127	143	270	138	408	152	560	138	128	266	117	383			-15.2%	-8.6%
Intersegment revenue	71	85	156	92	248	101	349	87	109	196	108	304			17.4%	-0.9%
Net revenue other operating segments	198	228	426	230	656	253	909	225	237	462	225	687			-2.2%	-5.1%
<b>Group Headquarters revenue</b>																
Group Headquarters revenue	0	0	0	0	0	1	1	0	0	0	0	0			n.m.	n.m.
Intersegment revenue	0	1	1	0	1	0	1	0	0	0	0	0			n.m.	n.m.
Net revenue Group Headquarters	0	1	1	0	1	1	2	0	0	0	0	0			n.m.	n.m.
<b>Group OPEX</b>																
Retail Customers	(574)	(587)	(1'161)	(603)	(1'764)	(697)	(2'461)	(550)	(518)	(1'068)	(559)	(1'627)			-7.3%	7.9%
Enterprise Customers	(402)	(399)	(801)	(380)	(1'181)	(423)	(1'604)	(412)	(396)	(808)	(382)	(1'190)			0.5%	-3.5%
Wholesale	(94)	(109)	(203)	(133)	(336)	(111)	(447)	(91)	(111)	(202)	(144)	(346)			8.3%	29.7%
IT, Network & Infrastructure	(304)	(286)	(590)	(300)	(890)	(327)	(1'217)	(288)	(284)	(572)	(276)	(848)			-8.0%	-2.8%
Intersegment elimination	105	123	228	147	375	124	499	107	125	232	157	389			6.8%	25.6%
Swisscom Switzerland	(1'269)	(1'258)	(2'527)	(1'269)	(3'796)	(1'434)	(5'230)	(1'234)	(1'184)	(2'418)	(1'204)	(3'622)			-5.1%	1.7%
Fastweb	(402)	(407)	(809)	(373)	(1'182)	(441)	(1'623)	(404)	(396)	(800)	(379)	(1'179)			1.6%	-4.3%
Other operating segments	(157)	(177)	(334)	(174)	(508)	(204)	(712)	(175)	(189)	(364)	(179)	(543)			2.9%	-5.3%
Group Headquarters	(21)	(32)	(53)	(19)	(72)	(6)	(78)	(18)	(21)	(39)	(20)	(59)			5.3%	-4.8%
Reconciliation pension cost	(15)	(14)	(29)	(17)	(46)	(14)	(60)	(14)	(15)	(29)	(15)	(44)			-11.8%	0.0%
Intersegment elimination	89	100	189	107	296	113	409	104	123	227	124	351			15.9%	0.8%
<b>Group OPEX comparable</b>	<b>(1'775)</b>	<b>(1'788)</b>	<b>(3'563)</b>	<b>(1'745)</b>	<b>(5'308)</b>	<b>(1'986)</b>	<b>(7'294)</b>	<b>(1'741)</b>	<b>(1'682)</b>	<b>(3'423)</b>	<b>(1'673)</b>	<b>(5'096)</b>			<b>-4.1%</b>	<b>-0.5%</b>
Reconciliation leases	(52)	(47)	(99)	(51)	(150)	(57)	(207)									
<b>Group OPEX reported</b>	<b>(1'827)</b>	<b>(1'835)</b>	<b>(3'662)</b>	<b>(1'796)</b>	<b>(5'458)</b>	<b>(2'043)</b>	<b>(7'501)</b>	<b>(1'741)</b>	<b>(1'682)</b>	<b>(3'423)</b>	<b>(1'673)</b>	<b>(5'096)</b>			<b>-6.8%</b>	<b>-0.5%</b>

## P&L Breakdown

	2018							2019							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
<b>EBITDA</b>																
Retail Customers (Contribution margin 2)	902	882	1'784	874	2'658	805	3'463	884	866	1'750	843	2'593			-3.5%	-2.7%
Enterprise Customers (Contribution margin 2)	208	203	411	206	617	187	804	181	174	355	177	532			-14.1%	1.7%
Wholesale (Contribution margin 2)	109	114	223	119	342	105	447	130	132	262	141	403			18.5%	6.8%
IT, Network & Infrastructure (Contribution margin 2)	(284)	(266)	(550)	(281)	(831)	(307)	(1'138)	(265)	(263)	(528)	(255)	(783)			-9.3%	-3.0%
Intersegment elimination	0	0	0	1	1	(1)	0	(1)	0	(1)	1	0			0.0%	n.m.
<b>Swisscom Switzerland (EBITDA)</b>	<b>935</b>	<b>933</b>	<b>1'868</b>	<b>919</b>	<b>2'787</b>	<b>789</b>	<b>3'576</b>	<b>929</b>	<b>909</b>	<b>1'838</b>	<b>907</b>	<b>2'745</b>			<b>-1.3%</b>	<b>-0.2%</b>
Fastweb	172	199	371	204	575	228	803	177	206	383	208	591			2.0%	1.0%
Other operating segments	41	51	92	56	148	49	197	50	48	98	46	144			-17.9%	-4.2%
Group Headquarters	(21)	(31)	(52)	(19)	(71)	(5)	(76)	(18)	(21)	(39)	(20)	(59)			5.3%	-4.8%
Reconciliation pension cost	(15)	(14)	(29)	(17)	(46)	(14)	(60)	(14)	(15)	(29)	(15)	(44)			-11.8%	0.0%
Intersegment elimination	(2)	(6)	(8)	(4)	(12)	(8)	(20)	(5)	(6)	(11)	(6)	(17)			50.0%	0.0%
<b>Group EBITDA comparable</b>	<b>1'110</b>	<b>1'132</b>	<b>2'242</b>	<b>1'139</b>	<b>3'381</b>	<b>1'039</b>	<b>4'420</b>	<b>1'119</b>	<b>1'121</b>	<b>2'240</b>	<b>1'120</b>	<b>3'360</b>			<b>-1.7%</b>	<b>-0.1%</b>
Reconciliation leases	(52)	(47)	(99)	(51)	(150)	(57)	(207)									
<b>Group EBITDA reported</b>	<b>1'058</b>	<b>1'085</b>	<b>2'143</b>	<b>1'088</b>	<b>3'231</b>	<b>982</b>	<b>4'213</b>	<b>1'119</b>	<b>1'121</b>	<b>2'240</b>	<b>1'120</b>	<b>3'360</b>			<b>2.9%</b>	<b>-0.1%</b>
<b>EBITDA/Contribution margin 2 in % of net revenue</b>																
Retail Customers	61.1%	60.0%	60.6%	59.2%	60.1%	53.6%	58.5%	61.6%	62.6%	62.1%	60.1%	61.4%				
Enterprise Customers	34.1%	33.7%	33.9%	35.2%	34.3%	30.7%	33.4%	30.5%	30.5%	30.5%	31.7%	30.9%				
Wholesale	53.7%	51.1%	52.3%	47.2%	50.4%	48.6%	50.0%	58.8%	54.3%	56.5%	49.5%	53.8%				
IT, Network & Infrastructure	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.				
<b>Swisscom Switzerland</b>	<b>42.4%</b>	<b>42.6%</b>	<b>42.5%</b>	<b>42.0%</b>	<b>42.3%</b>	<b>35.5%</b>	<b>40.6%</b>	<b>42.9%</b>	<b>43.4%</b>	<b>43.2%</b>	<b>43.0%</b>	<b>43.1%</b>				
Fastweb	30.0%	32.8%	31.4%	35.4%	32.7%	34.1%	33.1%	30.5%	34.2%	32.4%	35.4%	33.4%				
Other operating segments	20.7%	22.4%	21.6%	24.3%	22.6%	19.4%	21.7%	22.2%	20.3%	21.2%	20.4%	21.0%				
Group Headquarters	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.				
<b>Group EBITDA comparable in % of net revenue</b>	<b>38.5%</b>	<b>38.8%</b>	<b>38.6%</b>	<b>39.5%</b>	<b>38.9%</b>	<b>34.3%</b>	<b>37.7%</b>	<b>39.1%</b>	<b>40.0%</b>	<b>39.6%</b>	<b>40.1%</b>	<b>39.7%</b>				
<b>Depreciation, amortisation of tangible / intangible assets</b>																
Retail Customers	(38)	(39)	(77)	(31)	(108)	(30)	(138)	(28)	(28)	(56)	(22)	(78)			-29.0%	-21.4%
Enterprise Customers	(18)	(18)	(36)	(18)	(54)	(15)	(69)	(17)	(18)	(35)	(17)	(52)			-5.6%	-5.6%
Wholesale	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
IT, Network & Infrastructure	(313)	(321)	(634)	(318)	(952)	(311)	(1'263)	(336)	(344)	(680)	(331)	(1'011)			4.1%	-3.8%
Intersegment elimination	(1)	2	1	(1)	0	(1)	(1)	0	1	1	(2)	(1)			100.0%	n.m.
<b>Swisscom Switzerland</b>	<b>(370)</b>	<b>(376)</b>	<b>(746)</b>	<b>(368)</b>	<b>(1'114)</b>	<b>(357)</b>	<b>(1'471)</b>	<b>(381)</b>	<b>(389)</b>	<b>(770)</b>	<b>(372)</b>	<b>(1'142)</b>			<b>1.1%</b>	<b>-4.4%</b>
Fastweb	(149)	(142)	(291)	(141)	(432)	(155)	(587)	(156)	(153)	(309)	(155)	(464)			9.9%	1.3%
Other operating segments	(15)	(15)	(30)	(13)	(43)	(16)	(59)	(18)	(17)	(35)	(15)	(50)			15.4%	-11.8%
Group Headquarters	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Intersegment elimination	2	1	3	0	3	1	4	1	2	3	4	7			n.m.	100.0%
<b>Group depreciation, amortisation comparable</b>	<b>(532)</b>	<b>(532)</b>	<b>(1'064)</b>	<b>(522)</b>	<b>(1'586)</b>	<b>(527)</b>	<b>(2'113)</b>	<b>(554)</b>	<b>(557)</b>	<b>(1'111)</b>	<b>(538)</b>	<b>(1'649)</b>			<b>3.1%</b>	<b>-3.4%</b>
Reconciliation leases	(8)	(8)	(16)	(8)	(24)	(7)	(31)									
<b>Group depreciation, amortisation reported</b>	<b>(540)</b>	<b>(540)</b>	<b>(1'080)</b>	<b>(530)</b>	<b>(1'610)</b>	<b>(534)</b>	<b>(2'144)</b>	<b>(554)</b>	<b>(557)</b>	<b>(1'111)</b>	<b>(538)</b>	<b>(1'649)</b>			<b>1.5%</b>	<b>-3.4%</b>

## P&L Breakdown

	2018							2019							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
<b>Lease expense / depreciation right of use assets</b>																
Retail Customers	(14)	(11)	(25)	(13)	(38)	(13)	(51)	(13)	(13)	(26)	(13)	(39)		0.0%	0.0%	
Enterprise Customers	(8)	(9)	(17)	(8)	(25)	(9)	(34)	(7)	(7)	(14)	(7)	(21)		-12.5%	0.0%	
Wholesale	0	0	0	0	0	(1)	(1)	0	0	0	0	0		n.m.	n.m.	
IT, Network & Infrastructure	(34)	(33)	(67)	(35)	(102)	(34)	(136)	(36)	(37)	(73)	(35)	(108)		0.0%	-5.4%	
Intersegment elimination	0	0	0	(1)	(1)	2	1	0	0	0	0	0		n.m.	n.m.	
<b>Swisscom Switzerland</b>	<b>(56)</b>	<b>(53)</b>	<b>(109)</b>	<b>(57)</b>	<b>(166)</b>	<b>(55)</b>	<b>(221)</b>	<b>(56)</b>	<b>(57)</b>	<b>(113)</b>	<b>(55)</b>	<b>(168)</b>		<b>-3.5%</b>	<b>-3.5%</b>	
Fastweb	(5)	(5)	(10)	(5)	(15)	(11)	(26)	(8)	(10)	(18)	(9)	(27)		80.0%	-10.0%	
Other operating segments	(3)	(4)	(7)	(3)	(10)	(3)	(13)	(3)	(3)	(6)	(2)	(8)		-33.3%	-33.3%	
Group Headquarters	(1)	0	(1)	(1)	(2)	0	(2)	(1)	0	(1)	(1)	(2)		0.0%	n.m.	
Intersegment elimination	(1)	1	0	1	1	(1)	0	0	1	1	(2)	(1)		n.m.	n.m.	
<b>Group lease expense</b>	<b>(66)</b>	<b>(61)</b>	<b>(127)</b>	<b>(65)</b>	<b>(192)</b>	<b>(70)</b>	<b>(262)</b>	<b>(68)</b>	<b>(69)</b>	<b>(137)</b>	<b>(69)</b>	<b>(206)</b>		<b>6.2%</b>	<b>0.0%</b>	
Reconciliation interest expense leases	6	6	12	6	18	6	24	8	7	15	9	24		50.0%	28.6%	
Reconciliation leases	60	55	115	59	174	64	238									
<b>Group depreciation right of use assets reported</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(60)</b>	<b>(62)</b>	<b>(122)</b>	<b>(60)</b>	<b>(182)</b>		<b>n.m.</b>	<b>-3.2%</b>	
<b>Segment result / Operating income (EBIT)</b>																
Retail Customers (segment result)	850	832	1'682	830	2'512	762	3'274	843	825	1'668	808	2'476		-2.7%	-2.1%	
Enterprise Customers (segment result)	182	176	358	180	538	163	701	157	149	306	153	459		-15.0%	2.7%	
Wholesale (segment result)	109	114	223	119	342	104	446	130	132	262	141	403		18.5%	6.8%	
IT, Network & Infrastructure (segment result)	(631)	(620)	(1'251)	(634)	(1'885)	(652)	(2'537)	(637)	(644)	(1'281)	(621)	(1'902)		-2.1%	-3.6%	
Intersegment elimination	(1)	2	1	(1)	0	0	0	(1)	1	0	(1)	(1)		0.0%	n.m.	
<b>Swisscom Switzerland (segment result)</b>	<b>509</b>	<b>504</b>	<b>1'013</b>	<b>494</b>	<b>1'507</b>	<b>377</b>	<b>1'884</b>	<b>492</b>	<b>463</b>	<b>955</b>	<b>480</b>	<b>1'435</b>		<b>-2.8%</b>	<b>3.7%</b>	
Fastweb (segment result)	18	52	70	58	128	62	190	13	43	56	44	100		-24.1%	2.3%	
Other operating segments (segment result)	23	32	55	40	95	30	125	29	28	57	29	86		-27.5%	3.6%	
Group Headquarters (segment result)	(22)	(31)	(53)	(20)	(73)	(5)	(78)	(19)	(21)	(40)	(21)	(61)		5.0%	0.0%	
Reconciliation pension cost	(15)	(14)	(29)	(17)	(46)	(14)	(60)	(14)	(15)	(29)	(15)	(44)		-11.8%	0.0%	
Intersegment elimination	(1)	(4)	(5)	(3)	(8)	(8)	(16)	(4)	(3)	(7)	(4)	(11)		33.3%	33.3%	
<b>Group Segment result</b>	<b>512</b>	<b>539</b>	<b>1'051</b>	<b>552</b>	<b>1'603</b>	<b>442</b>	<b>2'045</b>	<b>497</b>	<b>495</b>	<b>992</b>	<b>513</b>	<b>1'505</b>		<b>-7.1%</b>	<b>3.6%</b>	
Reconciliation interest expense leases	6	6	12	6	18	6	24	8	7	15	9	24		50.0%	28.6%	
<b>Group EBIT reported</b>	<b>518</b>	<b>545</b>	<b>1'063</b>	<b>558</b>	<b>1'621</b>	<b>448</b>	<b>2'069</b>	<b>505</b>	<b>502</b>	<b>1'007</b>	<b>522</b>	<b>1'529</b>		<b>-6.5%</b>	<b>4.0%</b>	
<b>EBIT/Segment result in % of net revenue</b>																
Retail Customers	57.6%	56.6%	57.1%	56.2%	56.8%	50.7%	55.3%	58.8%	59.6%	59.2%	57.6%	58.7%				
Enterprise Customers	29.8%	29.2%	29.5%	30.7%	29.9%	26.7%	29.1%	26.5%	26.1%	26.3%	27.4%	26.7%				
Wholesale	53.7%	51.1%	52.3%	47.2%	50.4%	48.1%	49.9%	58.8%	54.3%	56.5%	49.5%	53.8%				
IT, Network & Infrastructure	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.				
<b>Swisscom Switzerland</b>	<b>23.1%</b>	<b>23.0%</b>	<b>23.0%</b>	<b>22.6%</b>	<b>22.9%</b>	<b>17.0%</b>	<b>21.4%</b>	<b>22.7%</b>	<b>22.1%</b>	<b>22.4%</b>	<b>22.7%</b>	<b>22.5%</b>				
Fastweb	3.1%	8.6%	5.9%	10.1%	7.3%	9.3%	7.8%	2.2%	7.1%	4.7%	7.5%	5.6%				
Other operating segments	11.6%	14.0%	12.9%	17.4%	14.5%	11.9%	13.8%	12.9%	11.8%	12.3%	12.9%	12.5%				
Group Headquarters	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.				
<b>Group EBIT in % of net revenue</b>	<b>18.0%</b>	<b>18.7%</b>	<b>18.3%</b>	<b>19.3%</b>	<b>18.7%</b>	<b>14.8%</b>	<b>17.7%</b>	<b>17.7%</b>	<b>17.9%</b>	<b>17.8%</b>	<b>18.7%</b>	<b>18.1%</b>				



## P&L Breakdown

	2018							2019							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
<b>CAPEX</b>																
Fixed network & infrastructure	32%	33%	32%	28%	31%	31%	31%	29%	29%	29%	29%	29%	29%	29%		
Fibre (FTTx)	32%	32%	32%	30%	31%	28%	30%	31%	34%	33%	29%	32%	32%	32%		
Wireless network	18%	18%	18%	21%	19%	19%	19%	18%	15%	17%	19%	18%	18%	18%		
Customer premises equipment	5%	5%	5%	4%	5%	5%	5%	5%	6%	5%	5%	5%	5%	5%		
IT systems, All IP & other	13%	12%	13%	17%	14%	17%	15%	17%	16%	16%	18%	16%	16%	16%		
Swisscom Switzerland without wireless spectrum licences	(311)	(400)	(711)	(391)	(1'102)	(518)	(1'620)	(353)	(405)	(758)	(370)	(1'128)	(1'324)	-5.4%	-8.6%	
Wireless spectrum licences									(196)	(196)	0	(196)		n.m.	-100.0%	
<b>Swisscom Switzerland</b>	<b>(311)</b>	<b>(400)</b>	<b>(711)</b>	<b>(391)</b>	<b>(1'102)</b>	<b>(518)</b>	<b>(1'620)</b>	<b>(353)</b>	<b>(601)</b>	<b>(954)</b>	<b>(370)</b>	<b>(1'324)</b>	<b>(1'324)</b>	<b>-5.4%</b>	<b>-38.4%</b>	
Fastweb	(185)	(162)	(347)	(154)	(501)	(256)	(757)	(161)	(174)	(335)	(160)	(495)	(495)	3.9%	-8.0%	
Other operating segments	(8)	(11)	(19)	(12)	(31)	(15)	(46)	(8)	(11)	(19)	(13)	(32)	(32)	8.3%	18.2%	
Group Headquarters	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	
Intersegment elimination	3	5	8	5	13	6	19	4	7	11	7	18	18	40.0%	0.0%	
<b>Group CAPEX</b>	<b>(501)</b>	<b>(568)</b>	<b>(1'069)</b>	<b>(552)</b>	<b>(1'621)</b>	<b>(783)</b>	<b>(2'404)</b>	<b>(518)</b>	<b>(779)</b>	<b>(1'297)</b>	<b>(536)</b>	<b>(1'833)</b>	<b>(1'833)</b>	<b>-2.9%</b>	<b>-31.2%</b>	
<b>Number of employees (End of period)</b>																
Retail Customers	5'526		5'378		5'356		5'293	5'201		5'133		5'074			-5.3%	-1.1%
Enterprise Customers	4'550		4'372		4'342		4'422	4'458		4'510		4'473			3.0%	-0.8%
Wholesale	85		85		83		83	86		85		85			2.4%	0.0%
IT, Network & Infrastructure	4'853		4'727		4'741		4'650	4'595		4'508		4'463			-5.9%	-1.0%
<b>Swisscom Switzerland</b>	<b>15'014</b>		<b>14'562</b>		<b>14'522</b>		<b>14'448</b>	<b>14'340</b>		<b>14'236</b>		<b>14'095</b>			<b>-2.9%</b>	<b>-1.0%</b>
Fastweb	2'510		2'483		2'470		2'484	2'458		2'451		2'467			-0.1%	0.7%
Other operating segments	2'540		2'588		2'615		2'679	2'699		2'663		2'724			4.2%	2.3%
Group Headquarters	262		262		243		234	222		214		214			-11.9%	0.0%
<b>Group Number of employees (End of period)</b>	<b>20'326</b>		<b>19'895</b>		<b>19'850</b>		<b>19'845</b>	<b>19'719</b>		<b>19'564</b>		<b>19'500</b>			<b>-1.8%</b>	<b>-0.3%</b>

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## OPEX Breakdown

	2018							2019							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
<b>OPEX Swisscom Switzerland</b>																
Direct costs	(455)	(450)	(905)	(490)	(1'395)	(559)	(1'954)	(457)	(419)	(876)	(467)	(1'343)			-4.7%	11.5%
Personnel expenses	(567)	(541)	(1'108)	(510)	(1'618)	(547)	(2'165)	(551)	(522)	(1'073)	(502)	(1'575)			-1.6%	-3.8%
Other operating expenses	(273)	(292)	(565)	(285)	(850)	(356)	(1'206)	(259)	(264)	(523)	(263)	(786)			-7.7%	-0.4%
Intersegment expenses	(39)	(41)	(80)	(46)	(126)	(48)	(174)	(40)	(49)	(89)	(50)	(139)			8.7%	2.0%
./. Capitalized costs and other income	65	66	131	62	193	76	269	73	70	143	78	221			25.8%	11.4%
<b>Total OPEX Swisscom Switzerland</b>	<b>(1'269)</b>	<b>(1'258)</b>	<b>(2'527)</b>	<b>(1'269)</b>	<b>(3'796)</b>	<b>(1'434)</b>	<b>(5'230)</b>	<b>(1'234)</b>	<b>(1'184)</b>	<b>(2'418)</b>	<b>(1'204)</b>	<b>(3'622)</b>			<b>-5.1%</b>	<b>1.7%</b>
<b>OPEX Fastweb</b>																
Direct costs	(234)	(227)	(461)	(219)	(680)	(252)	(932)	(214)	(224)	(438)	(204)	(642)			-6.8%	-8.9%
Personnel expenses	(48)	(53)	(101)	(47)	(148)	(52)	(200)	(57)	(51)	(108)	(45)	(153)			-4.3%	-11.8%
Other operating expenses	(132)	(140)	(272)	(122)	(394)	(160)	(554)	(140)	(174)	(314)	(140)	(454)			14.8%	-19.5%
Intersegment expenses	(1)	(1)	(2)	(1)	(3)	(1)	(4)	(1)	(1)	(2)	(1)	(3)			0.0%	0.0%
./. Capitalized costs and other income	13	14	27	16	43	24	67	8	54	62	11	73			-31.3%	-79.6%
<b>Total OPEX Fastweb</b>	<b>(402)</b>	<b>(407)</b>	<b>(809)</b>	<b>(373)</b>	<b>(1'182)</b>	<b>(441)</b>	<b>(1'623)</b>	<b>(404)</b>	<b>(396)</b>	<b>(800)</b>	<b>(379)</b>	<b>(1'179)</b>			<b>1.6%</b>	<b>-4.3%</b>
<b>OPEX Other operating segments</b>																
Direct costs	(12)	(13)	(25)	(13)	(38)	(14)	(52)	(12)	(12)	(24)	(14)	(38)			7.7%	16.7%
Personnel expenses	(78)	(81)	(159)	(75)	(234)	(86)	(320)	(82)	(82)	(164)	(76)	(240)			1.3%	-7.3%
Other operating expenses	(67)	(83)	(150)	(85)	(235)	(107)	(342)	(80)	(95)	(175)	(86)	(261)			1.2%	-9.5%
Intersegment expenses	(11)	(11)	(22)	(12)	(34)	(12)	(46)	(12)	(12)	(24)	(13)	(37)			8.3%	8.3%
./. Capitalized costs and other income	11	11	22	11	33	15	48	11	12	23	10	33			-9.1%	-16.7%
<b>Total OPEX Other operating segments</b>	<b>(157)</b>	<b>(177)</b>	<b>(334)</b>	<b>(174)</b>	<b>(508)</b>	<b>(204)</b>	<b>(712)</b>	<b>(175)</b>	<b>(189)</b>	<b>(364)</b>	<b>(179)</b>	<b>(543)</b>			<b>2.9%</b>	<b>-5.3%</b>
<b>OPEX Group Headquarters</b>																
Direct costs	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Personnel expenses	(19)	(26)	(45)	(16)	(61)	(21)	(82)	(22)	(21)	(43)	(18)	(61)			12.5%	-14.3%
Other operating expenses	(15)	(15)	(30)	(22)	(52)	(8)	(60)	(8)	(15)	(23)	(23)	(46)			4.5%	53.3%
Intersegment expenses	(7)	(9)	(16)	(7)	(23)	(7)	(30)	(7)	(8)	(15)	(7)	(22)			0.0%	-12.5%
./. Capitalized costs and other income	20	18	38	26	64	30	94	19	23	42	28	70			7.7%	21.7%
<b>Total OPEX Group Headquarters</b>	<b>(21)</b>	<b>(32)</b>	<b>(53)</b>	<b>(19)</b>	<b>(72)</b>	<b>(6)</b>	<b>(78)</b>	<b>(18)</b>	<b>(21)</b>	<b>(39)</b>	<b>(20)</b>	<b>(59)</b>			<b>5.3%</b>	<b>-4.8%</b>

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## SCS Breakdown

	2018							2019							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
<b>Retail Customers</b>																
Net revenue (incl. intersegment revenue)	1'476	1'469	2'945	1'477	4'422	1'502	5'924	1'434	1'384	2'818	1'402	4'220			-5.1%	1.3%
Outpayments	(44)	(58)	(102)	(80)	(182)	(61)	(243)	(44)	(60)	(104)	(94)	(198)			17.5%	56.7%
Subscriber acquisition and retention costs	(98)	(102)	(200)	(91)	(291)	(127)	(418)	(77)	(38)	(115)	(49)	(164)			-46.2%	28.9%
Other costs (incl. goods and services purchased)	(180)	(169)	(349)	(181)	(530)	(220)	(750)	(186)	(178)	(364)	(189)	(553)			4.4%	6.2%
Direct costs (incl. intersegment direct costs)	(322)	(329)	(651)	(352)	(1'003)	(408)	(1'411)	(307)	(276)	(583)	(332)	(915)			-5.7%	20.3%
<b>Contribution margin 1</b>	<b>1'154</b>	<b>1'140</b>	<b>2'294</b>	<b>1'125</b>	<b>3'419</b>	<b>1'094</b>	<b>4'513</b>	<b>1'127</b>	<b>1'108</b>	<b>2'235</b>	<b>1'070</b>	<b>3'305</b>			<b>-4.9%</b>	<b>-3.4%</b>
Contribution margin 1 in % of net revenue	78.2%	77.6%	77.9%	76.2%	77.3%	72.8%	76.2%	78.6%	80.1%	79.3%	76.3%	78.3%				
Total workforce expenses	(207)	(200)	(407)	(190)	(597)	(202)	(799)	(193)	(186)	(379)	(178)	(557)			-6.3%	-4.3%
Other operating expenses	(71)	(82)	(153)	(83)	(236)	(111)	(347)	(76)	(81)	(157)	(78)	(235)			-6.0%	-3.7%
Indirect costs (incl. intersegment indirect costs)	(278)	(282)	(560)	(273)	(833)	(313)	(1'146)	(269)	(267)	(536)	(256)	(792)			-6.2%	-4.1%
./. Capitalized costs and other income	26	24	50	22	72	24	96	26	25	51	29	80			31.8%	16.0%
<b>Contribution margin 2</b>	<b>902</b>	<b>882</b>	<b>1'784</b>	<b>874</b>	<b>2'658</b>	<b>805</b>	<b>3'463</b>	<b>884</b>	<b>866</b>	<b>1'750</b>	<b>843</b>	<b>2'593</b>			<b>-3.5%</b>	<b>-2.7%</b>
Contribution margin 2 in % of net revenue	61.1%	60.0%	60.6%	59.2%	60.1%	53.6%	58.5%	61.6%	62.6%	62.1%	60.1%	61.4%				
Depreciation, amortisation	(38)	(39)	(77)	(31)	(108)	(30)	(138)	(28)	(28)	(56)	(22)	(78)			-29.0%	-21.4%
Lease expense	(14)	(11)	(25)	(13)	(38)	(13)	(51)	(13)	(13)	(26)	(13)	(39)			0.0%	0.0%
<b>Segment result</b>	<b>850</b>	<b>832</b>	<b>1'682</b>	<b>830</b>	<b>2'512</b>	<b>762</b>	<b>3'274</b>	<b>843</b>	<b>825</b>	<b>1'668</b>	<b>808</b>	<b>2'476</b>			<b>-2.7%</b>	<b>-2.1%</b>
CAPEX	(9)	(12)	(21)	(9)	(30)	(13)	(43)	(6)	(4)	(10)	(6)	(16)			-33.3%	50.0%
Number of employees (FTE)	5'526		5'378	(9)	5'356	(13)	5'293	5'201	(4)	5'133	(6)	5'074			-5.3%	-1.1%
<b>Enterprise Customers</b>																
Net revenue (incl. intersegment revenue)	610	602	1'212	586	1'798	610	2'408	593	570	1'163	559	1'722			-4.6%	-1.9%
Outpayments	(24)	(26)	(50)	(30)	(80)	(28)	(108)	(24)	(25)	(49)	(27)	(76)			-10.0%	8.0%
Subscriber acquisition and retention costs	(5)	(4)	(9)	(4)	(13)	(6)	(19)	(5)	(6)	(11)	(3)	(14)			-25.0%	-50.0%
Other costs (incl. goods and services purchased)	(158)	(150)	(308)	(152)	(460)	(170)	(630)	(174)	(163)	(337)	(155)	(492)			2.0%	-4.9%
Direct costs (incl. intersegment direct costs)	(187)	(180)	(367)	(186)	(553)	(204)	(757)	(203)	(194)	(397)	(185)	(582)			-0.5%	-4.6%
<b>Contribution margin 1</b>	<b>423</b>	<b>422</b>	<b>845</b>	<b>400</b>	<b>1'245</b>	<b>406</b>	<b>1'651</b>	<b>390</b>	<b>376</b>	<b>766</b>	<b>374</b>	<b>1'140</b>			<b>-6.5%</b>	<b>-0.5%</b>
Contribution margin 1 in % of net revenue	69.3%	70.1%	69.7%	68.3%	69.2%	66.6%	68.6%	65.8%	66.0%	65.9%	66.9%	66.2%				
Total workforce expenses	(202)	(197)	(399)	(183)	(582)	(193)	(775)	(203)	(199)	(402)	(191)	(593)			4.4%	-4.0%
Other operating expenses	(43)	(52)	(95)	(43)	(138)	(59)	(197)	(38)	(37)	(75)	(40)	(115)			-7.0%	8.1%
Indirect costs (incl. intersegment indirect costs)	(245)	(249)	(494)	(226)	(720)	(252)	(972)	(241)	(236)	(477)	(231)	(708)			2.2%	-2.1%
./. Capitalized costs and other income	30	30	60	32	92	33	125	32	34	66	34	100			6.3%	0.0%
<b>Contribution margin 2</b>	<b>208</b>	<b>203</b>	<b>411</b>	<b>206</b>	<b>617</b>	<b>187</b>	<b>804</b>	<b>181</b>	<b>174</b>	<b>355</b>	<b>177</b>	<b>532</b>			<b>-14.1%</b>	<b>1.7%</b>
Contribution margin 2 in % of net revenue	34.1%	33.7%	33.9%	35.2%	34.3%	30.7%	33.4%	30.5%	30.5%	30.5%	31.7%	30.9%				
Depreciation, amortisation	(18)	(18)	(36)	(18)	(54)	(15)	(69)	(17)	(18)	(35)	(17)	(52)			-5.6%	-5.6%
Lease expense	(8)	(9)	(17)	(8)	(25)	(9)	(34)	(7)	(7)	(14)	(7)	(21)			-12.5%	0.0%
<b>Segment result</b>	<b>182</b>	<b>176</b>	<b>358</b>	<b>180</b>	<b>538</b>	<b>163</b>	<b>701</b>	<b>157</b>	<b>149</b>	<b>306</b>	<b>153</b>	<b>459</b>			<b>-15.0%</b>	<b>2.7%</b>
CAPEX	(8)	(12)	(20)	(9)	(29)	(11)	(40)	(9)	(10)	(19)	(11)	(30)			22.2%	10.0%
Number of employees (FTE)	4'550		4'372	(9)	4'342	(11)	4'422	4'458	(10)	4'510	(11)	4'473			3.0%	-0.8%

## SCS Breakdown

	2018							2019							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
<b>Wholesale</b>																
Net revenue (incl. intersegment revenue)	203	223	426	252	678	216	894	221	243	464	285	749			13.1%	17.3%
Outpayments	(88)	(104)	(192)	(129)	(321)	(106)	(427)	(86)	(105)	(191)	(138)	(329)			7.0%	31.4%
Subscriber acquisition and retention costs	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Other costs (incl. goods and services purchased)	(2)	0	(2)	0	(2)	(1)	(3)	(1)	(2)	(3)	(1)	(4)			n.m.	-50.0%
Direct costs (incl. intersegment direct costs)	(90)	(104)	(194)	(129)	(323)	(107)	(430)	(87)	(107)	(194)	(139)	(333)			7.8%	29.9%
<b>Contribution margin 1</b>	<b>113</b>	<b>119</b>	<b>232</b>	<b>123</b>	<b>355</b>	<b>109</b>	<b>464</b>	<b>134</b>	<b>136</b>	<b>270</b>	<b>146</b>	<b>416</b>			<b>18.7%</b>	<b>7.4%</b>
Contribution margin 1 in % of net revenue	55.7%	53.4%	54.5%	48.8%	52.4%	50.5%	51.9%	60.6%	56.0%	58.2%	51.2%	55.5%				
Total workforce expenses	(4)	(3)	(7)	(3)	(10)	(4)	(14)	(4)	(3)	(7)	(4)	(11)			33.3%	33.3%
Other operating expenses	(1)	(2)	(3)	(1)	(4)	0	(4)	(1)	(1)	(2)	(1)	(3)			0.0%	0.0%
Indirect costs (incl. intersegment indirect costs)	(5)	(5)	(10)	(4)	(14)	(4)	(18)	(5)	(4)	(9)	(5)	(14)			25.0%	25.0%
./. Capitalized costs and other income	1	0	1	0	1	0	1	1	0	1	0	1			n.m.	n.m.
<b>Contribution margin 2</b>	<b>109</b>	<b>114</b>	<b>223</b>	<b>119</b>	<b>342</b>	<b>105</b>	<b>447</b>	<b>130</b>	<b>132</b>	<b>262</b>	<b>141</b>	<b>403</b>			<b>18.5%</b>	<b>6.8%</b>
Contribution margin 2 in % of net revenue	53.7%	51.1%	52.3%	47.2%	50.4%	48.6%	50.0%	58.8%	54.3%	56.5%	49.5%	53.8%				
Depreciation, amortisation	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Lease expense	0	0	0	0	0	(1)	(1)	0	0	0	0	0			n.m.	n.m.
<b>Segment result</b>	<b>109</b>	<b>114</b>	<b>223</b>	<b>119</b>	<b>342</b>	<b>104</b>	<b>446</b>	<b>130</b>	<b>132</b>	<b>262</b>	<b>141</b>	<b>403</b>			<b>18.5%</b>	<b>6.8%</b>
CAPEX	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
Number of employees (FTE)	85		85		83		83	86		85		85			2.4%	0.0%
<b>IT, Network &amp; Infrastructure</b>																
Net revenue (incl. intersegment revenue)	20	20	40	19	59	20	79	23	21	44	21	65			10.5%	0.0%
Direct costs (incl. intersegment direct costs)	(3)	(3)	(6)	(2)	(8)	(3)	(11)	(3)	(3)	(6)	(2)	(8)			0.0%	-33.3%
<b>Contribution margin 1</b>	<b>17</b>	<b>17</b>	<b>34</b>	<b>17</b>	<b>51</b>	<b>17</b>	<b>68</b>	<b>20</b>	<b>18</b>	<b>38</b>	<b>19</b>	<b>57</b>			<b>11.8%</b>	<b>5.6%</b>
Contribution margin 1 in % of net revenue	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.				
Total workforce expenses	(219)	(203)	(422)	(198)	(620)	(216)	(836)	(210)	(191)	(401)	(187)	(588)			-5.6%	-2.1%
Maintenance	(42)	(44)	(86)	(52)	(138)	(52)	(190)	(42)	(50)	(92)	(55)	(147)			5.8%	10.0%
IT expenses	(45)	(45)	(90)	(47)	(137)	(55)	(192)	(40)	(40)	(80)	(40)	(120)			-14.9%	0.0%
Other expenses	(113)	(113)	(226)	(108)	(334)	(129)	(463)	(112)	(116)	(228)	(112)	(340)			3.7%	-3.4%
Other operating expenses	(200)	(202)	(402)	(207)	(609)	(236)	(845)	(194)	(206)	(400)	(207)	(607)			0.0%	0.5%
Indirect costs (incl. intersegment indirect costs)	(419)	(405)	(824)	(405)	(1'229)	(452)	(1'681)	(404)	(397)	(801)	(394)	(1'195)			-2.7%	-0.8%
./. Capitalized costs and other income	118	122	240	107	347	128	475	119	116	235	120	355			12.1%	3.4%
<b>Contribution margin 2</b>	<b>(284)</b>	<b>(266)</b>	<b>(550)</b>	<b>(281)</b>	<b>(831)</b>	<b>(307)</b>	<b>(1'138)</b>	<b>(265)</b>	<b>(263)</b>	<b>(528)</b>	<b>(255)</b>	<b>(783)</b>			<b>-9.3%</b>	<b>-3.0%</b>
Contribution margin 2 in % of net revenue	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.				
Depreciation, amortisation	(313)	(321)	(634)	(318)	(952)	(311)	(1'263)	(336)	(344)	(680)	(331)	(1'011)			4.1%	-3.8%
Lease expense	(34)	(33)	(67)	(35)	(102)	(34)	(136)	(36)	(37)	(73)	(35)	(108)			0.0%	-5.4%
<b>Segment result</b>	<b>(631)</b>	<b>(620)</b>	<b>(1'251)</b>	<b>(634)</b>	<b>(1'885)</b>	<b>(652)</b>	<b>(2'537)</b>	<b>(637)</b>	<b>(644)</b>	<b>(1'281)</b>	<b>(621)</b>	<b>(1'902)</b>			<b>-2.1%</b>	<b>-3.6%</b>
CAPEX	(294)	(375)	(669)	(374)	(1'043)	(493)	(1'536)	(339)	(586)	(925)	(353)	(1'278)			-5.6%	-39.8%
Number of employees (FTE)	4'853		4'727		4'741		4'650	4'595		4'508		4'463			-5.9%	-1.0%

## SCS Breakdown

	2018							2019							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
<b>Swisscom Switzerland</b>																
Net revenue (incl. intersegment revenue)	2'204	2'191	4'395	2'188	6'583	2'223	8'806	2'163	2'093	4'256	2'111	6'367			-3.5%	0.9%
Outpayments	(74)	(90)	(164)	(116)	(280)	(95)	(375)	(74)	(93)	(167)	(127)	(294)			9.5%	36.6%
Subscriber acquisition and retention costs	(101)	(105)	(206)	(94)	(300)	(131)	(431)	(80)	(42)	(122)	(51)	(173)			-45.7%	21.4%
Other costs (incl. goods and services purchased)	(285)	(259)	(544)	(284)	(828)	(337)	(1'165)	(307)	(289)	(596)	(293)	(889)			3.2%	1.4%
Direct costs (incl. intercompany direct costs)	(460)	(454)	(914)	(494)	(1'408)	(563)	(1'971)	(461)	(424)	(885)	(471)	(1'356)			-4.7%	11.1%
<b>Contribution margin 1</b>	<b>1'744</b>	<b>1'737</b>	<b>3'481</b>	<b>1'694</b>	<b>5'175</b>	<b>1'660</b>	<b>6'835</b>	<b>1'702</b>	<b>1'669</b>	<b>3'371</b>	<b>1'640</b>	<b>5'011</b>			<b>-3.2%</b>	<b>-1.7%</b>
Contribution margin 1 in % of net revenue	79.1%	79.3%	79.2%	77.4%	78.6%	74.7%	77.6%	78.7%	79.7%	79.2%	77.7%	78.7%				
Total workforce expenses	(632)	(604)	(1'236)	(573)	(1'809)	(614)	(2'423)	(610)	(579)	(1'189)	(559)	(1'748)			-2.4%	-3.5%
Other operating expenses	(242)	(266)	(508)	(264)	(772)	(333)	(1'105)	(236)	(251)	(487)	(252)	(739)			-4.5%	0.4%
Indirect costs (incl. intersegment indirect costs)	(874)	(870)	(1'744)	(837)	(2'581)	(947)	(3'528)	(846)	(830)	(1'676)	(811)	(2'487)			-3.1%	-2.3%
./. Capitalized costs and other income	65	66	131	62	193	76	269	73	70	143	78	221			25.8%	11.4%
<b>Contribution margin 2</b>	<b>935</b>	<b>933</b>	<b>1'868</b>	<b>919</b>	<b>2'787</b>	<b>789</b>	<b>3'576</b>	<b>929</b>	<b>909</b>	<b>1'838</b>	<b>907</b>	<b>2'745</b>			<b>-1.3%</b>	<b>-0.2%</b>
Contribution margin 2 in % of net revenue	42.4%	42.6%	42.5%	42.0%	42.3%	35.5%	40.6%	42.9%	43.4%	43.2%	43.0%	43.1%				
Depreciation, amortisation	(370)	(376)	(746)	(368)	(1'114)	(357)	(1'471)	(381)	(389)	(770)	(372)	(1'142)			1.1%	-4.4%
Lease expense	(56)	(53)	(109)	(57)	(166)	(55)	(221)	(56)	(57)	(113)	(55)	(168)			-3.5%	-3.5%
<b>Segment result</b>	<b>509</b>	<b>504</b>	<b>1'013</b>	<b>494</b>	<b>1'507</b>	<b>377</b>	<b>1'884</b>	<b>492</b>	<b>463</b>	<b>955</b>	<b>480</b>	<b>1'435</b>			<b>-2.8%</b>	<b>3.7%</b>
CAPEX	(311)	(400)	(711)	(391)	(1'102)	(518)	(1'620)	(353)	(601)	(954)	(370)	(1'324)			-5.4%	-38.4%
Number of employees (FTE)	15'014		14'562		14'522		14'448	14'340		14'236		14'095			-2.9%	-1.0%

### Remarks:

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## Fastweb

	2018							2019							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
<b>Fastweb ( in EUR million)</b>																
Consumer	257	264	521	264	785	265	1'050	269	273	542	277	819			4.9%	1.5%
Enterprise	180	188	368	190	558	222	780	202	214	416	211	627			11.1%	-1.4%
Wholesale	53	66	119	49	168	99	267	42	45	87	45	132			-8.2%	0.0%
Other revenue	0	0	0	0	0	0	0	0	0	0	0	0			n.m.	n.m.
<b>Net revenue from external customers</b>	<b>490</b>	<b>518</b>	<b>1'008</b>	<b>503</b>	<b>1'511</b>	<b>586</b>	<b>2'097</b>	<b>513</b>	<b>532</b>	<b>1'045</b>	<b>533</b>	<b>1'578</b>			<b>6.0%</b>	<b>0.2%</b>
Intersegment revenue	2	1	3	2	5	2	7	1	3	4	2	6			0.0%	-33.3%
<b>Net revenue</b>	<b>492</b>	<b>519</b>	<b>1'011</b>	<b>505</b>	<b>1'516</b>	<b>588</b>	<b>2'104</b>	<b>514</b>	<b>535</b>	<b>1'049</b>	<b>535</b>	<b>1'584</b>			<b>5.9%</b>	<b>0.0%</b>
Operating expenses	(344)	(349)	(693)	(327)	(1'020)	(388)	(1'408)	(357)	(353)	(710)	(345)	(1'055)			5.5%	-2.3%
<b>EBITDA</b>	<b>148</b>	<b>170</b>	<b>318</b>	<b>178</b>	<b>496</b>	<b>200</b>	<b>696</b>	<b>157</b>	<b>182</b>	<b>339</b>	<b>190</b>	<b>529</b>			<b>6.7%</b>	<b>4.4%</b>
EBITDA in % of net revenue	30.1%	32.8%	31.5%	35.2%	32.7%	34.0%	33.1%	30.5%	34.0%	32.3%	35.5%	33.4%				
Depreciation, amortisation	(129)	(121)	(250)	(123)	(373)	(136)	(509)	(139)	(135)	(274)	(141)	(415)			14.6%	4.4%
Lease expense	(4)	(4)	(8)	(5)	(13)	(10)	(23)	(7)	(8)	(15)	(9)	(24)			80.0%	12.5%
<b>Segment result</b>	<b>15</b>	<b>45</b>	<b>60</b>	<b>50</b>	<b>110</b>	<b>54</b>	<b>164</b>	<b>11</b>	<b>39</b>	<b>50</b>	<b>40</b>	<b>90</b>			<b>-20.0%</b>	<b>2.6%</b>
CAPEX	(159)	(138)	(297)	(135)	(432)	(225)	(657)	(143)	(154)	(297)	(146)	(443)			8.1%	-5.2%
Number of employees (FTE)	2'510		2'483		2'470		2'484	2'458		2'451		2'467			-0.1%	0.7%

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## Free Cash Flow

	2018							2019							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
<b>Operating income (EBITDA)</b>	<b>1'058</b>	<b>1'085</b>	<b>2'143</b>	<b>1'088</b>	<b>3'231</b>	<b>982</b>	<b>4'213</b>	<b>1'119</b>	<b>1'121</b>	<b>2'240</b>	<b>1'120</b>	<b>3'360</b>			<b>2.9%</b>	<b>-0.1%</b>
Capital expenditure	(501)	(568)	(1'069)	(552)	(1'621)	(783)	(2'404)	(518)	(779)	(1'297)	(536)	(1'833)			-2.9%	-31.2%
Lease expense	0	0	0	0	0	0	0	(68)	(69)	(137)	(69)	(206)			n.m.	0.0%
<b>Operating free cash flow proxy</b>	<b>557</b>	<b>517</b>	<b>1'074</b>	<b>536</b>	<b>1'610</b>	<b>199</b>	<b>1'809</b>	<b>533</b>	<b>273</b>	<b>806</b>	<b>515</b>	<b>1'321</b>			<b>-3.9%</b>	<b>88.6%</b>
Change in net working capital	(215)	(143)	(358)	10	(348)	209	(139)	(41)	(120)	(161)	109	(52)			n.m.	n.m.
Change in defined benefit obligations	15	15	30	17	47	17	64	12	14	26	16	42			-5.9%	14.3%
Net interest paid	(7)	(10)	(17)	(71)	(88)	(45)	(133)	(3)	(2)	(5)	(49)	(54)			-31.0%	n.m.
Income taxes paid	(164)	(108)	(272)	(41)	(313)	19	(294)	(242)	(51)	(293)	(54)	(347)			31.7%	5.9%
Other cash flows from operating activities	2	4	6	1	7	5	12	(15)	18	3	(15)	(12)			n.m.	n.m.
<b>Free cash flow</b>	<b>188</b>	<b>275</b>	<b>463</b>	<b>452</b>	<b>915</b>	<b>404</b>	<b>1'319</b>	<b>244</b>	<b>132</b>	<b>376</b>	<b>522</b>	<b>898</b>			<b>15.5%</b>	<b>295.5%</b>

### Remarks:

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## Operational data

	2018							2019							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
<b>Operational data Swisscom Switzerland</b>																
<b>Product view (in thousands)</b>																
Wireless subscribers	6'451		6'434		6'409		6'370	6'378		6'368		6'358			-0.8%	-0.2%
Broadband lines	2'025		2'028		2'030		2'033	2'030		2'024		2'027			-0.1%	0.1%
Wireline voice access lines	1'977		1'906		1'846		1'788	1'737		1'683		1'643			-11.0%	-2.4%
TV subscribers	1'492		1'501		1'510		1'519	1'523		1'529		1'540			2.0%	0.7%
<b>Total number of underlying products</b>	<b>11'945</b>		<b>11'869</b>		<b>11'795</b>		<b>11'710</b>	<b>11'668</b>		<b>11'604</b>		<b>11'568</b>			<b>-1.9%</b>	<b>-0.3%</b>
<b>Wireless</b>																
<b>Wireless subscribers (in thousands)</b>																
Wireless subscribers prepaid	1'805		1'785		1'741		1'694	1'671		1'646		1'605			-7.8%	-2.5%
Wireless subscribers postpaid value	4'041		4'044		4'065		4'072	4'098		4'111		4'133			1.7%	0.5%
Wireless subscribers postpaid volume (data, multi-SIM)	605		605		603		604	609		611		620			2.8%	1.5%
Wireless subscribers postpaid	4'646		4'649		4'668		4'676	4'707		4'722		4'753			1.8%	0.7%
<b>Wireless subscribers</b>	<b>6'451</b>		<b>6'434</b>		<b>6'409</b>		<b>6'370</b>	<b>6'378</b>		<b>6'368</b>		<b>6'358</b>			<b>-0.8%</b>	<b>-0.2%</b>
Infinity subscribers	1'157		989		840		704	584		484		396			-52.9%	-18.2%
inOne mobile subscribers	1'257		1'449		1'642		1'822	1'945		2'027		2'109			28.4%	4.0%
<b>Infinity / inOne mobile subscribers</b>	<b>2'414</b>		<b>2'438</b>		<b>2'481</b>		<b>2'526</b>	<b>2'528</b>		<b>2'511</b>		<b>2'505</b>			<b>1.0%</b>	<b>-0.2%</b>
<b>ARPU wireless (in CHF)</b>																
Blended wireless ARPU	39	39	39	39	39	38	39	38	38	38	38	38	38		-2.6%	0.0%
Blended wireless ARPU IFRS	36	37	36	37	37	36	36	35	35	35	36	35			-2.7%	2.9%
ARPU postpaid	53	54	54	54	54	52	53	50	49	50	49	49			-9.3%	0.0%
ARPU postpaid IFRS	50	50	50	50	50	48	49	47	46	46	46	46			-8.0%	0.0%
<b>Wireless cancellation rate (annualised, in %)</b>																
Wireless cancellation rate postpaid value	8.5%	7.5%	8.0%	7.3%	7.8%	8.4%	7.9%	9.3%	8.5%	8.9%	8.4%	8.7%				
Wireless cancellation rate postpaid	9.8%	10.1%	9.9%	9.4%	9.7%	10.0%	9.8%	13.0%	10.8%	11.9%	10.5%	11.4%				
<b>Wireless traffic data domestic (in million GB)</b>																
Traffic data domestic	81.7	87.6	169.3	82.3	251.6	93.7	345.3	96.5	101.7	198.2	112.7	310.9			36.9%	10.8%
<b>Wireline</b>																
<b>Broadband lines (in thousands)</b>																
Broadband lines in single products	89		73		59		45	35		25		18			-69.5%	-28.0%
Broadband lines in bundle products	1'936		1'955		1'971		1'988	1'995		1'999		2'009			1.9%	0.5%
<b>Broadband lines</b>	<b>2'025</b>		<b>2'028</b>		<b>2'030</b>		<b>2'033</b>	<b>2'030</b>		<b>2'024</b>		<b>2'027</b>			<b>-0.1%</b>	<b>0.1%</b>
thereof Broadband lines >80 Mbps	1'098		1'130		1'174		1'240	1'269		1'335		1'386			18.1%	3.8%
<b>Wireline voice access lines (in thousands)</b>																
Wireline voice access lines in single products	630		559		501		446	404		361		328			-34.5%	-9.1%
Wireline voice access lines in bundle products	1'347		1'347		1'345		1'342	1'333		1'322		1'315			-2.2%	-0.5%
<b>Wireline voice access lines</b>	<b>1'977</b>		<b>1'906</b>		<b>1'846</b>		<b>1'788</b>	<b>1'737</b>		<b>1'683</b>		<b>1'643</b>			<b>-11.0%</b>	<b>-2.4%</b>



## Operational data

	2018							2019							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2	
<b>TV subscribers (in thousands)</b>																	
TV subscribers	1'492		1'501	1'510		1'519		1'523		1'529	1'540				2.0%	0.7%	
<b>Wholesale</b>																	
<b>Wholesale lines (in thousands)</b>																	
Full access lines	100		95	91		87		83		79	75				-17.6%	-5.1%	
Wholesale broadband lines	449		462	472		481		492		502	509				7.8%	1.4%	
<b>Operational data Retail Customers</b>																	
<b>Product view (in thousands)</b>																	
Wireless subscribers	5'186		5'164	5'126		5'076		5'106		5'114	5'109				-0.3%	-0.1%	
Broadband lines	1'988		1'991	1'993		1'998		1'995		1'992	1'996				0.2%	0.2%	
Wireline voice access lines	1'779		1'730	1'684		1'641		1'601		1'564	1'537				-8.7%	-1.7%	
TV subscribers	1'492		1'501	1'510		1'519		1'523		1'529	1'540				2.0%	0.7%	
<b>Total number of underlying products</b>	<b>10'445</b>		<b>10'386</b>	<b>10'313</b>		<b>10'234</b>		<b>10'225</b>		<b>10'199</b>	<b>10'182</b>				<b>-1.3%</b>	<b>-0.2%</b>	
<b>ARPU underlying products (in CHF)</b>																	
Blended ARPUP	41		41	41		41		41		41	41				0.0%	0.0%	
<b>Bundle products</b>																	
<b>Bundle subscription (in thousands)</b>																	
2Play bundle	434		442	441		444		455		445	446				1.1%	0.2%	
3Play bundle	1'100		1'110	1'123		1'133		1'129		1'140	1'146				2.0%	0.5%	
4Play bundle	391		389	391		393		391		392	393				0.5%	0.3%	
<b>Total bundle subscriptions</b>	<b>1'925</b>		<b>1'941</b>	<b>1'955</b>		<b>1'970</b>		<b>1'975</b>		<b>1'977</b>	<b>1'985</b>				<b>1.5%</b>	<b>0.4%</b>	
thereof fix-mobile bundle subscriptions	758		779	801		822		830		851	867				8.2%	1.9%	
<b>Bundle revenue (in CHF million)</b>																	
2Play bundle	115		119	234		124		134		130	264		131		395	5.6%	0.8%
3Play bundle	424		443	867		454		1'321		461	1'782		464		1'399	2.2%	-0.2%
4Play bundle	225		229	454		235		689		239	928		240		727	2.1%	-0.4%
<b>ARPU bundle (in CHF)</b>																	
Blended ARPU 2Play bundle	90		91	90		93		91		95	93				5.4%	1.0%	
Blended ARPU 3Play bundle	129		134	132		135		133		136	134				0.0%	-1.5%	
Blended ARPU 4Play bundle	192		196	194		202		197		203	198				0.5%	-1.5%	
Blended ARPU bundle	132		136	134		138		135		140	136				1.4%	0.0%	

## Operational data

	2018							2019							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
<b>Wireless</b>																
<b>Wireless subscribers (in thousands)</b>																
Wireless subscribers prepaid	1'805		1'785		1'741		1'694	1'671		1'646		1'605			-7.8%	-2.5%
Wireless subscribers postpaid value	3'145		3'146		3'155		3'157	3'172		3'188		3'207			1.6%	0.6%
Wireless subscribers postpaid volume (data, multi-SIM)	236		233		230		225	263		280		297			29.1%	6.1%
Wireless subscribers postpaid	3'381		3'379		3'385		3'382	3'435		3'468		3'504			3.5%	1.0%
<b>Wireless subscribers</b>	<b>5'186</b>		<b>5'164</b>		<b>5'126</b>		<b>5'076</b>	<b>5'106</b>		<b>5'114</b>		<b>5'109</b>			<b>-0.3%</b>	<b>-0.1%</b>
Infinity / inOne penetration in % of postpaid value subscribers	75%		76%		78%		79%	79%		78%		78%				
Infinity subscribers	1'117		957		815		685	568		476		392			-51.9%	-17.6%
inOne mobile subscribers	1'257		1'449		1'642		1'822	1'944		2'026		2'109			28.4%	4.1%
<b>Total Infinity / inOne mobile subscribers</b>	<b>2'374</b>		<b>2'406</b>		<b>2'456</b>		<b>2'507</b>	<b>2'513</b>		<b>2'502</b>		<b>2'501</b>			<b>1.8%</b>	<b>0.0%</b>
thereof inOne mobile subscribers in bundle	689		809		920		1'018	1'052		1'129		1'216			32.2%	7.7%
<b>ARPU wireless (in CHF)</b>																
ARPU prepaid	5	5	5	5	5	5	5	5	5	5	5	5	5	5	0.0%	0.0%
ARPU postpaid	62	62	62	62	62	61	62	59	57	58	57	58	58	58	-8.1%	0.0%
ARPU postpaid IFRS	57	57	57	57	57	56	57	54	53	53	53	53	53	53	-7.0%	0.0%
<b>Blended wireless ARPU</b>	<b>41</b>	<b>41</b>	<b>41</b>	<b>42</b>	<b>41</b>	<b>41</b>	<b>41</b>	<b>40</b>	<b>40</b>	<b>40</b>	<b>41</b>	<b>40</b>	<b>40</b>	<b>40</b>	<b>-2.4%</b>	<b>2.5%</b>
Blended wireless ARPU IFRS	38	38	38	39	38	38	38	37	37	37	38	37	37	37	-2.6%	2.7%
ARPU Infinity / inOne	76	75	76	75	75	72	75	71	69	70	70	70	70	70	-6.7%	1.4%
<b>Wireless cancellation rate (annualised, in %)</b>																
Wireless cancellation rate postpaid value	7.7%	7.0%	7.4%	7.3%	7.3%	8.2%	7.5%	8.4%	7.1%	7.7%	7.6%	7.7%	7.7%	7.7%		
Wireless cancellation rate postpaid	9.1%	8.5%	8.8%	8.8%	8.8%	9.6%	9.0%	9.9%	8.4%	9.1%	9.0%	9.1%	9.1%	9.1%		
<b>Wireline</b>																
<b>Broadband lines (in thousands)</b>																
Broadband lines in single products	63		50		38		28	20		15		11			-71.1%	-26.7%
Broadband lines in bundle products	1'925		1'941		1'955		1'970	1'975		1'977		1'985			1.5%	0.4%
<b>Broadband lines</b>	<b>1'988</b>		<b>1'991</b>		<b>1'993</b>		<b>1'998</b>	<b>1'995</b>		<b>1'992</b>		<b>1'996</b>			<b>0.2%</b>	<b>0.2%</b>
thereof inOne Broadband lines	833		954		1'055		1'137	1'201		1'252		1'302			23.4%	4.0%
thereof inOne fix-mobile bundle	444		516		578		631	668		705		738			27.7%	4.7%
<b>Wireline voice access lines (in thousands)</b>																
Wireline Voice access lines in single products	435		387		343		304	273		248		228			-33.5%	-8.1%
Wireline Voice access lines in bundle products	1'344		1'343		1'341		1'337	1'328		1'316		1'309			-2.4%	-0.5%
<b>Wireline voice access lines</b>	<b>1'779</b>		<b>1'730</b>		<b>1'684</b>		<b>1'641</b>	<b>1'601</b>		<b>1'564</b>		<b>1'537</b>			<b>-8.7%</b>	<b>-1.7%</b>
thereof inOne Wireline voice access lines	520		592		652		697	731		756		780			19.6%	3.2%
<b>TV subscribers (in thousands)</b>																
<b>TV subscribers</b>	<b>1'492</b>		<b>1'501</b>		<b>1'510</b>		<b>1'519</b>	<b>1'523</b>		<b>1'529</b>		<b>1'540</b>			<b>2.0%</b>	<b>0.7%</b>
thereof inOne TV subscribers	660		758		837		902	956		1'004		1'049			25.3%	4.5%
<b>ARPU wireline (in CHF)</b>																
Blended wireline ARPU	40	41	41	41	41	41	41	41	41	41	41	41	41	41	0.0%	0.0%

## Operational data

	2018							2019							Change	
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<b>Households (in thousands)</b>																
Households wireline	2'361		2'329		2'298		2'274	2'248		2'225		2'213			-3.7%	-0.5%
RGU per household (#)	2.22		2.24		2.26		2.27	2.28		2.29		2.29			1.3%	0.0%
ARPU household (in CHF)	90	92	91	93	91	94	92	94	94	94	94	94	94		1.1%	0.0%
<b>Operational data Enterprise Customers</b>																
<b>Product view (in thousands)</b>																
Wireless subscribers	1'265		1'270		1'283		1'294	1'272		1'254		1'249			-2.7%	-0.4%
Broadband lines	37		37		37		35	35		32		31			-16.2%	-3.1%
Wireline voice access lines	198		176		162		147	136		119		106			-34.6%	-10.9%
<b>Total number of underlying products</b>	<b>1'500</b>		<b>1'483</b>		<b>1'482</b>		<b>1'476</b>	<b>1'443</b>		<b>1'405</b>		<b>1'386</b>			<b>-6.5%</b>	<b>-1.4%</b>
<b>ARPU underlying products (in CHF)</b>																
Blended ARPUP	56	59	58	58	58	55	57	54	55	54	54	54	54		-6.9%	-1.8%
<b>Wireless</b>																
<b>Wireless subscribers (in thousands)</b>																
Wireless subscribers postpaid value	896		898		910		915	926		923		926			1.8%	0.3%
Wireless subscribers postpaid volume (data, multi-SIM)	369		372		373		379	346		331		323			-13.4%	-2.4%
Wireless subscribers postpaid	1'265		1'270		1'283		1'294	1'272		1'254		1'249			-2.7%	-0.4%
<b>Wireless subscribers</b>	<b>1'265</b>		<b>1'270</b>		<b>1'283</b>		<b>1'294</b>	<b>1'272</b>		<b>1'254</b>		<b>1'249</b>			<b>-2.7%</b>	<b>-0.4%</b>
<b>ARPU wireless (in CHF)</b>																
Blended wireless ARPU	30	31	30	30	30	28	30	26	27	27	27	27	27		-10.0%	0.0%
<b>Wireline</b>																
<b>Broadband lines (in thousands)</b>																
Broadband lines	37		37		37		35	35		32		31			-16.2%	-3.1%
<b>Wireline voice access lines (in thousands)</b>																
Wireline voice access lines	198		176		162		147	136		119		106			-34.6%	-10.9%
<b>Operational data Wholesale</b>																
<b>Wireline</b>																
<b>Full access lines (in thousands)</b>																
Full access lines	100		95		91		87	83		79		75			-17.6%	-5.1%
<b>Broadband lines (in thousands)</b>																
Wholesale broadband lines	449		462		472		481	492		502		509			7.8%	1.4%

## Operational data

	2018							2019							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q3	QoQ Q3/Q2
Operational data Fastweb																
Broadband customers (in thousands)																
Broadband customers	2'483		2'500		2'518		2'547	2'575		2'600		2'610			3.7%	0.4%
Wireless customers (in thousands)																
Wireless customers	1'185		1'280		1'324		1'432	1'517		1'629		1'742			31.6%	6.9%

**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.