

Facts & Figures

as per December 31, 2017

[P&L overview](#)

[P&L breakdown](#)

[OPEX breakdown](#)

[Swisscom Switzerland breakdown](#)

[Fastweb \(EUR\)](#)

[Operating free cash flow](#)

[Operational data](#)



P&L Overview

	2016							2017							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Retail Customers	1'532	1'513	3'045	1'532	4'577	1'555	6'132	1'497	1'481	2'978	1'478	4'456	1'515	5'971	-2.6%	-2.6%	2.5%
Enterprise Customers	609	603	1'212	579	1'791	630	2'421	586	599	1'185	586	1'771	631	2'402	-0.8%	0.2%	7.7%
Wholesale	139	148	287	149	436	155	591	138	135	273	157	430	148	578	-2.2%	-4.5%	-5.7%
IT, Network & Infrastructure	5	7	12	12	24	7	31	6	7	13	6	19	7	26	-16.1%	0.0%	16.7%
Swisscom Switzerland	2'285	2'271	4'556	2'272	6'828	2'347	9'175	2'227	2'222	4'449	2'227	6'676	2'301	8'977	-2.2%	-2.0%	3.3%
Fastweb	480	481	961	473	1'434	514	1'948	482	508	990	554	1'544	611	2'155	10.6%	18.9%	10.3%
Other operating segments	120	131	251	129	380	139	519	122	129	251	132	383	146	529	1.9%	5.0%	10.6%
Group Headquarters	0	1	1	0	1	0	1	0	0	0	1	1	0	1	0.0%	n.m.	-100.0%
Net revenue from external customers	2'885	2'884	5'769	2'874	8'643	3'000	11'643	2'831	2'859	5'690	2'914	8'604	3'058	11'662	0.2%	1.9%	4.9%
Direct costs	(649)	(667)	(1'316)	(685)	(2'001)	(758)	(2'759)	(606)	(599)	(1'205)	(678)	(1'883)	(783)	(2'666)	-3.4%	3.3%	15.5%
Personnel expenses	(765)	(743)	(1'508)	(695)	(2'203)	(744)	(2'947)	(753)	(738)	(1'491)	(695)	(2'186)	(816)	(3'002)	1.9%	9.7%	17.4%
Other operating expenses	(492)	(491)	(983)	(508)	(1'491)	(621)	(2'112)	(490)	(525)	(1'015)	(533)	(1'548)	(659)	(2'207)	4.5%	6.1%	23.6%
Capitalized costs and other income	102	163	265	94	359	109	468	91	190	281	86	367	141	508	8.5%	29.4%	64.0%
Operating income (EBITDA)	1'081	1'146	2'227	1'080	3'307	986	4'293	1'073	1'187	2'260	1'094	3'354	941	4'295	0.0%	-4.6%	-14.0%
Depreciation, amortization and impairment	(546)	(546)	(1'092)	(524)	(1'616)	(529)	(2'145)	(523)	(534)	(1'057)	(531)	(1'588)	(576)	(2'164)	0.9%	8.9%	8.5%
Operating income (EBIT)	535	600	1'135	556	1'691	457	2'148	550	653	1'203	563	1'766	365	2'131	-0.8%	-20.1%	-35.2%
Financial income and financial expense, net	(79)	(66)	(145)	(36)	(181)	26	(155)	(49)	(49)	(98)	(20)	(118)	(42)	(160)	3.2%	n.m.	110.0%
Share of profit of investments in associates	0	0	0	1	1	(4)	(3)	(1)	(2)	(3)	(3)	(6)	(5)	(11)	266.7%	25.0%	66.7%
Income before income tax expense	456	534	990	521	1'511	479	1'990	500	602	1'102	540	1'642	318	1'960	-1.5%	-33.6%	-41.1%
Income tax expense	(92)	(110)	(202)	(112)	(314)	(72)	(386)	(127)	(136)	(263)	(110)	(373)	(19)	(392)	1.6%	-73.6%	-82.7%
Income from continuing operations	364	424	788	409	1'197	407	1'604	373	466	839	430	1'269	299	1'568	-2.2%	-26.5%	-30.5%
Income from discontinued operations	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Net income	364	424	788	409	1'197	407	1'604	373	466	839	430	1'269	299	1'568	-2.2%	-26.5%	-30.5%
Net income attributable to equity holders of Swisscom AG	365	424	789	410	1'199	405	1'604	373	467	840	430	1'270	300	1'570	-2.1%	-25.9%	-30.2%
Net income attributable to minority interests	(1)	0	(1)	(1)	(2)	2	0	0	(1)	(1)	0	(1)	(1)	(2)	n.m.	n.m.	n.m.
Average number of shares outstanding (in million)	51.801	51.800	51.801	51.800	51.800	51.800	51.800	51.800	51.800	51.800	51.801	51.800	51.801	51.801	0.0%	0.0%	0.0%
Earnings per share (EPS) in CHF	7.05	8.19	15.23	7.92	23.15	7.82	30.97	7.20	9.02	16.22	8.30	24.52	5.79	30.31	-2.1%	-26.0%	-30.2%

Remarks:

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

P&L Breakdown

	2016							2017							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Group revenue																	
Retail Customers	1'565	1'549	3'114	1'563	4'677	1'588	6'265	1'517	1'501	3'018	1'499	4'517	1'536	6'053	-3.4%	-3.3%	2.5%
Enterprise Customers	642	631	1'273	608	1'881	659	2'540	612	626	1'238	613	1'851	657	2'508	-1.3%	-0.3%	7.2%
Wholesale	217	247	464	267	731	248	979	206	215	421	277	698	246	944	-3.6%	-0.8%	-11.2%
IT, Network & Infrastructure	41	42	83	48	131	42	173	42	42	84	41	125	42	167	-3.5%	0.0%	2.4%
Intersegment elimination	(160)	(177)	(337)	(193)	(530)	(170)	(700)	(131)	(143)	(274)	(180)	(454)	(160)	(614)	-12.3%	-5.9%	-11.1%
Swisscom Switzerland	2'305	2'292	4'597	2'293	6'890	2'367	9'257	2'246	2'241	4'487	2'250	6'737	2'321	9'058	-2.1%	-1.9%	3.2%
Fastweb	482	483	965	476	1'441	516	1'957	484	511	995	556	1'551	613	2'164	10.6%	18.8%	10.3%
Other operating segments	170	195	365	199	564	225	789	187	210	397	215	612	238	850	7.7%	5.8%	10.7%
Group Headquarters	0	1	1	0	1	1	2	0	1	1	1	2	(1)	1	-50.0%	n.m.	n.m.
Net revenue incl. intersegment revenue	2'957	2'971	5'928	2'968	8'896	3'109	12'005	2'917	2'963	5'880	3'022	8'902	3'171	12'073	0.6%	2.0%	4.9%
Intersegment elimination	(72)	(87)	(159)	(94)	(253)	(109)	(362)	(86)	(104)	(190)	(108)	(298)	(113)	(411)	13.5%	3.7%	4.6%
Net revenue from external customers	2'885	2'884	5'769	2'874	8'643	3'000	11'643	2'831	2'859	5'690	2'914	8'604	3'058	11'662	0.2%	1.9%	4.9%
Retail Customers revenue																	
Bundles	602	608	1'210	631	1'841	654	2'495	674	689	1'363	711	2'074	744	2'818	12.9%	13.8%	4.6%
Wireless access	416	418	834	418	1'252	426	1'678	417	414	831	408	1'239	392	1'631	-2.8%	-8.0%	-3.9%
Wireless traffic & VAS	104	104	208	113	321	97	418	84	86	170	91	261	72	333	-20.3%	-25.8%	-20.9%
Wireless	520	522	1'042	531	1'573	523	2'096	501	500	1'001	499	1'500	464	1'964	-6.3%	-11.3%	-7.0%
Wireline telephony access	123	117	240	111	351	100	451	91	80	171	71	242	61	303	-32.8%	-39.0%	-14.1%
Wireline telephony traffic & VAS	56	51	107	46	153	43	196	37	30	67	26	93	22	115	-41.3%	-48.8%	-15.4%
Wireline telephony	179	168	347	157	504	143	647	128	110	238	97	335	83	418	-35.4%	-42.0%	-14.4%
Wireline internet	67	63	130	57	187	48	235	39	35	74	30	104	25	129	-45.1%	-47.9%	-16.7%
Wireline TV	13	12	25	10	35	5	40	10	9	19	3	22	8	30	-25.0%	60.0%	166.7%
Wireline business networks	1	2	3	1	4	1	5	1	1	2	2	4	1	5	0.0%	0.0%	-50.0%
Wireline	260	245	505	225	730	197	927	178	155	333	132	465	117	582	-37.2%	-40.6%	-11.4%
Single products	780	767	1'547	756	2'303	720	3'023	679	655	1'334	631	1'965	581	2'546	-15.8%	-19.3%	-7.9%
Service revenue	1'382	1'375	2'757	1'387	4'144	1'374	5'518	1'353	1'344	2'697	1'342	4'039	1'325	5'364	-2.8%	-3.6%	-1.3%
Solutions	5	7	12	8	20	9	29	9	8	17	10	27	10	37	27.6%	11.1%	0.0%
Hardware sales	112	104	216	103	319	138	457	104	99	203	101	304	147	451	-1.3%	6.5%	45.5%
Other sales	33	27	60	34	94	34	128	31	30	61	25	86	33	119	-7.0%	-2.9%	32.0%
Net revenue from external customers	1'532	1'513	3'045	1'532	4'577	1'555	6'132	1'497	1'481	2'978	1'478	4'456	1'515	5'971	-2.6%	-2.6%	2.5%
Intersegment revenue	33	36	69	31	100	33	133	20	20	40	21	61	21	82	-38.3%	-36.4%	0.0%
Net revenue Retail Customers	1'565	1'549	3'114	1'563	4'677	1'588	6'265	1'517	1'501	3'018	1'499	4'517	1'536	6'053	-3.4%	-3.3%	2.5%

P&L Breakdown

	2016							2017							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Enterprise Customers revenue																	
Bundles	1	2	3	2	5	2	7	3	4	7	5	12	7	19	171.4%	250.0%	40.0%
Wireless access	61	61	122	65	187	71	258	71	73	144	75	219	76	295	14.3%	7.0%	1.3%
Wireless traffic & VAS	64	64	128	61	189	56	245	49	49	98	46	144	43	187	-23.7%	-23.2%	-6.5%
Wireless	125	125	250	126	376	127	503	120	122	242	121	363	119	482	-4.2%	-6.3%	-1.7%
Wireline telephony access	29	29	58	28	86	27	113	26	25	51	24	75	23	98	-13.3%	-14.8%	-4.2%
Wireline telephony traffic & VAS	29	28	57	27	84	27	111	27	25	52	23	75	24	99	-10.8%	-11.1%	4.3%
Wireline telephony	58	57	115	55	170	54	224	53	50	103	47	150	47	197	-12.1%	-13.0%	0.0%
Wireline internet	17	15	32	17	49	18	67	17	14	31	17	48	15	63	-6.0%	-16.7%	-11.8%
Wireline business networks	70	70	140	68	208	73	281	70	72	142	68	210	69	279	-0.7%	-5.5%	1.5%
Wireline	145	142	287	140	427	145	572	140	136	276	132	408	131	539	-5.8%	-9.7%	-0.8%
Single products	270	267	537	266	803	272	1'075	260	258	518	253	771	250	1'021	-5.0%	-8.1%	-1.2%
Business numbers	16	16	32	14	46	16	62	16	15	31	15	46	15	61	-1.6%	-6.3%	0.0%
Service revenue	287	285	572	282	854	290	1'144	279	277	556	273	829	272	1'101	-3.8%	-6.2%	-0.4%
Solutions	268	269	537	252	789	283	1'072	261	271	532	264	796	288	1'084	1.1%	1.8%	9.1%
Hardware sales	45	41	86	41	127	53	180	43	46	89	41	130	67	197	9.4%	26.4%	63.4%
Other sales	9	8	17	4	21	4	25	3	5	8	8	16	4	20	-20.0%	0.0%	-50.0%
Net revenue from external customers	609	603	1'212	579	1'791	630	2'421	586	599	1'185	586	1'771	631	2'402	-0.8%	0.2%	7.7%
Intersegment revenue	33	28	61	29	90	29	119	26	27	53	27	80	26	106	-10.9%	-10.3%	-3.7%
Net revenue Enterprise Customers	642	631	1'273	608	1'881	659	2'540	612	626	1'238	613	1'851	657	2'508	-1.3%	-0.3%	7.2%
Wholesale revenue																	
Wholesale termination	40	41	81	39	120	41	161	25	26	51	24	75	25	100	-37.9%	-39.0%	4.2%
Wholesale voice	19	18	37	17	54	19	73	18	17	35	19	54	21	75	2.7%	10.5%	10.5%
Wholesale data	18	17	35	18	53	18	71	17	18	35	18	53	19	72	1.4%	5.6%	5.6%
Wholesale broadband	22	23	45	22	67	24	91	24	25	49	26	75	27	102	12.1%	12.5%	3.8%
Wholesale fiber	2	1	3	2	5	2	7	2	1	3	3	6	3	9	28.6%	50.0%	0.0%
Wholesale services	61	59	120	59	179	63	242	61	61	122	66	188	70	258	6.6%	11.1%	6.1%
Inbound roaming	36	45	81	47	128	47	175	49	44	93	64	157	50	207	18.3%	6.4%	-21.9%
Other sales	2	3	5	4	9	4	13	3	4	7	3	10	3	13	0.0%	-25.0%	0.0%
Net revenue from external customers	139	148	287	149	436	155	591	138	135	273	157	430	148	578	-2.2%	-4.5%	-5.7%
Intersegment revenue	78	99	177	118	295	93	388	68	80	148	120	268	98	366	-5.7%	5.4%	-18.3%
Net revenue Wholesale	217	247	464	267	731	248	979	206	215	421	277	698	246	944	-3.6%	-0.8%	-11.2%

P&L Breakdown

	2016							2017							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
IT, Network & Infrastructure revenue																	
Other sales (facility & fleet management)	5	7	12	12	24	7	31	6	7	13	6	19	7	26	-16.1%	0.0%	16.7%
Net revenue from external customers	5	7	12	12	24	7	31	6	7	13	6	19	7	26	-16.1%	0.0%	16.7%
Intersegment revenue	36	35	71	36	107	35	142	36	35	71	35	106	35	141	-0.7%	0.0%	0.0%
Net revenue IT, Network & Infrastructure	41	42	83	48	131	42	173	42	42	84	41	125	42	167	-3.5%	0.0%	2.4%
Swisscom Switzerland revenue																	
Bundles	603	610	1'213	633	1'846	656	2'502	676	694	1'370	716	2'086	751	2'837	13.4%	14.5%	4.9%
Wireless access	477	479	956	483	1'439	497	1'936	489	486	975	483	1'458	467	1'925	-0.6%	-6.0%	-3.3%
Wireless traffic & VAS	169	167	336	174	510	153	663	133	135	268	137	405	115	520	-21.6%	-24.8%	-16.1%
Wireless	646	646	1'292	657	1'949	650	2'599	622	621	1'243	620	1'863	582	2'445	-5.9%	-10.5%	-6.1%
Wireline telephony access	152	145	297	140	437	128	565	117	105	222	96	318	83	401	-29.0%	-35.2%	-13.5%
Wireline telephony traffic & VAS	85	80	165	72	237	69	306	64	55	119	49	168	46	214	-30.1%	-33.3%	-6.1%
Wireline telephony	237	225	462	212	674	197	871	181	160	341	145	486	129	615	-29.4%	-34.5%	-11.0%
Wireline internet	83	79	162	74	236	66	302	56	49	105	46	151	41	192	-36.4%	-37.9%	-10.9%
Wireline TV	13	12	25	10	35	5	40	10	9	19	3	22	8	30	-25.0%	60.0%	166.7%
Wireline business networks	71	72	143	69	212	74	286	71	73	144	70	214	70	284	-0.7%	-5.4%	0.0%
Wireline	404	388	792	365	1'157	342	1'499	318	291	609	264	873	248	1'121	-25.2%	-27.5%	-6.1%
Single products	1'050	1'034	2'084	1'022	3'106	992	4'098	940	912	1'852	884	2'736	830	3'566	-13.0%	-16.3%	-6.1%
Business numbers	16	16	32	14	46	16	62	16	15	31	15	46	15	61	-1.6%	-6.3%	0.0%
Service revenue	1'669	1'660	3'329	1'669	4'998	1'664	6'662	1'632	1'621	3'253	1'615	4'868	1'596	6'464	-3.0%	-4.1%	-1.2%
Solutions	274	275	549	260	809	291	1'100	269	280	549	274	823	298	1'121	1.9%	2.4%	8.8%
Hardware sales	157	144	301	145	446	191	637	147	145	292	142	434	214	648	1.7%	12.0%	50.7%
Wholesale termination	40	41	81	39	120	41	161	25	26	51	24	75	25	100	-37.9%	-39.0%	4.2%
Wholesale voice	21	20	41	19	60	21	81	20	21	41	22	63	23	86	6.2%	9.5%	4.5%
Wholesale data	18	17	35	18	53	18	71	17	18	35	18	53	19	72	1.4%	5.6%	5.6%
Wholesale broadband	22	23	45	22	67	24	91	24	25	49	26	75	27	102	12.1%	12.5%	3.8%
Wholesale fiber	2	1	3	2	5	2	7	2	1	3	3	6	3	9	28.6%	50.0%	0.0%
Wholesale services	63	61	124	61	185	65	250	63	65	128	69	197	72	269	7.6%	10.8%	4.3%
Inbound roaming	36	45	81	47	128	47	175	49	44	93	64	157	50	207	18.3%	6.4%	-21.9%
Other sales	46	45	91	51	142	48	190	42	41	83	39	122	46	168	-11.6%	-4.2%	17.9%
Net revenue from external customers	2'285	2'271	4'556	2'272	6'828	2'347	9'175	2'227	2'222	4'449	2'227	6'676	2'301	8'977	-2.2%	-2.0%	3.3%
1P access & bundle revenue in % of service revenue	84%	84%	84%	84%	84%	86%	85%	87%	87%	87%	88%	87%	89%	88%	3.8%	3.8%	1.6%
Intersegment revenue	20	21	41	21	62	20	82	19	19	38	23	61	20	81	-1.2%	0.0%	-13.0%
Net revenue Swisscom Switzerland	2'305	2'292	4'597	2'293	6'890	2'367	9'257	2'246	2'241	4'487	2'250	6'737	2'321	9'058	-2.1%	-1.9%	3.2%

P&L Breakdown

	2016							2017							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Fastweb revenue																	
Consumer	244	249	493	246	739	249	988	248	259	507	286	793	304	1'097	11.0%	22.1%	6.3%
Enterprise	187	194	381	185	566	203	769	179	189	368	201	569	222	791	2.9%	9.4%	10.4%
Wholesale	49	38	87	42	129	62	191	55	60	115	67	182	85	267	39.8%	37.1%	26.9%
Other revenue	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Net revenue from external customers	480	481	961	473	1'434	514	1'948	482	508	990	554	1'544	611	2'155	10.6%	18.9%	10.3%
Intersegment revenue	2	2	4	3	7	2	9	2	3	5	2	7	2	9	0.0%	0.0%	0.0%
Net revenue Fastweb	482	483	965	476	1'441	516	1'957	484	511	995	556	1'551	613	2'164	10.6%	18.8%	10.3%
Other operating segments revenue																	
Net revenue from external customers	120	131	251	129	380	139	519	122	129	251	132	383	146	529	1.9%	5.0%	10.6%
Intersegment revenue	50	64	114	70	184	86	270	65	81	146	83	229	92	321	18.9%	7.0%	10.8%
Net revenue other operating segments	170	195	365	199	564	225	789	187	210	397	215	612	238	850	7.7%	5.8%	10.7%
Group Headquarters revenue																	
Group Headquarters revenue	0	1	1	0	1	0	1	0	0	0	1	1	0	1	0.0%	n.m.	-100.0%
Intersegment revenue	0	0	0	0	0	1	1	0	1	1	0	1	(1)	0	n.m.	n.m.	n.m.
Net revenue Group Headquarters	0	1	1	0	1	1	2	0	1	1	1	2	(1)	1	-50.0%	n.m.	n.m.
Group OPEX																	
Retail Customers	(614)	(623)	(1'237)	(656)	(1'893)	(721)	(2'614)	(586)	(591)	(1'177)	(628)	(1'805)	(736)	(2'541)	-2.8%	2.1%	17.2%
Enterprise Customers	(425)	(422)	(847)	(399)	(1'246)	(446)	(1'692)	(411)	(411)	(822)	(399)	(1'221)	(455)	(1'676)	-0.9%	2.0%	14.0%
Wholesale	(126)	(150)	(276)	(165)	(441)	(159)	(600)	(102)	(112)	(214)	(154)	(368)	(130)	(498)	-17.0%	-18.2%	-15.6%
IT, Network & Infrastructure	(346)	(347)	(693)	(350)	(1'043)	(392)	(1'435)	(350)	(346)	(696)	(339)	(1'035)	(422)	(1'457)	1.5%	7.7%	24.5%
Intersegment elimination	160	177	337	193	530	170	700	131	143	274	179	453	161	614	-12.3%	-5.3%	-10.1%
Swisscom Switzerland	(1'351)	(1'365)	(2'716)	(1'377)	(4'093)	(1'548)	(5'641)	(1'318)	(1'317)	(2'635)	(1'341)	(3'976)	(1'582)	(5'558)	-1.5%	2.2%	18.0%
Fastweb	(338)	(260)	(598)	(307)	(905)	(331)	(1'236)	(329)	(232)	(561)	(362)	(923)	(396)	(1'319)	6.7%	19.6%	9.4%
Other operating segments	(136)	(149)	(285)	(152)	(437)	(188)	(625)	(147)	(170)	(317)	(166)	(483)	(187)	(670)	7.2%	-0.5%	12.7%
Group Headquarters	(30)	(28)	(58)	(27)	(85)	(31)	(116)	(26)	(22)	(48)	(25)	(73)	(39)	(112)	-3.4%	25.8%	56.0%
Reconciliation pension cost	(18)	(17)	(35)	(20)	(55)	(17)	(72)	(20)	(27)	(47)	(28)	(75)	(17)	(92)	27.8%	0.0%	-39.3%
Intersegment elimination	69	81	150	89	239	101	340	82	96	178	102	280	104	384	12.9%	3.0%	2.0%
Group OPEX	(1'804)	(1'738)	(3'542)	(1'794)	(5'336)	(2'014)	(7'350)	(1'758)	(1'672)	(3'430)	(1'820)	(5'250)	(2'117)	(7'367)	0.2%	5.1%	16.3%

P&L Breakdown

	2016							2017							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
EBITDA																	
Retail Customers (Contribution margin 2)	951	926	1'877	907	2'784	867	3'651	931	910	1'841	871	2'712	800	3'512	-3.8%	-7.7%	-8.2%
Enterprise Customers (Contribution margin 2)	217	209	426	209	635	213	848	201	215	416	214	630	202	832	-1.9%	-5.2%	-5.6%
Wholesale (Contribution margin 2)	91	97	188	102	290	89	379	104	103	207	123	330	116	446	17.7%	30.3%	-5.7%
IT, Network & Infrastructure (Contribution margin 2)	(305)	(305)	(610)	(302)	(912)	(350)	(1'262)	(308)	(304)	(612)	(298)	(910)	(380)	(1'290)	2.2%	8.6%	27.5%
Intersegment elimination	0	0	0	0	0	0	0	0	0	0	(1)	(1)	1	0	n.m.	n.m.	n.m.
Swisscom Switzerland (EBITDA)	954	927	1'881	916	2'797	819	3'616	928	924	1'852	909	2'761	739	3'500	-3.2%	-9.8%	-18.7%
Fastweb	144	223	367	169	536	185	721	155	279	434	194	628	217	845	17.2%	17.3%	11.9%
Other operating segments	34	46	80	47	127	37	164	40	40	80	49	129	51	180	9.8%	37.8%	4.1%
Group Headquarters	(30)	(27)	(57)	(27)	(84)	(30)	(114)	(26)	(21)	(47)	(24)	(71)	(40)	(111)	-2.6%	33.3%	66.7%
Reconciliation pension cost	(18)	(17)	(35)	(20)	(55)	(17)	(72)	(20)	(27)	(47)	(28)	(75)	(17)	(92)	27.8%	0.0%	-39.3%
Intersegment elimination	(3)	(6)	(9)	(5)	(14)	(8)	(22)	(4)	(8)	(12)	(6)	(18)	(9)	(27)	22.7%	12.5%	50.0%
Group EBITDA	1'081	1'146	2'227	1'080	3'307	986	4'293	1'073	1'187	2'260	1'094	3'354	941	4'295	0.0%	-4.6%	-14.0%
EBITDA/Contribution margin 2 in % of net revenue																	
Retail Customers	60.8%	59.8%	60.3%	58.0%	59.5%	54.6%	58.3%	61.4%	60.6%	61.0%	58.1%	60.0%	52.1%	58.0%			
Enterprise Customers	33.8%	33.1%	33.5%	34.4%	33.8%	32.3%	33.4%	32.8%	34.3%	33.6%	34.9%	34.0%	30.7%	33.2%			
Wholesale	41.9%	39.3%	40.5%	38.2%	39.7%	35.9%	38.7%	50.5%	47.9%	49.2%	44.4%	47.3%	47.2%	47.2%			
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.	n.m.	n.m.			
Swisscom Switzerland	41.4%	40.4%	40.9%	39.9%	40.6%	34.6%	39.1%	41.3%	41.2%	41.3%	40.4%	41.0%	31.8%	38.6%			
Fastweb	29.9%	46.2%	38.0%	35.5%	37.2%	35.9%	36.8%	32.0%	54.6%	43.6%	34.9%	40.5%	35.4%	39.0%			
Other operating segments	20.0%	23.6%	21.9%	23.6%	22.5%	16.4%	20.8%	21.4%	19.0%	20.2%	22.8%	21.1%	21.4%	21.2%			
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.	n.m.	n.m.			
Group EBITDA in % of net revenue	37.5%	39.7%	38.6%	37.6%	38.3%	32.9%	36.9%	37.9%	41.5%	39.7%	37.5%	39.0%	30.8%	36.8%			
Depreciation, amortization and impairment																	
Retail Customers	(44)	(46)	(90)	(29)	(119)	(31)	(150)	(32)	(32)	(64)	(32)	(96)	(30)	(126)	-16.0%	-3.2%	-6.3%
Enterprise Customers	(23)	(22)	(45)	(22)	(67)	(27)	(94)	(20)	(22)	(42)	(20)	(62)	(22)	(84)	-10.6%	-18.5%	10.0%
Wholesale	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
IT, Network & Infrastructure	(295)	(303)	(598)	(314)	(912)	(317)	(1'229)	(315)	(324)	(639)	(319)	(958)	(317)	(1'275)	3.7%	0.0%	-0.6%
Intersegment elimination	(1)	0	(1)	1	0	0	0	0	(1)	(1)	2	1	(1)	0	n.m.	n.m.	n.m.
Swisscom Switzerland	(363)	(371)	(734)	(364)	(1'098)	(375)	(1'473)	(367)	(379)	(746)	(369)	(1'115)	(370)	(1'485)	0.8%	-1.3%	0.3%
Fastweb	(163)	(155)	(318)	(142)	(460)	(137)	(597)	(140)	(141)	(281)	(146)	(427)	(162)	(589)	-1.3%	18.2%	11.0%
Other operating segments	(22)	(22)	(44)	(20)	(64)	(19)	(83)	(17)	(17)	(34)	(15)	(49)	(47)	(96)	15.7%	147.4%	213.3%
Group Headquarters	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Intersegment elimination	2	2	4	2	6	2	8	1	3	4	(1)	3	3	6	-25.0%	50.0%	n.m.
Depreciation, amortization and impairment	(546)	(546)	(1'092)	(524)	(1'616)	(529)	(2'145)	(523)	(534)	(1'057)	(531)	(1'588)	(576)	(2'164)	0.9%	8.9%	8.5%

P&L Breakdown

	2016							2017							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Operating income (EBIT)																	
Retail Customers (segment result)	907	880	1'787	878	2'665	836	3'501	899	878	1'777	839	2'616	770	3'386	-3.3%	-7.9%	-8.2%
Enterprise Customers (segment result)	194	187	381	187	568	186	754	181	193	374	194	568	180	748	-0.8%	-3.2%	-7.2%
Wholesale (segment result)	91	97	188	102	290	89	379	104	103	207	123	330	116	446	17.7%	30.3%	-5.7%
IT, Network & Infrastructure (segment result)	(600)	(608)	(1'208)	(616)	(1'824)	(667)	(2'491)	(623)	(628)	(1'251)	(617)	(1'868)	(697)	(2'565)	3.0%	4.5%	13.0%
Intersegment elimination	(1)	0	(1)	1	0	0	0	0	(1)	(1)	1	0	0	0	n.m.	n.m.	-100.0%
Swisscom Switzerland (EBIT)	591	556	1'147	552	1'699	444	2'143	561	545	1'106	540	1'646	369	2'015	-6.0%	-16.9%	-31.7%
Fastweb	(19)	68	49	27	76	48	124	15	138	153	48	201	55	256	106.5%	14.6%	14.6%
Other operating segments	12	24	36	27	63	18	81	23	23	46	34	80	4	84	3.7%	-77.8%	-88.2%
Group Headquarters	(30)	(27)	(57)	(27)	(84)	(30)	(114)	(26)	(21)	(47)	(24)	(71)	(40)	(111)	-2.6%	33.3%	66.7%
Reconciliation pension cost	(18)	(17)	(35)	(20)	(55)	(17)	(72)	(20)	(27)	(47)	(28)	(75)	(17)	(92)	27.8%	0.0%	-39.3%
Intersegment elimination	(1)	(4)	(5)	(3)	(8)	(6)	(14)	(3)	(5)	(8)	(7)	(15)	(6)	(21)	50.0%	0.0%	-14.3%
Group EBIT	535	600	1'135	556	1'691	457	2'148	550	653	1'203	563	1'766	365	2'131	-0.8%	-20.1%	-35.2%
EBIT/Segment result in % of net revenue																	
Retail Customers	58.0%	56.8%	57.4%	56.2%	57.0%	52.6%	55.9%	59.3%	58.5%	58.9%	56.0%	57.9%	50.1%	55.9%			
Enterprise Customers	30.2%	29.6%	29.9%	30.8%	30.2%	28.2%	29.7%	29.6%	30.8%	30.2%	31.6%	30.7%	27.4%	29.8%			
Wholesale	41.9%	39.3%	40.5%	38.2%	39.7%	35.9%	38.7%	50.5%	47.9%	49.2%	44.4%	47.3%	47.2%	47.2%			
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.	n.m.	n.m.			
Swisscom Switzerland	25.6%	24.3%	25.0%	24.1%	24.7%	18.8%	23.2%	25.0%	24.3%	24.6%	24.0%	24.4%	15.9%	22.2%			
Fastweb	-3.9%	14.1%	5.1%	5.7%	5.3%	9.3%	6.3%	3.1%	27.0%	15.4%	8.6%	13.0%	9.0%	11.8%			
Other operating segments	7.1%	12.3%	9.9%	13.6%	11.2%	8.0%	10.3%	12.3%	11.0%	11.6%	15.8%	13.1%	1.7%	9.9%			
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.	n.m.	n.m.			
Group EBIT in % of net revenue	18.5%	20.8%	19.7%	19.3%	19.6%	15.2%	18.4%	19.4%	22.8%	21.1%	19.3%	20.5%	11.9%	18.3%			
CAPEX																	
Fixed network & infrastructure	31%	27%	29%	27%	28%	32%	29%	27%	28%	27%	29%	28%	32%	29%			
Fibre (FTTx)	27%	30%	29%	27%	28%	24%	27%	29%	30%	29%	32%	30%	25%	28%			
Wireless network	12%	14%	13%	15%	14%	12%	13%	17%	18%	18%	16%	17%	14%	16%			
Customer premises equipment	13%	10%	11%	10%	11%	8%	10%	10%	6%	8%	5%	7%	6%	7%			
IT systems, All IP & other	17%	19%	18%	21%	19%	24%	21%	17%	18%	18%	18%	18%	23%	20%			
Swisscom Switzerland	424	448	872	411	1'283	472	1'755	357	362	719	364	1'083	571	1'654	-5.8%	21.0%	56.9%
Fastweb	169	145	314	156	470	163	633	165	161	326	158	484	208	692	9.3%	27.6%	31.6%
Other operating segments	7	10	17	13	30	19	49	11	13	24	15	39	19	58	18.4%	0.0%	26.7%
Group Headquarters	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Intersegment elimination	(4)	(6)	(10)	(5)	(15)	(6)	(21)	(4)	(8)	(12)	(7)	(19)	(7)	(26)	23.8%	16.7%	0.0%
Group CAPEX	596	597	1'193	575	1'768	648	2'416	529	528	1'057	530	1'587	791	2'378	-1.6%	22.1%	49.2%



Investor Relations
+41-58-221 62 79
investor.relations@swisscom.com
www.swisscom.ch/investor

P&L Breakdown

	2016							2017							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Number of employees (End of period)																	
Retail Customers	6'467	6'289	6'146	6'065	5'941	5'794	5'731	5'638	-7.0%	-7.0%	-1.6%						
Enterprise Customers	4'752	4'719	4'687	4'651	4'661	4'612	4'622	4'605	-1.0%	-1.0%	-0.4%						
Wholesale	92	91	90	88	86	86	87	88	0.0%	0.0%	1.1%						
IT, Network & Infrastructure	5'106	5'122	5'112	5'072	5'031	4'928	4'867	4'826	-4.9%	-4.9%	-0.8%						
Swisscom Switzerland	16'417	16'221	16'035	15'876	15'719	15'420	15'307	15'157	-4.5%	-4.5%	-1.0%						
Fastweb	2'407	2'422	2'457	2'468	2'503	2'494	2'509	2'504	1.5%	1.5%	-0.2%						
Other operating segments	2'507	2'491	2'503	2'493	2'575	2'585	2'617	2'580	3.5%	3.5%	-1.4%						
Group Headquarters	314	309	297	290	282	276	271	265	-8.6%	-8.6%	-2.2%						
Group Number of employees (End of period)	21'645	21'443	21'292	21'127	21'079	20'775	20'704	20'506	-2.9%	-2.9%	-1.0%						

Remarks:

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

OPEX Breakdown

	2016							2017							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
OPEX Swisscom Switzerland																	
Direct costs	(463)	(478)	(941)	(499)	(1'440)	(568)	(2'008)	(435)	(433)	(868)	(485)	(1'353)	(573)	(1'926)	-4.1%	0.9%	18.1%
Personnel expenses	(603)	(582)	(1'185)	(543)	(1'728)	(568)	(2'296)	(586)	(558)	(1'144)	(530)	(1'674)	(622)	(2'296)	0.0%	9.5%	17.4%
Other operating expenses	(330)	(345)	(675)	(363)	(1'038)	(445)	(1'483)	(327)	(346)	(673)	(342)	(1'015)	(439)	(1'454)	-2.0%	-1.3%	28.4%
Intersegment expenses	(34)	(37)	(71)	(40)	(111)	(40)	(151)	(35)	(37)	(72)	(38)	(110)	(39)	(149)	-1.3%	-2.5%	2.6%
./. Capitalized costs and other income	79	77	156	68	224	73	297	65	57	122	54	176	91	267	-10.1%	24.7%	68.5%
Total OPEX Swisscom Switzerland	(1'351)	(1'365)	(2'716)	(1'377)	(4'093)	(1'548)	(5'641)	(1'318)	(1'317)	(2'635)	(1'341)	(3'976)	(1'582)	(5'558)	-1.5%	2.2%	18.0%
OPEX Fastweb																	
Direct costs	(181)	(182)	(363)	(178)	(541)	(179)	(720)	(165)	(160)	(325)	(186)	(511)	(203)	(714)	-0.8%	13.4%	9.1%
Personnel expenses	(48)	(47)	(95)	(42)	(137)	(55)	(192)	(50)	(48)	(98)	(46)	(144)	(54)	(198)	3.1%	-1.8%	17.4%
Other operating expenses	(120)	(103)	(223)	(99)	(322)	(111)	(433)	(123)	(138)	(261)	(141)	(402)	(164)	(566)	30.7%	47.7%	16.3%
Intersegment expenses	0	(1)	(1)	0	(1)	0	(1)	(1)	0	(1)	(1)	(2)	(1)	(3)	200.0%	n.m.	0.0%
./. Capitalized costs and other income	11	73	84	12	96	14	110	10	114	124	12	136	26	162	47.3%	85.7%	116.7%
Total OPEX Fastweb	(338)	(260)	(598)	(307)	(905)	(331)	(1'236)	(329)	(232)	(561)	(362)	(923)	(396)	(1'319)	6.7%	19.6%	9.4%
OPEX Other operating segments																	
Direct costs	(4)	(7)	(11)	(8)	(19)	(9)	(28)	(5)	(7)	(12)	(7)	(19)	(6)	(25)	-10.7%	-33.3%	-14.3%
Personnel expenses	(76)	(76)	(152)	(73)	(225)	(79)	(304)	(77)	(84)	(161)	(73)	(234)	(91)	(325)	6.9%	15.2%	24.7%
Other operating expenses	(47)	(57)	(104)	(61)	(165)	(91)	(256)	(56)	(70)	(126)	(77)	(203)	(82)	(285)	11.3%	-9.9%	6.5%
Intersegment expenses	(13)	(14)	(27)	(13)	(40)	(15)	(55)	(12)	(13)	(25)	(13)	(38)	(14)	(52)	-5.5%	-6.7%	7.7%
./. Capitalized costs and other income	4	5	9	3	12	6	18	3	4	7	4	11	6	17	-5.6%	0.0%	50.0%
Total OPEX Other operating segments	(136)	(149)	(285)	(152)	(437)	(188)	(625)	(147)	(170)	(317)	(166)	(483)	(187)	(670)	7.2%	-0.5%	12.7%
OPEX Group Headquarters																	
Direct costs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Personnel expenses	(24)	(21)	(45)	(20)	(65)	(26)	(91)	(24)	(21)	(45)	(20)	(65)	(35)	(100)	9.9%	34.6%	75.0%
Other operating expenses	(13)	(14)	(27)	(15)	(42)	(18)	(60)	(16)	(14)	(30)	(13)	(43)	(15)	(58)	-3.3%	-16.7%	15.4%
Intersegment expenses	(8)	(9)	(17)	(9)	(26)	(8)	(34)	(8)	(8)	(16)	(10)	(26)	(9)	(35)	2.9%	12.5%	-10.0%
./. Capitalized costs and other income	15	16	31	17	48	21	69	22	21	43	18	61	20	81	17.4%	-4.8%	11.1%
Total OPEX Group Headquarters	(30)	(28)	(58)	(27)	(85)	(31)	(116)	(26)	(22)	(48)	(25)	(73)	(39)	(112)	-3.4%	25.8%	56.0%

Remarks:

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

SCS Breakdown

	2016							2017							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Retail Customers																	
Net revenue (incl. intersegment revenue)	1'565	1'549	3'114	1'563	4'677	1'588	6'265	1'517	1'501	3'018	1'499	4'517	1'536	6'053	-3.4%	-3.3%	2.5%
Outpayments	(58)	(75)	(133)	(90)	(223)	(69)	(292)	(49)	(57)	(106)	(91)	(197)	(71)	(268)	-8.2%	2.9%	-22.0%
Subscriber acquisition and retention costs (1)	(100)	(105)	(205)	(114)	(319)	(157)	(476)	(108)	(111)	(219)	(111)	(330)	(138)	(468)	-1.7%	-12.1%	24.3%
Other costs of goods and services purchased	(163)	(154)	(317)	(157)	(474)	(185)	(659)	(151)	(141)	(292)	(157)	(449)	(212)	(661)	0.3%	14.6%	35.0%
Direct costs (incl. intersegment direct costs)	(321)	(334)	(655)	(361)	(1'016)	(411)	(1'427)	(308)	(309)	(617)	(359)	(976)	(421)	(1'397)	-2.1%	2.4%	17.3%
Contribution margin 1	1'244	1'215	2'459	1'202	3'661	1'177	4'838	1'209	1'192	2'401	1'140	3'541	1'115	4'656	-3.8%	-5.3%	-2.2%
Contribution margin 1 in % of net revenue	79.5%	78.4%	79.0%	76.9%	78.3%	74.1%	77.2%	79.7%	79.4%	79.6%	76.1%	78.4%	72.6%	76.9%			
Personnel expenses	(187)	(182)	(369)	(167)	(536)	(170)	(706)	(174)	(170)	(344)	(160)	(504)	(170)	(674)	-4.5%	0.0%	6.3%
Other operating expenses (2)	(138)	(141)	(279)	(160)	(439)	(173)	(612)	(141)	(146)	(287)	(138)	(425)	(176)	(601)	-1.8%	1.7%	27.5%
Indirect costs (incl. intersegment indirect costs)	(325)	(323)	(648)	(327)	(975)	(343)	(1'318)	(315)	(316)	(631)	(298)	(929)	(346)	(1'275)	-3.3%	0.9%	16.1%
./. Capitalized costs and other income	32	34	66	32	98	33	131	37	34	71	29	100	31	131	0.0%	-6.1%	6.9%
Contribution margin 2	951	926	1'877	907	2'784	867	3'651	931	910	1'841	871	2'712	800	3'512	-3.8%	-7.7%	-8.2%
Contribution margin 2 in % of net revenue	60.8%	59.8%	60.3%	58.0%	59.5%	54.6%	58.3%	61.4%	60.6%	61.0%	58.1%	60.0%	52.1%	58.0%			
CAPEX	46	54	100	42	142	45	187	40	41	81	39	120	66	186	-0.5%	46.7%	69.2%
Number of employees (FTE)	6'467		6'289		6'146		6'065	5'941		5'794		5'731		5'638	-7.0%	-7.0%	-1.6%
Enterprise Customers																	
Net revenue (incl. intersegment revenue)	642	631	1'273	608	1'881	659	2'540	612	626	1'238	613	1'851	657	2'508	-1.3%	-0.3%	7.2%
Outpayments	(29)	(34)	(63)	(36)	(99)	(33)	(132)	(27)	(30)	(57)	(37)	(94)	(32)	(126)	-4.5%	-3.0%	-13.5%
Subscriber acquisition and retention costs (1)	(7)	(6)	(13)	(7)	(20)	(9)	(29)	(8)	(7)	(15)	(6)	(21)	(7)	(28)	-3.4%	-22.2%	16.7%
Other costs of goods and services purchased	(157)	(145)	(302)	(143)	(445)	(166)	(611)	(145)	(137)	(282)	(129)	(411)	(163)	(574)	-6.1%	-1.8%	26.4%
Direct costs (incl. intersegment direct costs)	(193)	(185)	(378)	(186)	(564)	(208)	(772)	(180)	(174)	(354)	(172)	(526)	(202)	(728)	-5.7%	-2.9%	17.4%
Contribution margin 1	449	446	895	422	1'317	451	1'768	432	452	884	441	1'325	455	1'780	0.7%	0.9%	3.2%
Contribution margin 1 in % of net revenue	69.9%	70.7%	70.3%	69.4%	70.0%	68.4%	69.6%	70.6%	72.2%	71.4%	71.9%	71.6%	69.3%	71.0%			
Personnel expenses	(198)	(194)	(392)	(179)	(571)	(185)	(756)	(196)	(193)	(389)	(180)	(569)	(192)	(761)	0.7%	3.8%	6.7%
Other operating expenses (2)	(64)	(71)	(135)	(64)	(199)	(83)	(282)	(63)	(67)	(130)	(69)	(199)	(86)	(285)	1.1%	3.6%	24.6%
Indirect costs (incl. intersegment indirect costs)	(262)	(265)	(527)	(243)	(770)	(268)	(1'038)	(259)	(260)	(519)	(249)	(768)	(278)	(1'046)	0.8%	3.7%	11.6%
./. Capitalized costs and other income	30	28	58	30	88	30	118	28	23	51	22	73	25	98	-16.9%	-16.7%	13.6%
Contribution margin 2	217	209	426	209	635	213	848	201	215	416	214	630	202	832	-1.9%	-5.2%	-5.6%
Contribution margin 2 in % of net revenue	33.8%	33.1%	33.5%	34.4%	33.8%	32.3%	33.4%	32.8%	34.3%	33.6%	34.9%	34.0%	30.7%	33.2%			
CAPEX	31	33	64	30	94	32	126	20	17	37	14	51	21	72	-42.9%	-34.4%	50.0%
Number of employees (FTE)	4'752		4'719		4'687		4'651	4'661		4'612		4'622		4'605	-1.0%	-1.0%	-0.4%

SCS Breakdown

	2016							2017							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Wholesale																	
Net revenue (incl. intersegment revenue)	217	247	464	267	731	248	979	206	215	421	277	698	246	944	-3.6%	-0.8%	-11.2%
Outpayments	(122)	(144)	(266)	(159)	(425)	(134)	(559)	(96)	(108)	(204)	(147)	(351)	(123)	(474)	-15.2%	-8.2%	-16.3%
Subscriber acquisition and retention costs (1)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Other costs of goods and services purchased	0	(1)	(1)	(2)	(3)	0	(3)	(1)	(1)	(2)	(1)	(3)	(1)	(4)	33.3%	n.m.	0.0%
Direct costs (incl. intersegment direct costs)	(122)	(145)	(267)	(161)	(428)	(134)	(562)	(97)	(109)	(206)	(148)	(354)	(124)	(478)	-14.9%	-7.5%	-16.2%
Contribution margin 1	95	102	197	106	303	114	417	109	106	215	129	344	122	466	11.8%	7.0%	-5.4%
Contribution margin 1 in % of net revenue	43.8%	41.3%	42.5%	39.7%	41.5%	46.0%	42.6%	52.9%	49.3%	51.1%	46.6%	49.3%	49.6%	49.4%			
Personnel expenses	(4)	(4)	(8)	(3)	(11)	(4)	(15)	(4)	(3)	(7)	(4)	(11)	(3)	(14)	-6.7%	-25.0%	-25.0%
Other operating expenses (2)	0	(1)	(1)	(1)	(2)	(21)	(23)	(1)	(1)	(2)	(3)	(5)	(3)	(8)	-65.2%	-85.7%	0.0%
Indirect costs (incl. intersegment indirect costs)	(4)	(5)	(9)	(4)	(13)	(25)	(38)	(5)	(4)	(9)	(7)	(16)	(6)	(22)	-42.1%	-76.0%	-14.3%
./. Capitalized costs and other income	0	0	0	0	0	0	0	0	1	1	1	2	0	2	n.m.	n.m.	-100.0%
Contribution margin 2	91	97	188	102	290	89	379	104	103	207	123	330	116	446	17.7%	30.3%	-5.7%
Contribution margin 2 in % of net revenue	41.9%	39.3%	40.5%	38.2%	39.7%	35.9%	38.7%	50.5%	47.9%	49.2%	44.4%	47.3%	47.2%	47.2%			
CAPEX	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Number of employees (FTE)	92		91		90		88	86		86		87		88	0.0%	0.0%	1.1%
IT, Network & Infrastructure																	
Net revenue (incl. intersegment revenue)	41	42	83	48	131	42	173	42	42	84	41	125	42	167	-3.5%	0.0%	2.4%
Direct costs (incl. intersegment direct costs)	(2)	(4)	(6)	(4)	(10)	(2)	(12)	(4)	(2)	(6)	(3)	(9)	(3)	(12)	0.0%	50.0%	0.0%
Contribution margin 1	39	38	77	44	121	40	161	38	40	78	38	116	39	155	-3.7%	-2.5%	2.6%
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.	n.m.	n.m.			
Personnel expenses	(220)	(210)	(430)	(199)	(629)	(217)	(846)	(218)	(199)	(417)	(193)	(610)	(265)	(875)	3.4%	22.1%	37.3%
Rent	(46)	(48)	(94)	(54)	(148)	(49)	(197)	(51)	(51)	(102)	(50)	(152)	(55)	(207)	5.1%	12.2%	10.0%
Maintenance	(42)	(45)	(87)	(46)	(133)	(52)	(185)	(41)	(44)	(85)	(49)	(134)	(52)	(186)	0.5%	0.0%	6.1%
IT expenses	(45)	(43)	(88)	(47)	(135)	(53)	(188)	(47)	(50)	(97)	(49)	(146)	(58)	(204)	8.5%	9.4%	18.4%
Other expenses	(117)	(118)	(235)	(116)	(351)	(139)	(490)	(104)	(106)	(210)	(98)	(308)	(130)	(438)	-10.6%	-6.5%	32.7%
Other operating expenses	(250)	(254)	(504)	(263)	(767)	(293)	(1'060)	(243)	(251)	(494)	(246)	(740)	(295)	(1'035)	-2.4%	0.7%	19.9%
Indirect costs (incl. intersegment indirect costs)	(470)	(464)	(934)	(462)	(1'396)	(510)	(1'906)	(461)	(450)	(911)	(439)	(1'350)	(560)	(1'910)	0.2%	9.8%	27.6%
./. Capitalized costs and other income	126	121	247	116	363	120	483	115	106	221	103	324	141	465	-3.7%	17.5%	36.9%
Contribution margin 2	(305)	(305)	(610)	(302)	(912)	(350)	(1'262)	(308)	(304)	(612)	(298)	(910)	(380)	(1'290)	2.2%	8.6%	27.5%
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.	n.m.	n.m.			
CAPEX	347	361	708	339	1'047	395	1'442	297	305	602	310	912	484	1'396	-3.2%	22.5%	56.1%
Number of employees (FTE)	5'106		5'122		5'112		5'072	5'031		4'928		4'867		4'826	-4.9%	-4.9%	-0.8%

SCS Breakdown

	2016							2017							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Swisscom Switzerland																	
Net revenue (incl. intersegment revenue)	2'305	2'292	4'597	2'293	6'890	2'367	9'257	2'246	2'241	4'487	2'250	6'737	2'321	9'058	-2.1%	-1.9%	3.2%
Outpayments	(98)	(119)	(217)	(134)	(351)	(108)	(459)	(82)	(94)	(176)	(134)	(310)	(109)	(419)	-8.7%	0.9%	-18.7%
Subscriber acquisition and retention costs (1)	(106)	(112)	(218)	(121)	(339)	(165)	(504)	(117)	(117)	(234)	(117)	(351)	(145)	(496)	-1.6%	-12.1%	23.9%
Other costs of goods and services purchased	(263)	(252)	(515)	(250)	(765)	(300)	(1'065)	(241)	(225)	(466)	(240)	(706)	(322)	(1'028)	-3.5%	7.3%	34.2%
Direct costs (incl. intercompany direct costs)	(467)	(483)	(950)	(505)	(1'455)	(573)	(2'028)	(440)	(436)	(876)	(491)	(1'367)	(576)	(1'943)	-4.2%	0.5%	17.3%
Contribution margin 1	1'838	1'809	3'647	1'788	5'435	1'794	7'229	1'806	1'805	3'611	1'759	5'370	1'745	7'115	-1.6%	-2.7%	-0.8%
Contribution margin 1 in % of net revenue	79.7%	78.9%	79.3%	78.0%	78.9%	75.8%	78.1%	80.4%	80.5%	80.5%	78.2%	79.7%	75.2%	78.5%			
Personnel expenses	(610)	(589)	(1'199)	(549)	(1'748)	(574)	(2'322)	(592)	(565)	(1'157)	(537)	(1'694)	(629)	(2'323)	0.0%	9.6%	17.1%
Other operating expenses (2)	(353)	(370)	(723)	(391)	(1'114)	(474)	(1'588)	(351)	(373)	(724)	(367)	(1'091)	(468)	(1'559)	-1.8%	-1.3%	27.5%
Indirect costs (incl. intersegment indirect costs)	(963)	(959)	(1'922)	(940)	(2'862)	(1'048)	(3'910)	(943)	(938)	(1'881)	(904)	(2'785)	(1'097)	(3'882)	-0.7%	4.7%	21.3%
./. Capitalized costs and other income	79	77	156	68	224	73	297	65	57	122	54	176	91	267	-10.1%	24.7%	68.5%
Contribution margin 2	954	927	1'881	916	2'797	819	3'616	928	924	1'852	909	2'761	739	3'500	-3.2%	-9.8%	-18.7%
Contribution margin 2 in % of net revenue	41.4%	40.4%	40.9%	39.9%	40.6%	34.6%	39.1%	41.3%	41.2%	41.3%	40.4%	41.0%	31.8%	38.6%			
CAPEX	424	448	872	411	1'283	472	1'755	357	362	719	364	1'083	571	1'654	-5.8%	21.0%	56.9%
Number of employees (FTE)	16'417		16'221		16'035		15'876	15'719		15'420		15'307		15'157	-4.5%	-4.5%	-1.0%

(1) Subscriber acquisition and retention costs include subsidies and dealer commissions

(2) Other operating expenses excluding dealer commissions

Remarks:

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

Fastweb

	2016							2017							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Fastweb (in EUR million)																	
Consumer	223	227	450	225	675	231	906	232	238	470	253	723	263	986	8.8%	13.9%	4.0%
Enterprise	171	177	348	169	517	189	706	168	173	341	177	518	192	710	0.6%	1.6%	8.5%
Wholesale	44	35	79	40	119	56	175	51	57	108	58	166	74	240	37.1%	32.1%	27.6%
Other revenue	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Net revenue from external customers	438	439	877	434	1'311	476	1'787	451	468	919	488	1'407	529	1'936	8.3%	11.1%	8.4%
Intersegment revenue	2	2	4	3	7	1	8	2	2	4	3	7	1	8	0.0%	0.0%	-66.7%
Net revenue	440	441	881	437	1'318	477	1'795	453	470	923	491	1'414	530	1'944	8.3%	11.1%	7.9%
Operating expenses	(309)	(237)	(546)	(282)	(828)	(306)	(1'134)	(308)	(212)	(520)	(321)	(841)	(344)	(1'185)	4.5%	12.4%	7.2%
EBITDA	131	204	335	155	490	171	661	145	258	403	170	573	186	759	14.8%	8.8%	9.4%
EBITDA in % of net revenue	29.8%	46.3%	38.0%	35.5%	37.2%	35.8%	36.8%	32.0%	54.9%	43.7%	34.6%	40.5%	35.1%	39.0%			
CAPEX	154	132	286	144	430	151	581	155	147	302	139	441	181	622	7.1%	19.9%	30.2%
Number of employees (FTE)	2'407		2'422		2'457		2'468	2'503		2'494		2'509		2'504	1.5%	1.5%	-0.2%

Remarks:

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

Operating Free Cash Flow

	2016							2017							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Operating income (EBITDA)	1'081	1'146	2'227	1'080	3'307	986	4'293	1'073	1'187	2'260	1'094	3'354	941	4'295	0.0%	-4.6%	-14.0%
Changes in operating assets and liabilities and other payments or receipts from operating activities	(312)	55	(257)	105	(152)	46	(106)	(83)	(102)	(185)	94	(91)	311	220	n.m.	576.1%	230.9%
Capital expenditure	(596)	(597)	(1'193)	(575)	(1'768)	(648)	(2'416)	(529)	(528)	(1'057)	(530)	(1'587)	(791)	(2'378)	-1.6%	22.1%	49.2%
Proceeds from sale of assets	11	8	19	6	25	3	28	2	0	2	2	4	26	30	7.1%	766.7%	1200.0%
Operating free cash flow before minority interests	184	612	796	616	1'412	387	1'799	463	557	1'020	660	1'680	487	2'167	20.5%	25.8%	-26.2%
Dividends paid to minority interests	0	(8)	(8)	0	(8)	0	(8)	0	(8)	(8)	0	(8)	0	(8)	0.0%	n.m.	n.m.
Operating free cash flow	184	604	788	616	1'404	387	1'791	463	549	1'012	660	1'672	487	2'159	20.5%	25.8%	-26.2%

Remarks:

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

Operational data

	2016							2017							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Operational data Swisscom Switzerland																	
Product view (in thousands)																	
Wireless customers in single products	6'002		5'992		5'931		5'883	5'830		5'774		5'672		5'630	-4.3%	-4.3%	-0.7%
Wireless customers in bundles (postpaid)	613		631		682		729	771		815		909		1'007	38.1%	38.1%	10.8%
Wireless customers	6'615		6'623		6'613		6'612	6'601		6'589		6'581		6'637	0.4%	0.4%	0.9%
Broadband lines in single products	503		463		397		320	252		205		150		107	-66.6%	-66.6%	-28.7%
Broadband lines in bundles	1'465		1'515		1'588		1'672	1'736		1'784		1'850		1'907	14.1%	14.1%	3.1%
Broadband lines	1'968		1'978		1'985		1'992	1'988		1'989		2'000		2'014	1.1%	1.1%	0.7%
Wireline voice access lines in single products	1'500		1'412		1'303		1'155	1'041		931		813		704	-39.0%	-39.0%	-13.4%
Wireline voice access lines in bundles	1'082		1'106		1'155		1'212	1'256		1'277		1'315		1'343	10.8%	10.8%	2.1%
Wireline voice access lines	2'582		2'518		2'458		2'367	2'297		2'208		2'128		2'047	-13.5%	-13.5%	-3.8%
TV customers in single products	121		106		93		79	55		33		7		1	-98.7%	-98.7%	-85.7%
TV customers in bundles	1'202		1'245		1'284		1'339	1'383		1'414		1'446		1'466	9.5%	9.5%	1.4%
TV customers	1'323		1'351		1'377		1'418	1'438		1'447		1'453		1'467	3.5%	3.5%	1.0%
Total number of underlying products	12'488		12'470		12'433		12'389	12'324		12'233		12'162		12'165	-1.8%	-1.8%	0.0%
Bundle products																	
Bundle subscription (in thousands)																	
2Play bundle	301		307		310		317	305		335		385		425	34.1%	34.1%	10.4%
3Play bundle	847		884		924		973	1'022		1'046		1'074		1'093	12.3%	12.3%	1.8%
4Play bundle	317		324		354		382	409		403		391		389	1.8%	1.8%	-0.5%
Total bundle subscriptions	1'465		1'515		1'588		1'672	1'736		1'784		1'850		1'907	14.1%	14.1%	3.1%
thereof fix-mobile bundle subscriptions	574		587		629		670	697		702		711		732	9.3%	9.3%	3.0%
Wireless																	
Wireless customers (in thousands)																	
Wireless customers prepaid	2'123		2'112		2'085		2'060	2'039		2'018		1'980		1'995	-3.2%	-3.2%	0.8%
Wireless customers postpaid	3'879		3'880		3'846		3'823	3'791		3'756		3'692		3'635	-4.9%	-4.9%	-1.5%
Wireless customers in single products	6'002		5'992		5'931		5'883	5'830		5'774		5'672		5'630	-4.3%	-4.3%	-0.7%
Wireless customers in bundles (postpaid)	613		631		682		729	771		815		909		1'007	38.1%	38.1%	10.8%
Wireless customers	6'615		6'623		6'613		6'612	6'601		6'589		6'581		6'637	0.4%	0.4%	0.9%
Infinity / inOne penetration in % of Retail postpaid customers	69%		70%		70%		70%	70%		71%		73%		73%			

Operational data

	2016							2017							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Wireless ARPU (in CHF)																	
ARPU MO Postpaid	53	53	53	54	53	54	53	52	52	52	51	52	51	52	-1.9%	-5.6%	0.0%
ARPU MO Prepaid	6	6	6	7	6	6	6	6	6	6	7	6	4	6	0.0%	-33.3%	-42.9%
Blended wireless ARPU MO single subscriptions	36	36	36	37	37	37	37	36	36	36	35	36	35	36	-2.7%	-5.4%	0.0%
ARPU Infinity / inOne	79	78	78	77	78	75	77	72	70	71	70	71	69	71	-7.8%	-8.0%	-1.4%
Wireless cancellation rate (annualised, in %)																	
Average quarterly wireless cancellation rate		11.6%		14.0%		13.0%			12.0%		13.0%		11.0%				
Wireless cancellation rate cumulated	12.9%		12.2%		13.0%		13.0%	12.0%		12.0%		13.0%		12.0%			
Wireless traffic data domestic (in million MB)																	
Traffic data domestic	36'040	40'736	76'776	43'699	120'475	53'361	173'836	59'782	65'261	125'043	68'953	193'996	75'920	269'916	55.3%	42.3%	10.1%
Wireline																	
Broadband lines (in thousands)																	
Broadband lines in single products	503		463		397		320	252		205		150		107	-66.6%	-66.6%	-28.7%
Broadband lines in bundle products	1'465		1'515		1'588		1'672	1'736		1'784		1'850		1'907	14.1%	14.1%	3.1%
Broadband lines	1'968		1'978		1'985		1'992	1'988		1'989		2'000		2'014	1.1%	1.1%	0.7%
ARPL Broadband (in CHF)																	
ARPL broadband (single subscription)	35	35	35	34	35	32	34	31	32	32	33	33	33	33	-2.9%	3.1%	0.0%
Wireline voice access lines (in thousands)																	
Wireline Voice access lines in single products	1'500		1'412		1'303		1'155	1'041		931		813		704	-39.0%	-39.0%	-13.4%
Wireline Voice access lines in bundle products	1'082		1'106		1'155		1'212	1'256		1'277		1'315		1'343	10.8%	10.8%	2.1%
Wireline voice access lines	2'582		2'518		2'458		2'367	2'297		2'208		2'128		2'047	-13.5%	-13.5%	-3.8%
ARPL wireline voice (in CHF)																	
ARPL wireline voice (single subscription)	53	54	54	54	54	56	54	57	58	58	59	58	62	59	9.3%	10.7%	5.1%
TV customers (in thousands)																	
TV customers paid	1'144		1'153		1'158		1'175	1'177		1'196		1'214		1'249	6.3%	6.3%	2.9%
TV customers light	179		198		219		243	261		251		239		218	-10.3%	-10.3%	-8.8%
TV customers	1'323		1'351		1'377		1'418	1'438		1'447		1'453		1'467	3.5%	3.5%	1.0%
Wholesale																	
Wholesale lines (in thousands)																	
Full access lines	120		125		128		128	120		116		114		107	-16.4%	-16.4%	-6.1%
Wholesale broadband lines	329		342		351		364	385		402		419		435	19.5%	19.5%	3.8%

Operational data

	2016							2017							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Operational data Retail Customers																	
Product view (in thousands)																	
Wireless customers in single products	4'774		4'750		4'689		4'637	4'578		4'519		4'410		4'369	-5.8%	-5.8%	-0.9%
Wireless customers in bundles (postpaid)	613		631		682		728	767		810		903		1'001	37.5%	37.5%	10.9%
Wireless customers	5'387		5'381		5'371		5'365	5'345		5'329		5'313		5'370	0.1%	0.1%	1.1%
Broadband lines in single products	465		425		359		284	217		172		119		78	-72.5%	-72.5%	-34.5%
Broadband lines in bundles	1'465		1'515		1'588		1'670	1'733		1'779		1'843		1'898	13.7%	13.7%	3.0%
Broadband lines	1'930		1'940		1'947		1'954	1'950		1'951		1'962		1'976	1.1%	1.1%	0.7%
Wireline voice access lines in single products	1'237		1'154		1'047		923	808		706		598		500	-45.8%	-45.8%	-16.4%
Wireline voice access lines in bundles	1'082		1'106		1'155		1'211	1'255		1'276		1'313		1'340	10.7%	10.7%	2.1%
Wireline voice access lines	2'319		2'260		2'202		2'134	2'063		1'982		1'911		1'840	-13.8%	-13.8%	-3.7%
TV customers in single products	121		106		93		79	55		33		7		1	-98.7%	-98.7%	-85.7%
TV customers in bundles	1'202		1'245		1'284		1'339	1'383		1'414		1'446		1'466	9.5%	9.5%	1.4%
TV customers	1'323		1'351		1'377		1'418	1'438		1'447		1'453		1'467	3.5%	3.5%	1.0%
Total number of underlying products	10'959		10'932		10'897		10'871	10'796		10'709		10'639		10'653	-2.0%	-2.0%	0.1%
Bundle products																	
Bundle subscription (in thousands)																	
2Play bundle	301		307		310		316	303		331		379		417	32.0%	32.0%	10.0%
3Play bundle	847		884		924		972	1'021		1'045		1'073		1'092	12.3%	12.3%	1.8%
4Play bundle	317		324		354		382	409		403		391		389	1.8%	1.8%	-0.5%
Total bundle subscriptions	1'465		1'515		1'588		1'670	1'733		1'779		1'843		1'898	13.7%	13.7%	3.0%
thereof fix-mobile bundle subscriptions	574		587		629		669	696		700		711		731	9.3%	9.3%	2.8%
Bundle ARPU (in CHF)																	
Blended ARPU 2Play bundle							96							91	-5.2%		
Blended ARPU 3Play bundle							131							129	-1.5%		
Blended ARPU 4Play bundle							179							177	-1.1%		
Wireless																	
Wireless customers (in thousands)																	
Wireless customers prepaid	2'123		2'112		2'085		2'060	2'039		2'018		1'980		1'995	-3.2%	-3.2%	0.8%
Wireless customers postpaid	2'651		2'638		2'604		2'577	2'539		2'501		2'430		2'374	-7.9%	-7.9%	-2.3%
Wireless customers in single products	4'774		4'750		4'689		4'637	4'578		4'519		4'410		4'369	-5.8%	-5.8%	-0.9%
Wireless customers in bundles (postpaid)	613		631		682		728	767		810		903		1'001	37.5%	37.5%	10.9%
Wireless customers	5'387		5'381		5'371		5'365	5'345		5'329		5'313		5'370	0.1%	0.1%	1.1%
Wireless ARPU (in CHF)																	
ARPU MO Postpaid	61	62	61	63	62	63	62	61	62	62	61	62	61	62	0.0%	-3.2%	0.0%
ARPU MO Prepaid	6	6	6	7	6	6	6	5	6	6	6	5	6	6	0.0%	-16.7%	-16.7%
Blended wireless ARPU MO single subscriptions	36	37	37	38	37	38	37	36	37	37	36	37	35	37	0.0%	-7.9%	-2.8%

Operational data

	2016							2017							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Wireline																	
Broadband lines (in thousands)																	
Broadband lines in single products	465		425		359		284	217		172		119		78	-72.5%	-72.5%	-34.5%
Broadband lines in bundle products	1'465		1'515		1'588		1'670	1'733		1'779		1'843		1'898	13.7%	13.7%	3.0%
Broadband lines	1'930		1'940		1'947		1'954	1'950		1'951		1'962		1'976	1.1%	1.1%	0.7%
ARPL Broadband (in CHF)																	
ARPL broadband (single subscription)	35	34	34	34	34	34	34	31	31	31	32	32	32	32	-5.9%	-5.9%	0.0%
Wireline voice access lines (in thousands)																	
Wireline Voice access lines in single products	1'237		1'154		1'047		923	808		706		598		500	-45.8%	-45.8%	-16.4%
Wireline Voice access lines in bundle products	1'082		1'106		1'155		1'211	1'255		1'276		1'313		1'340	10.7%	10.7%	2.1%
Wireline voice access lines	2'319		2'260		2'202		2'134	2'063		1'982		1'911		1'840	-13.8%	-13.8%	-3.7%
ARPL wireline voice (in CHF)																	
ARPL wireline voice (single subscription)	47	47	47	47	47	48	47	49	49	49	49	49	50	49	4.3%	4.2%	2.0%
TV customers (in thousands)																	
TV customers paid	1'144		1'153		1'158		1'175	1'177		1'196		1'214		1'249	6.3%	6.3%	2.9%
TV customers light	179		198		219		243	261		251		239		218	-10.3%	-10.3%	-8.8%
TV customers	1'323		1'351		1'377		1'418	1'438		1'447		1'453		1'467	3.5%	3.5%	1.0%
Operational data Enterprise Customers																	
Product view (in thousands)																	
Wireless customers in single products	1'228		1'242		1'242		1'246	1'252		1'255		1'262		1'261	1.2%	1.2%	-0.1%
Wireless customers in bundles (postpaid)	0		0		0		1	4		5		6		6	500.0%	500.0%	0.0%
Wireless customers	1'228		1'242		1'242		1'247	1'256		1'260		1'268		1'267	1.6%	1.6%	-0.1%
Broadband lines in single products	38		38		38		36	35		33		31		29	-19.4%	-19.4%	-6.5%
Broadband lines in bundles	0		0		0		2	3		5		7		9	350.0%	350.0%	28.6%
Broadband lines	38		38		38		38	38		38		38		38	0.0%	0.0%	0.0%
Wireline voice access lines in single products	263		258		256		232	233		225		215		204	-12.1%	-12.1%	-5.1%
Wireline voice access lines in bundles	0		0		0		1	1		1		2		3	200.0%	200.0%	50.0%
Wireline voice access lines	263		258		256		233	234		226		217		207	-11.2%	-11.2%	-4.6%
Total number of underlying products	1'529		1'538		1'536		1'518	1'528		1'524		1'523		1'512	-0.4%	-0.4%	-0.7%
Bundle products																	
Bundle subscription (in thousands)																	
2Play bundle	0		0		0		1	2		4		6		8	700.0%	700.0%	33.3%
3Play bundle	0		0		0		1	1		1		1		1	0.0%	0.0%	0.0%
4Play bundle	0		0		0		0	0		0		0		0	n.m.	n.m.	n.m.
Total bundle subscriptions	0		0		0		2	3		5		7		9	350.0%	350.0%	28.6%
Wireless																	
Wireless customers (in thousands)																	
Wireless customers in single products	1'228		1'242		1'242		1'246	1'252		1'255		1'262		1'261	1.2%	1.2%	-0.1%
Wireless customers in bundles (postpaid)	0		0		0		1	4		5		6		6	500.0%	500.0%	0.0%
Wireless customers	1'228		1'242		1'242		1'247	1'256		1'260		1'268		1'267	1.6%	1.6%	-0.1%
Wireless ARPU (in CHF)																	
Blended wireless ARPU MO single subscriptions	35	35	35	35	35	36	35	32	33	32	32	32	32	32	-8.6%	-11.1%	0.0%
Wireline																	

Operational data

	2016							2017							Change		
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YtD	YoY Q4	QoQ Q4/Q3
Broadband lines (in thousands)																	
Broadband lines in single products	38		38		38		36	35		33		31		29	-19.4%	-19.4%	-6.5%
Broadband lines in bundles	0		0		0		2	3		5		7		9	350.0%	350.0%	28.6%
Broadband lines	38		38		38		38	38		38		38		38	0.0%	0.0%	0.0%
ARPL Broadband (in CHF)																	
ARPL broadband (single subscription)	52	51	51	50	51	52	51	48	48	48	48	48	48	48	-5.9%	-7.7%	0.0%
Wireline voice access lines (in thousands)																	
Wireline voice access lines in single products	263		258		256		232	233		225		215		204	-12.1%	-12.1%	-5.1%
Wireline voice access lines in bundles	0		0		0		1	1		1		2		3	200.0%	200.0%	50.0%
Wireline voice access lines	263		258		256		233	234		226		217		207	-11.2%	-11.2%	-4.6%
ARPL wireline voice (in CHF)																	
ARPL wireline voice (single subscription)	94	96	95	93	95	97	95	99	98	98	100	99	108	101	6.3%	11.3%	8.0%
Operational data Wholesale																	
Wireline																	
Full access lines (in thousands)																	
Full access lines	120		125		128		128	120		116		114		107	-16.4%	-16.4%	-6.1%
Broadband lines (in thousands)																	
Wholesale broadband lines	329		342		351		364	385		402		419		435	19.5%	19.5%	3.8%
Operational data Fastweb																	
Broadband customers (in thousands)																	
Broadband customers	2'241		2'257		2'295		2'355	2'400		2'411		2'421		2'451	4.1%	4.1%	1.2%
Wireless customers (in thousands)																	
Wireless customers	582		606		630		676	763		880		989		1'065	57.5%	57.5%	7.7%

Remarks:

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