

Facts & Figures

as per December 31, 2019

[P&L overview](#)

[Fastweb \(EUR\)](#)

[P&L breakdown](#)

[Free cash flow](#)

[OPEX breakdown](#)

[Adjustments of key figures](#)

[Swisscom Switzerland breakdown](#)

[Operational data](#)

P&L Overview

	2018							2019							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	1'456	1'448	2'904	1'457	4'361	1'482	5'843	1'413	1'364	2'777	1'382	4'159	1'450	5'609	-4.0%	-2.2%	4.9%
Enterprise Customers	584	575	1'159	561	1'720	586	2'306	566	543	1'109	534	1'643	566	2'209	-4.2%	-3.4%	6.0%
Wholesale	141	145	286	148	434	132	566	158	162	320	169	489	154	643	13.6%	16.7%	-8.9%
IT, Network & Infrastructure	5	5	10	5	15	5	20	6	6	12	6	18	5	23	15.0%	0.0%	-16.7%
Swisscom Switzerland	2'186	2'173	4'359	2'171	6'530	2'205	8'735	2'143	2'075	4'218	2'091	6'309	2'175	8'484	-2.9%	-1.4%	4.0%
Fastweb	572	604	1'176	575	1'751	667	2'418	579	600	1'179	585	1'764	696	2'460	1.7%	4.3%	19.0%
Other operating segments	127	143	270	138	408	152	560	138	128	266	117	383	126	509	-9.1%	-17.1%	7.7%
Group Headquarters	0	0	0	0	0	1	1	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Net revenue from external customers	2'885	2'920	5'805	2'884	8'689	3'025	11'714	2'860	2'803	5'663	2'793	8'456	2'997	11'453	-2.2%	-0.9%	7.3%
Direct costs	(704)	(692)	(1'396)	(723)	(2'119)	(835)	(2'954)	(683)	(656)	(1'339)	(684)	(2'023)	(792)	(2'815)	-4.7%	-5.1%	15.8%
Personnel expenses	(723)	(714)	(1'437)	(661)	(2'098)	(717)	(2'815)	(724)	(687)	(1'411)	(653)	(2'064)	(736)	(2'800)	-0.5%	2.6%	12.7%
Other operating expenses	(503)	(540)	(1'043)	(519)	(1'562)	(631)	(2'193)	(448)	(500)	(948)	(459)	(1'407)	(582)	(1'989)	-9.3%	-7.8%	26.8%
Capitalized costs and other income	103	111	214	107	321	140	461	114	161	275	123	398	111	509	10.4%	-20.7%	-9.8%
Operating income (EBITDA)	1'058	1'085	2'143	1'088	3'231	982	4'213	1'119	1'121	2'240	1'120	3'360	998	4'358	3.4%	1.6%	-10.9%
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%	33.3%	38.1%			
Depreciation, amortisation of tangible / intangible assets	(540)	(540)	(1'080)	(530)	(1'610)	(534)	(2'144)	(554)	(557)	(1'111)	(538)	(1'649)	(517)	(2'166)	1.0%	-3.2%	-3.9%
Depreciation right of use assets	0	0	0	0	0	0	0	(60)	(62)	(122)	(60)	(182)	(100)	(282)	n.m.	n.m.	66.7%
Operating income (EBIT)	518	545	1'063	558	1'621	448	2'069	505	502	1'007	522	1'529	381	1'910	-7.7%	-15.0%	-27.0%
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%	12.7%	16.7%			
Net interest expense	(29)	(29)	(58)	(27)	(85)	(19)	(104)	(15)	(16)	(31)	(13)	(44)	(18)	(62)	-40.4%	-5.3%	38.5%
Interest expense on lease liabilities	(6)	(6)	(12)	(6)	(18)	(6)	(24)	(8)	(7)	(15)	(9)	(24)	(18)	(42)	75.0%	200.0%	100.0%
Other financial result	(6)	6	0	(3)	(3)	(27)	(30)	3	(28)	(25)	(26)	(51)	(3)	(54)	80.0%	-88.9%	-88.5%
Result of equity-accounted investees	(2)	2	0	3	3	2	5	2	0	2	(1)	1	(29)	(28)	n.m.	n.m.	n.m.
Income before income tax expense	475	518	993	525	1'518	398	1'916	487	451	938	473	1'411	313	1'724	-10.0%	-21.4%	-33.8%
Income tax expense	(96)	(110)	(206)	(99)	(305)	(90)	(395)	(104)	(54)	(158)	(72)	(230)	175	(55)	-86.1%	n.m.	n.m.
Net income	379	408	787	426	1'213	308	1'521	383	397	780	401	1'181	488	1'669	9.7%	58.4%	21.7%
Net income attributable to equity holders of Swisscom AG	381	409	790	427	1'217	310	1'527	385	397	782	401	1'183	489	1'672	9.5%	57.7%	21.9%
Net income attributable to minority interests	(2)	(1)	(3)	(1)	(4)	(2)	(6)	(2)	0	(2)	0	(2)	(1)	(3)	-50.0%	-50.0%	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	51.802	51.802	0.0%	0.0%	0.0%
Earnings per share (EPS) in CHF	7.36	7.90	15.25	8.24	23.49	5.98	29.48	7.43	7.66	15.10	7.74	22.84	9.44	32.28	9.5%	57.9%	22.0%

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.

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.	YtD	YoY Q4	QoQ Q4/Q3
Group revenue																	
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	1'471	5'691	-3.9%	-2.1%	4.9%
Enterprise Customers	610	602	1'212	586	1'798	610	2'408	593	570	1'163	559	1'722	590	2'312	-4.0%	-3.3%	5.5%
Wholesale	203	223	426	252	678	216	894	221	243	464	285	749	219	968	8.3%	1.4%	-23.2%
IT, Network & Infrastructure	20	20	40	19	59	20	79	23	21	44	21	65	20	85	7.6%	0.0%	-4.8%
Intersegment elimination	(105)	(123)	(228)	(146)	(374)	(125)	(499)	(108)	(125)	(233)	(156)	(389)	(104)	(493)	-1.2%	-16.8%	-33.3%
Swisscom Switzerland	2'204	2'191	4'395	2'188	6'583	2'223	8'806	2'163	2'093	4'256	2'111	6'367	2'196	8'563	-2.8%	-1.2%	4.0%
Fastweb	574	606	1'180	577	1'757	669	2'426	581	602	1'183	587	1'770	698	2'468	1.7%	4.3%	18.9%
Other operating segments	198	228	426	230	656	253	909	225	237	462	225	687	242	929	2.2%	-4.3%	7.6%
Group Headquarters	0	1	1	0	1	1	2	0	0	0	0	0	1	1	-50.0%	0.0%	n.m.
Net revenue incl. intersegment revenue	2'976	3'026	6'002	2'995	8'997	3'146	12'143	2'969	2'932	5'901	2'923	8'824	3'137	11'961	-1.5%	-0.3%	7.3%
Intersegment elimination	(91)	(106)	(197)	(111)	(308)	(121)	(429)	(109)	(129)	(238)	(130)	(368)	(140)	(508)	18.4%	15.7%	7.7%
Net revenue from external customers	2'885	2'920	5'805	2'884	8'689	3'025	11'714	2'860	2'803	5'663	2'793	8'456	2'997	11'453	-2.2%	-0.9%	7.3%
Retail Customers revenue																	
Wireless access	574	573	1'147	573	1'720	566	2'286	562	539	1'101	525	1'626	522	2'148	-6.0%	-7.8%	-0.6%
Wireless traffic & VAS	81	86	167	89	256	76	332	68	80	148	97	245	93	338	1.8%	22.4%	-4.1%
Wireless	655	659	1'314	662	1'976	642	2'618	630	619	1'249	622	1'871	615	2'486	-5.0%	-4.2%	-1.1%
t/o Wireless service revenue in fix-mobile bundles	210	223	433	236	669	242	911	247	242	489	242	731	236	967	6.1%	-2.5%	-2.5%
Wireline access	572	581	1'153	578	1'731	577	2'308	578	577	1'155	573	1'728	564	2'292	-0.7%	-2.3%	-1.6%
Wireline traffic & VAS	70	63	133	63	196	65	261	59	59	118	54	172	59	231	-11.5%	-9.2%	9.3%
Wireline business networks	1	1	2	1	3	1	4	1	1	2	1	3	1	4	0.0%	0.0%	0.0%
Wireline	643	645	1'288	642	1'930	643	2'573	638	637	1'275	628	1'903	624	2'527	-1.8%	-3.0%	-0.6%
t/o Wireline service revenue in fix-mobile bundles	229	217	446	241	687	248	935	258	267	525	271	796	277	1'073	14.8%	11.7%	2.2%
t/o Wireline service revenue in fixed-only bundles	325	351	676	336	1'012	335	1'347	345	328	673	321	994	315	1'309	-2.8%	-6.0%	-1.9%
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	1'239	5'013	-3.4%	-3.6%	-0.9%
Solutions	10	10	20	10	30	12	42	10	11	21	11	32	11	43	2.4%	-8.3%	0.0%
Hardware sales	120	112	232	120	352	142	494	125	112	237	130	367	193	560	13.4%	35.9%	48.5%
Other sales	28	22	50	23	73	43	116	10	(15)	(5)	(9)	(14)	7	(7)	n.m.	-83.7%	n.m.
Net revenue from external 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	1'450	5'609	-4.0%	-2.2%	4.9%
Intersegment revenue	20	21	41	20	61	20	81	21	20	41	20	61	21	82	1.2%	5.0%	5.0%
Net revenue 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	1'471	5'691	-3.9%	-2.1%	4.9%

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.	YtD	YoY Q4	QoQ Q4/Q3
Enterprise Customers revenue																	
Wireless access	75	79	154	80	234	80	314	78	78	156	76	232	74	306	-2.5%	-7.5%	-2.6%
Wireless traffic & VAS	38	39	77	34	111	26	137	24	24	48	24	72	21	93	-32.1%	-19.2%	-12.5%
Wireless	113	118	231	114	345	106	451	102	102	204	100	304	95	399	-11.5%	-10.4%	-5.0%
Wireline access	41	41	82	40	122	39	161	37	35	72	34	106	33	139	-13.7%	-15.4%	-2.9%
Wireline traffic & VAS	21	23	44	20	64	19	83	17	19	36	18	54	15	69	-16.9%	-21.1%	-16.7%
Wireline business networks	69	70	139	68	207	69	276	66	63	129	60	189	63	252	-8.7%	-8.7%	5.0%
Wireline	131	134	265	128	393	127	520	120	117	237	112	349	111	460	-11.5%	-12.6%	-0.9%
Business numbers	16	15	31	14	45	15	60	16	14	30	15	45	15	60	0.0%	0.0%	0.0%
Service revenue	260	267	527	256	783	248	1'031	238	233	471	227	698	221	919	-10.9%	-10.9%	-2.6%
Solutions	264	249	513	245	758	269	1'027	251	248	499	251	750	271	1'021	-0.6%	0.7%	8.0%
Hardware sales	54	53	107	53	160	64	224	72	56	128	53	181	67	248	10.7%	4.7%	26.4%
Other sales	6	6	12	7	19	5	24	5	6	11	3	14	7	21	-12.5%	40.0%	133.3%
Net revenue from external customers	584	575	1'159	561	1'720	586	2'306	566	543	1'109	534	1'643	566	2'209	-4.2%	-3.4%	6.0%
Intersegment revenue	26	27	53	25	78	24	102	27	27	54	25	79	24	103	1.0%	0.0%	-4.0%
Net revenue Enterprise Customers	610	602	1'212	586	1'798	610	2'408	593	570	1'163	559	1'722	590	2'312	-4.0%	-3.3%	5.5%
Wholesale revenue																	
Wholesale termination	27	27	54	27	81	24	105	25	25	50	24	74	24	98	-6.7%	0.0%	0.0%
Wholesale services	67	69	136	70	206	67	273	79	79	158	78	236	81	317	16.1%	20.9%	3.8%
Inbound roaming	44	46	90	47	137	38	175	47	50	97	56	153	36	189	8.0%	-5.3%	-35.7%
Other sales	3	3	6	4	10	3	13	7	8	15	11	26	13	39	200.0%	333.3%	18.2%
Net revenue from external customers	141	145	286	148	434	132	566	158	162	320	169	489	154	643	13.6%	16.7%	-8.9%
Intersegment revenue	62	78	140	104	244	84	328	63	81	144	116	260	65	325	-0.9%	-22.6%	-44.0%
Net revenue Wholesale	203	223	426	252	678	216	894	221	243	464	285	749	219	968	8.3%	1.4%	-23.2%
IT, Network & Infrastructure revenue																	
Other sales (facility & fleet management)	5	5	10	5	15	5	20	6	6	12	6	18	5	23	15.0%	0.0%	-16.7%
Net revenue from external customers	5	5	10	5	15	5	20	6	6	12	6	18	5	23	15.0%	0.0%	-16.7%
Intersegment revenue	15	15	30	14	44	15	59	17	15	32	15	47	15	62	5.1%	0.0%	0.0%
Net revenue IT, Network & Infrastructure	20	20	40	19	59	20	79	23	21	44	21	65	20	85	7.6%	0.0%	-4.8%

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.	YtD	YoY Q4	QoQ Q4/Q3
Swisscom Switzerland revenue																	
Wireless access	649	652	1'301	652	1'953	646	2'599	640	617	1'257	601	1'858	596	2'454	-5.6%	-7.7%	-0.8%
Wireless traffic & VAS	119	125	244	124	368	102	470	92	104	196	121	317	114	431	-8.3%	11.8%	-5.8%
Wireless	768	777	1'545	776	2'321	748	3'069	732	721	1'453	722	2'175	710	2'885	-6.0%	-5.1%	-1.7%
t/o Wireless service revenue in fix-mobile bundles	210	223	433	236	669	242	911	247	242	489	242	731	236	967	6.1%	-2.5%	-2.5%
Wireline access	612	623	1'235	619	1'854	615	2'469	615	612	1'227	607	1'834	597	2'431	-1.5%	-2.9%	-1.6%
Wireline traffic & VAS	92	84	176	82	258	86	344	76	78	154	72	226	74	300	-12.8%	-14.0%	2.8%
Wireline business networks	70	72	142	69	211	69	280	67	64	131	61	192	64	256	-8.6%	-7.2%	4.9%
Wireline	774	779	1'553	770	2'323	770	3'093	758	754	1'512	740	2'252	735	2'987	-3.4%	-4.5%	-0.7%
t/o Wireline service revenue in fix-mobile bundles	229	217	446	241	687	248	935	258	267	525	271	796	277	1'073	14.8%	11.7%	2.2%
t/o Wireline service revenue in fixed-only bundles	325	351	676	336	1'012	335	1'347	345	328	673	321	994	315	1'309	-2.8%	-6.0%	-1.9%
Business numbers	16	15	31	14	45	15	60	16	14	30	15	45	15	60	0.0%	0.0%	0.0%
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	1'460	5'932	-4.7%	-4.8%	-1.2%
Solutions	274	259	533	255	788	281	1'069	261	259	520	261	781	283	1'064	-0.5%	0.7%	8.4%
Hardware sales	173	166	339	173	512	207	719	196	169	365	182	547	260	807	12.2%	25.6%	42.9%
Wholesale termination	27	27	54	27	81	24	105	25	25	50	24	74	24	98	-6.7%	0.0%	0.0%
Wholesale services	71	71	142	72	214	68	282	80	81	161	80	241	82	323	14.5%	20.6%	2.5%
Inbound roaming	44	46	90	47	137	38	175	47	50	97	56	153	36	189	8.0%	-5.3%	-35.7%
Other sales	39	33	72	37	109	54	163	28	2	30	11	41	30	71	-56.4%	-44.4%	172.7%
Net revenue from external customers	2'186	2'173	4'359	2'171	6'530	2'205	8'735	2'143	2'075	4'218	2'091	6'309	2'175	8'484	-2.9%	-1.4%	4.0%
Intersegment revenue	18	18	36	17	53	18	71	20	18	38	20	58	21	79	11.3%	16.7%	5.0%
Net revenue Swisscom Switzerland	2'204	2'191	4'395	2'188	6'583	2'223	8'806	2'163	2'093	4'256	2'111	6'367	2'196	8'563	-2.8%	-1.2%	4.0%
Fastweb revenue																	
Consumer	300	308	608	302	910	300	1'210	304	307	611	304	915	313	1'228	1.5%	4.3%	3.0%
Enterprise	210	220	430	217	647	253	900	228	241	469	232	701	257	958	6.4%	1.6%	10.8%
Wholesale	62	76	138	56	194	114	308	47	52	99	49	148	126	274	-11.0%	10.5%	157.1%
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	572	604	1'176	575	1'751	667	2'418	579	600	1'179	585	1'764	696	2'460	1.7%	4.3%	19.0%
Intersegment revenue	2	2	4	2	6	2	8	2	2	4	2	6	2	8	0.0%	0.0%	0.0%
Net revenue Fastweb	574	606	1'180	577	1'757	669	2'426	581	602	1'183	587	1'770	698	2'468	1.7%	4.3%	18.9%

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.	YtD	YoY Q4	QoQ Q4/Q3
Other operating segments revenue																	
Net revenue from external customers	127	143	270	138	408	152	560	138	128	266	117	383	126	509	-9.1%	-17.1%	7.7%
Intersegment revenue	71	85	156	92	248	101	349	87	109	196	108	304	116	420	20.3%	14.9%	7.4%
Net revenue other operating segments	198	228	426	230	656	253	909	225	237	462	225	687	242	929	2.2%	-4.3%	7.6%
Group Headquarters revenue																	
Group Headquarters revenue	0	0	0	0	0	1	1	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Intersegment revenue	0	1	1	0	1	0	1	0	0	0	0	0	1	1	0.0%	n.m.	n.m.
Net revenue Group Headquarters	0	1	1	0	1	1	2	0	0	0	0	0	1	1	-50.0%	0.0%	n.m.
Group OPEX																	
Retail Customers	(574)	(587)	(1'161)	(603)	(1'764)	(697)	(2'461)	(550)	(518)	(1'068)	(559)	(1'627)	(649)	(2'276)	-7.5%	-6.9%	16.1%
Enterprise Customers	(402)	(399)	(801)	(380)	(1'181)	(423)	(1'604)	(412)	(396)	(808)	(382)	(1'190)	(417)	(1'607)	0.2%	-1.4%	9.2%
Wholesale	(94)	(109)	(203)	(133)	(336)	(111)	(447)	(91)	(111)	(202)	(144)	(346)	(97)	(443)	-0.9%	-12.6%	-32.6%
IT, Network & Infrastructure	(304)	(286)	(590)	(300)	(890)	(327)	(1'217)	(288)	(284)	(572)	(276)	(848)	(391)	(1'239)	1.8%	19.6%	41.7%
Intersegment elimination	105	123	228	147	375	124	499	107	125	232	157	389	104	493	-1.2%	-16.1%	-33.8%
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)	(1'450)	(5'072)	-3.0%	1.1%	20.4%
Fastweb	(402)	(407)	(809)	(373)	(1'182)	(441)	(1'623)	(404)	(396)	(800)	(379)	(1'179)	(455)	(1'634)	0.7%	3.2%	20.1%
Other operating segments	(157)	(177)	(334)	(174)	(508)	(204)	(712)	(175)	(189)	(364)	(179)	(543)	(198)	(741)	4.1%	-2.9%	10.6%
Group Headquarters	(21)	(32)	(53)	(19)	(72)	(6)	(78)	(18)	(21)	(39)	(20)	(59)	(14)	(73)	-6.4%	133.3%	-30.0%
Reconciliation pension cost	(15)	(14)	(29)	(17)	(46)	(14)	(60)	(14)	(15)	(29)	(15)	(44)	(3)	(47)	-21.7%	-78.6%	-80.0%
Intersegment elimination	89	100	189	107	296	113	409	104	123	227	124	351	121	472	15.4%	7.1%	-2.4%
Reconciliation leases	(52)	(47)	(99)	(51)	(150)	(57)	(207)										
Group OPEX	(1'827)	(1'835)	(3'662)	(1'796)	(5'458)	(2'043)	(7'501)	(1'741)	(1'682)	(3'423)	(1'673)	(5'096)	(1'999)	(7'095)	-5.4%	-2.2%	19.5%

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.	YtD	YoY Q4	QoQ Q4/Q3
EBITDA																	
Retail Customers (Contribution margin 2)	902	882	1'784	874	2'658	805	3'463	884	866	1'750	843	2'593	822	3'415	-1.4%	2.1%	-2.5%
Enterprise Customers (Contribution margin 2)	208	203	411	206	617	187	804	181	174	355	177	532	173	705	-12.3%	-7.5%	-2.3%
Wholesale (Contribution margin 2)	109	114	223	119	342	105	447	130	132	262	141	403	122	525	17.4%	16.2%	-13.5%
IT, Network & Infrastructure (Contribution margin 2)	(284)	(266)	(550)	(281)	(831)	(307)	(1'138)	(265)	(263)	(528)	(255)	(783)	(371)	(1'154)	1.4%	20.8%	45.5%
Intersegment elimination	0	0	0	1	1	(1)	0	(1)	0	(1)	1	0	0	0	n.m.	n.m.	-100.0%
Swisscom Switzerland (EBITDA)	935	933	1'868	919	2'787	789	3'576	929	909	1'838	907	2'745	746	3'491	-2.4%	-5.4%	-17.8%
Fastweb	172	199	371	204	575	228	803	177	206	383	208	591	243	834	3.9%	6.6%	16.8%
Other operating segments	41	51	92	56	148	49	197	50	48	98	46	144	44	188	-4.6%	-10.2%	-4.3%
Group Headquarters	(21)	(31)	(52)	(19)	(71)	(5)	(76)	(18)	(21)	(39)	(20)	(59)	(13)	(72)	-5.3%	160.0%	-35.0%
Reconciliation pension cost	(15)	(14)	(29)	(17)	(46)	(14)	(60)	(14)	(15)	(29)	(15)	(44)	(3)	(47)	-21.7%	-78.6%	-80.0%
Intersegment elimination	(2)	(6)	(8)	(4)	(12)	(8)	(20)	(5)	(6)	(11)	(6)	(17)	(19)	(36)	80.0%	137.5%	216.7%
Reconciliation leases	(52)	(47)	(99)	(51)	(150)	(57)	(207)										
Group EBITDA	1'058	1'085	2'143	1'088	3'231	982	4'213	1'119	1'121	2'240	1'120	3'360	998	4'358	3.4%	1.6%	-10.9%
EBITDA/Contribution margin 2 in % of net revenue																	
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%	55.9%	60.0%			
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%	29.3%	30.5%			
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%	55.7%	54.2%			
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	42.4%	42.6%	42.5%	42.0%	42.3%	35.5%	40.6%	42.9%	43.4%	43.2%	43.0%	43.1%	34.0%	40.8%			
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%	34.8%	33.8%			
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%	18.2%	20.2%			
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	36.7%	37.2%	36.9%	37.7%	37.2%	32.5%	36.0%	39.1%	40.0%	39.6%	40.1%	39.7%	33.3%	38.1%			
Depreciation, amortisation of tangible / intangible assets / IRU																	
Retail Customers	(38)	(39)	(77)	(31)	(108)	(30)	(138)	(28)	(28)	(56)	(22)	(78)	(21)	(99)	-28.3%	-30.0%	-4.5%
Enterprise Customers	(18)	(18)	(36)	(18)	(54)	(15)	(69)	(17)	(18)	(35)	(17)	(52)	(22)	(74)	7.2%	46.7%	29.4%
Wholesale	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
IT, Network & Infrastructure	(313)	(321)	(634)	(318)	(952)	(311)	(1'263)	(336)	(344)	(680)	(331)	(1'011)	(331)	(1'342)	6.3%	6.4%	0.0%
Intersegment elimination	(1)	2	1	(1)	0	(1)	(1)	0	1	1	(2)	(1)	1	0	n.m.	n.m.	n.m.
Swisscom Switzerland	(370)	(376)	(746)	(368)	(1'114)	(357)	(1'471)	(381)	(389)	(770)	(372)	(1'142)	(373)	(1'515)	3.0%	4.5%	0.3%
Fastweb	(149)	(142)	(291)	(141)	(432)	(155)	(587)	(156)	(153)	(309)	(155)	(464)	(159)	(623)	6.1%	2.6%	2.6%
Other operating segments	(15)	(15)	(30)	(13)	(43)	(16)	(59)	(18)	(17)	(35)	(15)	(50)	(13)	(63)	6.8%	-18.8%	-13.3%
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	1	3	0	3	1	4	1	2	3	4	7	(2)	5	25.0%	n.m.	n.m.
Reconciliation leases	(8)	(8)	(16)	(8)	(24)	(7)	(31)										
Group depreciation, amortisation*	(540)	(540)	(1'080)	(530)	(1'610)	(534)	(2'144)	(554)	(557)	(1'111)	(538)	(1'649)	(547)	(2'196)	2.4%	2.4%	1.7%
* incl. depreciation of IRUs, which classify under IFRS16 as leases																	

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.	YtD	YoY Q4	QoQ Q4/Q3
Lease expense / depreciation right of use assets																	
Retail Customers	(14)	(11)	(25)	(13)	(38)	(13)	(51)	(13)	(13)	(26)	(13)	(39)	(12)	(51)	0.0%	-7.7%	-7.7%
Enterprise Customers	(8)	(9)	(17)	(8)	(25)	(9)	(34)	(7)	(7)	(14)	(7)	(21)	(7)	(28)	-17.6%	-22.2%	0.0%
Wholesale	0	0	0	0	0	(1)	(1)	0	0	0	0	0	(1)	(1)	0.0%	0.0%	n.m.
IT, Network & Infrastructure	(34)	(33)	(67)	(35)	(102)	(34)	(136)	(36)	(37)	(73)	(35)	(108)	(38)	(146)	7.4%	11.8%	8.6%
Intersegment elimination	0	0	0	(1)	(1)	2	1	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Swisscom Switzerland	(56)	(53)	(109)	(57)	(166)	(55)	(221)	(56)	(57)	(113)	(55)	(168)	(58)	(226)	2.3%	5.5%	5.5%
Fastweb	(5)	(5)	(10)	(5)	(15)	(11)	(26)	(8)	(10)	(18)	(9)	(27)	(29)	(56)	115.4%	163.6%	222.2%
Other operating segments	(3)	(4)	(7)	(3)	(10)	(3)	(13)	(3)	(3)	(6)	(2)	(8)	(3)	(11)	-15.4%	0.0%	50.0%
Group Headquarters	(1)	0	(1)	(1)	(2)	0	(2)	(1)	0	(1)	(1)	(2)	0	(2)	0.0%	n.m.	-100.0%
Intersegment elimination	(1)	1	0	1	1	(1)	0	0	1	1	(2)	(1)	2	1	n.m.	n.m.	n.m.
Group lease expense	(66)	(61)	(127)	(65)	(192)	(70)	(262)	(68)	(69)	(137)	(69)	(206)	(88)	(294)	12.2%	25.7%	27.5%
Reconciliation interest expense leases	6	6	12	6	18	6	24	8	7	15	9	24	18	42	75.0%	200.0%	100.0%
Reconciliation leases	60	55	115	59	174	64	238										
Group depreciation right of use assets**	0	0	0	0	0	0	0	(60)	(62)	(122)	(60)	(182)	(70)	(252)	n.m.	n.m.	16.7%
** excl. depreciation of IRUs, which classify under IFRS16 as leases																	
Segment result / Operating income (EBIT)																	
Retail Customers (segment result)	850	832	1'682	830	2'512	762	3'274	843	825	1'668	808	2'476	789	3'265	-0.3%	3.5%	-2.4%
Enterprise Customers (segment result)	182	176	358	180	538	163	701	157	149	306	153	459	144	603	-14.0%	-11.7%	-5.9%
Wholesale (segment result)	109	114	223	119	342	104	446	130	132	262	141	403	121	524	17.5%	16.3%	-14.2%
IT, Network & Infrastructure (segment result)	(631)	(620)	(1'251)	(634)	(1'885)	(652)	(2'537)	(637)	(644)	(1'281)	(621)	(1'902)	(740)	(2'642)	4.1%	13.5%	19.2%
Intersegment elimination	(1)	2	1	(1)	0	0	0	(1)	1	0	(1)	(1)	1	0	n.m.	n.m.	n.m.
Swisscom Switzerland (segment result)	509	504	1'013	494	1'507	377	1'884	492	463	955	480	1'435	315	1'750	-7.1%	-16.4%	-34.4%
Fastweb (segment result)	18	52	70	58	128	62	190	13	43	56	44	100	55	155	-18.4%	-11.3%	25.0%
Other operating segments (segment result)	23	32	55	40	95	30	125	29	28	57	29	86	28	114	-8.8%	-6.7%	-3.4%
Group Headquarters (segment result)	(22)	(31)	(53)	(20)	(73)	(5)	(78)	(19)	(21)	(40)	(21)	(61)	(13)	(74)	-5.1%	160.0%	-38.1%
Reconciliation pension cost	(15)	(14)	(29)	(17)	(46)	(14)	(60)	(14)	(15)	(29)	(15)	(44)	(3)	(47)	-21.7%	-78.6%	-80.0%
Intersegment elimination	(1)	(4)	(5)	(3)	(8)	(8)	(16)	(4)	(3)	(7)	(4)	(11)	(19)	(30)	87.5%	137.5%	375.0%
Group Segment result	512	539	1'051	552	1'603	442	2'045	497	495	992	513	1'505	363	1'868	-8.7%	-17.9%	-29.2%
Reconciliation interest expense leases	6	6	12	6	18	6	24	8	7	15	9	24	18	42	75.0%	200.0%	100.0%
Group EBIT	518	545	1'063	558	1'621	448	2'069	505	502	1'007	522	1'529	381	1'910	-7.7%	-15.0%	-27.0%
EBIT/Segment result in % of net revenue																	
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%	53.6%	57.4%			
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%	24.4%	26.1%			
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%	55.3%	54.1%			
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	23.1%	23.0%	23.0%	22.6%	22.9%	17.0%	21.4%	22.7%	22.1%	22.4%	22.7%	22.5%	14.3%	20.4%			
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%	7.9%	6.3%			
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%	11.6%	12.3%			
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	18.0%	18.7%	18.3%	19.3%	18.7%	14.8%	17.7%	17.7%	17.9%	17.8%	18.7%	18.1%	12.7%	16.7%			

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.	YtD	YoY Q4	QoQ Q4/Q3
CAPEX																	
Fixed network & infrastructure	32%	33%	32%	28%	31%	31%	31%	29%	29%	29%	29%	29%	30%	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%	16%	17%			
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%	17%	17%			
Swisscom Switzerland without wireless spectrum licences	(311)	(400)	(711)	(391)	(1'102)	(518)	(1'620)	(353)	(405)	(758)	(370)	(1'128)	(437)	(1'565)	-3.4%	-15.6%	18.1%
Wireless spectrum licences									(196)	(196)	0	(196)	0	(196)	n.m.	n.m.	n.m.
Swisscom Switzerland	(311)	(400)	(711)	(391)	(1'102)	(518)	(1'620)	(353)	(601)	(954)	(370)	(1'324)	(437)	(1'761)	8.7%	-15.6%	18.1%
Fastweb	(185)	(162)	(347)	(154)	(501)	(256)	(757)	(161)	(174)	(335)	(160)	(495)	(172)	(667)	-11.9%	-32.8%	7.5%
Other operating segments	(8)	(11)	(19)	(12)	(31)	(15)	(46)	(8)	(11)	(19)	(13)	(32)	(15)	(47)	2.2%	0.0%	15.4%
Group Headquarters	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Intersegment elimination	3	5	8	5	13	6	19	4	7	11	7	18	19	37	94.7%	216.7%	171.4%
Group CAPEX***	(501)	(568)	(1'069)	(552)	(1'621)	(783)	(2'404)	(518)	(779)	(1'297)	(536)	(1'833)	(605)	(2'438)	1.4%	-22.7%	12.9%
*** incl. payments for IRUs, which classify under IFRS16 as leases																	
Number of employees (End of period)																	
Retail Customers	5'526		5'378		5'356		5'293	5'201		5'133		5'074		5'009	-5.4%	-5.4%	-1.3%
Enterprise Customers	4'550		4'372		4'342		4'422	4'458		4'510		4'473		4'426	0.1%	0.1%	-1.1%
Wholesale	85		85		83		83	86		85		85		85	2.4%	2.4%	0.0%
IT, Network & Infrastructure	4'853		4'727		4'741		4'650	4'595		4'508		4'463		4'459	-4.1%	-4.1%	-0.1%
Swisscom Switzerland	15'014		14'562		14'522		14'448	14'340		14'236		14'095		13'979	-3.2%	-3.2%	-0.8%
Fastweb	2'510		2'483		2'470		2'484	2'458		2'451		2'467		2'456	-1.1%	-1.1%	-0.4%
Other operating segments	2'540		2'588		2'615		2'679	2'699		2'663		2'724		2'685	0.2%	0.2%	-1.4%
Group Headquarters	262		262		243		234	222		214		214		197	-15.8%	-15.8%	-7.9%
Group Number of employees (End of period)	20'326		19'895		19'850		19'845	19'719		19'564		19'500		19'317	-2.7%	-2.7%	-0.9%

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.

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.	YtD	YoY Q4	QoQ Q4/Q3
OPEX Swisscom Switzerland																	
Direct costs	(455)	(450)	(905)	(490)	(1'395)	(559)	(1'954)	(457)	(419)	(876)	(467)	(1'343)	(535)	(1'878)	-3.9%	-4.3%	14.6%
Personnel expenses	(567)	(541)	(1'108)	(510)	(1'618)	(547)	(2'165)	(551)	(522)	(1'073)	(502)	(1'575)	(582)	(2'157)	-0.4%	6.4%	15.9%
Other operating expenses	(273)	(292)	(565)	(285)	(850)	(356)	(1'206)	(259)	(264)	(523)	(263)	(786)	(351)	(1'137)	-5.7%	-1.4%	33.5%
Intersegment expenses	(39)	(41)	(80)	(46)	(126)	(48)	(174)	(40)	(49)	(89)	(50)	(139)	(50)	(189)	8.6%	4.2%	0.0%
./. Capitalized costs and other income	65	66	131	62	193	76	269	73	70	143	78	221	68	289	7.4%	-10.5%	-12.8%
Total OPEX 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)	(1'450)	(5'072)	-3.0%	1.1%	20.4%
OPEX Fastweb																	
Direct costs	(234)	(227)	(461)	(219)	(680)	(252)	(932)	(214)	(224)	(438)	(204)	(642)	(241)	(883)	-5.3%	-4.4%	18.1%
Personnel expenses	(48)	(53)	(101)	(47)	(148)	(52)	(200)	(57)	(51)	(108)	(45)	(153)	(52)	(205)	2.5%	0.0%	15.6%
Other operating expenses	(132)	(140)	(272)	(122)	(394)	(160)	(554)	(140)	(174)	(314)	(140)	(454)	(170)	(624)	12.6%	6.3%	21.4%
Intersegment expenses	(1)	(1)	(2)	(1)	(3)	(1)	(4)	(1)	(1)	(2)	(1)	(3)	(2)	(5)	25.0%	100.0%	100.0%
./. Capitalized costs and other income	13	14	27	16	43	24	67	8	54	62	11	73	10	83	23.9%	-58.3%	-9.1%
Total OPEX Fastweb	(402)	(407)	(809)	(373)	(1'182)	(441)	(1'623)	(404)	(396)	(800)	(379)	(1'179)	(455)	(1'634)	0.7%	3.2%	20.1%
OPEX Other operating segments																	
Direct costs	(12)	(13)	(25)	(13)	(38)	(14)	(52)	(12)	(12)	(24)	(14)	(38)	(16)	(54)	3.8%	14.3%	14.3%
Personnel expenses	(78)	(81)	(159)	(75)	(234)	(86)	(320)	(82)	(82)	(164)	(76)	(240)	(81)	(321)	0.3%	-5.8%	6.6%
Other operating expenses	(67)	(83)	(150)	(85)	(235)	(107)	(342)	(80)	(95)	(175)	(86)	(261)	(104)	(365)	6.7%	-2.8%	20.9%
Intersegment expenses	(11)	(11)	(22)	(12)	(34)	(12)	(46)	(12)	(12)	(24)	(13)	(37)	(14)	(51)	10.9%	16.7%	7.7%
./. Capitalized costs and other income	11	11	22	11	33	15	48	11	12	23	10	33	17	50	4.2%	13.3%	70.0%
Total OPEX Other operating segments	(157)	(177)	(334)	(174)	(508)	(204)	(712)	(175)	(189)	(364)	(179)	(543)	(198)	(741)	4.1%	-2.9%	10.6%
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	(19)	(26)	(45)	(16)	(61)	(21)	(82)	(22)	(21)	(43)	(18)	(61)	(20)	(81)	-1.2%	-4.8%	11.1%
Other operating expenses	(15)	(15)	(30)	(22)	(52)	(8)	(60)	(8)	(15)	(23)	(23)	(46)	(16)	(62)	3.3%	100.0%	-30.4%
Intersegment expenses	(7)	(9)	(16)	(7)	(23)	(7)	(30)	(7)	(8)	(15)	(7)	(22)	(7)	(29)	-3.3%	0.0%	0.0%
./. Capitalized costs and other income	20	18	38	26	64	30	94	19	23	42	28	70	29	99	5.3%	-3.3%	3.6%
Total OPEX Group Headquarters	(21)	(32)	(53)	(19)	(72)	(6)	(78)	(18)	(21)	(39)	(20)	(59)	(14)	(73)	-6.4%	133.3%	-30.0%

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

	2018							2019							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)	1'476	1'469	2'945	1'477	4'422	1'502	5'924	1'434	1'384	2'818	1'402	4'220	1'471	5'691	-3.9%	-2.1%	4.9%
Outpayments	(44)	(58)	(102)	(80)	(182)	(61)	(243)	(44)	(60)	(104)	(94)	(198)	(48)	(246)	1.2%	-21.3%	-48.9%
Subscriber acquisition and retention costs	(98)	(102)	(200)	(91)	(291)	(127)	(418)	(77)	(38)	(115)	(49)	(164)	(60)	(224)	-46.4%	-52.8%	22.4%
Other costs (incl. goods and services purchased)	(180)	(169)	(349)	(181)	(530)	(220)	(750)	(186)	(178)	(364)	(189)	(553)	(270)	(823)	9.7%	22.7%	42.9%
Direct costs (incl. intersegment direct costs)	(322)	(329)	(651)	(352)	(1'003)	(408)	(1'411)	(307)	(276)	(583)	(332)	(915)	(378)	(1'293)	-8.4%	-7.4%	13.9%
Contribution margin 1	1'154	1'140	2'294	1'125	3'419	1'094	4'513	1'127	1'108	2'235	1'070	3'305	1'093	4'398	-2.5%	-0.1%	2.1%
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%	74.3%	77.3%			
Total workforce expenses	(207)	(200)	(407)	(190)	(597)	(202)	(799)	(193)	(186)	(379)	(178)	(557)	(186)	(743)	-7.0%	-7.9%	4.5%
Other operating expenses	(71)	(82)	(153)	(83)	(236)	(111)	(347)	(76)	(81)	(157)	(78)	(235)	(111)	(346)	-0.3%	0.0%	42.3%
Indirect costs (incl. intersegment indirect costs)	(278)	(282)	(560)	(273)	(833)	(313)	(1'146)	(269)	(267)	(536)	(256)	(792)	(297)	(1'089)	-5.0%	-5.1%	16.0%
./. Capitalized costs and other income	26	24	50	22	72	24	96	26	25	51	29	80	26	106	10.4%	8.3%	-10.3%
Contribution margin 2	902	882	1'784	874	2'658	805	3'463	884	866	1'750	843	2'593	822	3'415	-1.4%	2.1%	-2.5%
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%	55.9%	60.0%			
Depreciation, amortisation	(38)	(39)	(77)	(31)	(108)	(30)	(138)	(28)	(28)	(56)	(22)	(78)	(21)	(99)	-28.3%	-30.0%	-4.5%
Lease expense	(14)	(11)	(25)	(13)	(38)	(13)	(51)	(13)	(13)	(26)	(13)	(39)	(12)	(51)	0.0%	-7.7%	-7.7%
Segment result	850	832	1'682	830	2'512	762	3'274	843	825	1'668	808	2'476	789	3'265	-0.3%	3.5%	-2.4%
CAPEX	(9)	(12)	(21)	(9)	(30)	(13)	(43)	(6)	(4)	(10)	(6)	(16)	(13)	(29)	-32.6%	0.0%	116.7%
Number of employees (FTE)	5'526	5'378	5'378	5'356	5'293	5'201	5'201	5'201	5'133	5'074	5'009	5'009	5'009	5'009	-5.4%	-5.4%	-1.3%
Enterprise Customers																	
Net revenue (incl. intersegment revenue)	610	602	1'212	586	1'798	610	2'408	593	570	1'163	559	1'722	590	2'312	-4.0%	-3.3%	5.5%
Outpayments	(24)	(26)	(50)	(30)	(80)	(28)	(108)	(24)	(25)	(49)	(27)	(76)	(20)	(96)	-11.1%	-28.6%	-25.9%
Subscriber acquisition and retention costs	(5)	(4)	(9)	(4)	(13)	(6)	(19)	(5)	(6)	(11)	(3)	(14)	(5)	(19)	0.0%	-16.7%	66.7%
Other costs (incl. goods and services purchased)	(158)	(150)	(308)	(152)	(460)	(170)	(630)	(174)	(163)	(337)	(155)	(492)	(179)	(671)	6.5%	5.3%	15.5%
Direct costs (incl. intersegment direct costs)	(187)	(180)	(367)	(186)	(553)	(204)	(757)	(203)	(194)	(397)	(185)	(582)	(204)	(786)	3.8%	0.0%	10.3%
Contribution margin 1	423	422	845	400	1'245	406	1'651	390	376	766	374	1'140	386	1'526	-7.6%	-4.9%	3.2%
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%	65.4%	66.0%			
Total workforce expenses	(202)	(197)	(399)	(183)	(582)	(193)	(775)	(203)	(199)	(402)	(191)	(593)	(194)	(787)	1.5%	0.5%	1.6%
Other operating expenses	(43)	(52)	(95)	(43)	(138)	(59)	(197)	(38)	(37)	(75)	(40)	(115)	(54)	(169)	-14.2%	-8.5%	35.0%
Indirect costs (incl. intersegment indirect costs)	(245)	(249)	(494)	(226)	(720)	(252)	(972)	(241)	(236)	(477)	(231)	(708)	(248)	(956)	-1.6%	-1.6%	7.4%
./. Capitalized costs and other income	30	30	60	32	92	33	125	32	34	66	34	100	35	135	8.0%	6.1%	2.9%
Contribution margin 2	208	203	411	206	617	187	804	181	174	355	177	532	173	705	-12.3%	-7.5%	-2.3%
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%	29.3%	30.5%			
Depreciation, amortisation	(18)	(18)	(36)	(18)	(54)	(15)	(69)	(17)	(18)	(35)	(17)	(52)	(22)	(74)	7.2%	46.7%	29.4%
Lease expense	(8)	(9)	(17)	(8)	(25)	(9)	(34)	(7)	(7)	(14)	(7)	(21)	(7)	(28)	-17.6%	-22.2%	0.0%
Segment result	182	176	358	180	538	163	701	157	149	306	153	459	144	603	-14.0%	-11.7%	-5.9%
CAPEX	(8)	(12)	(20)	(9)	(29)	(11)	(40)	(9)	(10)	(19)	(11)	(30)	(7)	(37)	-7.5%	-36.4%	-36.4%
Number of employees (FTE)	4'550	4'372	4'372	4'342	4'422	4'458	4'422	4'458	4'510	4'473	4'426	4'426	4'426	4'426	0.1%	0.1%	-1.1%

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.	YtD	YoY Q4	QoQ Q4/Q3
Wholesale																	
Net revenue (incl. intersegment revenue)	203	223	426	252	678	216	894	221	243	464	285	749	219	968	8.3%	1.4%	-23.2%
Outpayments	(88)	(104)	(192)	(129)	(321)	(106)	(427)	(86)	(105)	(191)	(138)	(329)	(92)	(421)	-1.4%	-13.2%	-33.3%
Subscriber acquisition and retention costs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Other costs (incl. goods and services purchased)	(2)	0	(2)	0	(2)	(1)	(3)	(1)	(2)	(3)	(1)	(4)	(2)	(6)	100.0%	100.0%	100.0%
Direct costs (incl. intersegment direct costs)	(90)	(104)	(194)	(129)	(323)	(107)	(430)	(87)	(107)	(194)	(139)	(333)	(94)	(427)	-0.7%	-12.1%	-32.4%
Contribution margin 1	113	119	232	123	355	109	464	134	136	270	146	416	125	541	16.6%	14.7%	-14.4%
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%	57.1%	55.9%			
Total workforce expenses	(4)	(3)	(7)	(3)	(10)	(4)	(14)	(4)	(3)	(7)	(4)	(11)	(3)	(14)	0.0%	-25.0%	-25.0%
Other operating expenses	(1)	(2)	(3)	(1)	(4)	0	(4)	(1)	(1)	(2)	(1)	(3)	0	(3)	-25.0%	n.m.	-100.0%
Indirect costs (incl. intersegment indirect costs)	(5)	(5)	(10)	(4)	(14)	(4)	(18)	(5)	(4)	(9)	(5)	(14)	(3)	(17)	-5.6%	-25.0%	-40.0%
./. Capitalized costs and other income	1	0	1	0	1	0	1	1	0	1	0	1	0	1	0.0%	n.m.	n.m.
Contribution margin 2	109	114	223	119	342	105	447	130	132	262	141	403	122	525	17.4%	16.2%	-13.5%
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%	55.7%	54.2%			
Depreciation, amortisation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.	n.m.
Lease expense	0	0	0	0	0	(1)	(1)	0	0	0	0	0	(1)	(1)	0.0%	0.0%	n.m.
Segment result	109	114	223	119	342	104	446	130	132	262	141	403	121	524	17.5%	16.3%	-14.2%
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)	85		85		83		83	86		85		85		85	2.4%	2.4%	0.0%
IT, Network & Infrastructure																	
Net revenue (incl. intersegment revenue)	20	20	40	19	59	20	79	23	21	44	21	65	20	85	7.6%	0.0%	-4.8%
Direct costs (incl. intersegment direct costs)	(3)	(3)	(6)	(2)	(8)	(3)	(11)	(3)	(3)	(6)	(2)	(8)	(3)	(11)	0.0%	0.0%	50.0%
Contribution margin 1	17	17	34	17	51	17	68	20	18	38	19	57	17	74	8.8%	0.0%	-10.5%
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.			
Total workforce expenses	(219)	(203)	(422)	(198)	(620)	(216)	(836)	(210)	(191)	(401)	(187)	(588)	(259)	(847)	1.3%	19.9%	38.5%
Maintenance	(42)	(44)	(86)	(52)	(138)	(52)	(190)	(42)	(50)	(92)	(55)	(147)	(51)	(198)	4.2%	-1.9%	-7.3%
IT expenses	(45)	(45)	(90)	(47)	(137)	(55)	(192)	(40)	(40)	(80)	(40)	(120)	(50)	(170)	-11.5%	-9.1%	25.0%
Other expenses	(113)	(113)	(226)	(108)	(334)	(129)	(463)	(112)	(116)	(228)	(112)	(340)	(140)	(480)	3.7%	8.5%	25.0%
Other operating expenses	(200)	(202)	(402)	(207)	(609)	(236)	(845)	(194)	(206)	(400)	(207)	(607)	(241)	(848)	0.4%	2.1%	16.4%
Indirect costs (incl. intersegment indirect costs)	(419)	(405)	(824)	(405)	(1'229)	(452)	(1'681)	(404)	(397)	(801)	(394)	(1'195)	(500)	(1'695)	0.8%	10.6%	26.9%
./. Capitalized costs and other income	118	122	240	107	347	128	475	119	116	235	120	355	112	467	-1.7%	-12.5%	-6.7%
Contribution margin 2	(284)	(266)	(550)	(281)	(831)	(307)	(1'138)	(265)	(263)	(528)	(255)	(783)	(371)	(1'154)	1.4%	20.8%	45.5%
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.			
Depreciation, amortisation	(313)	(321)	(634)	(318)	(952)	(311)	(1'263)	(336)	(344)	(680)	(331)	(1'011)	(331)	(1'342)	6.3%	6.4%	0.0%
Lease expense	(34)	(33)	(67)	(35)	(102)	(34)	(136)	(36)	(37)	(73)	(35)	(108)	(38)	(146)	7.4%	11.8%	8.6%
Segment result	(631)	(620)	(1'251)	(634)	(1'885)	(652)	(2'537)	(637)	(644)	(1'281)	(621)	(1'902)	(740)	(2'642)	4.1%	13.5%	19.2%
CAPEX	(294)	(375)	(669)	(374)	(1'043)	(493)	(1'536)	(339)	(586)	(925)	(353)	(1'278)	(417)	(1'695)	10.4%	-15.4%	18.1%
Number of employees (FTE)	4'853		4'727		4'741		4'650	4'595		4'508		4'463		4'459	-4.1%	-4.1%	-0.1%

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.	YtD	YoY Q4	QoQ Q4/Q3
Swisscom Switzerland																	
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	2'196	8'563	-2.8%	-1.2%	4.0%
Outpayments	(74)	(90)	(164)	(116)	(280)	(95)	(375)	(74)	(93)	(167)	(127)	(294)	(79)	(373)	-0.5%	-16.8%	-37.8%
Subscriber acquisition and retention costs	(101)	(105)	(206)	(94)	(300)	(131)	(431)	(80)	(42)	(122)	(51)	(173)	(64)	(237)	-45.0%	-51.1%	25.5%
Other costs (incl. goods and services purchased)	(285)	(259)	(544)	(284)	(828)	(337)	(1'165)	(307)	(289)	(596)	(293)	(889)	(398)	(1'287)	10.5%	18.1%	35.8%
Direct costs (incl. intercompany direct costs)	(460)	(454)	(914)	(494)	(1'408)	(563)	(1'971)	(461)	(424)	(885)	(471)	(1'356)	(541)	(1'897)	-3.8%	-3.9%	14.9%
Contribution margin 1	1'744	1'737	3'481	1'694	5'175	1'660	6'835	1'702	1'669	3'371	1'640	5'011	1'655	6'666	-2.5%	-0.3%	0.9%
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%	75.4%	77.8%			
Total workforce expenses	(632)	(604)	(1'236)	(573)	(1'809)	(614)	(2'423)	(610)	(579)	(1'189)	(559)	(1'748)	(643)	(2'391)	-1.3%	4.7%	15.0%
Other operating expenses	(242)	(266)	(508)	(264)	(772)	(333)	(1'105)	(236)	(251)	(487)	(252)	(739)	(334)	(1'073)	-2.9%	0.3%	32.5%
Indirect costs (incl. intersegment indirect costs)	(874)	(870)	(1'744)	(837)	(2'581)	(947)	(3'528)	(846)	(830)	(1'676)	(811)	(2'487)	(977)	(3'464)	-1.8%	3.2%	20.5%
./. Capitalized costs and other income	65	66	131	62	193	76	269	73	70	143	78	221	68	289	7.4%	-10.5%	-12.8%
Contribution margin 2	935	933	1'868	919	2'787	789	3'576	929	909	1'838	907	2'745	746	3'491	-2.4%	-5.4%	-17.8%
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%	34.0%	40.8%			
Depreciation, amortisation	(370)	(376)	(746)	(368)	(1'114)	(357)	(1'471)	(381)	(389)	(770)	(372)	(1'142)	(373)	(1'515)	3.0%	4.5%	0.3%
Lease expense	(56)	(53)	(109)	(57)	(166)	(55)	(221)	(56)	(57)	(113)	(55)	(168)	(58)	(226)	2.3%	5.5%	5.5%
Segment result	509	504	1'013	494	1'507	377	1'884	492	463	955	480	1'435	315	1'750	-7.1%	-16.4%	-34.4%
CAPEX	(311)	(400)	(711)	(391)	(1'102)	(518)	(1'620)	(353)	(601)	(954)	(370)	(1'324)	(437)	(1'761)	8.7%	-15.6%	18.1%
Number of employees (FTE)	15'014		14'562		14'522		14'448	14'340		14'236		14'095		13'979	-3.2%	-3.2%	-0.8%

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

	2018							2019							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	257	264	521	264	785	265	1'050	269	273	542	277	819	285	1'104	5.1%	7.5%	2.9%
Enterprise	180	188	368	190	558	222	780	202	214	416	211	627	235	862	10.5%	5.9%	11.4%
Wholesale	53	66	119	49	168	99	267	42	45	87	45	132	113	245	-8.2%	14.1%	151.1%
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	490	518	1'008	503	1'511	586	2'097	513	532	1'045	533	1'578	633	2'211	5.4%	8.0%	18.8%
Intersegment revenue	2	1	3	2	5	2	7	1	3	4	2	6	1	7	0.0%	-50.0%	-50.0%
Net revenue	492	519	1'011	505	1'516	588	2'104	514	535	1'049	535	1'584	634	2'218	5.4%	7.8%	18.5%
Operating expenses	(344)	(349)	(693)	(327)	(1'020)	(388)	(1'408)	(357)	(353)	(710)	(345)	(1'055)	(413)	(1'468)	4.3%	6.4%	19.7%
EBITDA	148	170	318	178	496	200	696	157	182	339	190	529	221	750	7.8%	10.5%	16.3%
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%	34.9%	33.8%			
Depreciation, amortisation	(129)	(121)	(250)	(123)	(373)	(136)	(509)	(139)	(135)	(274)	(141)	(415)	(145)	(560)	10.0%	6.6%	2.8%
Lease expense	(4)	(4)	(8)	(5)	(13)	(10)	(23)	(7)	(8)	(15)	(9)	(24)	(26)	(50)	117.4%	160.0%	188.9%
Segment result	15	45	60	50	110	54	164	11	39	50	40	90	50	140	-14.6%	-7.4%	25.0%
CAPEX	(159)	(138)	(297)	(135)	(432)	(225)	(657)	(143)	(154)	(297)	(146)	(443)	(156)	(599)	-8.8%	-30.7%	6.8%
Number of employees (FTE)	2'510		2'483		2'470		2'484	2'458		2'451		2'467		2'456	-1.1%	-1.1%	-0.4%

Remarks:

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

Free Cash Flow

	2018							2019							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)	1'058	1'085	2'143	1'088	3'231	982	4'213	1'119	1'121	2'240	1'120	3'360	998	4'358	3.4%	1.6%	-10.9%
Capital expenditure	(501)	(568)	(1'069)	(552)	(1'621)	(783)	(2'404)	(518)	(779)	(1'297)	(536)	(1'833)	(605)	(2'438)	1.4%	-22.7%	12.9%
Lease expense	0	0	0	0	0	0	0	(68)	(69)	(137)	(69)	(206)	(88)	(294)	n.m.	n.m.	27.5%
Operating free cash flow proxy	557	517	1'074	536	1'610	199	1'809	533	273	806	515	1'321	305	1'626	-10.1%	53.3%	-40.8%
Change in net working capital	(215)	(143)	(358)	10	(348)	209	(139)	(41)	(120)	(161)	109	(52)	198	146	n.m.	-5.3%	81.7%
Change in defined benefit obligations	15	15	30	17	47	17	64	12	14	26	16	42	6	48	-25.0%	-64.7%	-62.5%
Net interest paid	(7)	(10)	(17)	(71)	(88)	(45)	(133)	(3)	(2)	(5)	(49)	(54)	(9)	(63)	-52.6%	-80.0%	-81.6%
Income taxes paid	(164)	(108)	(272)	(41)	(313)	19	(294)	(242)	(51)	(293)	(54)	(347)	(24)	(371)	26.2%	n.m.	-55.6%
Other cash flows from operating activities	2	4	6	1	7	5	12	(15)	18	3	(15)	(12)	(29)	(41)	n.m.	n.m.	93.3%
Free cash flow	188	275	463	452	915	404	1'319	244	132	376	522	898	447	1'345	2.0%	10.6%	-14.4%

Remarks:

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

Adjustments of key figures

	2018							2019							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
Net revenue from external customers reported	2'885	2'920	5'805	2'884	8'689	3'025	11'714	2'860	2'803	5'663	2'793	8'456	2'997	11'453	-2.2%	-0.9%	7.3%
Currency impact								18	23	41	24	65	24	89			
Net revenue adjusted at constant currency	2'885	2'920	5'805	2'884	8'689	3'025	11'714	2'878	2'826	5'704	2'817	8'521	3'021	11'542	-1.5%	-0.1%	7.2%
EBITDA reported	1'058	1'085	2'143	1'088	3'231	982	4'213	1'119	1'121	2'240	1'120	3'360	998	4'358	3.4%	1.6%	-10.9%
Adjustments Lease Expense according IAS17	52	47	99	51	150	57	207										
Adjustments Effect IFRS16	8	8	16	8	24	(5)	19	5	5	10	5	15	(15)	0			
Restructuring cost																	
Adjustments	60	55	115	59	174	52	226	5	5	10	5	15	41	56			
EBITDA adjusted	1'118	1'140	2'258	1'147	3'405	1'034	4'439	1'124	1'126	2'250	1'125	3'375	1'039	4'414			
Currency impact								6	7	13	9	22	7	29			
EBITDA adjusted at constant currency	1'118	1'140	2'258	1'147	3'405	1'034	4'439	1'130	1'133	2'263	1'134	3'397	1'046	4'443	0.1%	1.2%	-7.8%

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

	2018							2019							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 subscribers	6'451		6'434		6'409		6'370	6'378		6'368		6'358		6'333	-0.6%	-0.6%	-0.4%
Broadband lines	2'025		2'028		2'030		2'033	2'030		2'024		2'027		2'033	0.0%	0.0%	0.3%
Wireline voice access lines	1'977		1'906		1'846		1'788	1'737		1'683		1'643		1'594	-10.9%	-10.9%	-3.0%
TV subscribers	1'492		1'501		1'510		1'519	1'523		1'529		1'540		1'555	2.4%	2.4%	1.0%
Total number of underlying products	11'945		11'869		11'795		11'710	11'668		11'604		11'568		11'515	-1.7%	-1.7%	-0.5%
Wireless																	
Wireless subscribers (in thousands)																	
Wireless subscribers prepaid	1'805		1'785		1'741		1'694	1'671		1'646		1'605		1'562	-7.8%	-7.8%	-2.7%
Wireless subscribers postpaid value	4'041		4'044		4'065		4'072	4'098		4'111		4'133		4'144	1.8%	1.8%	0.3%
Wireless subscribers postpaid volume (data, multi-SIM)	605		605		603		604	609		611		620		627	3.8%	3.8%	1.1%
Wireless subscribers postpaid	4'646		4'649		4'668		4'676	4'707		4'722		4'753		4'771	2.0%	2.0%	0.4%
Wireless subscribers	6'451		6'434		6'409		6'370	6'378		6'368		6'358		6'333	-0.6%	-0.6%	-0.4%
Infinity subscribers	1'157		989		840		704	584		484		396		325	-53.8%	-53.8%	-17.9%
inOne mobile subscribers	1'257		1'449		1'642		1'822	1'945		2'027		2'109		2'166	18.9%	18.9%	2.7%
Infinity / inOne mobile subscribers	2'414		2'438		2'481		2'526	2'528		2'511		2'505		2'491	-1.4%	-1.4%	-0.6%
ARPU wireless (in CHF)																	
Blended wireless ARPU	39	39	39	39	39	38	39	38	38	38	38	37	38	38	-2.6%	-2.6%	-2.6%
Blended wireless ARPU IFRS	36	37	36	37	37	36	36	35	35	35	36	35	35	35	-2.8%	-2.8%	-2.8%
ARPU postpaid	53	54	54	54	54	52	53	50	49	50	49	49	48	49	-7.5%	-7.7%	-2.0%
ARPU postpaid IFRS	50	50	50	50	50	48	49	47	46	46	46	46	45	46	-6.1%	-6.3%	-2.2%
Wireless cancellation rate (annualised, in %)																	
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%	8.6%	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%	11.0%	11.3%			
Wireless traffic data domestic (in million GB)																	
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	120.3	431.2	24.9%	28.4%	6.7%
Wireline																	
Broadband lines (in thousands)																	
Broadband lines in single products	89		73		59		45	35		25		18		14	-68.9%	-68.9%	-22.2%
Broadband lines in bundle products	1'936		1'955		1'971		1'988	1'995		1'999		2'009		2'019	1.6%	1.6%	0.5%
Broadband lines	2'025		2'028		2'030		2'033	2'030		2'024		2'027		2'033	0.0%	0.0%	0.3%
thereof Broadband lines >80 Mbps	1'098		1'130		1'174		1'240	1'269		1'335		1'386		1'442	16.3%	16.3%	4.0%
Wireline voice access lines (in thousands)																	
Wireline voice access lines in single products	630		559		501		446	404		361		328		284	-36.3%	-36.3%	-13.4%
Wireline voice access lines in bundle products	1'347		1'347		1'345		1'342	1'333		1'322		1'315		1'310	-2.4%	-2.4%	-0.4%
Wireline voice access lines	1'977		1'906		1'846		1'788	1'737		1'683		1'643		1'594	-10.9%	-10.9%	-3.0%

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.	YtD	YoY Q4	QoQ Q4/Q3
TV subscribers (in thousands)																	
TV subscribers	1'492		1'501		1'510		1'519	1'523		1'529		1'540		1'555	2.4%	2.4%	1.0%
Wholesale																	
Wholesale lines (in thousands)																	
Full access lines	100		95		91		87	83		79		75		70	-19.5%	-19.5%	-6.7%
Wholesale broadband lines	449		462		472		481	492		502		509		515	7.1%	7.1%	1.2%
Operational data Retail Customers																	
Product view (in thousands)																	
Wireless subscribers	5'186		5'164		5'126		5'076	5'106		5'114		5'109		5'088	0.2%	0.2%	-0.4%
Broadband lines	1'988		1'991		1'993		1'998	1'995		1'992		1'996		2'003	0.3%	0.3%	0.4%
Wireline voice access lines	1'779		1'730		1'684		1'641	1'601		1'564		1'537		1'515	-7.7%	-7.7%	-1.4%
TV subscribers	1'492		1'501		1'510		1'519	1'523		1'529		1'540		1'555	2.4%	2.4%	1.0%
Total number of underlying products	10'445		10'386		10'313		10'234	10'225		10'199		10'182		10'161	-0.7%	-0.7%	-0.2%
ARPU underlying products (in CHF)																	
Blended ARPUP	41	41	41	41	41	41	41	41	41	41	41	41	40	41	0.0%	-2.4%	-2.4%
Bundle products																	
Bundle subscription (in thousands)																	
2Play bundle	434		442		441		444	455		445		446		447	0.7%	0.7%	0.2%
3Play bundle	1'100		1'110		1'123		1'133	1'129		1'140		1'146		1'153	1.8%	1.8%	0.6%
4Play bundle	391		389		391		393	391		392		393		394	0.3%	0.3%	0.3%
Total bundle subscriptions	1'925		1'941		1'955		1'970	1'975		1'977		1'985		1'994	1.2%	1.2%	0.5%
thereof fix-mobile bundle subscriptions	758		779		801		822	830		851		867		882	7.3%	7.3%	1.7%
Bundle revenue (in CHF million)																	
2Play bundle	115	119	234	124	358	127	485	134	130	264	131	395	128	523	7.8%	0.8%	-2.3%
3Play bundle	424	443	867	454	1'321	461	1'782	470	465	935	464	1'399	457	1'856	4.2%	-0.9%	-1.5%
4Play bundle	225	229	454	235	689	239	928	246	241	487	240	727	243	970	4.5%	1.7%	1.3%
ARPU bundle (in CHF)																	
Blended ARPU 2Play bundle	90	91	90	93	91	95	93	100	97	98	98	98	96	97	4.3%	1.1%	-2.0%
Blended ARPU 3Play bundle	129	134	132	135	133	136	134	138	137	137	135	137	133	136	1.5%	-2.2%	-1.5%
Blended ARPU 4Play bundle	192	196	194	202	197	203	198	209	206	207	203	206	204	206	4.0%	0.5%	0.5%
Blended ARPU bundle	132	136	134	138	135	140	136	143	140	141	140	141	137	140	2.9%	-2.1%	-2.1%

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.	YtD	YoY Q4	QoQ Q4/Q3
Wireless																	
Wireless subscribers (in thousands)																	
Wireless subscribers prepaid	1'805		1'785		1'741		1'694	1'671		1'646		1'605		1'562	-7.8%	-7.8%	-2.7%
Wireless subscribers postpaid value	3'145		3'146		3'155		3'157	3'172		3'188		3'207		3'213	1.8%	1.8%	0.2%
Wireless subscribers postpaid volume (data, multi-SIM)	236		233		230		225	263		280		297		313	39.1%	39.1%	5.4%
Wireless subscribers postpaid	3'381		3'379		3'385		3'382	3'435		3'468		3'504		3'526	4.3%	4.3%	0.6%
Wireless subscribers	5'186		5'164		5'126		5'076	5'106		5'114		5'109		5'088	0.2%	0.2%	-0.4%
Infinity / inOne penetration in % of postpaid value subscribers	75%		76%		78%		79%	79%		78%		78%		77%			
Infinity subscribers	1'117		957		815		685	568		476		392		324	-52.7%	-52.7%	-17.3%
inOne mobile subscribers	1'257		1'449		1'642		1'822	1'944		2'026		2'109		2'166	18.9%	18.9%	2.7%
Total Infinity / inOne mobile subscribers	2'374		2'406		2'456		2'507	2'513		2'502		2'501		2'490	-0.7%	-0.7%	-0.4%
thereof inOne mobile subscribers in bundle	689		809		920		1'018	1'052		1'129		1'216		1'265	24.3%	24.3%	4.0%
ARPU wireless (in CHF)																	
ARPU prepaid	5	5	5	5	5	5	5	5	5	5	5	5	6	5	0.0%	20.0%	20.0%
ARPU postpaid	62	62	62	62	62	61	62	59	57	58	57	58	56	57	-8.1%	-8.2%	-1.8%
ARPU postpaid IFRS	57	57	57	57	57	56	57	54	53	53	53	53	52	53	-7.0%	-7.1%	-1.9%
Blended wireless ARPU	41	41	41	42	41	41	41	40	40	40	41	40	40	40	-2.4%	-2.4%	-2.4%
Blended wireless ARPU IFRS	38	38	38	39	38	38	38	37	37	37	38	37	38	38	0.0%	0.0%	0.0%
ARPU Infinity / inOne	76	75	76	75	75	72	75	71	69	70	70	70	68	69	-8.0%	-5.6%	-2.9%
Wireless cancellation rate (annualised, in %)																	
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%	8.3%	7.8%			
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%	9.5%	9.2%			
Wireline																	
Broadband lines (in thousands)																	
Broadband lines in single products	63		50		38		28	20		15		11		9	-67.9%	-67.9%	-18.2%
Broadbandlines in bundle products	1'925		1'941		1'955		1'970	1'975		1'977		1'985		1'994	1.2%	1.2%	0.5%
Broadband lines	1'988		1'991		1'993		1'998	1'995		1'992		1'996		2'003	0.3%	0.3%	0.4%
thereof inOne Broadband lines	833		954		1'055		1'137	1'201		1'252		1'302		1'353	19.0%	19.0%	3.9%
thereof inOne fix-mobile bundeled	444		516		578		631	668		705		738		768	21.7%	21.7%	4.1%
Wireline voice access lines (in thousands)																	
Wireline Voice access lines in single products	435		387		343		304	273		248		228		211	-30.6%	-30.6%	-7.5%
Wireline Voice access lines in bundle products	1'344		1'343		1'341		1'337	1'328		1'316		1'309		1'304	-2.5%	-2.5%	-0.4%
Wireline voice access lines	1'779		1'730		1'684		1'641	1'601		1'564		1'537		1'515	-7.7%	-7.7%	-1.4%
thereof inOne Wireline voice access lines	520		592		652		697	731		756		780		806	15.6%	15.6%	3.3%
TV subscribers (in thousands)																	
TV subscribers	1'492		1'501		1'510		1'519	1'523		1'529		1'540		1'555	2.4%	2.4%	1.0%
thereof inOne TV subscribers	660		758		837		902	956		1'004		1'049		1'097	21.6%	21.6%	4.6%
ARPU wireline (in CHF)																	
Blended wireline ARPU	40	41	41	41	41	41	41	41	41	41	41	41	41	41	0.0%	0.0%	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.	YtD	YoY Q4	QoQ Q4/Q3
Households (in thousands)																	
Households wireline	2'361		2'329		2'298		2'274	2'248		2'225		2'213		2'207	-2.9%	-2.9%	-0.3%
RGU per household (#)	2.22		2.24		2.26		2.27	2.28		2.29		2.29		2.30	1.3%	1.3%	0.4%
ARPU household (in CHF)	90	92	91	93	91	94	92	94	94	94	94	94	94	94	2.2%	0.0%	0.0%
Operational data Enterprise Customers																	
Product view (in thousands)																	
Wireless subscribers	1'265		1'270		1'283		1'294	1'272		1'254		1'249		1'245	-3.8%	-3.8%	-0.3%
Broadband lines	37		37		37		35	35		32		31		30	-14.3%	-14.3%	-3.2%
Wireline voice access lines	198		176		162		147	136		119		106		79	-46.3%	-46.3%	-25.5%
Total number of underlying products	1'500		1'483		1'482		1'476	1'443		1'405		1'386		1'354	-8.3%	-8.3%	-2.3%
ARPU underlying products (in CHF)																	
Blended ARPUP	56	59	58	58	58	55	57	54	55	54	54	54	53	54	-5.3%	-3.6%	-1.9%
Wireless																	
Wireless subscribers (in thousands)																	
Wireless subscribers postpaid value	896		898		910		915	926		923		926		931	1.7%	1.7%	0.5%
Wireless subscribers postpaid volume (data, multi-SIM)	369		372		373		379	346		331		323		314	-17.2%	-17.2%	-2.8%
Wireless subscribers postpaid	1'265		1'270		1'283		1'294	1'272		1'254		1'249		1'245	-3.8%	-3.8%	-0.3%
Wireless subscribers	1'265		1'270		1'283		1'294	1'272		1'254		1'249		1'245	-3.8%	-3.8%	-0.3%
ARPU wireless (in CHF)																	
Blended wireless ARPU	30	31	30	30	30	28	30	26	27	27	27	27	25	26	-13.3%	-10.7%	-7.4%
Wireline																	
Broadband lines (in thousands)																	
Broadband lines	37		37		37		35	35		32		31		30	-14.3%	-14.3%	-3.2%
Wireline voice access lines (in thousands)																	
Wireline voice access lines	198		176		162		147	136		119		106		79	-46.3%	-46.3%	-25.5%
Operational data Wholesale																	
Wireline																	
Full access lines (in thousands)																	
Full access lines	100		95		91		87	83		79		75		70	-19.5%	-19.5%	-6.7%
Broadband lines (in thousands)																	
Wholesale broadband lines	449		462		472		481	492		502		509		515	7.1%	7.1%	1.2%

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.	YtD	YoY Q4	QoQ Q4/Q3
Operational data Fastweb																	
Broadband customers (in thousands)																	
Broadband customers	2'483		2'500		2'518		2'547	2'575		2'600		2'610		2'637	3.5%	3.5%	1.0%
Wireless customers (in thousands)																	
Wireless customers	1'185		1'280		1'324		1'432	1'517		1'629		1'742		1'806	26.1%	26.1%	3.7%

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.