

Facts & Figures

as per March 31, 2021

[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

	2020							2021							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Residential Customers	1'120	1'080	2'200	1'120	3'320	1'164	4'484	1'130							0.9%	-2.9%
Business Customers	760	760	1'520	739	2'259	767	3'026	759							-0.1%	-1.0%
Wholesale	164	158	322	168	490	171	661	173							5.5%	1.2%
Infrastructure & Support Functions	6	5	11	6	17	5	22	5							-16.7%	0.0%
Swisscom Switzerland	2'050	2'003	4'053	2'033	6'086	2'107	8'193	2'067							0.8%	-1.9%
Fastweb	578	597	1'175	611	1'786	676	2'462	632							9.3%	-6.5%
Other operating segments	109	106	215	114	329	116	445	104							-4.6%	-10.3%
Net revenue from external customers	2'737	2'706	5'443	2'758	8'201	2'899	11'100	2'803							2.4%	-3.3%
Direct costs	(626)	(624)	(1'250)	(656)	(1'906)	(763)	(2'669)	(680)							8.6%	-10.9%
Personnel expenses	(700)	(679)	(1'379)	(637)	(2'016)	(701)	(2'717)	(716)							2.3%	2.1%
Other operating expenses	(407)	(416)	(823)	(441)	(1'264)	(534)	(1'798)	(422)							3.7%	-21.0%
Capitalized costs and other income	107	110	217	124	341	125	466	139							29.9%	11.2%
Operating income (EBITDA)	1'111	1'097	2'208	1'148	3'356	1'026	4'382	1'124							1.2%	9.6%
EBITDA in % of net revenue	40.6%	40.5%	40.6%	41.6%	40.9%	35.4%	39.5%	40.1%								
Depreciation, amortisation of tangible / intangible assets	(537)	(541)	(1'078)	(538)	(1'616)	(533)	(2'149)	(538)							0.2%	0.9%
Depreciation right of use assets	(70)	(77)	(147)	(70)	(217)	(69)	(286)	(70)							0.0%	1.4%
Operating income (EBIT)	504	479	983	540	1'523	424	1'947	516							2.4%	21.7%
EBIT in % of net revenue	18.4%	17.7%	18.1%	19.6%	18.6%	14.6%	17.5%	18.4%								
Net interest expense	(12)	(18)	(30)	(20)	(50)	(19)	(69)	(17)							41.7%	-10.5%
Interest expense on lease liabilities	(11)	(11)	(22)	(12)	(34)	(11)	(45)	(11)							0.0%	0.0%
Other financial result	(14)	(38)	(52)	23	(29)	(9)	(38)	252							n.m.	n.m.
Result of equity-accounted investees	1	2	3	1	4	0	4	0							n.m.	n.m.
Income before income tax expense	468	414	882	532	1'414	385	1'799	740							58.1%	92.2%
Income tax expense	(74)	(72)	(146)	(102)	(248)	(23)	(271)	(102)							37.8%	343.5%
Net income	394	342	736	430	1'166	362	1'528	638							61.9%	76.2%
Net income attributable to equity holders of Swisscom AG	395	343	738	431	1'169	361	1'530	638							61.5%	76.7%
Net income attributable to non-controlling interests	(1)	(1)	(2)	(1)	(3)	1	(2)	0							n.m.	-100.0%
Average number of shares outstanding (in million)	51.802	51.799	51.801	51.801	51.801	51.801	51.801	51.800							0.0%	0.0%
Earnings per share (EPS) in CHF	7.63	6.62	14.25	8.32	22.57	6.97	29.54	12.32							61.5%	76.8%

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.

P&L Breakdown

	2020							2021							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Group revenue																
Residential Customers	1'137	1'101	2'238	1'138	3'376	1'184	4'560	1'149							1.1%	-3.0%
Business Customers	779	778	1'557	758	2'315	785	3'100	778							-0.1%	-0.9%
Wholesale	225	224	449	278	727	249	976	243							8.0%	-2.4%
Infrastructure & Support Functions	21	21	42	21	63	20	83	19							-9.5%	-5.0%
Intersegment elimination	(97)	(105)	(202)	(149)	(351)	(118)	(469)	(109)							12.4%	-7.6%
Swisscom Switzerland	2'065	2'019	4'084	2'046	6'130	2'120	8'250	2'080							0.7%	-1.9%
Fastweb	580	599	1'179	613	1'792	678	2'470	634							9.3%	-6.5%
Other operating segments	241	246	487	268	755	259	1'014	240							-0.4%	-7.3%
Net revenue incl. intersegment revenue	2'886	2'864	5'750	2'927	8'677	3'057	11'734	2'954							2.4%	-3.4%
Intersegment elimination	(149)	(158)	(307)	(169)	(476)	(158)	(634)	(151)							1.3%	-4.4%
Net revenue from external customers	2'737	2'706	5'443	2'758	8'201	2'899	11'100	2'803							2.4%	-3.3%
Residential Customers revenue																
Wireless access	423	411	834	409	1'243	403	1'646	399							-5.7%	-1.0%
Wireless traffic & VAS	74	67	141	76	217	71	288	66							-10.8%	-7.0%
Wireless	497	478	975	485	1'460	474	1'934	465							-6.4%	-1.9%
t/o Wireless service revenue in fix-mobile bundles	203	200	403	201	604	205	809	204							0.5%	-0.5%
Wireline access	457	456	913	456	1'369	458	1'827	459							0.4%	0.2%
Wireline traffic & VAS	48	44	92	44	136	49	185	44							-8.3%	-10.2%
Wireline	505	500	1'005	500	1'505	507	2'012	503							-0.4%	-0.8%
t/o Wireline service revenue in fix-mobile bundles	233	233	466	236	702	242	944	244							4.7%	0.8%
t/o Wireline service revenue in fixed-only bundles	249	244	493	241	734	243	977	236							-5.2%	-2.9%
Service revenue	1'002	978	1'980	985	2'965	981	3'946	968							-3.4%	-1.3%
Solutions	4	3	7	4	11	4	15	4							0.0%	0.0%
Hardware sales	120	108	228	128	356	168	524	147							22.5%	-12.5%
Other sales	(6)	(9)	(15)	3	(12)	11	(1)	11							n.m.	0.0%
Net revenue from external customers	1'120	1'080	2'200	1'120	3'320	1'164	4'484	1'130							0.9%	-2.9%
Intersegment revenue	17	21	38	18	56	20	76	19							11.8%	-5.0%
Net revenue Residential Customers	1'137	1'101	2'238	1'138	3'376	1'184	4'560	1'149							1.1%	-3.0%

P&L Breakdown

	2020							2021							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Business Customers revenue																
Wireless access	162	161	323	161	484	158	642	155							-4.3%	-1.9%
Wireless traffic & VAS	34	28	62	29	91	28	119	27							-20.6%	-3.6%
Wireless	196	189	385	190	575	186	761	182							-7.1%	-2.2%
Wireline access	138	136	274	137	411	137	548	135							-2.2%	-1.5%
Wireline traffic & VAS	27	31	58	26	84	26	110	29							7.4%	11.5%
Wireline business networks	61	60	121	60	181	60	241	59							-3.3%	-1.7%
Wireline	226	227	453	223	676	223	899	223							-1.3%	0.0%
Business numbers	15	15	30	15	45	16	61	15							0.0%	-6.3%
Service revenue	437	431	868	428	1'296	425	1'721	420							-3.9%	-1.2%
Solutions	267	260	527	259	786	272	1'058	273							2.2%	0.4%
Hardware sales	55	67	122	49	171	64	235	65							18.2%	1.6%
Other sales	1	2	3	3	6	6	12	1							0.0%	-83.3%
Net revenue from external customers	760	760	1'520	739	2'259	767	3'026	759							-0.1%	-1.0%
Intersegment revenue	19	18	37	19	56	18	74	19							0.0%	5.6%
Net revenue Business Customers	779	778	1'557	758	2'315	785	3'100	778							-0.1%	-0.9%
Wholesale revenue																
Wholesale termination	27	29	56	26	82	27	109	27							0.0%	0.0%
Wholesale services	79	81	160	87	247	93	340	86							8.9%	-7.5%
Inbound roaming	47	36	83	44	127	37	164	47							0.0%	27.0%
Other sales	11	12	23	11	34	14	48	13							18.2%	-7.1%
Net revenue from external customers	164	158	322	168	490	171	661	173							5.5%	1.2%
Intersegment revenue	61	66	127	110	237	78	315	70							14.8%	-10.3%
Net revenue Wholesale	225	224	449	278	727	249	976	243							8.0%	-2.4%
Infrastructure & Support Functions revenue																
Other sales (facility management)	6	5	11	6	17	5	22	5							-16.7%	0.0%
Net revenue from external customers	6	5	11	6	17	5	22	5							-16.7%	0.0%
Intersegment revenue	15	16	31	15	46	15	61	14							-6.7%	-6.7%
Net revenue Infrastructure & Support Functions	21	21	42	21	63	20	83	19							-9.5%	-5.0%

P&L Breakdown

	2020							2021							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY	QoQ
															Q1	Q1/Q4
Swisscom Switzerland revenue																
Wireless access	586	572	1'158	569	1'727	561	2'288	553							-5.6%	-1.4%
Wireless traffic & VAS	108	95	203	105	308	98	406	94							-13.0%	-4.1%
Wireless	694	667	1'361	674	2'035	659	2'694	647							-6.8%	-1.8%
Wireline access	594	593	1'187	593	1'780	595	2'375	594							0.0%	-0.2%
Wireline traffic & VAS	75	74	149	71	220	76	296	73							-2.7%	-3.9%
Wireline business networks	61	60	121	60	181	60	241	59							-3.3%	-1.7%
Wireline	730	727	1'457	724	2'181	731	2'912	726							-0.5%	-0.7%
Business numbers	15	15	30	15	45	16	61	15							0.0%	-6.3%
Service revenue	1'439	1'409	2'848	1'413	4'261	1'406	5'667	1'388							-3.5%	-1.3%
Solutions	270	264	534	263	797	276	1'073	277							2.6%	0.4%
Hardware sales	175	175	350	176	526	233	759	212							21.1%	-9.0%
Wholesale termination	27	29	56	26	82	27	109	27							0.0%	0.0%
Wholesale services	80	82	162	89	251	95	346	87							8.7%	-8.4%
Inbound roaming	47	36	83	44	127	37	164	47							0.0%	27.0%
Other sales	12	8	20	22	42	33	75	29							141.7%	-12.1%
Net revenue from external customers	2'050	2'003	4'053	2'033	6'086	2'107	8'193	2'067							0.8%	-1.9%
Intersegment revenue	15	16	31	13	44	13	57	13							-13.3%	0.0%
Net revenue Swisscom Switzerland	2'065	2'019	4'084	2'046	6'130	2'120	8'250	2'080							0.7%	-1.9%
Fastweb revenue																
Consumer	300	299	599	304	903	311	1'214	312							4.0%	0.3%
Enterprise	225	239	464	243	707	266	973	259							15.1%	-2.6%
Wholesale	53	59	112	64	176	99	275	61							15.1%	-38.4%
Other revenue	0	0	0	0	0	0	0	0							n.m.	n.m.
Net revenue from external customers	578	597	1'175	611	1'786	676	2'462	632							9.3%	-6.5%
Intersegment revenue	2	2	4	2	6	2	8	2							0.0%	0.0%
Net revenue Fastweb	580	599	1'179	613	1'792	678	2'470	634							9.3%	-6.5%
Other operating segments revenue																
Net revenue from external customers	109	106	215	114	329	116	445	104							-4.6%	-10.3%
Intersegment revenue	132	140	272	154	426	143	569	136							3.0%	-4.9%
Net revenue other operating segments	241	246	487	268	755	259	1'014	240							-0.4%	-7.3%

P&L Breakdown

	2020							2021							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Group OPEX																
Residential Customers	(434)	(418)	(852)	(455)	(1'307)	(555)	(1'862)	(450)							3.7%	-18.9%
Business Customers	(442)	(439)	(881)	(418)	(1'299)	(453)	(1'752)	(440)							-0.5%	-2.9%
Wholesale	(93)	(99)	(192)	(144)	(336)	(116)	(452)	(105)							12.9%	-9.5%
Infrastructure & Support Functions	(283)	(298)	(581)	(279)	(860)	(327)	(1'187)	(278)							-1.8%	-15.0%
Intersegment elimination	96	107	203	148	351	118	469	109							13.5%	-7.6%
Swisscom Switzerland	(1'156)	(1'147)	(2'303)	(1'148)	(3'451)	(1'333)	(4'784)	(1'164)							0.7%	-12.7%
Fastweb	(399)	(391)	(790)	(394)	(1'184)	(446)	(1'630)	(439)							10.0%	-1.6%
Other operating segments	(199)	(206)	(405)	(212)	(617)	(213)	(830)	(206)							3.5%	-3.3%
Reconciliation pension cost (IAS19)	(15)	(16)	(31)	(16)	(47)	(18)	(65)	(13)							-13.3%	-27.8%
Intersegment elimination	143	151	294	160	454	137	591	143							0.0%	4.4%
Group OPEX	(1'626)	(1'609)	(3'235)	(1'610)	(4'845)	(1'873)	(6'718)	(1'679)							3.3%	-10.4%
EBITDA																
Residential Customers (Contribution margin 2)	703	683	1'386	683	2'069	629	2'698	699							-0.6%	11.1%
Business Customers (Contribution margin 2)	337	339	676	340	1'016	332	1'348	338							0.3%	1.8%
Wholesale (Contribution margin 2)	132	125	257	134	391	133	524	138							4.5%	3.8%
Infrastructure & Support Functions (Contribution margin 2)	(262)	(277)	(539)	(258)	(797)	(307)	(1'104)	(259)							-1.1%	-15.6%
Intersegment elimination	(1)	2	1	(1)	0	0	0	0							n.m.	n.m.
Swisscom Switzerland (EBITDA)	909	872	1'781	898	2'679	787	3'466	916							0.8%	16.4%
Fastweb	181	208	389	219	608	232	840	195							7.7%	-15.9%
Other operating segments	42	40	82	56	138	46	184	34							-19.0%	-26.1%
Reconciliation pension cost (IAS19)	(15)	(16)	(31)	(16)	(47)	(18)	(65)	(13)							-13.3%	-27.8%
Intersegment elimination	(6)	(7)	(13)	(9)	(22)	(21)	(43)	(8)							33.3%	-61.9%
Group EBITDA	1'111	1'097	2'208	1'148	3'356	1'026	4'382	1'124							1.2%	9.6%
EBITDA/Contribution margin 2 in % of net revenue																
Residential Customers	61.8%	62.0%	61.9%	60.0%	61.3%	53.1%	59.2%	60.8%								
Business Customers	43.3%	43.6%	43.4%	44.9%	43.9%	42.3%	43.5%	43.4%								
Wholesale	58.7%	55.8%	57.2%	48.2%	53.8%	53.4%	53.7%	56.8%								
Infrastructure & Support Functions	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Swisscom Switzerland	44.0%	43.2%	43.6%	43.9%	43.7%	37.1%	42.0%	44.0%								
Fastweb	31.2%	34.7%	33.0%	35.7%	33.9%	34.2%	34.0%	30.8%								
Other operating segments	17.4%	16.3%	16.8%	20.9%	18.3%	17.8%	18.1%	14.2%								
Group EBITDA in % of net revenue	40.6%	40.5%	40.6%	41.6%	40.9%	35.4%	39.5%	40.1%								

P&L Breakdown

	2020							2021							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Depreciation, amortisation of tangible / intangible assets																
Residential Customers	(17)	(22)	(39)	(15)	(54)	(17)	(71)	(14)							-17.6%	-17.6%
Business Customers	(20)	(18)	(38)	(19)	(57)	(20)	(77)	(17)							-15.0%	-15.0%
Wholesale	0	0	0	0	0	0	0	0							n.m.	n.m.
Infrastructure & Support Functions	(340)	(348)	(688)	(340)	(1'028)	(333)	(1'361)	(342)							0.6%	2.7%
Intersegment elimination	0	(1)	(1)	1	0	0	0	(1)							n.m.	n.m.
Swisscom Switzerland	(377)	(389)	(766)	(373)	(1'139)	(370)	(1'509)	(374)							-0.8%	1.1%
Fastweb	(153)	(152)	(305)	(157)	(462)	(156)	(618)	(161)							5.2%	3.2%
Other operating segments	(15)	(15)	(30)	(16)	(46)	(16)	(62)	(13)							-13.3%	-18.8%
Intersegment elimination	2	2	4	2	6	3	9	4							100.0%	33.3%
Reconciliation depreciation IRU & impairment losses (IFRS16)	6	13	19	6	25	6	31	6							0.0%	0.0%
Group depreciation, amortisation	(537)	(541)	(1'078)	(538)	(1'616)	(533)	(2'149)	(538)							0.2%	0.9%
Lease expense / depreciation right of use assets																
Residential Customers	(11)	(11)	(22)	(11)	(33)	(10)	(43)	(10)							-9.1%	0.0%
Business Customers	(8)	(9)	(17)	(8)	(25)	(8)	(33)	(8)							0.0%	0.0%
Wholesale	0	0	0	0	0	(1)	(1)	0							n.m.	-100.0%
Infrastructure & Support Functions	(40)	(38)	(78)	(39)	(117)	(38)	(155)	(40)							0.0%	5.3%
Intersegment elimination	0	0	0	0	0	0	0	0							n.m.	n.m.
Swisscom Switzerland	(59)	(58)	(117)	(58)	(175)	(57)	(232)	(58)							-1.7%	1.8%
Fastweb	(14)	(13)	(27)	(15)	(42)	(14)	(56)	(14)							0.0%	0.0%
Other operating segments	(3)	(3)	(6)	(3)	(9)	(3)	(12)	(3)							0.0%	0.0%
Intersegment elimination	1	(1)	0	0	0	0	0	0							n.m.	n.m.
Group lease expense	(75)	(75)	(150)	(76)	(226)	(74)	(300)	(75)							0.0%	1.4%
Reconciliation interest expense leases	11	11	22	12	34	11	45	11							0.0%	0.0%
Reconciliation depreciation IRU & impairment losses (IFRS16)	(6)	(13)	(19)	(6)	(25)	(6)	(31)	(6)							0.0%	0.0%
Group depreciation right of use assets	(70)	(77)	(147)	(70)	(217)	(69)	(286)	(70)							0.0%	1.4%
Segment result / Operating income (EBIT)																
Residential Customers (segment result)	675	650	1'325	657	1'982	602	2'584	675							0.0%	12.1%
Business Customers (segment result)	309	312	621	313	934	304	1'238	313							1.3%	3.0%
Wholesale (segment result)	132	125	257	134	391	132	523	138							4.5%	4.5%
Infrastructure & Support Functions (segment result)	(642)	(663)	(1'305)	(637)	(1'942)	(678)	(2'620)	(641)							-0.2%	-5.5%
Intersegment elimination	(1)	1	0	0	0	0	0	(1)							0.0%	n.m.
Swisscom Switzerland (segment result)	473	425	898	467	1'365	360	1'725	484							2.3%	34.4%
Fastweb (segment result)	14	43	57	47	104	62	166	20							42.9%	-67.7%
Other operating segments (segment result)	24	22	46	37	83	27	110	18							-25.0%	-33.3%
Reconciliation pension cost (IAS19)	(15)	(16)	(31)	(16)	(47)	(18)	(65)	(13)							-13.3%	-27.8%
Intersegment elimination	(3)	(6)	(9)	(7)	(16)	(18)	(34)	(4)							33.3%	-77.8%
Group Segment result	493	468	961	528	1'489	413	1'902	505							2.4%	22.3%
Reconciliation interest expense leases	11	11	22	12	34	11	45	11							0.0%	0.0%
Group EBIT	504	479	983	540	1'523	424	1'947	516							2.4%	21.7%

P&L Breakdown

	2020							2021							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
EBIT/Segment result in % of net revenue																
Residential Customers	59.4%	59.0%	59.2%	57.7%	58.7%	50.8%	56.7%	58.7%								
Business Customers	39.7%	40.1%	39.9%	41.3%	40.3%	38.7%	39.9%	40.2%								
Wholesale	58.7%	55.8%	57.2%	48.2%	53.8%	53.0%	53.6%	56.8%								
Infrastructure & Support Functions	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Swisscom Switzerland	22.9%	21.1%	22.0%	22.8%	22.3%	17.0%	20.9%	23.3%								
Fastweb	2.4%	7.2%	4.8%	7.7%	5.8%	9.1%	6.7%	3.2%								
Other operating segments	10.0%	8.9%	9.4%	13.8%	11.0%	10.4%	10.8%	7.5%								
Group EBIT in % of net revenue	18.4%	17.7%	18.1%	19.6%	18.6%	14.6%	17.5%	18.4%								
CAPEX																
Fixed network & infrastructure	34%	24%	29%	27%	28%	25%	27%	24%								
Fibre (FTTx)	24%	38%	32%	35%	33%	31%	32%	33%								
Wireless network	21%	18%	19%	19%	19%	19%	19%	22%								
Customer premises equipment	5%	4%	5%	4%	4%	6%	5%	4%								
IT systems, All IP & other	16%	16%	15%	15%	16%	19%	17%	17%								
Swisscom Switzerland	(367)	(409)	(776)	(410)	(1'186)	(413)	(1'599)	(371)							1.1%	-10.2%
Fastweb	(148)	(146)	(294)	(145)	(439)	(190)	(629)	(168)							13.5%	-11.6%
Other operating segments	(7)	(11)	(18)	(12)	(30)	(14)	(44)	(9)							28.6%	-35.7%
Intersegment elimination	6	7	13	10	23	20	43	8							33.3%	-60.0%
Group CAPEX*	(516)	(559)	(1'075)	(557)	(1'632)	(597)	(2'229)	(540)							4.7%	-9.5%
* incl. payments for IRUs, which classify under IFRS16 as leases																
Number of employees (End of period)																
Residential Customers	3'191		3'141		3'128		3'082	3'022							-5.3%	-1.9%
Business Customers	5'029		4'929		4'919		4'931	4'952							-1.5%	0.4%
Wholesale	83		84		85		83	81							-2.4%	-2.4%
Infrastructure & Support Functions	4'753		4'703		4'744		4'749	4'775							0.5%	0.5%
Swisscom Switzerland	13'056		12'857		12'876		12'845	12'830							-1.7%	-0.1%
Fastweb	2'515		2'605		2'634		2'703	2'733							8.7%	1.1%
Other operating segments	3'539		3'522		3'516		3'514	3'514							-0.7%	0.0%
Group Number of employees (End of period)	19'110		18'984		19'026		19'062	19'077							-0.2%	0.1%

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OPEX Breakdown

	2020							2021							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
OPEX Swisscom Switzerland																
Direct costs	(401)	(396)	(797)	(421)	(1'218)	(508)	(1'726)	(435)							8.5%	-14.4%
Personnel expenses	(526)	(509)	(1'035)	(473)	(1'508)	(521)	(2'029)	(532)							1.1%	2.1%
Other operating expenses	(229)	(244)	(473)	(257)	(730)	(301)	(1'031)	(224)							-2.2%	-25.6%
Intersegment expenses	(68)	(67)	(135)	(72)	(207)	(71)	(278)	(58)							-14.7%	-18.3%
./. Capitalized costs and other income	68	69	137	75	212	68	280	85							25.0%	25.0%
Total OPEX Swisscom Switzerland	(1'156)	(1'147)	(2'303)	(1'148)	(3'451)	(1'333)	(4'784)	(1'164)							0.7%	-12.7%
OPEX Fastweb																
Direct costs	(211)	(213)	(424)	(218)	(642)	(237)	(879)	(229)							8.5%	-3.4%
Personnel expenses	(50)	(50)	(100)	(47)	(147)	(54)	(201)	(61)							22.0%	13.0%
Other operating expenses	(149)	(139)	(288)	(138)	(426)	(170)	(596)	(163)							9.4%	-4.1%
Intersegment expenses	(2)	(3)	(5)	(2)	(7)	(1)	(8)	(1)							-50.0%	0.0%
./. Capitalized costs and other income	13	14	27	11	38	16	54	15							15.4%	-6.3%
Total OPEX Fastweb	(399)	(391)	(790)	(394)	(1'184)	(446)	(1'630)	(439)							10.0%	-1.6%
OPEX Other operating segments																
Direct costs	(15)	(14)	(29)	(17)	(46)	(18)	(64)	(16)							6.7%	-11.1%
Personnel expenses	(108)	(105)	(213)	(102)	(315)	(107)	(422)	(111)							2.8%	3.7%
Other operating expenses	(67)	(80)	(147)	(87)	(234)	(88)	(322)	(73)							9.0%	-17.0%
Intersegment expenses	(16)	(13)	(29)	(14)	(43)	(15)	(58)	(16)							0.0%	6.7%
./. Capitalized costs and other income	7	6	13	8	21	15	36	10							42.9%	-33.3%
Total OPEX Other operating segments	(199)	(206)	(405)	(212)	(617)	(213)	(830)	(206)							3.5%	-3.3%

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SCS Breakdown

	2020							2021							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Residential Customers																
Net revenue (incl. intersegment revenue)	1'137	1'101	2'238	1'138	3'376	1'184	4'560	1'149							1.1%	-3.0%
Outpayments	(34)	(37)	(71)	(71)	(142)	(47)	(189)	(41)							20.6%	-12.8%
Subscriber acquisition and retention costs	(30)	(27)	(57)	(43)	(100)	(74)	(174)	(40)							33.3%	-45.9%
Other costs (incl. goods and services purchased)	(184)	(171)	(355)	(153)	(508)	(217)	(725)	(198)							7.6%	-8.8%
Direct costs (incl. intersegment direct costs)	(248)	(235)	(483)	(267)	(750)	(338)	(1'088)	(279)							12.5%	-17.5%
Contribution margin 1	889	866	1'755	871	2'626	846	3'472	870							-2.1%	2.8%
Contribution margin 1 in % of net revenue	78.2%	78.7%	78.4%	76.5%	77.8%	71.5%	76.1%	75.7%								
Total workforce expenses	(122)	(118)	(240)	(114)	(354)	(126)	(480)	(120)							-1.6%	-4.8%
Other operating expenses	(72)	(73)	(145)	(81)	(226)	(99)	(325)	(58)							-19.4%	-41.4%
Indirect costs (incl. intersegment indirect costs)	(194)	(191)	(385)	(195)	(580)	(225)	(805)	(178)							-8.2%	-20.9%
./. Capitalized costs and other income	8	8	16	7	23	8	31	7							-12.5%	-12.5%
Contribution margin 2	703	683	1'386	683	2'069	629	2'698	699							-0.6%	11.1%
Contribution margin 2 in % of net revenue	61.8%	62.0%	61.9%	60.0%	61.3%	53.1%	59.2%	60.8%								
Lease expense	(11)	(11)	(22)	(11)	(33)	(10)	(43)	(10)							-9.1%	0.0%
Depreciation, amortisation	(17)	(22)	(39)	(15)	(54)	(17)	(71)	(14)							-17.6%	-17.6%
Segment result	675	650	1'325	657	1'982	602	2'584	675							0.0%	12.1%
CAPEX	(5)	(7)	(12)	(7)	(19)	(8)	(27)	(3)							-40.0%	-62.5%
Number of employees (FTE)	3'191		3'141		3'128		3'082	3'022							-5.3%	-1.9%
Business Customers																
Net revenue (incl. intersegment revenue)	779	778	1'557	758	2'315	785	3'100	778							-0.1%	-0.9%
Outpayments	(31)	(32)	(63)	(41)	(104)	(37)	(141)	(33)							6.5%	-10.8%
Subscriber acquisition and retention costs	(12)	(10)	(22)	(12)	(34)	(14)	(48)	(11)							-8.3%	-21.4%
Other costs (incl. goods and services purchased)	(152)	(161)	(313)	(143)	(456)	(165)	(621)	(158)							3.9%	-4.2%
Direct costs (incl. intersegment direct costs)	(195)	(203)	(398)	(196)	(594)	(216)	(810)	(202)							3.6%	-6.5%
Contribution margin 1	584	575	1'159	562	1'721	569	2'290	576							-1.4%	1.2%
Contribution margin 1 in % of net revenue	75.0%	73.9%	74.4%	74.1%	74.3%	72.5%	73.9%	74.0%								
Total workforce expenses	(226)	(219)	(445)	(200)	(645)	(209)	(854)	(224)							-0.9%	7.2%
Other operating expenses	(51)	(47)	(98)	(50)	(148)	(54)	(202)	(44)							-13.7%	-18.5%
Indirect costs (incl. intersegment indirect costs)	(277)	(266)	(543)	(250)	(793)	(263)	(1'056)	(268)							-3.2%	1.9%
./. Capitalized costs and other income	30	30	60	28	88	26	114	30							0.0%	15.4%
Contribution margin 2	337	339	676	340	1'016	332	1'348	338							0.3%	1.8%
Contribution margin 2 in % of net revenue	43.3%	43.6%	43.4%	44.9%	43.9%	42.3%	43.5%	43.4%								
Lease expense	(8)	(9)	(17)	(8)	(25)	(8)	(33)	(8)							0.0%	0.0%
Depreciation, amortisation	(20)	(18)	(38)	(19)	(57)	(20)	(77)	(17)							-15.0%	-15.0%
Segment result	309	312	621	313	934	304	1'238	313							1.3%	3.0%
CAPEX	(9)	(8)	(17)	(10)	(27)	(13)	(40)	(10)							11.1%	-23.1%
Number of employees (FTE)	5'029		4'929		4'919		4'931	4'952							-1.5%	0.4%

SCS Breakdown

	2020							2021							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Wholesale																
Net revenue (incl. intersegment revenue)	225	224	449	278	727	249	976	243							8.0%	-2.4%
Outpayments	(84)	(92)	(176)	(134)	(310)	(103)	(413)	(94)							11.9%	-8.7%
Subscriber acquisition and retention costs	0	0	0	0	0	0	0	0							n.m.	n.m.
Other costs (incl. goods and services purchased)	(5)	(3)	(8)	(6)	(14)	(6)	(20)	(5)							0.0%	-16.7%
Direct costs (incl. intersegment direct costs)	(89)	(95)	(184)	(140)	(324)	(109)	(433)	(99)							11.2%	-9.2%
Contribution margin 1	136	129	265	138	403	140	543	144							5.9%	2.9%
Contribution margin 1 in % of net revenue	60.4%	57.6%	59.0%	49.6%	55.4%	56.2%	55.6%	59.3%								
Total workforce expenses	(4)	(4)	(8)	(3)	(11)	(3)	(14)	(4)							0.0%	33.3%
Other operating expenses	0	(1)	(1)	(1)	(2)	(4)	(6)	(2)							n.m.	-50.0%
Indirect costs (incl. intersegment indirect costs)	(4)	(5)	(9)	(4)	(13)	(7)	(20)	(6)							50.0%	-14.3%
./. Capitalized costs and other income	0	1	1	0	1	0	1	0							n.m.	n.m.
Contribution margin 2	132	125	257	134	391	133	524	138							4.5%	3.8%
Contribution margin 2 in % of net revenue	58.7%	55.8%	57.2%	48.2%	53.8%	53.4%	53.7%	56.8%								
Lease expense	0	0	0	0	0	(1)	(1)	0							n.m.	-100.0%
Depreciation, amortisation	0	0	0	0	0	0	0	0							n.m.	n.m.
Segment result	132	125	257	134	391	132	523	138							4.5%	4.5%
CAPEX	0	0	0	0	0	0	0	0							n.m.	n.m.
Number of employees (FTE)	83		84		85		83	81							-2.4%	-2.4%
Infrastructure & Support Functions																
Net revenue (incl. intersegment revenue)	21	21	42	21	63	20	83	19							-9.5%	-5.0%
Direct costs (incl. intersegment direct costs)	(1)	(3)	(4)	(3)	(7)	(1)	(8)	(2)							100.0%	100.0%
Contribution margin 1	20	18	38	18	56	19	75	17							-15.0%	-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.								
Total workforce expenses	(220)	(213)	(433)	(198)	(631)	(235)	(866)	(230)							4.5%	-2.1%
Maintenance	(54)	(58)	(112)	(59)	(171)	(58)	(229)	(51)							-5.6%	-12.1%
IT expenses	(33)	(38)	(71)	(36)	(107)	(48)	(155)	(32)							-3.0%	-33.3%
Other expenses	(89)	(98)	(187)	(101)	(288)	(99)	(387)	(91)							2.2%	-8.1%
Other operating expenses	(176)	(194)	(370)	(196)	(566)	(205)	(771)	(174)							-1.1%	-15.1%
Indirect costs (incl. intersegment indirect costs)	(396)	(407)	(803)	(394)	(1'197)	(440)	(1'637)	(404)							2.0%	-8.2%
./. Capitalized costs and other income	114	112	226	118	344	114	458	128							12.3%	12.3%
Contribution margin 2	(262)	(277)	(539)	(258)	(797)	(307)	(1'104)	(259)							-1.1%	-15.6%
Contribution margin 2 in % of net revenue	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Lease expense	(40)	(38)	(78)	(39)	(117)	(38)	(155)	(40)							0.0%	5.3%
Depreciation, amortisation	(340)	(348)	(688)	(340)	(1'028)	(333)	(1'361)	(342)							0.6%	2.7%
Segment result	(642)	(663)	(1'305)	(637)	(1'942)	(678)	(2'620)	(641)							-0.2%	-5.5%
CAPEX	(353)	(394)	(747)	(393)	(1'140)	(392)	(1'532)	(358)							1.4%	-8.7%
Number of employees (FTE)	4'753		4'703		4'744		4'749	4'775							0.5%	0.5%

SCS Breakdown

	2020							2021							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Swisscom Switzerland																
Net revenue (incl. intersegment revenue)	2'065	2'019	4'084	2'046	6'130	2'120	8'250	2'080							0.7%	-1.9%
Outpayments	(69)	(75)	(144)	(120)	(264)	(88)	(352)	(77)							11.6%	-12.5%
Subscriber acquisition and retention costs	(40)	(37)	(77)	(54)	(131)	(87)	(218)	(49)							22.5%	-43.7%
Other costs (incl. goods and services purchased)	(303)	(295)	(598)	(258)	(856)	(346)	(1'202)	(321)							5.9%	-7.2%
Direct costs (incl. intercompany direct costs)	(412)	(407)	(819)	(432)	(1'251)	(521)	(1'772)	(447)							8.5%	-14.2%
Contribution margin 1	1'653	1'612	3'265	1'614	4'879	1'599	6'478	1'633							-1.2%	2.1%
Contribution margin 1 in % of net revenue	80.0%	79.8%	79.9%	78.9%	79.6%	75.4%	78.5%	78.5%								
Total workforce expenses	(572)	(552)	(1'124)	(516)	(1'640)	(572)	(2'212)	(577)							0.9%	0.9%
Other operating expenses	(240)	(257)	(497)	(275)	(772)	(308)	(1'080)	(225)							-6.3%	-26.9%
Indirect costs (incl. intersegment indirect costs)	(812)	(809)	(1'621)	(791)	(2'412)	(880)	(3'292)	(802)							-1.2%	-8.9%
./. Capitalized costs and other income	68	69	137	75	212	68	280	85							25.0%	25.0%
Contribution margin 2	909	872	1'781	898	2'679	787	3'466	916							0.8%	16.4%
Contribution margin 2 in % of net revenue	44.0%	43.2%	43.6%	43.9%	43.7%	37.1%	42.0%	44.0%								
Lease expense	(59)	(58)	(117)	(58)	(175)	(57)	(232)	(58)							-1.7%	1.8%
EBITDAaL	850	814	1'664	840	2'504	730	3'234	858							0.9%	17.5%
Depreciation, amortisation	(377)	(389)	(766)	(373)	(1'139)	(370)	(1'509)	(374)							-0.8%	1.1%
Segment result	473	425	898	467	1'365	360	1'725	484							2.3%	34.4%
CAPEX	(367)	(409)	(776)	(410)	(1'186)	(413)	(1'599)	(371)							1.1%	-10.2%
Number of employees (FTE)	13'056		12'857		12'876		12'845	12'830							-1.7%	-0.1%

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Fastweb

	2020							2021							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Fastweb (in EUR million)																
Consumer	280	282	562	282	844	289	1'133	286							2.1%	-1.0%
Enterprise	211	224	435	226	661	246	907	237							12.3%	-3.7%
Wholesale	50	55	105	59	164	93	257	56							12.0%	-39.8%
Other revenue	0	0	0	0	0	0	0	0							n.m.	n.m.
Net revenue from external customers	541	561	1'102	567	1'669	628	2'297	579							7.0%	-7.8%
Intersegment revenue	2	1	3	2	5	2	7	2							0.0%	0.0%
Net revenue	543	562	1'105	569	1'674	630	2'304	581							7.0%	-7.8%
Operating expenses	(373)	(367)	(740)	(366)	(1'106)	(414)	(1'520)	(402)							7.8%	-2.9%
EBITDA	170	195	365	203	568	216	784	179							5.3%	-17.1%
EBITDA in % of net revenue	31.3%	34.7%	33.0%	35.7%	33.9%	34.3%	34.0%	30.8%								
Lease expense	(13)	(13)	(26)	(13)	(39)	(13)	(52)	(14)							7.7%	7.7%
EBITDAaL	157	182	339	190	529	203	732	165							5.1%	-18.7%
Depreciation, amortisation	(144)	(142)	(286)	(146)	(432)	(145)	(577)	(146)							1.4%	0.7%
Segment result	13	40	53	44	97	58	155	19							46.2%	-67.2%
CAPEX	(138)	(138)	(276)	(134)	(410)	(177)	(587)	(154)							11.6%	-13.0%
Number of employees (FTE)	2'515		2'605		2'634		2'703	2'733							8.7%	1.1%

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Free Cash Flow

	2020							2021							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Operating income (EBITDA)	1'111	1'097	2'208	1'148	3'356	1'026	4'382	1'124							1.2%	9.6%
Lease expense	(75)	(75)	(150)	(76)	(226)	(74)	(300)	(75)							0.0%	1.4%
EBITDAaL	1'036	1'022	2'058	1'072	3'130	952	4'082	1'049							1.3%	10.2%
Capital expenditure	(516)	(559)	(1'075)	(557)	(1'632)	(597)	(2'229)	(540)							4.7%	-9.5%
Operating free cash flow proxy	520	463	983	515	1'498	355	1'853	509							-2.1%	43.4%
Change in net working capital	(205)	118	(87)	25	(62)	202	140	(21)							-89.8%	n.m.
Change in defined benefit obligations	14	15	29	17	46	19	65	12							-14.3%	-36.8%
Net interest paid	(5)	(6)	(11)	(48)	(59)	(10)	(69)	(13)							160.0%	30.0%
Income taxes paid	(119)	(37)	(156)	(18)	(174)	(135)	(309)	(198)							66.4%	46.7%
Other cash flows from operating activities	(16)	19	3	15	18	8	26	(19)							18.8%	n.m.
Free cash flow	189	572	761	506	1'267	439	1'706	270							42.9%	-38.5%

Remarks:

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Adjustments of key figures

	2020							2021							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Net revenue from external customers reported	2'737	2'706	5'443	2'758	8'201	2'899	11'100	2'803							2.4%	-3.3%
Currency impact								(13)								
Adjusted change															1.9%	-3.8%
EBITDA reported	1'111	1'097	2'208	1'148	3'356	1'026	4'382	1'124							1.2%	9.6%
Currency impact								(4)								
Adjusted change															0.8%	9.2%

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Operational data	2020							2021							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Operational data Swisscom Switzerland																
Product view (in thousands)																
Wireless subscribers	6'299		6'264		6'253		6'224	6'177							-1.9%	-0.8%
Broadband lines	2'053		2'048		2'045		2'043	2'028							-1.2%	-0.7%
Wireline voice access lines	1'582		1'564		1'546		1'523	1'491							-5.8%	-2.1%
TV subscribers	1'586		1'584		1'586		1'588	1'581							-0.3%	-0.4%
Total number of underlying products	11'520		11'460		11'430		11'378	11'277							-2.1%	-0.9%
Wireless																
Wireless subscribers (in thousands)																
Wireless subscribers prepaid	1'526		1'481		1'432		1'372	1'324							-13.2%	-3.5%
Wireless subscribers postpaid value	4'146		4'145		4'162		4'175	4'160							0.3%	-0.4%
Wireless subscribers postpaid volume (data, multi-SIM)	627		638		659		677	693							10.5%	2.4%
Wireless subscribers postpaid	4'773		4'783		4'821		4'852	4'853							1.7%	0.0%
Wireless subscribers	6'299		6'264		6'253		6'224	6'177							-1.9%	-0.8%
Infinity subscribers	277		244		209		177	151							-45.5%	-14.7%
inOne mobile subscribers	2'189		2'198		2'220		2'224	2'207							0.8%	-0.8%
Infinity / inOne mobile subscribers	2'466		2'442		2'429		2'401	2'358							-4.4%	-1.8%
ARPU wireless (in CHF)																
Blended wireless ARPU	36	35	36	36	36	35	36	35							-2.8%	0.0%
Blended wireless ARPU IFRS	35	34	34	35	34	34	34	34							-2.9%	0.0%
ARPU postpaid	47	45	46	45	45	44	45	43							-8.5%	-2.3%
ARPU postpaid IFRS	44	43	44	43	44	43	43	42							-4.5%	-2.3%
Wireless cancellation rate (annualised, in %)																
Wireless cancellation rate postpaid value	8.7%	6.7%	7.7%	7.6%	7.7%	8.6%	7.9%	10.3%								
Wireless cancellation rate postpaid	10.8%	7.6%	9.2%	8.3%	8.9%	9.5%	9.1%	11.1%								
Wireless traffic data domestic (in million GB)																
Traffic data domestic	132.1	135.4	267.5	136.5	404.0	151.0	555.0	152.4							15.4%	0.9%
Wireline																
Broadband lines (in thousands)																
Broadband lines in single products	34		35		35		35	36							5.9%	2.9%
Broadband lines in bundle products	2'019		2'013		2'010		2'008	1'992							-1.3%	-0.8%
Broadband lines	2'053		2'048		2'045		2'043	2'028							-1.2%	-0.7%
thereof broadband lines >80 Mbps	1'489		1'525		1'563		1'608	1'628							9.3%	1.2%
Wireline voice access lines (in thousands)																
Wireline voice access lines in single products	283		277		272		269	262							-7.4%	-2.6%
Wireline voice access lines in bundle products	1'299		1'287		1'274		1'254	1'229							-5.4%	-2.0%
Wireline voice access lines	1'582		1'564		1'546		1'523	1'491							-5.8%	-2.1%

Operational data

	2020							2021							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
TV subscribers (in thousands)																
TV subscribers	1'586		1'584		1'586		1'588	1'581							-0.3%	-0.4%
Wholesale																
Wholesale lines (in thousands)																
Full access lines	66		63		59		56	52							-21.2%	-7.1%
Wholesale broadband lines	525		533		543		555	567							8.0%	2.2%
Operational data Residential Customers																
Product view (in thousands)																
Wireless subscribers	4'457		4'414		4'394		4'363	4'314							-3.2%	-1.1%
Broadband lines	1'754		1'750		1'747		1'746	1'733							-1.2%	-0.7%
Wireline voice access lines	1'291		1'276		1'257		1'235	1'207							-6.5%	-2.3%
TV subscribers	1'518		1'516		1'518		1'519	1'512							-0.4%	-0.5%
Total number of underlying products	9'020		8'956		8'916		8'863	8'766							-2.8%	-1.1%
ARPU underlying products (in CHF)																
Blended ARPUP	37	36	37	37	37	37	37	37							0.0%	0.0%
Bundle products																
Bundle subscription (in thousands)																
Bundle subscriptions	1'747		1'741		1'738		1'737	1'723							-1.4%	-0.8%
thereof fix-mobile bundle subscriptions	794		795		798		802	801							0.9%	-0.1%
ARPU bundle (in CHF)																
Blended ARPU bundle	129	128	129	129	129	130	129	131							1.6%	0.8%
Wireless																
Wireless subscribers (in thousands)																
Wireless subscribers prepaid	1'526		1'481		1'432		1'372	1'324							-13.2%	-3.5%
Wireless subscribers postpaid value	2'727		2'722		2'734		2'746	2'734							0.3%	-0.4%
Wireless subscribers postpaid volume (data, multi-SIM)	204		211		228		245	256							25.5%	4.5%
Wireless subscribers postpaid	2'931		2'933		2'962		2'991	2'990							2.0%	0.0%
Wireless subscribers	4'457		4'414		4'394		4'363	4'314							-3.2%	-1.1%
thereof wireless subscribers in bundle	1'098		1'109		1'125		1'140	1'146							4.4%	0.5%
Infinity / inOne penetration in % of postpaid value subscribers	76%		76%		75%		74%	73%								
Infinity subscribers	233		205		175		148	125							-46.4%	-15.5%
inOne mobile subscribers	1'845		1'853		1'872		1'875	1'862							0.9%	-0.7%
Total Infinity / inOne mobile subscribers	2'078		2'058		2'047		2'023	1'987							-4.4%	-1.8%

ARPU wireless (in CHF)

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

Operational data

	2020							2021							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Operational data Wholesale																
Wireline																
Full access lines (in thousands)																
Full access lines	66		63		59		56	52							-21.2%	-7.1%
Broadband lines (in thousands)																
Wholesale broadband lines	525		533		543		555	567							8.0%	2.2%
Operational data Fastweb																
Broadband customers (in thousands)																
Broadband customers	2'659		2'692		2'704		2'747	2'765							4.0%	0.7%
Wireless customers (in thousands)																
Wireless customers	1'779		1'830		1'889		1'961	2'066							16.1%	5.4%

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