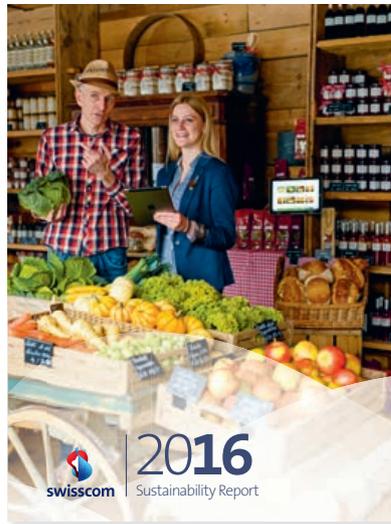




2016

Annual Report



Annual Report publications

The Annual Report, Sustainability Report and Swisscom at a glance are part of Swisscom's Annual Report 2016. The three publications are available online at: swisscom.ch/report2016

The "best companion in the networked world" concept

Digitisation is changing our lives, our behaviour and our needs. Regardless of how vastly our customers' needs differ, we still want to address each of those needs individually. Because nothing feels better than knowing you have a reliable partner at your side.

The images on the cover of the 2016 reports symbolise the collaboration between our customers and Swisscom.

From left to right:

- Annual Report:** Impact Hub in Zurich, customer Ava AG with Lea von Bidder
- Sustainability Report:** Jucker Farm in Seegräben, with customer Martin Jucker
- Swisscom at a glance:** Swisscom Shop in Zurich, with customer Therese G.

We would like to thank our customers and employees who took the time to have these pictures taken.

Welcome to the country of possibilities

Swisscom is connecting Switzerland: we accompany and support our customers in today's networked world with our network, products and services, and offer them only the best – everywhere and anytime.

Swisscom assumes responsibility: together with the Swiss population, we are committed to our country.

Swisscom promotes skilled employees: people who want to help shape Switzerland's digital future.

Visiting the Impact Hub
in Berne



Hansueli
Loosli

Urs
Schaeppi

Shareholders' letter

Dear Shareholders

Swisscom held its ground during a challenging 2016. An impressive market performance helped Swisscom generate stable revenue and retain its strong market position. Large investments ensure that the Swisscom network infrastructure stays fit for the future. Fastweb continues to develop nicely and the company boosted its revenue, operating income and customer numbers in 2016.

Swisscom holds its ground in a challenging environment

At CHF 11,643 million (–0.3%), Swisscom's net revenue was practically on a par with the previous year. This is a remarkable achievement given current price pressure and the market environment. Compared with the prior year, Swisscom increased its operating income before depreciation and amortisation (EBITDA) by CHF 195 million or 4.8% to CHF 4,293 million primarily as a result of non-recurring items in the prior year. On a like-for-like basis, EBITDA fell slightly by 1.2%. Cost cutting and growth at Fastweb were unable to compensate for declining returns in the Swiss core business. Net income rose by 17.8% to CHF 1,604 million, largely due to non-recurring items. At CHF 2,416 million, Group-wide capital expenditure was roughly on a par with last year (+0.3%).

Swisscom maintains its strong market position in Switzerland

Net revenue in the Swiss core business declined by CHF 105 million or 1.1% year-on-year to CHF 9,440 million. While revenue from telecommunications services fell as a result of increasing competitive pressure and lower roaming prices, revenue in the solutions business with corporate customers increased. The number of revenue generating units (RGU) dropped by 96,000 or 0.8% to 12.4 million as a result of market saturation. Nevertheless, the Company maintained or, as in the case of Swisscom TV, even increased its market shares. Operating income before depreciation and amortisation (EBITDA) rose by CHF 85 million or 2.4% to CHF 3,686 million. After adjustments for non-recurring items, EBITDA fell by CHF 125 million or 3.2% due to pressure on pricing, higher costs for roaming and subscriber acquisition as well as low subscription growth. Capital expenditure in Switzerland remained high at CHF 1,774 million (–2.6%).

Successful business year at Fastweb in 2016

Fastweb acquired many new customers in the broadband business (+7.0% to 2.36 million) and boosted its revenue by EUR 59 million to EUR 1,795 million (+3.4%) as a result. Operating income before depreciation and amortisation (EBITDA) rose by EUR 85 million or 14.8% to EUR 661 million. Excluding non-recurring items, the increase amounted to EUR 45 million or 8.0%. Fastweb continues to make progress on the expansion of its network. 810,000 customers were connected to the company's own ultrafast broadband network at the end of 2016 (+25% year-on-year), which represents around one-third of all Fastweb broadband customers. The Fastweb network now extends to around 100 towns and cities in Italy, thus covering 30% of the population or 7.5 million households. Capital expenditure at Fastweb grew by 7.4% to EUR 581 million due to accelerated broadband expansion.

Swisscom share performance in 2016

The Swisscom share price fell by 9.3% in 2016. In terms of total shareholder return (share price movement and dividend payout), Swisscom achieved –5.4% thanks to the high dividend yield. The Swisscom share outperformed the Stoxx Europe 600 Telecommunications Index (–16.9% in CHF; –15.8% in EUR). Payment of an unchanged ordinary dividend of CHF 22 per share will be proposed to the Annual General Meeting of Shareholders. This is equivalent to a total dividend payout of CHF 1,140 million. Swisscom is thus upholding the principle of continuity in its dividend policy.

Digitisation as an opportunity and challenge

Digitisation is changing both our economy and our society. Networking between people, applications and devices is intensifying with each passing year and billions of devices are already interconnected. Processes previously involving tedious manual work are being digitised. We are producing new services more quickly and cost-effectively in the cloud. Not only are our infrastructures being controlled from the cloud, but physical devices themselves are being migrated to the cloud (virtualisation) as well. This digital environment is giving rise to new business models and behaviours. Instead of buying, people rent and share (sharing economy) and new platforms emerge. In this way, digitisation is permeating our everyday lives and the world we work in. Swisscom views digitisation as both an opportunity and a challenge. Constantly available high-performance networks and infrastructures form the backbone of all digitisation projects. Swisscom's infrastructure and ICT expertise are opening up excellent opportunities for the company to sustain this success in nearly every area of business and daily life. Yet at the same time, we see the economic and social changes that accompany digitisation. We therefore make an effort to embrace our responsibility as a company through a variety of different initiatives and commitments.

More challenging market environment

Competition is extremely fierce in the Swiss ICT sector. The number of telephone lines connected through the fixed telephone network is dropping by more than 200,000 lines per year. 2016 marked the first year in which we were unable to offset this decline and the trend is set to continue in the years ahead. In the business customer market, too, cost pressure and falling margins triggered by an intense price war with our competitors have not gone unnoticed.

Global, web-based foreign providers have stepped up their activities in our markets as well. While these competitors have mainly been gearing their products toward private users up until now, they are increasingly extending their offers to business customers and forming partnerships to launch efficient, scalable products and services.

Demands for data security on the rise

Increasing connectivity and digitisation are producing ever-increasing volumes of data. Accordingly, the public spotlight is not only shifting to the careful use of data, but also security. At Swisscom, the responsible, secure handling of information takes centre stage. We want industry and society to be able to leverage the opportunities offered by smart data to their advantage.

Swisscom has the right product portfolio and capabilities needed to continue growing in the information security market. We already fend off 99% of all hacker, phishing or spam attacks with our current resources.

What we stand for

As a partner, pioneer and shaper, Swisscom aspires to offer its customers the very best in today's networked world. As an exemplary company offering digitisation solutions, we let people choose flexibly how to interact, work and live. As a technology partner, Swisscom helps companies improve their products, processes and marketing and, in doing so, remain competitive. We thereby strengthen and promote all of Switzerland as a business location.

Building the best infrastructure – the basis for the networked world

A networked world is only as strong as its infrastructure. In keeping with that maxim, Swisscom has been investing in a future-oriented mix of network technologies for several years. In 2016, Swisscom invested nearly CHF 1.8 billion in Switzerland alone and further investments of the same magnitude are planned for 2017 as well. Switzerland boasts one of the best telecommunications infrastructures in the world. With 99% of coverage boasting speeds in excess of 30 Mbps, it is already close to achieving the broadband objective of 100% coverage with 30 Mbps as set forth in the EU's Digital Agenda 2020.

By the end of 2016, Swisscom had already provided more than 3.5 million ultrafast broadband connections (>50 Mbps). Swift expansion has made it possible for more than 94% of all homes and businesses to use Swisscom TV. In 2016, Swisscom defined new strategic objectives for its expansion of the broadband infrastructure via the fixed telephone network: the majority of people living in any given Swiss municipality should have access to higher bandwidths by the end of 2021. To this end, some 90% of all homes and businesses will have a minimum bandwidth of 80 Mbps by the end of 2021 – with around 85% of those achieving speeds of 100 Mbps or higher.

At the heart of the Swisscom network is IP technology (Internet Protocol). This not only forms the basis for Internet services, but also for Swisscom TV and voice telephony, to name a few examples. Swisscom is planning to switch all of its products and services over to IP by the end of 2017, so that its All IP customers can take advantage of the many opportunities offered by the digital world. All IP customers can block annoying advertising calls, for instance, by activating the free filter for unwanted advertising calls on their fixed-line connection. 1.5 million customers had already migrated to IP as at the end of 2016. The changeover is proceeding as planned.

We doubled revenue from cloud-based infrastructure (Dynamic Computing Services) in 2016 and more than 270 customers and partners are now using dynamic infrastructures. Given the cloud and ICT infrastructures' ability to help us simplify processes and facilitate innovative business models, they are a key competitive advantage in this digitised world. Customers can focus more on their business and outsource ICT services, and we are able to meet the IT needs of our customers more quickly and effectively than in the past through increased standardisation and virtualisation. In 2016, Swisscom became the first provider in Switzerland to set up an additional network dedicated to the Internet of Things. This Low Power Network is operated separately from the mobile phone network and forms the basis for the Internet of Things which will interconnect millions of sensors in future. Through all of these investments and innovations, Swisscom plays a pivotal role in shaping the markets where it does business.

Offering the best experiences – to set Swisscom apart from the rest

The market environment is changing at an accelerating pace and offerings are easily copied. Companies are only successful if they design experiences to engender a strong emotional bond and create enthusiastic, loyal customers. In everything it does, Swisscom wants to make a trustworthy, simple and inspiring impression. We put people and their relationships at the centre of all of our thoughts and actions. We go up against global competition with the very best we have to offer: our employees. They are on site in municipalities both large and small, visit customers at their homes and provide advice over the phone or via online chats. Our customer experiences are designed so that they feel the same each time customers come into contact with Swisscom, whether this be during communication, while using our products or when interacting with our customer service. Uniform experiences offer a vital link between Swisscom and its customers, particularly in the age of digitisation.

By the end of 2016, Swisscom had attracted 1.48 million customers to sign up for Swisscom TV. It is continuously expanding the TV offering, including the addition of a new UHD box and the launch of services that make TV accessible for everyone, especially people with a visual or hearing impairment. Quick mobile phone repair services have emerged as a major need. In response to this, we set up our own Repair Centers in some of the Swisscom Shops. And in keeping with our promise to customers, they are different than what consumers have come to know and expect elsewhere. Our Repair Centers guarantee repairs within 24 hours using original spare parts and even offer a coffee bar atmosphere for anybody waiting.

The new Natel infinity 2.0 subscriptions introduced in 2016 are proving extremely popular. Since the offer's spring launch, over a million customers have opted in favour of more roaming, quicker surfing speeds and other included services like a device-independent cloud.

Seizing the best opportunities for growth – long-term competitiveness

Long-term competitiveness calls for companies to evolve and embrace the courage to change. Swisscom has been doing this for years. We share this experience with our business customers and offer our support as a trusted partner during their digital transformation. Swisscom has a broad portfolio of machine-to-machine applications, digitisation of business processes, use of the cloud, security solutions, use of artificial intelligence and much more. These solutions give Swisscom's customers a chance to leverage opportunities for growth and guarantee their competitiveness.

Swisscom avails itself of the best opportunities for growth as well. It plans to continue expanding both in growth areas in the TIME market (telecommunications, IT, media and entertainment) and by developing its Internet business.

The information services local.ch and search.ch were merged under the "localsearch" brand in 2016. We also collaborated with Coop to launch siroop, an online marketplace that unites merchants both large and small, nationwide and local. Our cooperation with the start-up Mila will continue as well: Around 22,000 interventions by Swisscom Friends, namely customers who help other customers locally, have been registered on the platform.

Fastweb

Swisscom is continuing to develop its subsidiary Fastweb. By expanding the ultrafast broadband network and mobile communications market, building partnerships, and improving service quality, Fastweb aims to further strengthen its strong market position in Italy and generate growth. The expansion of Italy's broadband network is continuing at full speed: Fastweb and Telecom Italia intend to cooperate on the rollout of Fibre to the Home (FTTH). The aim is for 13 million or half of homes and businesses in Italy to be connected to the ultrafast broadband network by 2020.

Swisscom values

At Swisscom, people and their relationships are at the heart of everything we do: We want to shape the future (sustainability), achieve great things (passion), be open to new ideas (curiosity), keep our promises (reliability) and be close to customers (customer focus). Swisscom's centre of excellence for Human Centred Design develops methods and approaches with a focus on people and their relationships. Our values and beliefs are then incorporated into the development of new products and services.

Multi-generational thinking as an integral component of the corporate strategy

Swisscom thinks and acts with a focus on sustainability. This responsibility towards the environment, society and the economy forms an integral part of our corporate strategy. Our vision is of a modern, forward-looking Switzerland.

In terms of Corporate Responsibility, our activities focus on the main priorities of climate protection, work and life, media skills, attractive employer, fair supply chain and a networked Switzerland. In 2016, we strengthened efforts to compile evidence related to our activities in the areas of energy efficiency, media skills and fair supply chain even further. Nationwide, we have connected over 6,020 schools to the Internet through Schools on the Net, a programme that has been in place for over 15 years. This initiative benefits around 50,000 school classes, 120,000 teachers and more than 900,000 pupils. At the same time, our media skills courses have introduced more than 300,000 elderly people (since 2005) and 100,000 pupils, parents and teachers (since 2008) to the networked world and all of the opportunities and risks it entails. As one of Switzerland's most attractive employers, it goes without saying that Swisscom fosters a corporate culture geared toward sustainability. This includes personal and professional development for each and every individual, active specialist training with more than 900 trainees at present (including 450 in ICT jobs) and a fair social partnership.

With regard to climate protection, we have cut our own CO₂ emissions by more than half since 1990. Nowadays, customers using our services for mobile working, for instance, are reducing CO₂ emissions by around 450,000 tonnes per year, which is equivalent to the emissions of around 110,000 cars. Newsweek magazine named Swisscom as the fourth most sustainable company in the world in 2016. And something of which we are very proud.

Challenging regulatory environment

A clear majority of voters and the all States rejected the “Pro Service Public” initiative in June 2016. In December 2016, ComCom decided to renew Swisscom’s licence for the Swiss universal service for another five-year period, beginning in 2018. The revised ordinance increases the minimum bandwidth from 2 to 3 Mbps, now includes IP technology and abolishes Swisscom’s obligation to operate one public payphone in each municipality. Several different topics are on the agenda in 2017: the complete revision of the Swiss Data Protection Act, revision of the Telecommunications Act, implementation of the Federal Law on the Monitoring of Postal and Telecommunications Traffic (BÜPF) and the Intelligence Service Act. With a view to the rollout of 5G, the telecommunications industry will continue to advocate for concessions for antenna construction.

Simplification and a focus on costs

Swisscom plans to reduce its cost base by over CHF 300 million between 2015 and 2020. We will achieve this through the organisational changes implemented in 2016, adjustments to our job vacancies, optimised processes and the transformation to All IP technology. These measures will free up funds, enabling Swisscom to continue investing in infrastructure and new business areas and to remain competitive over the long term.

Financial outlook for 2017

Swisscom will propose payment of a dividend of CHF 22 per share for the 2016 financial year at the 2017 Annual General Meeting. For 2017, Swisscom expects net revenue of around CHF 11.6 billion, EBITDA of around CHF 4.2 billion and capital expenditure of some CHF 2.4 billion. For Swisscom (excluding Fastweb), a slight decline in revenue is expected due to high competition and price pressure. A slight increase in revenue is expected for Fastweb. EBITDA for Swisscom, excluding Fastweb, is expected to be around CHF 100 million lower year-on-year. The reduction in EBITDA is attributable to price pressure and declines in the number of fixed-line telephony connections. In addition, the costs for roaming are expected to increase. EBITDA will be positively affected by cost savings. Fastweb’s EBITDA is expected to be slightly higher. Capital expenditure in Switzerland and at Fastweb is expected to be on a par with the prior year. Subject to achieving its targets, Swisscom will propose payment of an unchanged, attractive dividend of CHF 22 per share for the 2017 financial year at the 2018 Annual General Meeting.

A big thank you

2016 was a successful year, something that is not a given in light of today's market environment. We owe this success to the trust placed in us by our customers. We owe it to the loyalty of our shareholders. And we owe it to our employees' enthusiasm and eagerness to do their very best, every single day of the year. They deserve our most heartfelt gratitude. After all, they are the ones contributing their ideas, visions and innovations today in order to create the Swisscom of tomorrow and beyond. Their passion for Swisscom and the interest they show in our products fill us with confidence and pride as we look to the future.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Loosli'.

Hansueli Loosli
Chairman of the Board of Directors
Swisscom Ltd

A handwritten signature in black ink, appearing to read 'U. Schaeppli'.

Urs Schaeppli
CEO Swisscom Ltd

Triple bottom line

Swisscom reports about the ecological, economic and social aspects and factors that shape its business activities and its role as a corporate citizen.

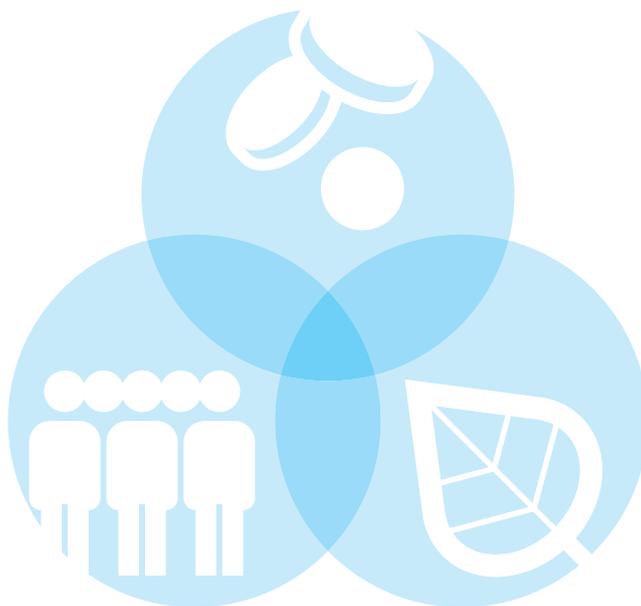


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Swisscom already has a high-level security culture. By conducting targeted attacks, the Red Team is able to identify weaknesses that were either previously unknown or not given a sufficiently high priority by Swisscom's security concepts.

Michel Grädel
Security expert

Stephan Rickauer
Head, Red Team

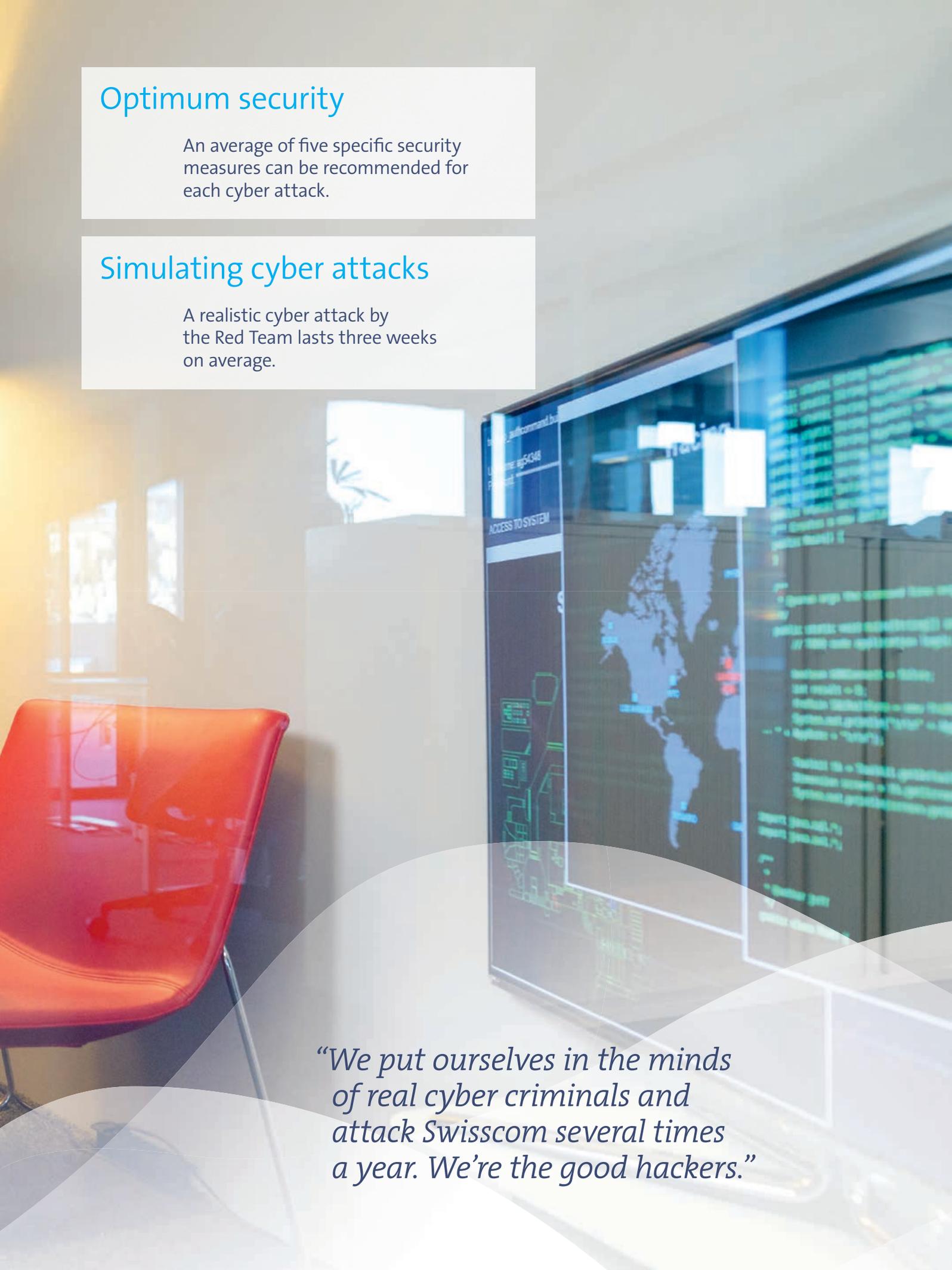


Optimum security

An average of five specific security measures can be recommended for each cyber attack.

Simulating cyber attacks

A realistic cyber attack by the Red Team lasts three weeks on average.



“We put ourselves in the minds of real cyber criminals and attack Swisscom several times a year. We’re the good hackers.”

Introduction

The best in
today's net-
worked world —
everywhere
and anytime.

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KPIs of Swisscom Group

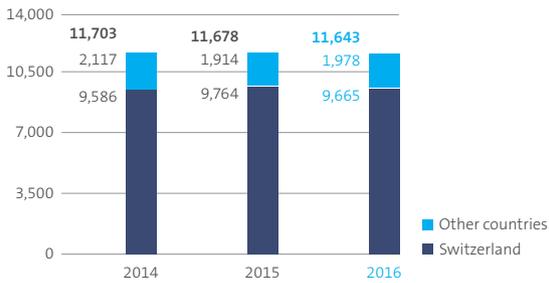
In CHF million, except where indicated

		2016	2015	Change
Net revenue and results				
Net revenue		11,643	11,678	-0.3%
Operating income before depreciation and amortisation (EBITDA)		4,293	4,098	4.8%
EBITDA as % of net revenue	%	36.9	35.1	
Operating income (EBIT)		2,148	2,012	6.8%
Net income		1,604	1,362	17.8%
Earnings per share	CHF	30.97	26.27	17.9%
Balance sheet and cash flows				
Equity at end of year		6,522	5,242	24.4%
Equity ratio at end of year	%	30.4	24.8	
Operating free cash flow		1,791	1,844	-2.9%
Capital expenditure in property, plant and equipment and other intangible assets		2,416	2,409	0.3%
Net debt at end of period		7,846	8,042	-2.4%
Operational data at end of period				
Fixed telephony access lines in Switzerland	in thousand	2,367	2,629	-10.0%
Broadband access lines retail in Switzerland	in thousand	1,992	1,958	1.7%
Swisscom TV access lines in Switzerland	in thousand	1,476	1,331	10.9%
Mobile access lines in Switzerland	in thousand	6,612	6,625	-0.2%
Revenue generating units (RGU) Switzerland	in thousand	12,447	12,543	-0.8%
Unbundled fixed access lines in Switzerland	in thousand	128	128	0.0%
Broadband access lines wholesale in Switzerland	in thousand	364	315	15.6%
Broadband access lines in Italy	in thousand	2,355	2,201	7.0%
Swisscom share				
Number of issued shares	in thousand	51,802	51,802	0.0%
Closing price at end of period	CHF	456.10	503.00	-9.3%
Market capitalisation at end of year		23,627	26,056	-9.3%
Dividend per share	CHF	22.00 ¹	22.00	0.0%
Environmental key figures in Switzerland				
Energy consumption	GWh	536	521	2.9%
Energy efficiency increase since 1 January 2010	%	35.9	29.6	
Direct CO ₂ emissions	tonnes	19,837	20,116	-1.4%
Ratio of CO ₂ reduction to CO ₂ emissions ²		0.99	0.81	
Employees				
Full-time equivalent employees at end of year	number	21,127	21,637	-2.4%
Full-time equivalent employees in Switzerland at end of year	number	18,372	18,965	-3.1%

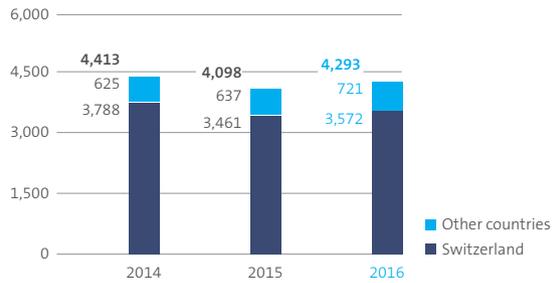
¹ In accordance with the proposal of the Board of Directors to the Annual General Meeting.

² Together with its customers Swisscom is aiming to save twice as much CO₂ as it emits through its operations including the supply chain by 2020.

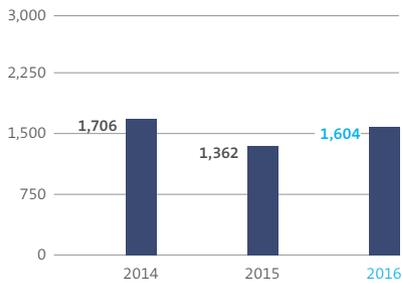
Net revenue in CHF million



EBITDA in CHF million



Net income in CHF million



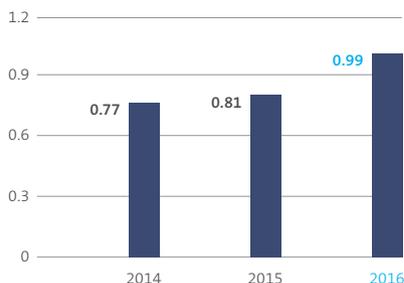
Capital expenditure in CHF million



Number of employees in full-time equivalent (FTE)



Ratio of CO₂ reductions to CO₂ emissions



Key events 2016

Swisscom TV

Thanks to a new TV-Box, customers can now for the first time watch programmes in ultra-high definition (UHD). The built-in voice-activated search function that supports Swiss dialects ensures that content is even easier to find. Swisscom is also making it easier to access barrier-free TV content.

1 Gbps

Swisscom, together with its partner Ericsson, is the first provider in Europe to successfully transfer data at 1 Gbps over the mobile broadband network. In doing so, it is taking another major step towards the introduction of even higher mobile Internet speeds.

G.fast

Swisscom is the first telecommunications service provider in Europe to start using the new G.fast transmission standard throughout Switzerland. The technology will allow Swisscom to quickly and cost-effectively provide high transmission speeds of up to 500 Mbps.

The Internet of Things

Swisscom is the first provider in Switzerland to set up an additional network dedicated to the Internet of Things: the Low Power Network. This network is designed for the transmission of small amounts of data independently of the electrical network.

Smart cities

Swisscom, in cooperation with the private IMD business school, published a study aimed at supporting authorities with digitisation. This study is one way in which Swisscom strives to help cities employ digital technology in smarter, more innovative ways.

Internet-Box 2

Thanks to its optimised technology, the new "Internet-Box 2" router offers faster WLAN speeds and a large transmission range at home.

Blocking advertising calls

Swisscom customers can activate a filter to block advertising calls with a few clicks in the Customer Centre or by calling the hotline. An IP-based fixed-network connection is required to use this filter.

FinTech start-ups

In its capacity as an IT service provider, Swisscom currently provides support to more than half of all Swiss banks in matters relating to digitisation, and is now intensifying its collaboration with FinTech start-ups.

Repair Centre

There are nine Repair Centres in Swisscom Shops throughout German-speaking and French-speaking Switzerland. Defective mobile phones are, where possible, repaired on site within 24 hours.

New subscription benefits

Households made up of five people or more can now take advantage of the new Tutto benefit. The new Natel infinity 2.0 subscriptions also offer higher surfing speeds, more roaming options and unlimited online storage.

Voice recognition

Swisscom is introducing new voice recognition software for its Voiceprint hotline. The so-called customer voiceprint ensures an even faster and more reliable identity verification process than ever before.

New business park

More than 500 employees are moving into the new business park in Sion. The building, which complies with the Minergie-P-Eco standard, meets Swisscom's high standards with respect to sustainable development and modern working methods.

Business overview

Swisscom provides financial reporting for the three operating divisions: Swisscom Switzerland, Fastweb and Other Operating Segments as well as Group Headquarters.

Swisscom Switzerland

Swisscom Switzerland comprises the customer segments Residential Customers (Sales & Services and Products & Marketing divisions), Enterprise Customers and Wholesale, as well as the IT, Network & Infrastructure division.

Residential Customers

Sales & Services

Sales & Services combines all sales channels and services for residential and SME customers under one roof and is responsible for all call centres, online & cross channels, shops and field services within Swisscom Switzerland. Sales & Services, together with the Customer Interaction Experience team, also oversees all customer, sales and service processes along the full customer experience chain and designs these processes.

Products & Marketing

The Products & Marketing segment houses the product and marketing expertise for residential and SME customers. The division ensures that these two segments provide a uniform customer experience. Products & Marketing plans, conceives and designs standardised B2B and B2C products.

Enterprise Customers

Whether voice or data, mobile or fixed network, individual products or integrated solutions, as a leading provider in the field of business communications, the Enterprise Customers segment supports customers with the planning, implementation and operation of their IT and communications infrastructure, including the provision of cost-efficient solutions and reliable services. Enterprise Customers ranks as one of the leading providers for the integration and operation of complex IT systems. It also has core competencies in the fields of integrated communication solutions, IT infrastructure and cloud services, workplace solutions and the digitisation of business process (including SAP services) and provides a comprehensive range of outsourcing services for the financial sector.

Wholesale

The Wholesale segment provides various services for other telecommunications providers, such as regulated access to the “last mile” as well as commercial voice, data and broadband products. The Wholesale segment also covers roaming services with foreign providers.

IT, Network & Infrastructure

The IT, Network & Infrastructure (INI) segment builds, operates and maintains Swisscom's nationwide fixed network and mobile communications infrastructure in Switzerland. It is also responsible for the development and production of Switzerland-wide standardised IT and network services and for the operation of all IT systems. INI is also driving forward the migration of the networks to an integrated IT and IP-based platform (All IP). The segment also includes the support functions for Swisscom Switzerland as well as Swisscom Real Estate Ltd and Business Fleet Management Ltd.

Fastweb

Fastweb is a leading, alternative service provider in the Italian fixed-network market for both residential and business customers. Fastweb supplies its services both directly via its own fibre-optic network and also via the unbundled fixed-access lines and wholesale products offered by Telecom Italia. In addition to fixed-network services, its portfolio also includes mobile services for residential customers on networks operated by other service providers. Fastweb provides its services in all large towns and cities in Italy.

Other Operating Segments

The Other Operating Segments includes the Digital Business unit as well as Participations and Subsidiaries in the areas of payment solutions, network construction and maintenance, radio transmitters, energy management and event solutions, which complement the Swisscom core business in related areas. Digital Business is focused on growth areas in the areas of Internet services and digital business models. It also includes the online directories and phone book business.

Group Headquarters

Group Headquarters chiefly comprises the Group divisions Group Business Steering, Group Strategy & Board Services, Group Communications & Responsibility, Group Security and Group Human Resources as well as employment company Worklink AG.