



Statistics 2021

Questionnaire concerning telecommunications statistics

This **obligatory** questionnaire must be completed by any company, which provides telecommunications services (TSP).

Based on Article 59 paragraphs 2 to 2ter of the Telecommunications Act of 30 April 1997 (TCA; CC 784.10) and Articles 97 to 103 of the Telecommunications Services Ordinance of 9 March 2007 (TSO, CC 784.101.1), the telecommunications statistics aims at providing the essential elements for:

- evaluating the telecommunications legislation, especially with regard to the objectives provided in Article 1 TCA (to ensure that a range of cost-effective, high quality and competitive telecommunications services is available). Data which are collected for the purposes of official telecommunications statistics may also be used or communicated for purposes of legislative evaluation by the competent authorities, in accordance with Article 59 paragraph 2^{bis} letter c TCA, in so far as the statistical results as such are not sufficient to carry out a full inventory of the effects of the legislation on telecommunications;
- taking the necessary and appropriate regulatory decisions (Art. 59 para. 2bis let. d TCA);
- guaranteeing the implementation of the universal service (Art. 97 para. 1 OTS);
- providing the public, the authorities, the providers and the consumers with information about the telecommunications market development (Art. 103 OTS).

Subject to the provisions of Article 59 paragraph 2bis letters c and d TCA, the information acquired from this questionnaire will be treated confidentially by the OFCOM Economics and Statistics Section. Aggregate (total) values will be published in such a way that individual values cannot be ascribed to individual companies.

After evaluation of the responses, we envisage the publication of the data in aggregate form, thereby guaranteeing the anonymity of the individual telecom services providers.¹

Please note also that the questionnaire and the explanatory documents are available in 4 languages (French, German, Italian and English). In addition, to assist you in entering the data, technical and financial glossaries as well as examples of breakdowns of operating costs are also available at the following address: <https://www.bakom.admin.ch/bakom/en/homepage/ofcom/virtual-frontdesk/statistics-forms.html>

Please send the completed questionnaire bearing the word 'Confidential' to the following address:

Economics and Statistics Section
Telecom Services and Post Division
Federal Office of Communications
Rue de l'Avenir 44
P.O. Box, CH-2501 BIEL-BIENNE

Deadline:

Tuesday 31 May 2022

Information:

Mr Michel Brambilla (responsible), Tel: +41 (0) 58-460 56 46
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Email: telecomstatistics@bakom.admin.ch
URL: <http://www.bakom.ch>

¹ Where appropriate, the collected data may be used further, again in aggregate form, in the federal statistics. Such processing derives from the provisions of the Federal Statistics Act of 9 October 1992 and, in particular, of the provisions relating to data protection and security. In this regard, we confirm that the data will be covered by official and statistical confidentiality and will be treated with the necessary caution. Finally, we note that the collection and processing of data for statistical purposes is based on Art. 59 TCA, and on Art. 97 to 103 TSO, but also on the special provisions relating to statistics contained in the licences.

XT Indications on the company in the technical domain**Name and address of the service provider**

Name	
Address	
Town/Postcode	
Phone	
Fax	

Contact for the technical domain

Name	
Direct phone number	
Email	

Field of activities

Does more than 50% of the activity of your company (proportion of full-time employees) consist of the provision of telecommunications services? Yes No

Registration number at OFCOM

Other registration numbers at OFCOM concerning of which the data are included in the present questionnaire

Enterprise Identification Number (UID)

Where would you like us to email the questionnaire next year?

Scope and definition

This questionnaire is intended for all telecommunications service providers (TSPs). In accordance with Article 3 letter b of the Telecommunications Act, a telecommunications service is defined as an information transmission service on behalf of third parties using telecommunication techniques (Art. 3 let. b TCA). The transmission of audiovisual programme services, i.e. the transmission of programme services intended for the general public, forms part of telecommunications services (in accordance with Art. 1 para. 2 and Art. 2 let. g of the Federal Radio and Television Act of 24 March 2006 (RTVA; CC 784.40)).

Answer the following questions to determine the parts of the questionnaire to complete and return:

1. Are you the owner of connections on fixed services?	<input type="checkbox"/>	No	<input type="checkbox"/>	Yes, complete section IF on page 4
2. Do you sell to other TSPs resources and/or services on fixed networks (cf. wholesale market)?	<input type="checkbox"/>	No	<input type="checkbox"/>	Yes, complete section ARS on page 5
3. Do you offer public telephone services on fixed networks to end users?	<input type="checkbox"/>	No	<input type="checkbox"/>	Yes, complete section SF-1 on pages 6 and 7
4. Do you offer fixed- or variable-rate transmission services to end users?	<input type="checkbox"/>	No	<input type="checkbox"/>	Yes, complete section SF-2.1 on page 8
5. Do you offer access to internet services to end users?	<input type="checkbox"/>	No	<input type="checkbox"/>	Yes, complete section SF-2.2 on page 8
6. Do you transmit live or recorded audiovisual programme services to end users?	<input type="checkbox"/>	No	<input type="checkbox"/>	Yes, complete section SF-3 on page 9
7. Are you a holder of a licence for the provision of mobile telecommunications services?	<input type="checkbox"/>	No	<input type="checkbox"/>	Yes, complete section IM on page 9
8. Do you offer public telephone services on terrestrial mobile networks to end users?	<input type="checkbox"/>	No	<input type="checkbox"/>	Yes, complete section SM-1 on pages 10 and 11 and SM-3 on page 13
9. Do you offer transmission services on terrestrial mobile networks to end users?	<input type="checkbox"/>	No	<input type="checkbox"/>	Yes, complete section SM-2 on page 12
10. Do you offer telecommunications services on satellite radiocommunications networks?	<input type="checkbox"/>	No	<input type="checkbox"/>	Yes, complete section SS on page 13
11. Do you put on the market grouped offerings intended for end users?	<input type="checkbox"/>	No	<input type="checkbox"/>	Yes, complete section SG on page 14

Grouped offerings: Initially, it is necessary to notify each service separately in its category. Then the grouped offering must be notified in section SG. For example: Company X offers a contract including fixed telephony and television for a basic lump-sum price. In this case, it should complete sections SF-1, SF-3 and SG.

You must complete:

- Section **XT** – Information on the company in the technical domain, page 3
- Section **XF** – Information on the company in the financial domain, page 15
- Section **P** – Personnel numbers, page 15
- Section **F** – Financial data, pages 16, 17 and 18

You may enter any comments you may have in parts **RT** (page 14) and **RF** (page 18).

IF Fixed network infrastructure

IF-1a Active connections (NTP²) deployed for telecommunications services to third parties (end users and TSPs), which are the property of the TSP up to the network separation point³ (as of 31.12)

Copper pair connections		
Number of optical fibre connections (FTTB, FTTC, FTTS)	IF71	
Number of other connections	IF72	
Co-axial cable connections		
Number of connections	IF51	
Of which, optical fibre connections (FTTB, FTTC, FTTS)	IF73	
Optical fibre connections		
Number of FTTH connections	IF36	
BWA or microwave link connections		
Number of BWA connections	IF74	
Number of microwave link connections	IF75	
Access by WLAN		
Number of hotspots deployed	IF45	

IF-1b Inactive connections (NTP²) deployed for telecommunications services to third parties (end users and TSPs), which are the property of the TSP up to the network separation point³ (as of 31.12)

Copper pair connections		
Number of connections	IF61	
Co-axial cable connections		
Number of connections	IF62	
Optical fibre connections		
Number of FTTH connections	IF63	

IF-2 Public connections deployed (Publiphones or public kiosks)

Public and private publiphones (in units, as of 31.12)		
Number of public publiphones	IF21	
Number of private publiphones under your responsibility	IF22	

² See section 1.4 of OFCOM's Technical and administrative regulations 'Interfaces of the telecommunications networks' for a definition and diagram of the network termination point. (RS 784.101.113/1.4: <https://www.bakom.admin.ch/bakom/en/homepage/ofcom/organisation/legal-framework/practical-implementation/technical-and-administrative-regulations/sr-784-101-113-1-4.html>)

³ See section 1.4 of OFCOM's Technical and administrative regulations 'Interfaces of the telecommunications networks' for a diagram that defines the network termination point. (RS 784.101.113/1.4: <https://www.bakom.admin.ch/bakom/en/homepage/ofcom/organisation/legal-framework/practical-implementation/technical-and-administrative-regulations/sr-784-101-113-1-4.html>)

ARS Access to resources and services on fixed networks (TSP-to-TSP sales: wholesale market)

ARS-1 Fully unbundled access to the local loop

Location of resources specific to third-party TSPs

Number of fully unbundled lines (as of 31.12)	ARS1.1	
Of which, FTTH, FTTB	ARS1.11	
Number of partially unbundled lines (as of 31.12)	ARS1.2	
Number of contracts signed (as of 31.12)	ARS1.3	

ARS-2 Colocation

Location of resources specific to third-party TSPs

Number of points of presence equipped for colocation (as of 31.12)	ARS2.1	
Number of points of presence with at least one customer for colocation (as of 31.12)	ARS2.2	
Number of TSPs using colocation (as of 31.12)	ARS2.3	

ARS-3 High-speed access

BWA or microwave link connections

Number of high-speed accesses (as of 31.12)	ARS3.1	
Of which to the local interconnection point	ARS3.11	
Of which, FTTH, FTTB	ARS3.12	
Of which to the central interconnection point	ARS3.13	
Number of contracts signed (as of 31.12)	ARS3.2	

ARS-4 Billing for the connection

Own connections billed by third parties

Number of subscribers with connection billing by a third party (as of 31.12)	ARS4.1	
Number of contracts signed (as of 31.12)	ARS4.2	

ARS-5 Leased lines (transmission capacities)

Services provided to third-party TSPs using own resources

Number of leased lines ≤ 2 Mbit/s offered to third parties (as of 31.12)	ARS5.1	
Number of leased lines > 2 Mbit/s offered to third parties (as of 31.12)	ARS5.2	

ARS-6 Cable ducts

Own resources in cable ducts leased to third parties

Number of metres of duct sold to third parties (as of 31.12)	ARS6.1	
Number of accesses (as of 31.12)	ARS6.2	
Number of contracts signed (as of 31.12)	ARS6.6	

ARS-7 Sale of minutes to TSPs (for the period from 01.01 to 31.12)

Sale of minutes generated by using own resources (number of minutes, in millions)	ARS7.1	mill.
Reselling of minutes generated by third parties (number of minutes, in millions)	ARS7.2	mill.

SF Services on fixed networks

SF-1 Public telephone service

SF-1.1 Public telephone service on private connections

Subscriptions taken out by your customers (as of 31.12)

Number of subscriptions taken out	SF11.1	
Of which, customers accessing your service through a PSTN or ISDN access provided by you	SF11.2	
Of which, those that have changed operator during the period from 01.01 to 31.12 without changing telephone number ⁴	SF11.3	
Of which, those accessing your service by a VoIP access provided by you	SF11.41	
Of which, those that have changed operator during the period from 01.01 to 31.12 without changing telephone number ⁴	SF11.42	
Of which, customers accessing your service by an indirect access (manual selection of your prefix)	SF11.4	
Of which, customers accessing your service by an indirect access (automatic selection of your prefix)	SF11.5	
Number of contracts for which the user has subscribed to the service barring calls to value-added service numbers of type 090x (Art. 40 para. 1 TSO)	SF11.50	
Number of contracts for which the user has subscribed to the service barring calls to adult entertainment or pornographic value-added service numbers (Art. 40 para. 1 and 2 TSO)	SF11.51	
Number of contracts for which the user has subscribed to the service barring calls to all value-added service numbers (Art. 40 para. 3 TSO)	SF11.52	

Number of communications⁵ (in thousands of units, for the period from 01.01 to 31.12)

Number of communications, fixed network to fixed network ⁶		National	International ⁷
Number of communications established through an access to the PSTN or ISDN network provided by you	SF11.9		
Number of communications established through a VoIP access provided by you	SF11.43		
Number of communications established through an indirect access (carrier selection)	SF11.10		
Number of communications, fixed network to mobile network ⁸		National	International ⁷
Number of communications established through an access to the PSTN or ISDN network provided by you	SF11.11		
Number of communications established through a VoIP access provided by you	SF11.44		
Number of communications established through an indirect access (carrier selection)	SF11.12		
Number of communications, other ⁹	SF11.13		

Duration of communications⁵ (in thousands of minutes, for the period from 01.01 to 31.12)

Duration of communications, fixed network to fixed network ⁶		National	International ⁷
Duration of communications established through an access to the PSTN or ISDN network provided by you	SF11.14		
Duration of communications established through a VoIP access provided by you	SF11.45		
Duration of communications established through an indirect access (carrier selection)	SF11.15		
Duration of communications, fixed network to mobile network ⁸		National	International ⁷
Duration of communications established through an access to the PSTN or ISDN network provided by you	SF11.16		
Duration of communications established through a VoIP access provided by you	SF11.46		
Duration of communications established through an indirect access (carrier selection)	SF11.17		
Duration of communications, other ⁹	SF11.18		

⁴ Whilst remaining in the same category of telecommunications services in accordance with Art. 34a OTS (previously: Art. 3 of the Federal Communications Commission Ordinance of 17 November 1997 on the Telecommunications Act). This is to say, only customers up to 31.12 who have switched from a competing network without changing their number (number portability between service providers).

⁵ Only the outgoing calls established by a user.

⁶ Fixed network: All numbers except those starting with 0800, 0840, 0842, 0844, 0848, 0900, 0901, 0906, 075, 076, 077, 078 and 079, foreign mobile network prefixes, and short numbers (1xx(y(z) format).

⁷ Calls established by selecting an international access number.

⁸ Mobile network: Numbers starting with 075, 076, 077, 078, 079 or with foreign mobile network prefixes.

⁹ Other communications: Other fixed-line communications (excludes calls to 0800, 0840, 0842, 0844, 0848, 0900, 0901 and 0906)

SF-1.2 Other services offered via private connections or publiphones (for the period from 01.01 to 31.12)

Calls to directory enquiries services		
Number of calls	SF14.4	
Of which to 1811	SF14.53	
Of which to 1818	SF14.56	
Other 18xy numbers	SF14.67	
Service for the hearing impaired		
Number of persons registered as hearing impaired (as of 31.12)	SF14.6	
Transcription service		
Number of communications relayed	SF14.7	
Duration of communications relayed	SF14.8	
Short message relay service (SMS)		
Number of SMSs relayed	SF14.71	
Service by video-telephony		
Number of communications relayed	SF14.72	
Duration of communications relayed	SF14.73	
Switching service for the visually impaired and persons with reduced mobility		
Number of persons registered as visually impaired or with reduced mobility (as of 31.12)	SF14.9	
Number of communications established (in thousands of units)	SF14.10	
0800 Freephone numbers		
Number of communications established (national and/or international - in thousands of units)	SF14.14	
Duration of communications established (national and/or international - in thousands of minutes)	SF14.16	
0840, 0842, 0844 or 0848 numbers for shared-cost calls		
Number of communications established (national and/or international - in thousands of units)	SF14.20	
Duration of communications established (national and/or international - in thousands of minutes)	SF14.22	
0900, 0901 or 0906 numbers (Premium Rate Service)		
Number of communications established (in thousands of units)	SF14.25	
Duration of communications established (in thousands of minutes)	SF14.26	
Communications established to short numbers		
Number of communications established to short numbers	SF14.43	
Of which, number of communications established to the number 112 (European emergency number)	SF14.27	
Of which, number of communications established to the number 117 (Police)	SF14.28	
Of which, number of communications established to the number 118 (Fire)	SF14.29	
Of which, number of communications established to the number 143 (Samaritans)	SF14.30	
Of which, number of communications established to the number 144 (Ambulance, emergency calls)	SF14.31	
Of which, number of communications established to the number 147 (Helpline for children and young people)	SF14.32	
Of which, number of communications established to other short numbers used for offering services to the public	SF14.44	

SF-2 Transmission services

SF-2.1 Services on fixed or variable transmission capacities

Leased line services or transmission capacities offered to end users (as of 31.12)		
≤ 2 Mbit/s (number of units ¹⁰)	SF21.61	
> 2 Mbit/s (number of units ¹⁰)	SF21.62	

SF-2.2 Internet Service Provider (ISP): TSP providing the internet service to end users

Number of customers with internet access (as of 31.12)	SF22.1	
Of which, those using analogue and/or ISDN connections (having accessed the internet between 01.10 and 31.12)	SF22.2	
Of which, those using co-axial cable connections	SF22.3	
Of which with downlink transfer rate < 2Mbit/s	SF22.11	
Of which with downlink transfer rate ≥ 2Mbit/s and < 10 Mbit/s	SF22.12	
Of which with downlink transfer rate ≥ 10Mbit/s and < 30 Mbit/s	SF22.13	
Of which with downlink transfer rate ≥ 30Mbit/s and < 100 Mbit/s	SF22.13.1	
Of which with downlink transfer rate ≥ 100Mbit/s	SF22.14	
Of which, those using connections with DSL equipment (including FTTB, FTTC and FTTS)	SF22.4	
Of which with downlink transfer rate < 2Mbit/s	SF22.16	
Of which with downlink transfer rate ≥ 2Mbit/s and < 10 Mbit/s	SF22.17	
Of which with downlink transfer rate ≥ 10Mbit/s and < 30 Mbit/s	SF22.18	
Of which with downlink transfer rate ≥ 30Mbit/s and < 100 Mbit/s	SF22.18.1	
Of which with downlink transfer rate ≥ 100Mbit/s	SF22.19	
Of which, those using optical fibre FTTH	SF22.10	
Of which with downlink transfer rate < 2Mbit/s	SF22.21	
Of which with downlink transfer rate ≥ 2Mbit/s and < 10 Mbit/s	SF22.22	
Of which with downlink transfer rate ≥ 10Mbit/s and < 30 Mbit/s	SF22.23	
Of which with downlink transfer rate ≥ 30Mbit/s and < 100 Mbit/s	SF22.23.1	
Of which with downlink transfer rate ≥ 100Mbit/s and < 1 Gbit/s	SF22.24	
Of which with downlink transfer rate ≥ 1 Gbit/s	SF22.30	
Of which via fixed WiMAX connections	SF22.26	
Of which via other types of connection (excluding use of hotspots),	SF22.5	
Other types of connection. Which?	SF22.27	
Volume of data downloaded by your customers (in thousands of Gbytes) during the period from 01.01 to 31.12	SF22.8	

¹⁰ The number of units is the number of identical transmission capacities leased by a subscriber. Thus, if the latter leased 3 x 64 kBit/s connections, the number is 3.

SF-3 Audiovisual broadcasting to end users¹¹

SF-3.1 Co-axial cable connections

Number of customers (as of 31.12)	SF31.41	<input type="text"/>
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SF-3.2 Connections with DSL (including FTTB, FTTC and FTTS)

Number of customers (as of 31.12)	SF32.1	<input type="text"/>
Of which TV by IP controlled network, IPTV	SF31.13	<input type="text"/>

SF-3.3 FTTH connections

Number of customers (as of 31.12)	SF33.1	<input type="text"/>
Of which DVB digital TV	SF33.3	<input type="text"/>
Of which TV by IP controlled network, IPTV	SF33.4	<input type="text"/>

SF-3.5 Virtual connections (i.e. when the physical connection is not included in your service offering)

Number of customers (as of 31.12)	SF35.1	<input type="text"/>
Of which TV by IP controlled network, IPTV	SF31.11	<input type="text"/>
Of which by IP non-controlled network, internet	SF35.2	<input type="text"/>

SF-3.6 Other connections

Number of customers of TV service provided on other connections (as of 31.12) For example: DVB-T , WLAN, WIMAX, PLC, other	SF36.1	<input type="text"/>
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IM Terrestrial mobile network infrastructure

IM-1 Coverage rates, as % of national surface area (area of Switzerland: 41,235 km², on 31.12)

Mobile radiocommunications networks		
GSM network	IM1	<input type="text"/>
UMTS network	IM2	<input type="text"/>
LTE network	IM30	<input type="text"/>
5G network	IM40	<input type="text"/>
Radio paging networks		
POCSAG network	IM3	<input type="text"/>
Other radiocommunications networks ¹²		
Other network	IM7	<input type="text"/>
Other network. Which? IM8		<input type="text"/>

IM-2 Coverage rates, in % of the population (on 31.12)

Mobile radiocommunications networks		
GSM network	IM9	<input type="text"/>
UMTS network	IM10	<input type="text"/>
LTE network	IM31	<input type="text"/>
5G network	IM41	<input type="text"/>

¹¹ Broadcasting is a telecommunications service the purpose of which is to provide, in real time or "on demand", programme services and/or content intended for the general public.

¹² For example: simplex relay networks or Swissradio short-wave network

SM Services on the terrestrial mobile radiocommunications networks

SM-1 Public telephone service

SM-1.1 Services on mobile connections

On which infrastructure(s) are the services offered ¹³ ?	SM11.1	
Number of customers (as of 31.12)		
Number of customers (with and without subscriptions)	SM11.2	
Number of customers with subscriptions	SM11.4	
Number of customers without subscriptions (prepaid cards)	SM11.5	
Number of customers having changed operator (period from 01.01 to 31.12) without changing telephone number ¹⁴	SM11.6	
Number of customers having subscribed to the service barring calls to value-added service numbers of type 090x (TSO Art. 40 para. 1)	SM11.30	
Number of customers having subscribed to the service barring calls to adult entertainment or pornographic value-added service numbers (0906 numbers) (TSO Art. 40 para. 1)	SM11.31	
Number of customers having subscribed to the service barring access to charged-for SMS and MMS (TSO Art. 40 para. 2)	SM11.32	
Number of customers having subscribed to the service barring access to charged-for adult entertainment or pornographic SMS and MMS (TSO Art. 40 para. 2)	SM11.33	
Number of customers having subscribed to the service barring calls to all value-added service numbers (TSO Art. 40 para. 3)	SM11.34	
Communications (in thousands of units), only those billed for the period from 01.01 to 31.12)		
Total number of communications ¹⁵ without international roaming and with national roaming	SM11.7	
National communications (Swiss customers with Swiss TSPs)	SM11.8	
From the mobile network to any national fixed network	SM11.9	
From the mobile network to the same mobile network	SM11.10	
From the mobile network to any other (competing) national mobile network	SM11.11	
International communications ¹⁶ (Swiss customers with international TSPs)	SM11.40	
Total number of communications with international roaming	SM11.14	
Foreign customers calling from Switzerland (national or international communications) ¹⁷	SM11.15	
Swiss customers calling from abroad (national or international communications) ¹⁸	SM11.16	
Total number of communications, other	SM11.16.1	
Duration of communications (in thousands of minutes) for the period from 01.01 to 31.12		
Total duration of communications ¹⁵ without international roaming and with national roaming	SM11.17	
National communications (Swiss customers with Swiss TSPs)	SM11.18	
From the mobile network to any national fixed network	SM11.19	
From the mobile network to the same mobile network	SM11.20	
From the mobile network to any other (competing) national mobile network	SM11.21	
International communications ¹⁶ (Swiss customers with international TSPs)	SM11.41	
Total duration of communications with international roaming	SM11.24	
Foreign customers calling from Switzerland (national or international communications) ¹⁷	SM11.25	
Swiss customers calling from abroad (national or international communications) ¹⁸	SM11.26	
Total duration of communications, other	SM11.26.1	

¹³ For example: Swisscom, Sunrise or Salt

¹⁴ Whilst remaining in the same category of telecommunications services in accordance with Art. 34a OTS (previously: Art. 3 of the Federal Communications Commission Ordinance of 17 November 1997 on the Telecommunications Act). This is to say only customers up to 31.12 which came from a competing network without changing their number (also called 'port-in').

¹⁵ Outgoing calls from Switzerland only.

¹⁶ Communications established by selecting an international access number.

¹⁷ Typical example of a subscriber to an extra-national mobile network who calls with his mobile phone from a national mobile network.

¹⁸ **Communications established from a mobile network abroad to any fixed or mobile network** (for example, a subscriber to a national mobile network who calls using his mobile phone from a mobile network outside the country to a fixed or mobile network in Switzerland or to a fixed or mobile network in the country in which he is located at the time) **and communications received on a mobile network abroad from any fixed or mobile network** (for example: a subscriber to a Swiss TSP who receives a call on his mobile phone via a network outside the country when he himself is abroad).

SM-1.2 Services specifically on mobile connections (for the period from 01.01 to 31.12)

Calls to directory enquiries services		
Number of calls	SM12.40	<input type="text"/>
Of which to 1811	SM12.44	<input type="text"/>
Of which to 1818	SM12.47	<input type="text"/>
Other 18xy numbers	SM12.58	<input type="text"/>
Service for the hearing impaired		
Number of persons registered as hearing impaired (as of 31.12)	SM12.1	<input type="text"/>
Transcription service		
Number of communications relayed	SM12.2	<input type="text"/>
Duration of communications relayed	SM12.3	<input type="text"/>
Short message relay service (SMS)		
Number of SMSs relayed	SM12.60	<input type="text"/>
Service by video-telephony		
Number of communications relayed	SM12.61	<input type="text"/>
Duration of communications relayed	SM12.62	<input type="text"/>
Switching service for the visually impaired and persons with reduced mobility		
Number of persons registered as visually impaired or with reduced mobility (as of 31.12)	SM12.4	<input type="text"/>
Number of communications established (in thousands of units)	SM12.5	<input type="text"/>
0800 freephone numbers		
Number of communications established (national and/or international - in thousands of units)	SM12.9	<input type="text"/>
Duration of communications established (national and/or international - in thousands of minutes)	SM12.11	<input type="text"/>
0840, 0842, 0844 or 0848 numbers for shared-cost calls		
Number of communications established (national and/or international - in thousands of units)	SM12.15	<input type="text"/>
Duration of communications established (national and/or international - in thousands of minutes)	SM12.17	<input type="text"/>
0900, 0901 or 0906 numbers (Premium Rate Service)		
Number of communications established (in thousands of units)	SM12.20	<input type="text"/>
Duration of communications established (in thousands of minutes)	SM12.21	<input type="text"/>
Calls to short numbers¹⁹		
Number of communications established to short numbers	SM12.31	<input type="text"/>
Of which, number of communications established to the number 112 (European emergency number)	SM12.22	<input type="text"/>
Of which, number of communications established to the number 117 (Police)	SM12.23	<input type="text"/>
Of which, number of communications established to the number 118 (Fire)	SM12.24	<input type="text"/>
Of which, number of communications established to the number 143 (Samaritans)	SM12.25	<input type="text"/>
Of which, number of communications established to the number 144 (Ambulance, emergency calls)	SM12.26	<input type="text"/>
Of which, number of communications established to the number 147 (Helpline for children and young people)	SM12.27	<input type="text"/>
Of which, number of communications established to other short numbers used for offering services to the public	SM12.32	<input type="text"/>

¹⁹Including foreign customers using international roaming and the customers of other Swiss operators.

SM-2 Transmission services (for the period from 01.01 to 31.12)

SMS		
Number of "peer to peer" SMS sent ²⁰ (in thousands of units)	SM21	
Number of value-added SMS billed (in thousands of units)	SM31	
MMS		
Number of "peer to peer" MMS sent ²⁰ (in thousands of units)	SM32	
Number of value-added MMS billed (in thousands of units)	SM33	
Internet access		
Number of contracts allowing broadband internet access	SM52	
Via GPRS connections only (subscriptions or prepaid cards, effective access during the period from 01.10 to 31.12)	SM61	
Via EDGE, UMTS, HSPA, LTE, 5G connections	SM53	
Via un contract (subscription or prepaid card) to a public telephone service allowing internet access (effective internet access during the period from 01.10 to 31.12)	SM62	
Via a contract (subscription or payment of a one-off fee) relating exclusively to data services (effective use during the period from 01.10 to 31.12)	SM63	
Other	SM65	
Via other types of connection, please specify below :	SM55	
Other types of connections. Which?	SM56	
Volume of data transferred (in Gbytes)	SM57	Gbytes
Machine to machine (M2M)²¹		
Number of M2M / embedded mobile cellular subscriptions (as of 31.12)	SM70	
Volume of data transferred (in Gbytes)	SM71	Gbytes
POCSAG		
Number of subscribers (as of 31.12)	SM24	
Other radiocommunications networks²²		
Which?	SM26	
Number of subscribers (as of 31.12)	SM27	
Number of communications established (in thousands of units)	SM28	
Duration of communications (in thousands of minutes)	SM29	

²⁰ By your customers on your own network and by your customers on a competing network.

²¹ Machine to machine on mobile networks is defined as:

- The number of SIM cards that are assigned for use in machines and devices (cars, smart meters, consumer electronics) and are not part of a consumer subscription.
- Dongles for mobile data and tablet subscriptions should be counted under mobile broadband data
- SIM cards in personal navigation devices, smart meters, trains, automobile, etc. should be counted under M2M.

²² For example: simplex relay networks or Swissradio short-wave network.

SM-3 Your sales to resellers²³ and to SPs²⁴ (whose data are included in parts SM-1 and SM-2)

Name of product (e.g.: Coop-Mobile, M-Budget Mobile)	Public telephone service			Transmission services / Number of contracts permitting broadband internet access (as of 31.12)
	Numbers of customers with subscriptions (as of 31.12)	Number of active customers without subscriptions (prepaid cards) (as of 31.12)	Duration of calls (in thousands of minutes , for the period from 01.01 to 31.12)	
SM32.1	SM32.2	SM32.3	SM32.5	SM32.6

SS Services by satellite

SS-3 Transmission of speech and data in real time (S-PCS)

Number of subscriptions in Switzerland as of 31.12	SS1	
Number of communications established from and to Switzerland (in thousands of units for the period from 01.01 to 31.12)	SS2	thousands
Of which those intended for the number 112 (emergency calls)	SS3	
Duration of communications from and to Switzerland (in thousands of minutes, for the period from 01.01 to 31.12)	SS4	thousands

SS-4 Internet Service Provider (ISP) by satellite

SS4.1 Two way transmission by satellite (data transmission and reception by satellite)

Number of subscriptions for end users subscribing in Switzerland as of 31.12	SS6	
<u>Outgoing</u> capacity on your internet servers (estimated in Gbytes/day, during the period from 01.01 to 31.12)	SS7	Gbytes/day
<u>Incoming</u> capacity on your internet servers (estimated in Gbytes/day, during the period from 01.01 to 31.12)	SS8	Gbytes/day

SS4.2 One way transmission by satellite (reception by satellite and transmission by telephone line)

Number of subscriptions for end users subscribing in Switzerland as of 31.12	SS10	Gbytes/day
<u>Outgoing</u> capacity on your internet servers (estimated in Gbytes/day, during the period from 01.01 to 31.12)	SS11	Gbytes/day
<u>Incoming</u> capacity on your internet servers (estimated in Gbytes/day, during the period from 01.01 to 31.12)	SS12	Gbytes/day

²³ The *reseller* resells SIM cards provided by the Mobile Network Operator (MNO) and has no relationship with customers apart from the sales of said cards. The telecommunication services are provided exclusively by the network operator.

²⁴ The *service provider* (SP) generally has its own platform as far as basic services and billing are concerned, linked to the network of one or more MNOs. The SP can offer services under its own administration and itself define the terms of the contracts binding it to its customers.

SG Grouped services

Definition: Grouped services or grouped offerings are offers combining two or more telecommunications services (exclusively fixed telephony, fixed broadband internet, pay TV, mobile telephony and/or mobile data) offered by one or more associated providers which can be purchased jointly (one single wording and one a single price = *pure bundles*) or separately (taking advantage of non-temporary discounts and/or promotions granted for the additional service(s) = *mixed bundles*). Services that can only be marketed on condition that one or more other services are associated with them (= *tied and tying services*) are also considered.

SG-1 Number of contracts for grouped services offerings intended for end users as of 31.12

Double play on fixed network

Number of contracts for offerings (telephony + broadband internet)	SG1	
Number of contracts for offerings (broadband internet + television)	SG2	
Number of contracts for offerings (telephony + television)	SG5	

Triple play on fixed network

Number of contracts for offerings (telephony + broadband internet + television)	SG7	
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Double play on fixed and mobile networks

Number of contracts for offerings (fixed telephony + mobile telephony and/or data)	SG4	
Number of contracts for offerings (mobile telephony and/or data + fixed broadband Internet)	SG25	
Number of contracts for offerings (television + mobile telephony and/or data)	SG31	

Triple play on fixed and mobile networks

Number of contracts for offerings (fixed telephony + fixed broadband Internet + mobile telephony and/or data)	SG32	
Number of contracts for offerings (fixed broadband internet + television + mobile telephony and/or data)	SG33	
Number of contracts for offerings (fixed telephony + television + mobile telephony and/or data)	SG34	

Quadruple play on fixed and mobile networks

Number of contracts for offerings (fixed telephony + fixed broadband internet + television + mobile telephony and/or data)	SG35	
--	------	--

Other offerings

Number of contracts for other offerings	SG26	
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Please indicate the combination of each other marketed bundle (telephony + broadband internet + television, fixed or mobile) and the number of contracts for each offering:

RT Notes on the technical data

Your comments:

XF Indications on the company in the financial domain

Contact for the financial domain

Name	
Telephone	
E-mail	

Field of activities and legal forms

What is the percentage of your company's turnover, which is attributable to telecommunications services? In %:

What is the legal form of your company? Please check the corresponding box:

<input type="checkbox"/>	Sole business	<input type="checkbox"/>	Collective company
<input type="checkbox"/>	Public limited company or partnership limited by shares	<input type="checkbox"/>	Co-operative association
<input type="checkbox"/>	Limited liability company	<input type="checkbox"/>	Other

What is the date of the end of the last accounting period:

P Personnel in Switzerland (situation on the day of closure of the accounts)

Number of persons employed by the company , including persons working at home, auxiliaries and apprentices	P1.1	<input type="text"/>
Of which directly attributable to the telecoms sector, including broadcasting	P1.2	<input type="text"/>
Of which directly attributable to other sectors	P1.3	<input type="text"/>
Of which assigned simultaneously to several sectors ²⁵ (P1.4 = P1.1 – P1.2 – P1.3)	P1.4	<input type="text"/>
Share of the preceding amount attributable to telecoms ²⁶ (P1.5 = (P1.4*FX) / 100)	P1.5	<input type="text"/>
Number of posts occupied²⁷ in the company , including those of persons working at home, auxiliaries and apprentices	P2.1	<input type="text"/>
Of which directly attributable to the telecoms sector	P2.2	<input type="text"/>
Of which directly attributable to other sectors	P2.3	<input type="text"/>
Of which assigned simultaneously to several sectors ²⁵ (P2.4 = P2.1 – P2.2 – P2.3)	P2.4	<input type="text"/>
Share of the preceding amount attributable to telecoms ²⁶ (P2.5 = (P2.4*FX) / 100)	P2.5	<input type="text"/>
Number of posts occupied²⁷ in the company by apprentices	P3.1	<input type="text"/>
Of which directly attributable to the telecoms sector, including broadcasting	P3.2	<input type="text"/>
Of which directly attributable to other sectors	P3.3	<input type="text"/>
Of which assigned simultaneously to several sectors ²⁵ (P3.4 = P3.1 – P3.2 – P3.3)	P3.4	<input type="text"/>
Share of the preceding amount attributable to telecoms ²⁶ (P3.5 = (P3.4*FX) / 100)	P3.5	<input type="text"/>

Example:

In 2011, company Y had a turnover of Z francs. 70% (FX) of this turnover is attributable to the telecoms sector including RTV broadcasting activities where applicable, and 30% to other sectors in which the company is active. Company Y employed 100 people full-time. 50 worked directly and solely in the telecoms sector, 25 directly in other sectors and 25 worked simultaneously for all sectors. It is therefore necessary to enter 100 (P1.1), 50 (P1.2), 25 (P1.3), 25 (P1.4) and 18 (P1.5), 18 representing 70% of 25.

²⁵ This is the balance in relation to the total (P.1.1, P2.1 or P3.1), i.e. persons who work simultaneously and directly in several sectors of activity as well as persons who handle common activities (management, language services, accounts, logistics, etc.).

²⁶ To estimate this figure, take the amount shown in the previous line (P1.4, P2.4 or P3.4) and multiply by the percentage of total turnover attributable to the telecoms sector indicated on box (FX).

²⁷ The number of posts occupied is equal to the sum of the different rates of occupation of the persons employed, a total which is then divided by 100. If certain persons are paid as a function of the number of hours worked, take the total hours worked in December and express it in terms of posts.

F Financial data

F-1 Operating revenue from activity in Switzerland (in Swiss francs, figures for the accounting year; last trading year)

The first amount to be entered is the total, which will then be broken down into several items and sub-items. Please ensure that the sum of the items and sub-items is in fact equivalent to the amount of the heading category above them. For example, the amount entered under 1 must correspond to the sum of items 11, 12, 13, 14, 16, 17, 18 and 19. Finally, the "other" item corresponds to the difference between the sum of the sub-items and the amount for the item. If there is no difference, enter zero.

Net turnover (excl. VAT) attributable to the telecoms sector	F1		fr
Telecommunications services on fixed networks provided to end users	F11		fr
Subscriptions	F111		fr
Of which, for single service offers	F1115		fr
Of which, for grouped services offers (on fixed network only)	F1116		fr
Of which, for <i>Double play</i>	F11161		fr
Of which, for <i>Triple play</i>	F11162		fr
Other services (communications, pay per view, video on demand, internet pay as you go, etc.)	F118		fr
Non-recurring charges (management of connections, installation, transfer, reminder fees, statement, cessation of services, etc.)	F116		fr
Mobile telecommunications services provided to end users	F12		fr
Subscriptions	F121		fr
Of which, for single service offers	F1211		fr
Of which, for grouped services offers (on mobile network only)	F1212		fr
Other services (communications, data, SMS, MMS, pay per view, video on demand, internet pay as you go, etc.)	F126		fr
Non-recurring charges (management of connections, installation, transfer, reminder fees, statement, cessation of services, etc.)	F125		fr
Fixed and mobile telecommunications services for end users (convergent grouped offerings)	FC1		fr
Subscriptions	FC11		fr
Of which, for <i>Double play</i>	FC111		fr
Of which, for <i>Triple play</i>	FC112		fr
Of which, for <i>Quadruple play</i>	FC113		fr
Non-recurring charges/single administrative fee (management of connections, installation, transfer, reminder fees, statement, cessation of services, etc.)	FC12		fr
Other services (communications, data, SMS, MMS, pay per view, video on demand, internet pay as you go, etc.)	FC13		fr
Services by satellite²⁸ provided to end users	F13		fr
Fixed or variable bitrate transmission capacities²⁹ provided to end users	F14		fr
Resources and services provided to other operators (access, interconnection, etc.)	F18		fr
On fixed networks	F181		fr
Fully unbundled access to the local loop	F1815		fr
Colocation	F1816		fr
Billing for the connection	F1818		fr
Cable ducts	F1819		fr
Interconnection	F1811		fr
Fixed or variable bitrate transmission capacities ³⁰ (leased lines or data transfer)	F1812		fr
Broadband wholesale (e.g. BBCS)	F1814		fr
Audiovisual broadcasting	F1820		fr
Other	F1813		fr
On mobile networks	F182		fr
Other services	F183		fr
Other products (value added services, additional services, misc. information, etc.)	F19		fr

²⁸ Turnover realised in Switzerland only.

²⁹ Enter the turnover for the services listed in section SF-2.1 Fixed or variable transmission capacity services (page 8 of the statistics questionnaire).

³⁰ Enter the turnover for the services sold listed in section ARS-5 Leased lines (transmission capacities) (page 5 of the statistics questionnaire).

Note:

Please read the following remarks carefully before completing the next three items.

Note that the purpose of the present questionnaire is to create statistics on the telecommunications sector in Switzerland. Consequently, only values in relation to this sector are of interest to us.

If your company is essentially active in the telecommunications sector (turnover equal to or greater than 90%), please complete the yellow boxes directly (those relating solely to the telecommunications sector).

If your company is active in sectors other than telecommunications and you know the values relating to the telecommunications sector alone (for example, because your company uses an analytical accounting system or because a cost analysis has been carried out), please complete the yellow boxes directly.

However, if your company is active in other sectors and you do not know all or some of the values relating to the telecommunications sector alone, please proceed as follows:

- 1) Enter the total value of the variable in the white box.
- 2) Estimate the proportion attributable to the telecommunications sector by applying the proportion of turnover indicated on page 14.
- 3) Enter the estimated amount in the yellow box.

You will find two examples in the appendix, one concerning a company essentially active in the telecommunications sector, the other relating to a company active in several sectors.

F-2 Operational charges from activity in Switzerland (in Swiss francs, figures for the accounting year; last trading year)

Please ensure that the sum of the items and sub-items is in fact equivalent to the amount of the heading category above them. For example, the amount entered under 221 must correspond to the sum of items 2211, 2212 and 2213. Finally, the "other" item corresponds to the difference between the sum of the sub-items and the amount for the item. If there is no difference, enter zero.

Total operational charges (excl. VAT)			fr
(Of which) operational charges attributable to the telecoms sector (excl. VAT)	F2		fr
Purchases of goods, total value			fr
(Of which) purchases of goods attributable to the telecoms sector	F21		fr
Purchases of services, total value			fr
(Of which) purchases of services attributable to the telecoms sector	F22		fr
Resources and services provided by other operators (unbundled lines, colocation, billing for the connection, interconnection, etc.)	F221		fr
On fixed networks	F2211		fr
On mobile networks	F2212		fr
Other services	F2213		fr
Allocation impossible	F2214		fr
Other services / Allocation impossible	F222		fr
Personnel charges, total value			fr
(Of which) personnel charges attributable to the telecoms sector	F23		fr
Depreciation, total value			fr
(Of which) depreciation attributable to the telecoms sector	F24		fr
Other operating charges (overheads, leasing, etc.), total value			fr
(Of which) other operating charges attributable to the telecoms sector	F25		fr

F-3 Profits (in Swiss francs, figures for the accounting year; last trading year)

Operating profit, telecoms sector³¹	F31		fr
No-operating profit (financial profit and extraordinary profit), total value			fr
(Of which) non-operating profit attributable to the telecoms sector	F32		fr
Pre-tax profit³²	F33		fr

³¹ The "operating profit, telecoms sector" is equal to the "net turnover (excl. VAT) attributable to the telecoms sector" less the "operational charges attributable to the telecoms sector (excl. VAT)", i.e. the value shown in box 1 on page 18 less the value shown in box 2 on page 19 and should equal box 31 on page 19.

³² The "pre-tax profit" (box 33 on this page) is equal to the "operating profit, telecoms sector" plus "non-operating profit attributable to the telecoms sector", i.e. the value shown in box 31 plus the value shown in box 32 and should equal box 33 on the same page.

