

SWISS traffic figures

January to September 2005



SWISS posts very encouraging load factors for the first nine months

SWISS reports an average seat load factor of 79.1% on its scheduled services for the first nine months of 2005, an improvement of 3.9 percentage points on the same period last year. Seat load factor for intercontinental services stood at 85.0%, a year-on-year increase of 4.1 percentage points. European seat load factor was also an improvement on the same period last year, rising 4.7 percentage points to 66.8%. SWISS carried 7.33 million passengers in the first nine months of 2005, an increase of 4.6% on the prior-year period.

SWISS posted a seat load factor of 82.2% for September 2005, up 4.2 percentage points on the same month last year. September seat load factor on intercontinental services stood at 87.4% (up 3.6 percentage points), while the European seat load factor of 71.3% was a 6.0-percentage-point improvement on September 2004.

September seat load factor on SWISS's *intercontinental services* amounted to 87.4%, which compares to 83.8% for the same month last year. As in previous months, available seat kilometre (ASK) capacity was reduced from its prior-year level, by 3.1%; but revenue passenger kilometre (RPK) traffic for the month was a 1.0% improvement on the prior-year period.

As in previous months, most traffic regions contributed to the year-on-year improvement in September long-haul seat load factor. North Atlantic services saw their seat load factor rise 4.9 percentage points to 91.5%. Seat load factor on Far East services stood at 86.6%, a 3.6-percentage-point improvement on the prior-year period. Services to the Middle East posted another year-on-year improvement: the 82.5% seat load factor was a 7.3-percentage-point increase on September 2004. Services to Africa reported a seat load factor of 80.4%, down 2.9 percentage points from its prior-year level. South America flights saw their seat load factor improve 5.0 percentage points to 89.4%.

Seat load factor on SWISS's *European services* for September stood at 71.3%, a 6.0-percentage-point improvement on the prior-year period. ASK capacity was 1.1% up on September 2004. The additional capacity was more than absorbed by demand, which produced a 10.5% increase in traffic in RPK terms.

SWISS raised capacity year-on-year on its European network in September while simultaneously reducing the total number of flights, which was 9.2% lower than a year ago. The use of larger-capacity aircraft on its European routes helps lower unit costs per ASK and gives SWISS more scope to compete, especially against the budget carriers, and to further enhance its competitive position at its Zurich Airport hub.

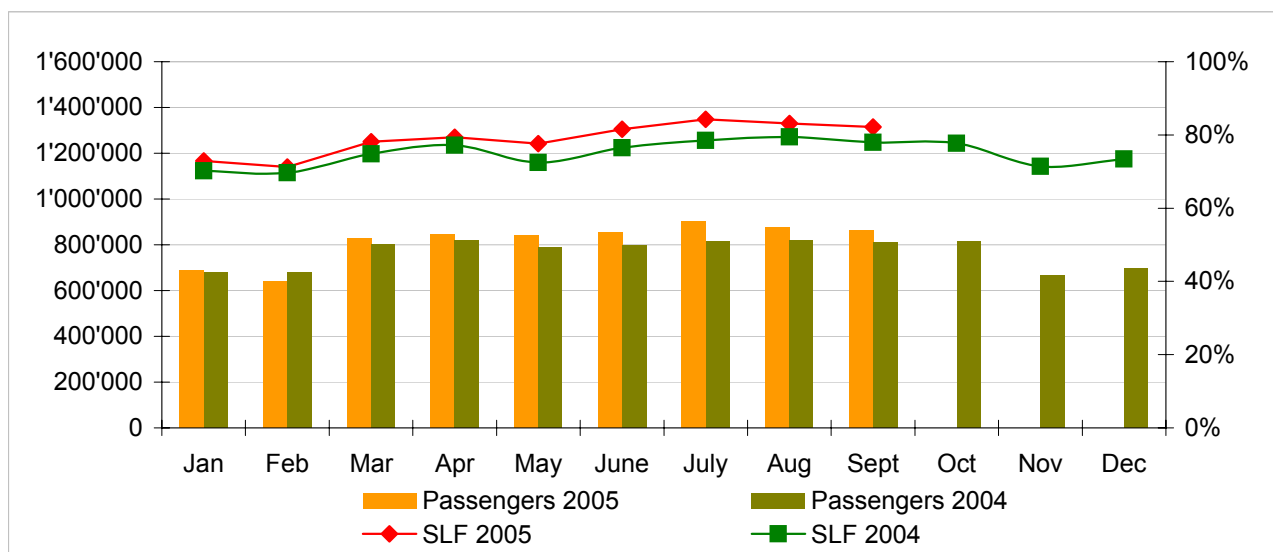
SWISS's *cargo business* showed positive overall trends for the first nine months of 2005. Cargo load factor (by volume) did suffer a slight 0.1-percentage-point year-on-year decline to 85.7%; but the total airfreight carried by SWISS's Swiss WorldCargo business unit was 0.9% up on the prior-year period at 853.6 million cargo tonne-kilometres.

Traffic Statistics January-December 2005 LX Scheduled Services



	Passengers Europe	Passengers Intercontinental	Passengers Total	SLF Europe	SLF Intercontinental	SLF Total
Jan	505'995	182'671	688'666	54.2%	81.6%	72.9%
Feb	484'640	154'540	639'180	55.6%	78.7%	71.2%
Mar	640'333	185'569	825'902	65.7%	84.2%	78.1%
Apr	654'672	188'133	842'805	67.8%	85.0%	79.4%
May	650'951	187'997	838'948	68.0%	82.2%	77.6%
Jun	661'327	191'291	852'618	70.0%	87.2%	81.5%
Jul	697'794	203'941	901'735	74.3%	89.2%	84.3%
Aug	672'321	204'009	876'330	71.5%	88.8%	83.1%
Sep	670'187	193'612	863'799	71.3%	87.4%	82.2%
Oct						
Nov						
Dec						

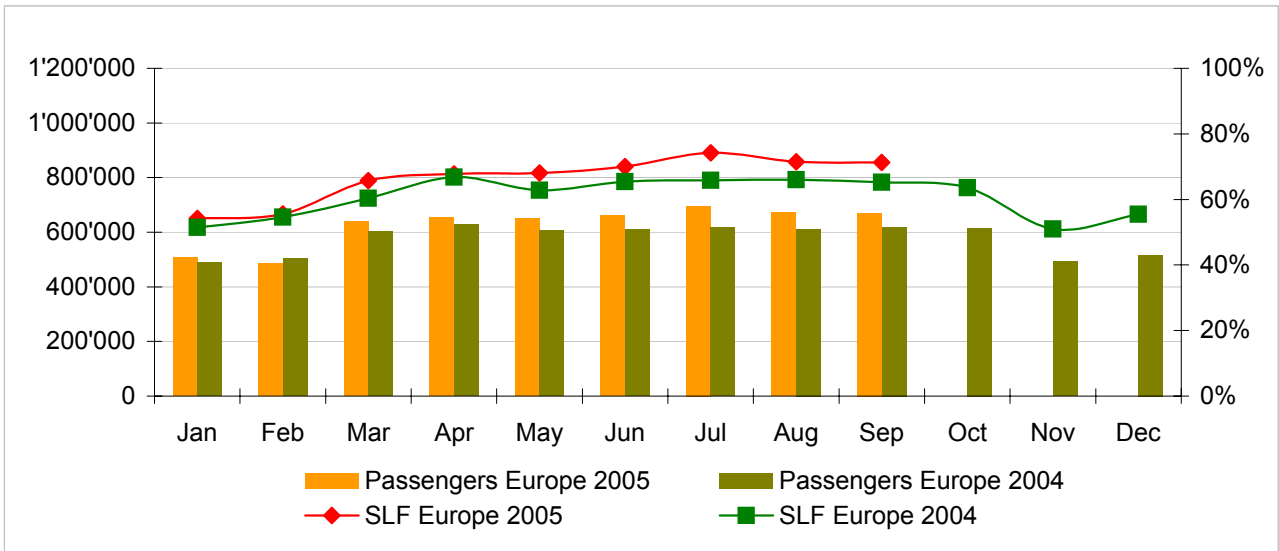
Comparison Passengers and Seat Load Factor (SLF %) versus prior year



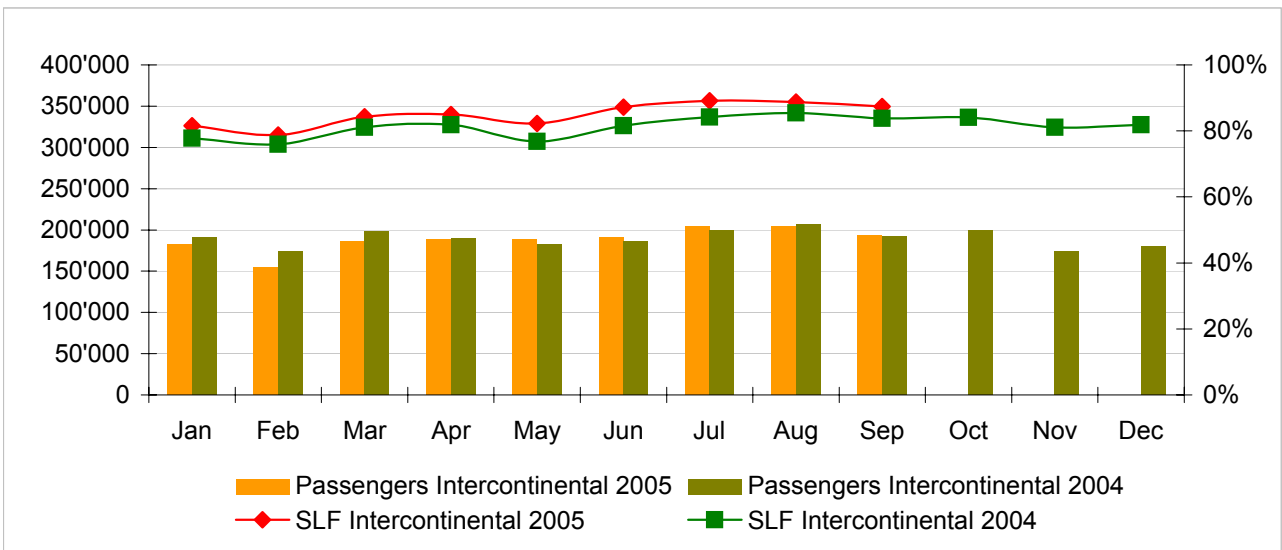
Next updates:

- October 05 figures November 10, 2005
- November 05 figures December 13, 2005

Passengers and Seat Load Factor (SLF %) European Routes
 Comparison versus prior year



Passengers and Seat Load Factor (SLF %) Intercontinental Routes
 Comparison versus prior year



Traffic Statistics January 2005 LX Scheduled Services



Swiss
International
Air Lines

	January			Cumulative		
	2005	2004		2005	2004	
Number of Passengers ¹⁾						
Europe	505'995	488'989	3.5%	505'995	488'989	3.5%
Intercontinental	182'671	190'710	-4.2%	182'671	190'710	-4.2%
Total	688'666	679'699	1.3%	688'666	679'699	1.3%
Flights						
Europe	10'241	10'640	-3.8%	10'241	10'640	-3.8%
Intercontinental	1'366	1'446	-5.5%	1'366	1'446	-5.5%
Total	11'607	12'086	-4.0%	11'607	12'086	-4.0%
Available Seat km (ASK, in mill)						
Europe	690	703	-1.8%	690	703	-1.8%
Intercontinental	1'500	1'724	-13.0%	1'500	1'724	-13.0%
Total	2'190	2'427	-9.8%	2'190	2'427	-9.8%
Revenue Passenger km (RPK, in mill)						
Europe	374	362	3.3%	374	362	3.3%
Intercontinental	1'223	1'341	-8.8%	1'223	1'341	-8.8%
Total	1'597	1'704	-6.2%	1'597	1'704	-6.2%
Seat Load Factor (SLF %) ²⁾						
Europe	54.2%	51.5%	2.7%	54.2%	51.5%	2.7%
Intercontinental	81.6%	77.8%	3.8%	81.6%	77.8%	3.8%
Total	72.9%	70.2%	2.7%	72.9%	70.2%	2.7%
Freight Load Factor (%) ³⁾						
Intercontinental	82.4%	80.0%	2.4%	82.4%	80.0%	2.4%
Freight Tonnes Kilometers (FTK, in 1000)						
Intercontinental	89'097	85'117	4.7%	89'097	85'117	4.7%

¹⁾ Revenue Passengers

²⁾ SLF = RPK / ASK
deviation in % pts

³⁾ Including mail
deviation in % pts

Traffic Statistics February 2005 LX Scheduled Services



Swiss
International
Air Lines

	February			Cumulative		
	2005	2004		2005	2004	
Number of Passengers ¹⁾						
Europe	484'640	504'960	-4.0%	990'635	993'949	-0.3%
Intercontinental	154'540	173'962	-11.2%	337'211	364'672	-7.5%
Total	639'180	678'922	-5.9%	1'327'846	1'358'621	-2.3%
Flights						
Europe	9'511	10'149	-6.3%	19'752	20'789	-5.0%
Intercontinental	1'234	1'352	-8.7%	2'600	2'798	-7.1%
Total	10'745	11'501	-6.6%	22'352	23'587	-5.2%
Available Seat km (ASK, in mill)						
Europe	632	669	-5.6%	1'322	1'372	-3.7%
Intercontinental	1'314	1'603	-18.0%	2'814	3'327	-15.4%
Total	1'946	2'272	-14.3%	4'136	4'699	-12.0%
Revenue Passenger km (RPK, in mill)						
Europe	351	365	-3.9%	725	727	-0.3%
Intercontinental	1'035	1'217	-14.9%	2'258	2'558	-11.7%
Total	1'386	1'582	-12.4%	2'983	3'285	-9.2%
Seat Load Factor (SLF %) ²⁾						
Europe	55.6%	54.6%	1.0%	54.8%	53.0%	1.8%
Intercontinental	78.7%	75.9%	2.8%	80.2%	76.9%	3.3%
Total	71.2%	69.6%	1.6%	72.1%	69.9%	2.2%
Freight Load Factor (%) ³⁾						
Intercontinental	89.9%	90.0%	-0.1%	86.1%	85.0%	1.1%
Freight Tonnes Kilometers (FTK, in 1000)						
Intercontinental	89'653	97'771	-8.3%	178'750	182'888	-2.3%

¹⁾ Revenue Passengers

²⁾ SLF = RPK / ASK
deviation in % pts

³⁾ Including mail
deviation in % pts

Traffic Statistics March 2005 LX Scheduled Services



Swiss
International
Air Lines

	March			Cumulative		
	2005	2004		2005	2004	
Number of Passengers ¹⁾						
Europe	640'333	602'964	6.2%	1'630'968	1'596'913	2.1%
Intercontinental	185'569	198'178	-6.4%	522'780	562'850	-7.1%
Total	825'902	801'142	3.1%	2'153'748	2'159'763	-0.3%
Flights						
Europe	10'572	10'988	-3.8%	30'324	31'777	-4.6%
Intercontinental	1'385	1'419	-2.4%	3'985	4'217	-5.5%
Total	11'957	12'407	-3.6%	34'309	35'994	-4.7%
Available Seat km (ASK, in mill)						
Europe	725	729	-0.5%	2'047	2'101	-2.6%
Intercontinental	1'474	1'686	-12.5%	4'288	5'012	-14.4%
Total	2'199	2'414	-8.9%	6'336	7'113	-10.9%
Revenue Passenger km (RPK, in mill)						
Europe	477	440	8.4%	1'202	1'167	3.0%
Intercontinental	1'242	1'367	-9.1%	3'500	3'925	-10.8%
Total	1'719	1'806	-4.8%	4'702	5'092	-7.7%
Seat Load Factor (SLF %) ²⁾						
Europe	65.7%	60.3%	5.4%	58.7%	55.5%	3.2%
Intercontinental	84.2%	81.1%	3.1%	81.6%	78.3%	3.3%
Total	78.1%	74.8%	3.3%	74.2%	71.6%	2.6%
Freight Load Factor (%) ³⁾						
Intercontinental	89.0%	91.0%	-2.0%	87.1%	87.0%	0.1%
Freight Tonnes Kilometers (FTK, in 1000)						
Intercontinental	98'689	104'478	-5.5%	277'439	287'366	-3.5%

¹⁾ Revenue Passengers

²⁾ SLF = RPK / ASK
deviation in % pts

³⁾ Including mail
deviation in % pts

Traffic Statistics April 2005 LX Scheduled Services



Swiss
International
Air Lines

	April			Cumulative		
	2005	2004		2005	2004	
Number of Passengers ¹⁾						
Europe	654'672	629'871	3.9%	2'285'640	2'226'784	2.6%
Intercontinental	188'133	189'881	-0.9%	710'913	752'731	-5.6%
Total	842'805	819'752	2.8%	2'996'553	2'979'515	0.6%
Flights						
Europe	10'284	10'622	-3.2%	40'608	42'399	-4.2%
Intercontinental	1'385	1'299	6.6%	5'370	5'516	-2.6%
Total	11'669	11'921	-2.1%	45'978	47'915	-4.0%
Available Seat km (ASK, in mill)						
Europe	723	705	2.6%	2'770	2'806	-1.3%
Intercontinental	1'489	1'561	-4.6%	5'778	6'573	-12.1%
Total	2'212	2'266	-2.4%	8'548	9'379	-8.9%
Revenue Passenger km (RPK, in mill)						
Europe	490	471	4.0%	1'692	1'638	3.3%
Intercontinental	1'266	1'278	-1.0%	4'766	5'203	-8.4%
Total	1'756	1'749	0.4%	6'457	6'841	-5.6%
Seat Load Factor (SLF %) ²⁾						
Europe	67.8%	66.8%	1.0%	61.1%	58.4%	2.7%
Intercontinental	85.0%	81.9%	3.1%	82.5%	79.2%	3.3%
Total	79.4%	77.2%	2.2%	75.5%	72.9%	2.6%
Freight Load Factor (%) ³⁾						
Intercontinental	86.9%	83.0%	3.9%	87.0%	86.0%	1.0%
Freight Tonnes Kilometers (FTK, in 1000)						
Intercontinental	97'169	88'759	9.5%	374'608	376'125	-0.4%

¹⁾ Revenue Passengers

²⁾ SLF = RPK / ASK
deviation in % pts

³⁾ Including mail
deviation in % pts

Traffic Statistics May 2005 LX Scheduled Services



Swiss
International
Air Lines

	May			Cumulative		
	2005	2004		2005	2004	
Number of Passengers ¹⁾						
Europe	650'951	606'582	7.3%	2'936'591	2'833'366	3.6%
Intercontinental	187'997	182'270	3.1%	898'910	935'001	-3.9%
Total	838'948	788'852	6.4%	3'835'501	3'768'367	1.8%
Flights						
Europe	10'186	10'883	-6.4%	50'794	53'282	-4.7%
Intercontinental	1'427	1'331	7.2%	6'797	6'847	-0.7%
Total	11'613	12'214	-4.9%	57'591	60'129	-4.2%
Available Seat km (ASK, in mill)						
Europe	734	718	2.2%	3'505	3'524	-0.6%
Intercontinental	1'529	1'607	-4.8%	7'306	8'180	-10.7%
Total	2'263	2'325	-2.7%	10'811	11'704	-7.6%
Revenue Passenger km (RPK, in mill)						
Europe	500	451	10.8%	2'191	2'089	4.9%
Intercontinental	1'257	1'234	1.9%	6'022	6'437	-6.4%
Total	1'756	1'685	4.2%	8'214	8'526	-3.7%
Seat Load Factor (SLF %) ²⁾						
Europe	68.0%	62.8%	5.2%	62.5%	59.3%	3.2%
Intercontinental	82.2%	76.8%	5.4%	82.4%	78.7%	3.7%
Total	77.6%	72.5%	5.1%	76.0%	72.8%	3.2%
Freight Load Factor (%) ³⁾						
Intercontinental	83.5%	84.7%	-1.2%	86.2%	85.7%	0.5%
Freight Tonnes Kilometers (FTK, in 1000)						
Intercontinental	95'600	95'309	0.3%	470'208	471'434	-0.3%

¹⁾ Revenue Passengers

²⁾ SLF = RPK / ASK
deviation in % pts

³⁾ Including mail
deviation in % pts

Traffic Statistics June 2005 LX Scheduled Services



Swiss
International
Air Lines

	June			Cumulative		
	2005	2004		2005	2004	
Number of Passengers ¹⁾						
Europe	661'327	610'949	8.2%	3'597'918	3'444'315	4.5%
Intercontinental	191'291	185'663	3.0%	1'090'201	1'120'664	-2.7%
Total	852'618	796'612	7.0%	4'688'119	4'564'979	2.7%
Flights						
Europe	10'014	10'574	-5.3%	60'808	63'856	-4.8%
Intercontinental	1'376	1'282	7.3%	8'173	8'129	0.5%
Total	11'390	11'856	-3.9%	68'981	71'985	-4.2%
Available Seat km (ASK, in mill)						
Europe	725	707	2.5%	4'229	4'231	0.0%
Intercontinental	1'478	1'547	-4.4%	8'785	9'727	-9.7%
Total	2'203	2'254	-2.3%	13'014	13'958	-6.8%
Revenue Passenger km (RPK, in mill)						
Europe	508	462	9.8%	2'699	2'551	5.8%
Intercontinental	1'289	1'261	2.2%	7'311	7'698	-5.0%
Total	1'796	1'724	4.2%	10'010	10'249	-2.3%
Seat Load Factor (SLF %) ²⁾						
Europe	70.0%	65.4%	4.6%	63.8%	60.3%	3.5%
Intercontinental	87.2%	81.5%	5.7%	83.2%	79.1%	4.1%
Total	81.5%	76.5%	5.0%	76.9%	73.4%	3.5%
Freight Load Factor (%) ³⁾						
Intercontinental	84.9%	86.9%	-2.0%	86.0%	85.9%	0.1%
Freight Tonnes Kilometers (FTK, in 1000)						
Intercontinental	96'604	95'382	1.3%	566'812	566'816	0.0%

¹⁾ Revenue Passengers

²⁾ SLF = RPK / ASK
deviation in % pts

³⁾ Including mail
deviation in % pts

Traffic Statistics July 2005 LX Scheduled Services



Swiss
International
Air Lines

	July			Cumulative		
	2005	2004		2005	2004	
Number of Passengers ¹⁾						
Europe	697'794	616'782	13.1%	4'295'712	4'061'097	5.8%
Intercontinental	203'941	199'166	2.4%	1'294'142	1'319'830	-1.9%
Total	901'735	815'948	10.5%	5'589'854	5'380'927	3.9%
Flights						
Europe	9'886	10'889	-9.2%	70'694	74'745	-5.4%
Intercontinental	1'424	1'332	6.9%	9'597	9'461	1.4%
Total	11'310	12'221	-7.5%	80'291	84'206	-4.6%
Available Seat km (ASK, in mill)						
Europe	748	725	3.2%	4'978	4'956	0.4%
Intercontinental	1'531	1'603	-4.5%	10'316	11'330	-9.0%
Total	2'279	2'328	-2.1%	15'293	16'286	-6.1%
Revenue Passenger km (RPK, in mill)						
Europe	556	477	16.4%	3'255	3'029	7.5%
Intercontinental	1'365	1'350	1.1%	8'676	9'048	-4.1%
Total	1'921	1'827	5.1%	11'931	12'076	-1.2%
Seat Load Factor (SLF %) ²⁾						
Europe	74.3%	65.9%	8.4%	65.4%	61.1%	4.3%
Intercontinental	89.2%	84.2%	5.0%	84.1%	79.9%	4.2%
Total	84.3%	78.5%	5.8%	78.0%	74.2%	3.8%
Freight Load Factor (%) ³⁾						
Intercontinental	85.4%	86.0%	-0.6%	85.9%	85.9%	0.0%
Freight Tonnes Kilometers (FTK, in 1000)						
Intercontinental	97'064	94'999	2.2%	663'876	661'815	0.3%

¹⁾ Revenue Passengers

²⁾ SLF = RPK / ASK
deviation in % pts

³⁾ Including mail
deviation in % pts

Traffic Statistics August 2005 LX Scheduled Services



Swiss
International
Air Lines

	August			Cumulative		
	2005	2004		2005	2004	
Number of Passengers ¹⁾						
Europe	672'321	611'958	9.9%	4'968'033	4'673'055	6.3%
Intercontinental	204'009	207'257	-1.6%	1'498'151	1'527'087	-1.9%
Total	876'330	819'215	7.0%	6'466'184	6'200'142	4.3%
Flights						
Europe	9'884	10'646	-7.2%	80'578	85'391	-5.6%
Intercontinental	1'420	1'333	6.5%	11'017	10'794	2.1%
Total	11'304	11'979	-5.6%	91'595	96'185	-4.8%
Available Seat km (ASK, in mill)						
Europe	755	727	3.9%	5'732	5'682	0.9%
Intercontinental	1'531	1'602	-4.4%	11'847	12'932	-8.4%
Total	2'286	2'329	-1.8%	17'579	18'615	-5.6%
Revenue Passenger km (RPK, in mill)						
Europe	540	480	12.5%	3'794	3'508	8.2%
Intercontinental	1'360	1'370	-0.7%	10'036	10'418	-3.7%
Total	1'899	1'850	2.7%	13'830	13'926	-0.7%
Seat Load Factor (SLF %) ²⁾						
Europe	71.5%	66.0%	5.5%	66.2%	61.7%	4.5%
Intercontinental	88.8%	85.5%	3.3%	84.7%	80.6%	4.1%
Total	83.1%	79.4%	3.7%	78.7%	74.8%	3.9%
Freight Load Factor (%) ³⁾						
Intercontinental	84.1%	84.6%	-0.1%	85.7%	85.8%	-0.1%
Freight Tonnes Kilometers (FTK, in 1000)						
Intercontinental	92'137	92'368	-0.3%	756'013	754'183	0.2%

¹⁾ Revenue Passengers

²⁾ SLF = RPK / ASK
deviation in % pts

³⁾ Including mail
deviation in % pts

Traffic Statistics September 2005 LX Scheduled Services



Swiss
International
Air Lines

	September			Cumulative		
	2005	2004		2005	2004	
Number of Passengers ¹⁾						
Europe	670'187	618'408	8.4%	5'638'220	5'291'463	6.6%
Intercontinental	193'612	191'552	1.1%	1'691'763	1'718'639	-1.6%
Total	863'799	809'960	6.6%	7'329'983	7'010'102	4.6%
Flights						
Europe	9'689	10'670	-9.2%	90'267	96'061	-6.0%
Intercontinental	1'386	1'277	8.5%	12'403	12'071	2.8%
Total	11'075	11'947	-7.3%	102'670	108'132	-5.1%
Available Seat km (ASK, in mill)						
Europe	717	709	1.1%	6'449	6'392	0.9%
Intercontinental	1'485	1'533	-3.1%	13'332	14'465	-7.8%
Total	2'202	2'242	-1.8%	19'781	20'856	-5.2%
Revenue Passenger km (RPK, in mill)						
Europe	511	463	10.5%	4'306	3'971	8.4%
Intercontinental	1'298	1'285	1.0%	11'334	11'703	-3.2%
Total	1'809	1'748	3.5%	15'640	15'674	-0.2%
Seat Load Factor (SLF %) ²⁾						
Europe	71.3%	65.3%	6.0%	66.8%	62.1%	4.7%
Intercontinental	87.4%	83.8%	3.6%	85.0%	80.9%	4.1%
Total	82.2%	78.0%	4.2%	79.1%	75.2%	3.9%
Estimate Freight Load Factor (%) ³⁾						
Intercontinental	85.2%	86.1%	-0.9%	85.7%	85.8%	-0.1%
Estimate Freight Tonnes Kilometers (FTK, in 1000)						
Intercontinental	97'623	91'731	6.4%	853'636	845'914	0.9%

¹⁾ Revenue Passengers

²⁾ SLF = RPK / ASK
deviation in % pts

³⁾ Including mail
deviation in % pts

Traffic Statistics October 2005 LX Scheduled Services



Swiss
International
Air Lines

	October		Cumulative	
	2005	2004	2005	2004
Number of Passengers ¹⁾				
Europe	615'779		5'907'242	
Intercontinental	199'213		1'917'852	
Total	814'992		7'825'094	
Flights				
Europe	10'902		106'963	
Intercontinental	1'324		13'395	
Total	12'226		120'358	
Available Seat km (ASK, in mill)				
Europe	724		7'116	
Intercontinental	1'599		16'064	
Total	2'323		23'179	
Revenue Passenger km (RPK, in mill)				
Europe	460		4'431	
Intercontinental	1'345		13'047	
Total	1'805		17'479	
Seat Load Factor (SLF %) ²⁾				
Europe	63.6%		62.3%	
Intercontinental	84.1%		81.2%	
Total	77.7%		75.4%	
Freight Load Factor (%) ³⁾				
Intercontinental	88.0%		86.0%	
Freight Tonnes Kilometers (FTK, in 1000)				
Intercontinental	100'034		945'948	

¹⁾ Revenue Passengers

²⁾ SLF = RPK / ASK
deviation in % pts

³⁾ Including mail
deviation in % pts

Traffic Statistics November 2005 LX Scheduled Services



Swiss
International
Air Lines

	November		Cumulative	
	2005	2004	2005	2004
Number of Passengers ¹⁾				
Europe	492'037		6'399'279	
Intercontinental	174'263		2'092'115	
Total	666'300		8'491'394	
Flights				
Europe	10'504		117'467	
Intercontinental	1'278		14'673	
Total	11'782		132'140	
Available Seat km (ASK, in mill)				
Europe	689		7'804	
Intercontinental	1'447		17'511	
Total	2'136		25'315	
Revenue Passenger km (RPK, in mill)				
Europe	351		4'782	
Intercontinental	1'174		14'221	
Total	1'525		19'004	
Seat Load Factor (SLF %) ²⁾				
Europe	51.0%		61.3%	
Intercontinental	81.1%		81.2%	
Total	71.4%		75.1%	
Freight Load Factor (%) ³⁾				
Intercontinental	88.5%		86.3%	
Freight Tonnes Kilometers (FTK, in 1000)				
Intercontinental	97'757		1'043'705	

¹⁾ Revenue Passengers

²⁾ SLF = RPK / ASK
deviation in % pts

³⁾ Including mail
deviation in % pts

Traffic Statistics December 2005 LX Scheduled Services



Swiss
International
Air Lines

	December		Cumulative	
	2005	2004	2005	2004
Number of Passengers ¹⁾				
Europe	516'269		6'915'548	
Intercontinental	180'093		2'272'208	
Total	696'362		9'187'756	
Flights				
Europe	10'192		127'659	
Intercontinental	1'318		15'991	
Total	11'510		143'650	
Available Seat km (ASK, in mill)				
Europe	688		8'492	
Intercontinental	1'479		18'990	
Total	2'167		27'483	
Revenue Passenger km (RPK, in mill)				
Europe	381		5'164	
Intercontinental	1'210		15'432	
Total	1'592		20'596	
Seat Load Factor (SLF %) ²⁾				
Europe	55.5%		60.8%	
Intercontinental	81.8%		81.3%	
Total	73.5%		74.9%	
Freight Load Factor (%) ³⁾				
Intercontinental	87.2%		86.3%	
Freight Tonnes Kilometers (FTK, in 1000)				
Intercontinental	97'713		1'141'418	

¹⁾ Revenue Passengers

²⁾ SLF = RPK / ASK
deviation in % pts

³⁾ Including mail
deviation in % pts