

Business Overview

In 2025, China Unicom adhered to the principle of seeking progress while maintaining stability and promoting stability through progress, earnestly fulfilled its economic, political, and social responsibilities, and actively exerted its influence in technological innovation, industrial control, and security support. The pace of high-quality development increasingly stepped up, achieving a sound conclusion to the "14th Five-Year" and laying a solid foundation for a good start to the "15th Five-Year".

The connectivity business achieved steady development. Firstly, the Company made every effort to stabilise operations and promote development, achieving positive progress in coordinating effective quality enhancement and reasonable quantity growth. The total number of connectivity subscribers continued to increase, with the scale of mobile and broadband subscribers reaching a historical high. Mobile billing subscriber scale exceeded 357 million, with a cumulative net increase of 13.32 million. Fixed-line broadband subscriber scale exceeded 129 million, with a cumulative net increase of 7.61 million. **Secondly, the Company drove integrated development through breakthroughs in broadband and solidified the foundation for sustainable development.** Through the implementation pathway of “expanding the scale of broadband, adding new elements via integration, promoting development via integration, and enhancing value via integration”, the Company implemented precise strategic adjustments. The subscriber quality continued to improve, and the subscriber structure was continuously optimised. The penetration rate of integrated business increased to 78.3%, and the value of new mobile and broadband subscribers was better than last year. **Thirdly, the Company penetrated family integration business through product innovation and created a second revenue growth curve.** The Company actively seized opportunities in artificial intelligence development, deepened “AI + product innovation”, strengthened multi-application integration and multi-scenario integration, and accelerated the cloudification and intelligent upgrade of smart home products. It focused on core smart home portals and control hubs, and rolled out various deeply customised terminal products such as “UniBOX Tongtong”. The development of Cloud-AI products such as Unicom Cloud Drive, Unicom UHD, Unicom Home Monitoring, and Cloud-AI handsets/computers accelerated, with Cloud-AI products users exceeding 300 million, gradually forming a new momentum for revenue growth. **The Company accelerated the integration of “terminal, network, cloud, intelligence and security”, achieving continuous breakthroughs in the Internet of Things (IoT) business.** The scale of IoT connections reached 720 million, with an increase of 98.33 million. Expansion in the new energy vehicle market achieved significant results, capturing over a 65% share of new connections.

Computing power business grew in scale. Firstly, the Company built intelligent computing clusters. It strengthened resource buildout at the “Eastern Data, Western Computing” hub nodes and green computing-power coordination demonstration provinces. The number of standard cabinets¹ exceeded 1.10 million, and seven 100 MW-grade AIDC campuses have been built. The scale of intelligent computing reached 45 EFLOPS. The Company accelerated the construction of the new “Eight Vertical and Eight Horizontal” backbone optical fibre cable network, adding more than 9,000 kilometres to achieve the interconnection of computing power hub nodes and serve coordinated regional development. **Secondly, the Company upgraded Unicom Cloud.** It accelerated the evolution of Unicom Cloud towards AI cloud, deepened hyperscale intelligent cloud-native implementations, enhanced centralised orchestration and allocation capabilities, and built a new computing power business model of “applications + models + resources”, supporting the construction of government clouds for over 180 provinces and municipalities, empowering the digital and intelligent transformation of nearly 400,000 corporate customers, establishing the brand image of “AI Smart Select Unicom Cloud”. **Thirdly, the Company opened digital intelligence platform.** The Company constructed national AI application pilot bases and launched the UniAI Wanxiang data engineering platform, the UniAI MaaS platform, and the UniAI Wanwu intelligent agent platform. With these platforms, it formed over 400 TB of high-quality datasets, offered over 140 mainstream models, and gathered more than 10,000 developers to help customers rapidly build intelligent agent applications.

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Customer service quality was further enhanced. Firstly, the Company deepened convenient services to convey “Unicom warmth”. The Company implemented the requirement of the Ministry of Industry and Information Technology to “let the achievements of information and communications development benefit people more extensively and effectively”, rolled out the “ten things” of heart-warming services, and carried out activities such as “clear pricing and worry-free usage” to enhance service standards. **The 10010 hotline launched warm service campaigns** and optimised processes to deliver precise services. The Company successfully completed communication support with dedicated personnel during major events such as the “Two Sessions” and the “Asian Winter Games”, while providing exclusive services for seniors and “Double Support” groups. **Business outlets comprehensively deepened service transformation**, improved processing efficiency, shortened waiting times, constructed a new smart service ecosystem, and provided senior-friendly and anti-fraud services. **The China Unicom APP continued to expand its service scenarios**, strengthened the transparent display of tariffs and service guidance, with monthly active users exceeding 110 million. **The Company enhanced the experience of government and enterprise customers to empower their digital transformation.** Serving new industrialisation, the Company served more than 9,000 5G factories, and revenue from 5G private network projects reached RMB12.3 billion with a year-on-year growth of 51%. Empowering digital government, the Company iterated the economic development platform, effectively assisting the scientific macroeconomic decision-making for more than 20 ministries and commissions and more than 20 provinces. **Secondly, the Company innovated intelligent services and shaped “Unicom Intelligence”.** The Company launched the “Tongtong Customer Service AI Agent”, serving 177 scenarios with multi-modal interaction. This initiative drove the upgrade of services from “standardised responses” to “personalised dialogue”, achieving more intuitive information inquiries, more convenient transaction processing, and faster problem resolution.

Security business capabilities were continuously strengthened. Firstly, the Company enhanced security capabilities. The Company established a full-stack AI security protection system and was the first and only enterprise to pass the highest-level accreditation of the national Data Security Maturity Model (DSMM), with its data security management capabilities reaching the leading level in China. **Secondly, the Company constructed a secure ecosystem.** Relying on the “Mogong” security operation service platform, the Company implemented over 200 security projects. “Security Hub”, as the first domestic cybersecurity product market platform, has served more than 27,000 customers.

Network connectivity capability continued to improve. Firstly, the Company deepened co-build co-share, with the number of 5G mid-band base stations exceeding 1.54 million and that of low-band base stations in service exceeding 1 million, significantly improving deep coverage in key scenarios. **Secondly, broadband coverage continued to improve**, with the number of broadband ports exceeding 280 million and the overall urban residential coverage rate exceeding 96%. The proportion of 10G PON increased by 4.5pp to 86%. Preliminary deployment of Broadband Network Cores (BNC) was completed in 20 cities in 14 provinces with advanced network architecture, leading to a significantly enhanced capability for integrated business innovation. **Thirdly, the integrated deployment of new intelligent computing infrastructure has initially taken shape**. AIDC underwent intelligent transformation and renewal, with the number of standard cabinets exceeding 1.1 million. Large-scale campuses covered the eight major national hub nodes, and 31 provincial capitals and key cities were equipped with resources of over a thousand cabinets. The scale of intelligent computing reached 45 EFLOPS, effectively ensuring the development of the intelligent computing business, with backbone cloud pools covering 252 cities. **Fourthly, resource supply effectively supported market development**. The Company supported the upgrade of 5G-A capabilities, with 5G-A carrier aggregation rolled out in all cities nationwide, and RedCap launched at scale in over 300 cities. The Company ensured the reconstruction of the broadband integration system in Southern China and coverage of various market segments, with the resource penetration rate of newly delivered residential communities reaching 95.8%. Cloud-AI products achieved the four 10 million development goals and completed the resource deployment nationwide to meet the needs of rapid business growth. **Fifthly, the cybersecurity foundation continued to be strengthened**. The new "Eight Vertical and Eight Horizontal" backbone optical cable network added over 9,000 kilometres of lit fibre, and the coverage of the 400G backbone transmission network continued to be strengthened. The Company completed the critical task of ultra-lean network construction, fully concluding the construction of aggregation zones in Northern China, while the completion rate in Southern China reached 75%, resulting in annualised OPEX savings of RMB1.35 billion, and further strengthening network security and stability.

Note 1: Number of standard cabinets is calculated based on 2.5 kW per cabinet.