

TUCOWS, INC. QUARTERLY KPI SUMMARY

Operating Statistics¹
(Amounts in thousands)

	QUARTERLY								ANNUAL	
	Q4/18	Q3/18	Q2/18	Q1/18	Q4/17	Q3/17	Q2/17	Q1/17	2018	2017
TING MOBILE										
Mobile Accounts under management ²	162.6	162.3	163.3	165.2	166.0	166.5	165.5	170.8	162.6	166.0
Mobile Accounts under management - Net addition (deactivation)	0.3	(1.0)	(1.9)	(0.8)	(0.5)	1.0	(5.3)	22.8	(3.4)	18.0
Mobile Subscriptions under management	296.3	295.6	282.1	285.9	282.3	280.6	278.0	279.9	296.3	282.3
Mobile Subscriptions under management - Net additions (deactivation)	0.7	13.5	(3.7)	3.6	1.7	2.6	(2.0)	35.0	14.0	37.4
Mobile Account churn	3.11%	3.07%	2.77%	2.86%	3.10%	3.28%	4.06%	3.23%	2.95%	3.42%
TING INTERNET										
Internet Subscribers under management	7.0	6.2	5.3	5.0	N/A	N/A	N/A	N/A	7.0	N/A
Internet Subscribers under management - Net additions	0.8	0.9	0.3	0.5	N/A	N/A	N/A	N/A	2.5	N/A
Serviceable Addresses	28.1	22.5	20.5	17.5	N/A	N/A	N/A	N/A	28.1	N/A
Serviceable Addresses - Net additions	5.6	2.0	3.0	1.5	N/A	N/A	N/A	N/A	12.1	N/A
DOMAIN SERVICES										
Domains under management ³	23,309	23,708	24,120	24,350	27,700	28,305	28,811	29,589	23,309	27,700
Total new, renewed and transferred-in domain name registrations provisioned	3,914	4,170	4,382	4,892	4,758	4,839	4,903	4,863	17,358	19,363

¹ Some figures may not balance due to YTD rounding alignments

² Subsequent to a review of our subscriber base in the first quarter of 2018, our comparative first, second, and third quarter 2017 accounts under management were reduced by 4, 6, and 6, respectively.

³ Subsequent to a review of our subscriber base in the fourth quarter of 2018, our third quarter 2018 accounts under management has been restated, resulting in an increase of 374.

N/A Information not publicly disclosed.