

TUCOWS, INC. QUARTERLY KPI SUMMARY

Operating Statistics¹
(Amounts in thousands)

	QUARTERLY								ANNUAL		
	Q4/19	Q3/19	Q2/19	Q1/19	Q4/18	Q3/18	Q2/18	Q1/18	2019	2018	2017
TING MOBILE											
Mobile Accounts under management	159.7	166.2	157.3	159.9	162.6	162.3	163.3	165.2	159.7	162.6	166.0
Mobile Accounts under management - Net additions (deactivations)	(6.5)	8.9	(2.6)	(2.6)	0.3	(1.0)	(1.9)	(0.8)	(2.9)	(3.4)	18.0
Mobile Subscriptions under management	289.1	293.8	280.3	284.0	296.3	295.6	282.1	285.9	289.1	296.3	282.3
Mobile Subscriptions under management - Net additions (deactivations)	(4.7)	13.5	(3.7)	(12.3)	0.7	13.5	(3.7)	3.6	(7.2)	14.0	37.4
Mobile Account churn	3.66%	3.36%	2.79%	2.83%	3.11%	3.07%	2.77%	2.86%	3.16%	2.95%	3.42%
TING INTERNET											
Internet Subscribers under management	10.2	9.5	8.8	7.7	7.0	6.2	5.3	5.0	10.2	7.0	N/A
Internet Subscribers under management - Net additions	0.7	0.7	1.1	0.7	0.8	0.9	0.3	0.5	3.2	2.5	N/A
Passed Addresses ³	53.4	50.0	44.3	38.5	33.2	27.8	24.2	19.2	53.4	33.2	N/A
Passed Addresses - Net additions	3.4	5.7	5.8	5.3	5.4	3.6	5.0	1.6	20.2	15.6	N/A
Serviceable Addresses ⁴	36.4	34.2	33.5	31.8	28.1	22.5	20.5	17.5	36.4	28.1	N/A
Serviceable Addresses - Net additions	2.2	0.7	1.7	3.7	5.6	2.0	3.0	1.5	8.3	12.1	N/A
Fiber Capital Expenditures ⁵	\$8,000	\$8,500	\$9,050	\$6,900	\$7,700	\$6,200	\$6,700	\$4,500	\$32,450	\$25,100	N/A
DOMAIN SERVICES											
Domains under management ²	23,773	23,858	25,010	25,207	23,309	23,708	24,120	24,350	23,773	23,309	27,700
Total new, renewed and transferred-in domain name registrations provisioned	4,119	4,227	4,377	4,562	3,914	4,170	4,382	4,892	17,285	17,358	19,363

¹ Some figures may not balance due to YTD rounding alignments

² The Company acquired Ascio Technologies, Inc on March 18, 2019 which increased Domains under management by 1.9 million names.

³ Defined as premises to which Ting has constructed the fiber network but does not yet have the capability to provide an active customer connection.

⁴ Defined as premises to which Ting has the capability to provide a customer connection in a service area.

⁵ The Company's life to date Fiber capex investment since February 2015 is \$85.0 million, including \$6.7 million related to the acquisition of Blue Ridge Websoft, LLC in 2015.