

TUCOWS, INC. QUARTERLY KPI SUMMARY

Operating Statistics
(Amounts in thousands)

	QUARTERLY					YTD	ANNUAL	
	Q1/20	Q4/19	Q3/19	Q2/19	Q1/19	2020	2019	2018
TING MOBILE								
Mobile Accounts under management	153.6	159.7	166.2	157.3	159.9	153.6	159.7	162.6
Mobile Accounts under management - Net additions (deactivations)	(6.1)	(6.5)	8.9	(2.6)	(2.6)	(6.1)	(2.9)	(3.4)
Mobile Subscriptions under management	271.7	289.1	293.8	280.3	284.0	271.7	289.1	296.3
Mobile Subscriptions under management - Net additions (deactivations)	(17.6)	(4.7)	13.5	(3.7)	(12.3)	(17.6)	(7.2)	14.0
Mobile Account churn	3.17%	3.66%	3.36%	2.79%	2.83%	3.17%	3.16%	2.95%
TING INTERNET								
Internet Subscribers under management ⁴	11.6	10.2	9.5	8.8	7.7	11.6	10.2	7.0
Internet Subscribers under management - Net additions ⁵	0.6	0.7	0.7	1.1	0.7	0.6	3.2	2.5
Passed Addresses ^{1,4}	62.6	53.4	50.0	44.3	38.5	62.6	53.4	33.2
Passed Addresses - Net additions ⁵	2.8	3.4	5.7	5.8	5.3	2.8	20.2	15.6
Serviceable Addresses ^{2,4}	45.4	36.4	34.2	33.5	31.8	45.4	36.4	28.1
Serviceable Addresses - Net additions ⁵	2.6	2.2	0.7	1.7	3.7	2.6	8.3	12.1
Fiber Capital Expenditures ³	\$7,600	\$8,000	\$8,500	\$9,050	\$6,900	\$7,600	\$32,450	\$25,100
DOMAIN SERVICES								
Domains under management	23,895	23,773	23,858	25,010	25,207	23,895	23,773	23,309
Total new, renewed and transferred-in domain name registrations provisioned	4,756	4,119	4,227	4,377	4,562	4,756	17,285	17,358

¹ Defined as premises to which Ting has constructed the fiber network but does not yet have the capability to provide an active customer connection.

² Defined as premises to which Ting has the capability to provide an active customer connection in a service area.

³ The Company's life-to-date Fiber capex investment since February 2015 is \$97.3 million, including \$6.7 million related to the acquisition of Blue Ridge Websoft, LLC in 2015 and \$4.7 million for Cedar Holdings Group in 2020.

⁴ The Company acquired Cedar Holdings Group on January 1, 2020 which increased the opening Internet subscribers by 790 and Passed Addresses and Serviceable Addresses by 6,400, respectively.

⁵ The increase in acquired Internet Subscribers, Passed Addresses, and Serviceable Addresses from Cedar Holdings Group are not included in the Q1 Net Additions.