

TUCOWS, INC. QUARTERLY KPI SUMMARY

Operating Statistics
(Amounts in thousands)

	QUARTERLY						YTD	ANNUAL	
	Q2/20	Q1/20	Q4/19	Q3/19	Q2/19	Q1/19	2020	2019	2018
TING MOBILE									
Mobile Accounts under management	150.1	153.6	159.7	166.2	157.3	159.9	150.1	159.7	162.6
Mobile Accounts under management - Net additions (deactivations)	(3.5)	(6.1)	(6.5)	8.9	(2.6)	(2.6)	(9.6)	(2.9)	(3.4)
Mobile Subscriptions under management	256.6	271.7	289.1	293.8	280.3	284.0	256.6	289.1	296.3
Mobile Subscriptions under management - Net additions (deactivations)	(15.0)	(17.6)	(4.7)	13.5	(3.7)	(12.3)	(32.6)	(7.2)	14.0
Mobile Account churn	2.30%	3.17%	3.66%	3.36%	2.79%	2.83%	2.74%	3.16%	2.95%
TING INTERNET									
Internet Subscribers under management ⁴	12.5	11.6	10.2	9.5	8.8	7.7	12.5	10.2	7.0
Internet Subscribers under management - Net additions ⁵	0.9	0.6	0.7	0.7	1.1	0.7	1.5	3.2	2.5
Owned Infrastructure Passed Addresses ^{1,4}	61.2	56.6	47.2	43.9	38.3	32.5	61.2	47.2	28.1
Owned Infrastructure Passed Addresses - Net additions ⁵	4.6	2.9	3.3	5.6	5.8	4.4	7.5	19.1	13.6
Serviceable Addresses ^{2,4}	47.9	45.4	36.4	34.2	33.5	31.8	47.9	36.4	28.1
Serviceable Addresses - Net additions ⁵	2.5	2.6	2.2	0.7	1.7	3.7	5.1	8.3	12.1
Fiber Capital Expenditures ³	\$9,750	\$7,600	\$8,000	\$8,500	\$9,050	\$6,900	\$17,350	\$32,450	\$25,100
DOMAIN SERVICES									
Domains under management	24,592	23,895	23,773	23,858	25,010	25,207	24,592	23,773	23,309
Total new, renewed and transferred-in domain name registrations provisioned	4,747	4,756	4,119	4,227	4,377	4,562	9,503	17,285	17,358

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

² Defined as premises to which Ting infrastructure, or Ting's network partner Westminster, have the capability to provide a customer connection in a service area.

³ The Company's life-to-date Fiber capex investment since February 2015 is \$105.1 million, including Blue Ridge Websoft and Cedar Holdings acquisitions, net of capex write-offs.

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.