Exhibit A: Project Narrative

Introduction

Even in its largest cities, Arizona faces a digital divide that has left certain communities underserved. We at Ting believe that Tucson is one of these cities, and based on our analysis of the broadband offerings available across Tucson's diverse communities, we've identified an area of 5,017 homes and 989 businesses to include in this grant application. If funded, Ting will be able to lay 87.5 miles of fiber and develop a sustainable broadband network to serve these homes and businesses within the 24-month timeframe of the ACA's grant program. At present, these communities are primarily reliant on outdated cable and satellite broadband infrastructure, and Ting has identified multiple addresses in the grant area that are underserved. Based on findings that demonstrate there are homes without access to broadband services at speeds of 100/20, the Tucson neighborhoods of South Park, Pueblo Gardens, Las Vistas, Western Hills II, Sunset Villa, and Santa Rita Park are incredibly deserving of the State of Arizona's support to invest in fiber broadband infrastructure. Consistent with the objectives of the RGA, this project will accelerate broadband infrastructure deployment in an area of Tucson with the most inconsistent access to broadband, and Ting will enhance the speed, redundancy and reach of high-speed internet for Tucson residents who have long struggled with access and affordability.

As an internet service provider (ISP), Ting has deep roots in promoting access to the free and open internet. Our parent company, Tucows, has been committed to the simple goal of "making the internet better" since 1993, and after nearly three decades addressing inefficiencies and inequities in the global domain name registration space, our CEO Elliot Noss decided to build Ting Internet to address the gaping need for more fiber in the US. Ting lit its first customer with fiber internet in 2015, and we haven't slowed down (or raised our prices!) since. We've established successful public-private partnerships of many varieties with cities to help them bring fiber-to-the-home, and we're hoping to do the same in Tucson. In 2021, we acquired the Tucson-based fixed wireless ISP SimplyBits, which has been serving Arizonans since 2004. With their local team and our technology, we're committing to investing in the Arizona community and bringing fiber internet access to homes and businesses across the state.

To address why this grant is so crucial to bringing universal fiber access to Tucson, Ting is committed to serving entire communities–in other words, we avoid cherry-picking and aim to build a ubiquitous fiber network in the municipalities we serve. Moreover, we put the customer at the center of our operation and invest heavily in exceptional customer support, ensuring that a human always picks up the phone when a customer calls to troubleshoot an issue or report an outage. However, Tucson's sheer size and topographical limitations make this area challenging to build in an economically feasible way. Receiving this Arizona Broadband Development Grant would therefore accelerate our efforts to reach Tucson's underserved communities, and even help us expand beyond the grant areas outlined in this application.

Grant Area Selection Process

To identify the areas of Tucson most in need of broadband infrastructure investment, we carried out several layers of research. Primarily, we looked to the City of Tucson to indicate which neighborhoods had access to the lowest speeds and fewest providers, and we conducted our own address-level analysis to confirm what providers were offering to residents in these areas. Having identified addresses where existing Tucson-area providers (CenturyLink, Cox, and Xfinity) do not offer sufficient speeds to consider the address served, we moved forward with developing a grant proposal to bridge that digital divide. We met with Council Members from multiple Wards in Tucson to better understand the needs of their community, and we delved into Census and American Community Survey data that reveals incredibly low broadband adoption rates in this area, meaning that even where service may be available, it is certainly unaffordable to a large percent of the population. To meet the minimum eligibility requirements of this application, we ensured that at least one address in each census block included in the application met the formal definition of "underserved."

Project Impact and Nature of Improvement

To further outline the direct impact of our proposed network construction, as requested in the ACA's RGA, this project would serve 6,006 premises, including 989 businesses, and a total population of roughly 14,000 Tucson residents. The economic development benefits of a fiber network are numerous–access to symmetrical gigabit speed internet is crucial to enabling productive tele-work, seamless remote schooling, telehealth, and community development in times of the COVID-19 pandemic. By starting our fiber network construction in the worst-served areas of Tucson, we intend to help residents and businesses catch up to their neighbors in other parts of the city and offer them access to the same quality of education, employment, and online services.

Community anchor institutions within the project area include seven schools, a community library, and a Veteran's Hospital. This area also includes multiple community public spaces, including Silverlake Park, Mirasol Park, and Same Lane Recreation Area & Kino North Stadium. Additionally, there are multiple nonprofits–including the Southern Arizona Children's Advocacy Center, the Community Foodbank of Tucson, and PMHDC Southwest Medical Aid–that Ting would serve at no cost through our Friends of Ting program. Knowing that religious institutions can often play a strong role in community support, we also wanted to note that they are in the footprint of our proposed network and would have access to gigabit-speed fiber internet as a result of this project.

Network Design & Construction Approach

To touch on our approach for network design and construction, we want to emphasize that our build would deliver Fiber to the Premise (FTTP) for all single family homes (SFUs), multi-dwelling units and multi-tenant units (collectively, MXUs), anchor institutions, small businesses, and enterprises. Ting would build a fiber optic network that would use XGS-PON technology to deliver gigabit internet service to both residents and businesses. Ting also has the capability to serve direct connections with increased speeds to the business customers that require it. The FTTP network completed by Ting would be capable of accommodating any and all Smart City initiatives, as well as

have capacity for 5G backhaul, and any future applications. Although our network design for the Tucson region is still in development, and will depend in part on the outcome of this grant application process, we intend to build the majority of our fiber network underground, via our preferred deployment method of microtrenching. Where underground deployment is infeasible, our engineering and construction teams are well-versed in aerial construction. To connect our network and residents to the commercial Internet–we will leverage existing dark fiber that we've identified in Tucson. Given the significant investment of resources Ting will be committing, we can assure you that we will continue to operate our network and serve the residents and businesses within the project area well beyond the five-year minimum required by the ACA's grant guidelines.

As far as the timeline for engineering, design and construction, we have already completed a high level analysis of the grant area in order to provide the estimated costs of the project. We are now in the process of developing the detailed designs which will allow us to determine the exact location of our fiber lines and above-ground hardware, such as cabinets. To avoid calling competitors' attention to this project, we've held off on formally conducting a bidding process, but we are in the process of investigating local construction vendors. Internally, Ting has a team of over 200 employees across engineering and design, finance, construction, marketing, customer support, city engagement, project management, and supply chain and vendor management. Our internal team will take the bulk of the responsibility for planning the network and ultimately serving the residents of Tucson, and we will be fully accountable for developing and maintaining a relationship with local stakeholders to ensure their support of the project. The build itself is projected to take 24 months.

Proposed Service Offerings and Affordability

Within our existing markets, we offer a tiered pricing approach that offers the same variety of options to customers, regardless of their zip code or neighborhood. We have no data caps, no contracts or cancellation fees, and no hidden costs on our bills. Though we have not confirmed our exact offerings in Tucson, it is likely to mirror our other markets, reflected below:

[redacted]

To make a stronger commitment to affordability, Ting eagerly participated in the federal government's Emergency Broadband Benefit Program, which is now transitioning to the Affordable Connectivity Program. This [redacted] benefit, available to residents who meet the federal

government's eligibility parameters, brings down the cost of our Home Fiber 50 [redacted]. Our policy team continues to monitor opportunities that arise for subsidies or other public funding that could make our internet plans more affordable for residents, and we have our own robust digital inclusion program that brings internet access to designated public housing at no cost to the residents.

Financial Support and Matching Intent

To match the funds requested from Arizona for this project, Ting has the full support of its parent company, Tucows, to fund the [redacted] outlined in our project budget. Tucows provides the financial backing for all of Ting's construction, and has provided parent guarantees alongside Ting's agreements with cities when necessary. As a publicly traded company, Tucows has access to the capital markets and can raise funds as desired to support significant capital projects. For a more detailed description of Tucows' matching intent, please see Exhibit C: Document of Commitments for Tucows' Letter of Intent.

Type	Project	Applicant	GEOID
Urban	Tucson 1: Pueblo Gardens/South Park/La	Ting Fiber	04019002100
Urban	Tucson 1: Pueblo Gardens/South Park/La	Ting Fiber	04019002201
Urban	Tucson 1: Pueblo Gardens/South Park/La	Ting Fiber	04019002202
Urban	Tucson 1: Pueblo Gardens/South Park/La	Ting Fiber	04019002400