

Ooma, Inc.
Key Metrics (excludes) Business Promoter
(unaudited)

	Q1 FY 2018	Q4 FY 2017	Q3 FY 2017	Q2 FY 2017	Q1 FY 2017	Q4 FY 2016
Core Users (1)	879,000	858,000	833,000	803,000	776,000	746,000
Premium Users (2)	389,000	374,000	361,000	346,000	328,000	310,000
Premium Users as a % of Core Users	44%	44%	43%	43%	42%	42%
Annualized Exit Recurring Revenue (in thousands) (3)	\$ 88,343	\$ 85,247	\$ 81,361	\$ 77,692	\$ 74,007	\$ 71,367
Annual Net Dollar Subscription Retention Rate (4)	97%	96%	98%	102%	103%	101%
Average Revenue Per Core User (monthly) (5)	\$ 8.38	\$ 8.28	\$ 8.14	\$ 8.06	\$ 7.95	\$ 7.98

1. Core Users include home user accounts and office user extensions

2. Premium Users are our subscribers to Ooma Office, Ooma premier service and other premium services.

3. Annualized Exit Recurring Revenue or AERR that is calculated by dividing our recurring revenue (which is defined as total subscription and service revenue, excluding Talkatone and Business Promoter revenue) for a quarter by the average of the number of core users at the beginning and end of that quarter, which is then annualized by multiplying by four. We then multiply the result by the number of core users at the end of that quarter.

4. Our annual net dollar retention rate is the percentage year-over-year change in our AERR per core user, which is then adjusted by factoring in the percentage of our core users we have retained during the same period.

5. Average Revenue Per Core User (monthly) is calculated by dividing AERR by the number of core users which is then divided by twelve.