



Not reflected on this map are the approximately 350 POPs maintained by PSINet, through which the Company has agreed to lease POP capacity on a non-exclusive basis, which the Company anticipates becoming accessible to its customers in early 1997. The Company is dependent on UUNET (and in the future may also be dependent on PSINet) to continue to provide the Company's customers with access to the Internet through its system of POPs. The inability or unwillingness of either or both of these third-party network providers to permit POP access to EarthLink's customers, or the Company's inability to secure alternative POP arrangements, could have a material adverse effect on the Company. See "Risk Factors — Dependence on Third-Party Network Providers" and "Risk Factors — Dependence on Network Infrastructure; Capacity; Risk of System Failure; Security Risks."

For customers located in a geographic area not presently serviced by a local POP, the EarthLink Network can be accessed by a toll-free number for which the Company bills customers on an hourly usage basis. The Company's POP sites are connected to the Internet primarily through its network hub in Los Angeles. The Company's network hub is in turn connected directly to the Internet via leased high-speed fiber optic data lines. The Company intends to relocate its network hub from Los Angeles to Pasadena. See "— Facilities" and "Risk Factors — Dependence on Network Infrastructure; Capacity; Risk of System Failure; Security Risks."

The Company does not presently maintain redundant or backup Internet services or backbone facilities or other redundant computing and telecommunication facilities. Any accident, incident or system failure that causes interruptions in the Company's operations could have a material adverse effect on the Company's ability to provide Internet services to its customers, and, in turn, on the Company.

Customer and Technical Support

The Company believes that reliable customer and technical support is critical to retaining existing and attracting new customers. The Company currently provides the following types of customer and technical support: (i) toll-free, live telephone assistance available seven days a week, 24 hours a day; (ii) email-based