

Exhibit 4

SERVICE LEVEL AGREEMENT (SLA)

1. Service Level Target. In accordance with Section 1.i of this Agreement, subject to specifically mentioned exceptions, OrionV shall use commercially reasonable efforts to cause the Services to be available 100% of the time ("Service Level Target"), as measured during each monthly service billing cycle. In the event any Services do not meet the Service Level Target, Customer may be eligible to receive a Service Credit in accordance with the procedures described below.

i. **Hours of Availability.** OrionV shall use reasonable best efforts to make the Colocation Services, Managed Services and Communications Infrastructure available twenty-four (24) hours per day, three hundred sixty five (365) days per year. Notwithstanding the foregoing, OrionV may schedule routine maintenance for any or all such Services during off-peak hours (6:00 p.m. through 6:00 a.m. prevailing Eastern Time), provided, OrionV shall endeavor to provide Customer with at least one week advance notice of any such scheduled routine maintenance. If such routine maintenance requires downtime or unavailability for any or all of such Services, OrionV shall use best efforts to provide Customer with at least thirty (30) days advance notice of such downtime/unavailability, along with a full report on the purpose of such maintenance and an estimated length of the downtime event. In case of an emergency or other non-routine maintenance event, OrionV reserves the right to suspend Customer's access to the Colocation Services and/or Managed Services for purposes of conducting such maintenance work at any time as deemed appropriate by OrionV in its sole discretion, without prior notice to Customer, but will use best efforts to notify Customer of such suspended access as soon as practically feasible.

2. Service Outage. "Service Outage" is defined as either the total loss of Customer availability to an itemized Service or group of Services or the degradation of a specific element or component of a given Service, to an extent by which the Service or Services are not functional for their intended purpose, subject to the exceptions described below.

3. Outage Exceptions. Any interruptions to the Service(s) caused by any of the following events or circumstances shall not constitute a Service Outage hereunder and shall not to be considered and/or included in, or for the purpose of, calculating any Service Credits available under this SLA:

- i. If Customer's account is more than 30 days past due or suspended for late payment, as described in Section 4.0 of the Agreement.
- ii. Incidents outside OrionV's reasonable control, including those described in Section 16.0 of the Agreement.
- iii. OrionV scheduled or emergency maintenance events as described in Section 1.i of the Agreement.
- iv. Incidents caused by equipment, software or other technology provided by Customer or by a third party on behalf and at the direction of Customer.
- v. Incidents caused by an error or the direct negligence or willful misconduct of Customer or Customer agents or employees.
- vi. Hardware failures on equipment that is owned or exclusively used by Customer, which are cured within 4 hours as prescribed by OrionV's "Break Fix" coverage.

4. General Outage Increments for Specific Services. The following guidelines are provided as a reference, with respect to the different types of Services OrionV provides, used to identify circumstances in which a Service Level Target is not met and a qualifying Service Outage event occurs:

- i. **Power related services** - A total and continuous loss of OrionV-provided power to a Customer device or group of devices.
- ii. **Network related services** - A total and continuous interruption of data throughput on a given network, telecommunications and/or internet access component of a Service.
- iii. **Managed Servers and System Oversight** - The total and continuous operational failure or lack of availability of system or network performance enhancement service (for example, but not limited to: firewall, load balancing, managed hosting, etc.).
- iv. **Fixed, Incremental or Periodic Service** - The failure to perform or deliver on a specific and regularly scheduled

Service task (for example, but not limited to: data backups, data back-up recovery, individual client issues, etc.) that has not been completed within 24 hours of the prescribed time line for such Service.

5. SLA Credit Request Procedure. If Customer experiences a Service Outage which qualifies for a remedy prescribed by this SLA, in order to receive consideration for a corresponding Service Credit, Customer must submit a "Request for SLA Credit" (include in subject header) via email to schoolstechnicalservices@harriscomputer.com within 10 days after the Service Outage. The request should include, at minimum, the date, time and duration of the outage, as well as a specific list of the Services that were unavailable. In instances of uncertainty or dispute as to whether an actual Service Outage has occurred, OrionV shall make a final determination with respect to such uncertainty and/or dispute, in good faith, based on its review of data provided by system logs, monitoring reports and configuration records, which OrionV shall make available to Customer at Customer's request.

6. Service Credit Methodology and Calculation. Each distinct Service Outage, including the events described in clauses i, ii, iii and iv of Section 4 of this SLA, shall be measured in one hour increments, with Service Outages lasting for only a portion of an hour, whether such outage is continuous or intermittent, being deemed a Service Outage for the full hour, such that a 35 minute outage would be considered a 1 hour outage, a 65 minute outage would be considered a 2-hour outage, a 125 minute outage would be considered a 3-hour outage, and so on. The credits due Customer under this SLA for any applicable Service Outage ("Service Credit"), subject to satisfaction of all other requirements and to the exceptions to Service Outages described above, will be calculated in accordance with the following formula:

The Service Credit will be an amount equal to (i) the total Monthly Service Fees paid by Customer for the Services that were unavailable due to the Service Outage, (ii) divided by 30 (number of days in the average month), (iii) multiplied by the length of the Service Outage as measured in the number of hours, as described above.

In other words, 1 day of Service Credit for each hour of Service Outage.

7. Service Credit Maximum. The parties acknowledge and agree that (i) the maximum Service Credit a Customer may receive for Service Outages as described in this SLA shall be no more than 100% of the Monthly Service Fee paid for the affected Services, and (ii) the Service Credits prescribed under this SLA shall be the sole and exclusive remedy for any and all such Service Outages, in each case notwithstanding anything to the contrary in this SLA or elsewhere in this Agreement.

[END]