

	<p>\$1,500/server</p> <p>\$350/server</p> <p>\$40 each</p> <p>\$5/GB</p> <p>\$65/unit</p> <p>\$120/unit</p> <p>\$80/hr</p> <p>\$120/hr</p>
<p>Backups are retained for 1 month at a minimum, longer retention times will be negotiated on a case-by-case basis.</p>	<p>\$0.65/GB</p> <p>\$0.35/GB</p>

This agreement describes the services to be provided to customer, (hereafter referred to as "customer") by the University of Alaska (UA) Office of Information Technology (OIT), (hereafter referred to as "OIT"), the responsibilities of the respective parties, and the service level objectives (if required).

Unless Otherwise Agreed to by OIT and the Customer, these General Procedures Apply:

1. If requesting a service not listed, please contact the helpdesk at 907-450-8300 or email: helpdesk@alaska.edu.
2. OIT reserves the

