Cray Basic Service Offering

Cray Basic is tailored for customers who have in-house knowledge and skills and prefer to maintain their system themselves. This service level offers customers access to the CrayPort customer portal. Case logging is available 24x7 by telephone or via CrayPort. The maintenance coverage window is 9x5. During this time, Cray will work remotely with the customer to identify the issue.

Cray Basic Level Support Features

Feature	Basic
24x7 Call Logging – CrayPort/Telephone	Yes
Maintenance Coverage Window	9x5
Onsite Response Time	N/A
Customer/Cray Repair	Customer *

          * Customers replace CRUs, Cray replaces FRUs. CRU replacement by Cray can be purchases at T&M rates.

24x7 Call Logging – CrayPort/Telephone

Customers can log issues 24 hours a day, seven days a week. Customers may log issues via the CrayPort customer portal or by telephone. Cray recommends that critical issues be logged by telephone. Customers must enter all relevant information and capture any critical information required to help diagnose an issue. Customers will receive an acknowledgement that their case has been logged.

Maintenance Coverage Window

This is the time period when support is provided. Customers may contact Cray 24x7 and will receive an acknowledgement that their case has been logged. Follow-up by Cray support and work by Cray to solve any reported cases takes place during the coverage window, local time.

Customer/Cray Repair

This indicates who is responsible for performing hardware repairs to the Cray system. With Cray Basic, customers replace the customer replaceable unites (CRUs) themselves and a Cray technical representative performs the field replaceable unit (FRU) procedures. If a customer chooses to not perform a CRU procedure, a Cray technical representative will perform the procedure using reasonable commercial effort and the customer will be charged on a Time and Materials basis.

For more information about Cray Service, please see the Cray Customer Support Guide:
https://www.cray.com/sites/default/files/resources/CustomerSupportDocument.pdf