

## Cray Complete Care Service Offering

Cray Complete Care is Cray’s highest level of support, with onsite Cray presence. This service level offers customers access to the CrayPort customer portal. Case logging is available 24x7 by telephone or via CrayPort. Cray Complete Care offers a choice of three maintenance coverage windows and four onsite response times, as shown below. Customers with Cray Complete Care are assigned a Service Account Manager who is familiar with their environment and able to assist with issues and escalations.

Cray Complete Care offers the following features:

Feature	Complete Care
24x7 Call Logging – CrayPort/Telephone	Yes
Maintenance Coverage Window	9x5, 16x5, or 24x7
Onsite Response Time	NBD, 4 Hr, 2 Hr, or 1 Hr
Customer/Cray Repair	Cray

### 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.

### Onsite Response Time

This is the time it takes the Cray technical representative to arrive on site to work the case after Cray has determined that an onsite presence is required.

### Customer/Cray Repair

This indicates who is responsible for performing hardware repairs to the Cray system. With Cray Complete Care, all repairs are conducted by a Cray technical representative. Customers who have high availability requirements or require personnel with security clearance require this level of service.

For more information about Cray Service, please see the Cray Customer Support Guide:

<https://www.cray.com/sites/default/files/resources/CustomerSupportDocument.pdf>

