

# Cambium Care

## Frequently Asked Questions

### STANDARD Support

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*Q. What level of support will I receive if I don't purchase a support package?*

A. Standard Monday-Friday business hours support will be provided. You will be assisted with basic product support and inquiries. Standard product hardware warranty applies.

*Q. What happens if a customer opens a ticket outside of standard hours?*

A. We will begin working on the question or issue at the beginning of the next business day.

*Q. What happens if a customer calls the TAC outside of those hours?*

A. Cambium support staff will answer the call, get the basic information, and open the ticket. Work will commence on the next business day.

*Q. How quickly will someone work on my ticket?*

A. The TAC team will work on the ticket on a best-effort basis.

*Q. What happens if the Level 1 technical support engineer cannot resolve my issue?*

A. The level 1 engineer will consult with our Level 2 engineers and escalate the case to a Level 2 engineer on a best-effort basis if necessary.

*Q. What happens if the customer has an emergency such as a system outage? Do they have to wait for the next business day?*

A. We offer our customers emergency assistance around the clock.

*Q. How are hardware issues handled?*

A. We'll first try to determine if the issue can be corrected via a configuration or other change. If not, we will issue an RMA number for the malfunctioning hardware. If the problem results from a product defect and is under warranty, the device will be repaired or replaced at no charge. If the device is out of warranty or the customer caused the damage, we will offer repair service for a nominal charge if the hardware is determined to be repairable.

### CAMBIUM CARE PRO

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*Q. What type of customer should purchase Cambium Care PRO?*

A. Cambium Care Pro is ideal for customers who need the assurance of 24/7 technical support, software downloads and expedited problem resolution.

*Q. What is the duration of Cambium Care PRO?*

A. Service coverage is one year, renewable annually.

*Q. How is the service charged?*

A. The cost of Cambium Care Pro for infrastructure products (PTP, PMP, ePMP, cnReach and cnMatrix) is based on the types and numbers of devices in the customer's network. Cambium infrastructure products are grouped into Service Category by device type and sub-grouped into Price Tiers by device count. The per-device price within a Service Category decreases as device count increases. For WiFi

Enterprise products there is a fixed price per device type.

Q. *Does this mean Cambium Care Pro only covers issues with my infrastructure devices?*

A. Any issue with any Cambium product in the network will be supported. Infrastructure devices are simply the way pricing is determined. For Enterprise WiFi devices, only the device covered under the support agreement is supported.

Q. *What if I add new devices to my network during the coverage year?*

A. For infrastructure devices there is no charge for additional devices added during the coverage year.

Q. *How are hardware issues handled?*

A. We'll first try to determine if the issue can be corrected via a configuration or other change. If not, we will issue an RMA number for the malfunctioning hardware. If the problem results from a product defect and is under warranty, the device will be repaired or replaced at no charge. If the device is out of warranty or the customer caused the damage, we will offer repair service for a nominal charge if the hardware is determined to be repairable.

## CAMBIUM CARE ADVANCED

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Q. *What type of customer should purchase Cambium Care ADVANCED?*

A. Cambium Care Advanced is only available to Enterprise WiFi customers. Cambium Care Advanced is ideal for customers who need the assurance of 24/7 technical support, software downloads, expedited problem resolution and rapid hardware replacement.

Q. *What is the duration of Cambium Care Advanced?*

A. Service coverage is one year, renewable annually.

Q. *How is the service charged?*

A. The cost of Cambium Care Advanced for WiFi Enterprise products is a fixed price per device type.

Q. *How are hardware issues handled?*

A. We'll first try to determine if the issue can be corrected via a configuration or other change. If not, we will issue an RMA number for the malfunctioning hardware. If the device has a support contract associated with it, a replacement device will be shipped to the customer on the next business day of the issuance of the RMA.

## CAMBIUM CARE PRIME

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Q. *What type of customer should purchase Cambium Care Prime?*

A. Cambium Care Prime is targeted at service providers and other companies that deliver mission-critical services to customers and internal users, requiring maximum responsiveness from their technical support provider via Service Level Agreements (SLAs)

Q. *What is the duration of Cambium Care Prime?*

A. Service coverage is one year, renewable annually.

Q. *How is the service charged?*

A. The cost of Cambium Care Prime is based on the types and numbers of fixed wireless infrastructure devices in the customer's network. Cambium infrastructure products are grouped into Service Category by device type and sub-grouped into Price Tiers by device count. The per-device price within a Service Category decreases as device count increases.

Q. *Does this mean Cambium Care Prime only covers issues with my infrastructure devices?*

A. Any issue with any Cambium product in the network will be supported. Infrastructure devices are simply the way pricing is determined.

Q. *What happens if I have a hardware issue with a subscriber module or CPE WiFi device?*

- A. Infrastructure devices are covered by All Risks repair/replace service; subscriber modules and CPE WiFi devices (cnPilot Home and Small Business) are not. These devices are covered by standard warranty if that applies. Otherwise, the customer must replace with a spare or arrange for for-fee repair.
- Q. *I have a large network and the initial purchase was based on Tier 3 and Tier 4 pricing. When I have introduced a few additional devices before my renewal period, will the renewal coverage be based on Tier 1 pricing?*
- A. Your next Cambium Care Prime purchase at the time of renewal will be based on the same Price Tiers as the original purchase. In fact, if your new purchase exceeds an original Price Tier, the new purchase will be on the next higher Price Tier.
- Q. *If I add new devices in the middle of the annual service period, what happens to the remaining service time on those products when I renew coverage?*
- A. The renewal price will be trued-up for the size of the network at that time.
- Q. *What if a customer does not need SLA-based technical support but still requires 24/7 technical support?*
- A. Cambium Care Pro may address these needs, providing 24/7 support with priority access to Level 2 and Level 3 technical support engineers. Cambium Care Pro does not feature restoration targets, however.

## SERVICE REQUESTS

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- Q. *What is the URL for the Support Center portal?*
- A. <https://support.cambiumnetworks.com/>
- Q. *Will I have to log into the portal?*
- A. Yes. You may already have a Cambium Single Sign-On (SSO) if you have used LINKPlanner, cnMaestro, or have posted something in the Cambium Community. If you don't have one, you can get one in minutes by clicking the "Register" link at the top of any page.
- Q. *I am in the field most of the time and use my phone for emails. How can I use the Support Center on a smartphone?*
- A. The Support Center home page, Submit a Request page, and the request pages themselves fit nicely on a smartphone screen.
- Q. *Does Cambium provide support via chat?*
- A. Chat is only available to Prime customers only.
- Q. *I would like to see a history of my service requests, is that possible?*
- A. We will be adding a new feature called "My Activities", which provides a list of all tickets, both open and closed. You can view all tickets and add notes to open tickets.
- Q. *I need to be able to see all the tickets for my company, not just the ones that I open.*
- A. At your request, our technical support engineers can modify your account so that you can see all tickets for your company.



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