

Cambium Care Pro Ordering Guide

INTRODUCTION

Cambium Care Pro was formerly known as Cambium Care Plus. Cambium Care Pro exists in two variants, one for the Fixed Wireless Broadband (FWB) and infrastructure, the other for Enterprise WiFi currently defined by the Xirrus product offering. The former is what this document sets out to define. The latter is self-contained in the BOM Configurator tool available separately.

Cambium Care Pro pricing is based on the composition and size of a customer's Cambium Networks fixed wireless infrastructure network: access points, backhaul, and certain cnPilot WiFi access points. Subscriber modules, CPE and Xirrus WiFi devices are excluded from the price calculation.

Technical support coverage for your entire Cambium network, including any new devices added during the coverage period, lasts for one year from purchase of Cambium Care Pro. Annual renewal fees will be based on the type and quantity of devices in your infrastructure at the time of renewal.

This Ordering Guide accompanies the Cambium Care Pro Quoting Tool – a user-friendly Microsoft Excel-based worksheet that itemizes the types and numbers of fixed-wireless devices in your network and generates line-item and total pricing for your network coverage. The Quoting Tool can be used two ways: by Cambium end customers to evaluate their own ordering needs, or by channel partners, Cambium Sales, and Global Services to provide quotes for customers.

PRICING

Pricing is based on these factors:

Service Categories: Cambium has a broad product line with many product families and thousands of part numbers. To simplify pricing, Cambium radio products are grouped within Service Categories according to MSRP and product characteristics, creating clusters of products with similar price points and support complexity. There are six Service Categories.

Price Tiers: Each Service Category is divided into five tiers that are priced according to ranges of numbers of devices in a customer's network. The higher the tier, the lower the per-device price of Cambium Care Pro coverage.

Each Service Category-Price Tier combination corresponds to a part number and price. The price list for Cambium Care Pro can be found in the Cambium Care Pro Quoting Tool. The current Quoting Tool and Cambium Care Pro price matrix may be found at <https://www.cambiumnetworks.com/support/cambium-care> .

Cambium Care Pro is priced for one year of technical support coverage. The initial purchase includes new devices added to your network during the coverage period at no additional charge.

QUOTING TOOL

The Quoting Tool is designed to allow customers to create their own quote, simplifying the task of pricing Cambium Care Pro for their networks. For quote assistance or questions about features and pricing of Cambium Care Pro, contact an authorized Cambium Networks reseller or distributor by visiting the Cambium website (www.cambiumnetworks.com) and clicking "Request a Quote", or contact Cambium via email at cambiumcare@cambiumnetworks.com.

When creating a quote, please provide accurate information about the type and number of all Cambium infrastructure devices on your network. If a Cambium Care Pro coverage purchase is made for a misrepresented network configuration, Cambium reserves the right to inventory the covered network or cancel Cambium Care Pro service.

PURCHASING & REGISTRATION

Once you have a Cambium Care Pro quote, you can place your order with Cambium sales, a reseller, or distributor, as you would any other Cambium product. After the seller of choice processes your purchase, you'll receive an email request to register your coverage with Cambium Global Services and set up your Services Account.

Registration includes providing the names and contact information associated with your Service Account, and creating a Cambium ID that members of your team will use to verify access for Cambium Care Pro. Your Cambium ID can also be used to register warranties and access cnMaestro™.

Once your account is established, we will email you a link to view and accept the Cambium Care Pro terms and conditions that are required to activate your coverage.

RENEWAL PROCESS

You'll receive an email notification approximately 60 days prior to the expiration of your Cambium Care Pro coverage. You can use this time to consider either renewal of Cambium Care Pro, or adjustment of services based on how your requirements may have changed.

Renewing Cambium Care Pro works exactly the same as the initial purchase and priced according to the current composition and size of your Cambium fixed wireless infrastructure.

USING THE CAMBIUM CARE PRO QUOTING TOOL

"End-Customer Quote" Tab

Begin by entering the customer contact information at the top of the worksheet. The quote number, date, and expiration date are automatically filled in. If you close the Quoting Tool and reopen it, the Quote Number will automatically change. Note that reopening the Tool on different days will change the dates, as well.

The next step is to itemize the infrastructure devices in your network in the "Infrastructure Device List" by selecting from the drop-down menus under "*Product Class*", "*Product Line*", and "*Description*". Selecting a device type with these menus displays the corresponding Service Category. Enter the quantity of the device type and the quote will be updated in the "Cambium Care Pro End-Customer Quote".

As you enter devices in the "Infrastructure Device List", the line items will change in the "Cambium Care Pro End-Customer Quote". Entering two or more device types within the same Service Category combines the number of each to take advantage of the most favorable Price Tier.

Enter as many products as required to complete the quote, save the file, and print to paper or PDF.

If you make an error on any line in the "Infrastructure Device List", delete the three menu entries and the quantity, then enter the correct information.

If you have more than 10 device types in your network, please contact Cambium Global Services at

cambiumcare@cambiumnetworks.com custom Quoting Tool with as many lines as you require.

[“Service Categories-Price Tiers” Tab](#)

The Quoting Tool has the Service Category price tiers built into the Quote worksheet to simplify entering the details of your network. To view the detailed Service Category price tier values, click on the “Service Categories-Price Tiers” tab.

[“Instructions” Tab](#)

This tab contains detailed instructions for the use of the Cambium Care Pro Quoting Tool.

WE'RE HERE TO HELP

If you have any questions about the features of Cambium Care Pro – how it compares to other Cambium Care programs, how to use the Quoting Tool, or how to complete the ordering process – please send us an email at cambiumcare@cambiumnetworks.com. You can also call us at one of the numbers listed at <http://www.cambiumnetworks.com/support/contact-support/>.



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