

Cambium Care Pro

- 24 x 7 support for basic and complex technical questions
- Software Updates included for some products
- Assistance with hardware diagnosis
- Accelerated access to Level 2 and Level 3 engineers
- Standard hardware warranty

Cambium Care Advanced*

- 24 x 7 support for basic and complex technical questions
- Software Updates included
- Assistance with hardware diagnosis
- Accelerated access to Level 2 and Level 3 engineers
- Next business day shipment of hardware replacement¹

Cambium Care Prime⁺

- 24 x 7 support for basic and complex technical questions
- Service Level Agreements
- Assistance with hardware diagnosis
- Escalation to Level 2 and Level 3 engineers as required to meet SLAs
- All Risks Advanced Replacement for infrastructure hardware with next business day shipment²
- Chat support
- Quarterly reviews with reports, optimization guidance, and ongoing advisory for software releases³
- Dedicated Level 2 engineers and Service Account Manager⁴

* Available only for Enterprise (Wi-Fi 6, Xirrus, cnPilot E Series, cnMatrix EX) and cnWave products

+ Available only for Infrastructure products (PTP, PMP, ePMP, cnRanger and cnReach).

1. Not available for ePMP products.

2. Requires an annual spend of \$10,000.

3. Requires an annual spend of \$20,000.

Cambium Care Pro was previously known as Cambium Care Plus

Mapping of Product Families and Pricing Model Factors to Available Cambium Care Offerings:

Product Family	Pro	Advanced	Prime	Pricing Model Factors
Wi-Fi 6	X	X		Device Model 1-, 3-, and 5-Year Term
cnPilot E-Series	X	X		
cnMatrix EX	X	X		
60 GHz cnWave	X	X		
PMP/PTP 450x	X		X	Service Category Price Tier 1-Year Term Only
cnRanger	X		X	
ePMP	X		X	
cnVision	X		X	
cnReach	X		X	
PTP 550/6XX/700	X		X	
PTP 820/850	X		X	