Cambium Care

Best-in-class 24 x 7 hardware and software support to keep your network running smoothly and efficiently.

QUICK LOOK:

Cambium Care is Cambium's brand of technical support, software support, and hardware support services. Cambium Care consists of three technical- and hardware-support offerings: Cambium Care Pro, Cambium Care Advanced, and Cambium Care Prime. In addition, two standalone hardware support programs are also offered: Extended Warranty and All Risks Advance Replacement. These offerings provide flexible options to fit a customer's business operations and internal technical expertise.

Key Highlights

Hardware Support

Cambium provides industry-leading standard warranty coverage across its product lines. It offers extended warranty for selected product families to lengthen warranty coverage. We offer All Risks Advance Replacement for many products for rapid advance replacement for most types of hardware failure, even weather damage.
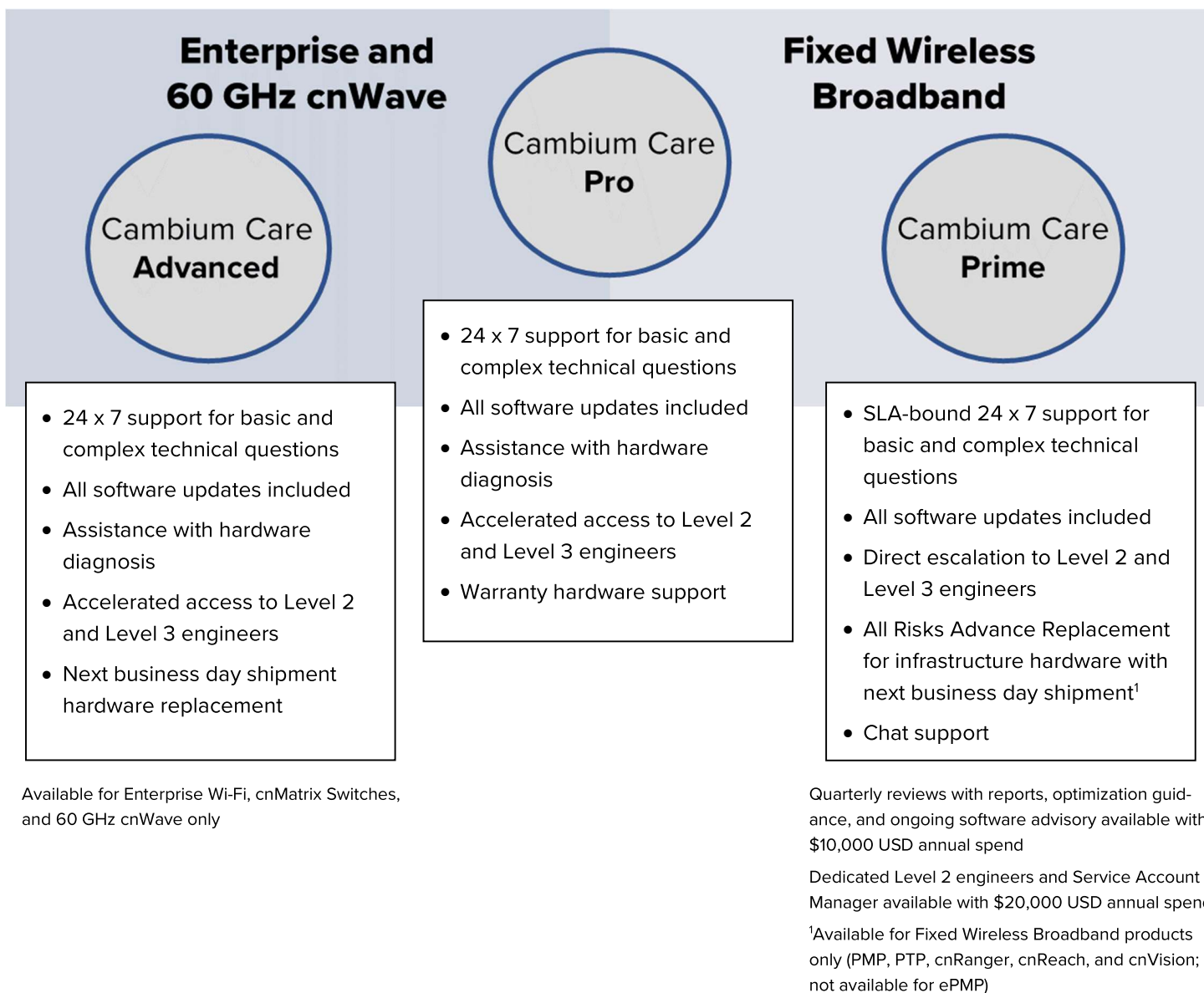
Software Support

The Support Team is tightly integrated with the Cambium product teams to ensure rapid diagnosis and repair of software issues. The product teams produce frequent delivery of software updates with new functionality and the latest fixes to extend the life of your investment in Cambium products.

Technical Support

We provide 24 x 7 availability of skilled Support Engineers. The Support Team is certified in all of the products they support and receive up-to-date training from the product teams to keep them current. They are skilled in wireless networking concepts and are familiar with many third-party networking products.
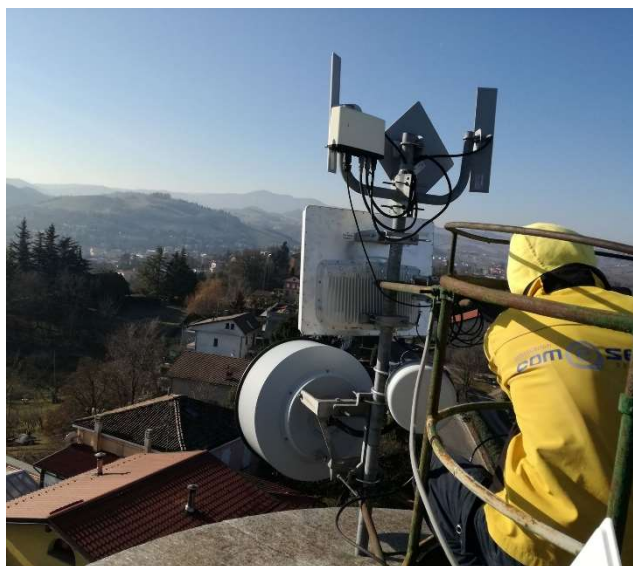
❖ **Global Team** – Located in five contents. The Level 3 Support Team is co-located with Cambium developers and testers for rapid collaboration when diagnosing and fixing issues.

❖ **Product Specialization** – Separate Support Teams focus on Enterprise and Fixed Wireless Broadband products and their respective deployment scenarios. This allows the teams to be more focused not only on specific products but also on how they are used in customer networks in the real world.

❖ **Certification** – All Support Engineers are certified in the products they support and achieve CCNA and CWNA certification.

❖ **Complete Labs** – Located at the Technical Assistance Center (TAC) and core support sites. Allows for rapid problem replication and for staff training.

❖ **Forward Stocking Locations** – Located worldwide for rapid delivery of advance replacements.

Enterprise and 60 GHz cnWave

Cambium Care Advanced

- 24 x 7 support for basic and complex technical questions
- All software updates included
- Assistance with hardware diagnosis
- Accelerated access to Level 2 and Level 3 engineers
- Next business day shipment hardware replacement

Available for Enterprise Wi-Fi, cnMatrix Switches, and 60 GHz cnWave only

Cambium Care Pro

- 24 x 7 support for basic and complex technical questions
- All software updates included
- Assistance with hardware diagnosis
- Accelerated access to Level 2 and Level 3 engineers
- Warranty hardware support

Fixed Wireless Broadband

Cambium Care Prime

- SLA-bound 24 x 7 support for basic and complex technical questions
- All software updates included
- Direct escalation to Level 2 and Level 3 engineers
- All Risks Advance Replacement for infrastructure hardware with next business day shipment[1]
- Chat support

Quarterly reviews with reports, optimization guidance, and ongoing software advisory available with $10,000 USD annual spend

Dedicated Level 2 engineers and Service Account Manager available with $20,000 USD annual spend

[1]Available for Fixed Wireless Broadband products only (PMP, PTP, cnRanger, cnReach, and cnVision; not available for ePMP)

Cambium Care Pricing Models

Cambium Care pricing and part number formation is different for Enterprise/60 GHz cnWave and Fixed Wireless Broadband.

CAMBIUM CARE FOR ENTERPRISE AND 60 GHz CNWAVE These products are supported by Cambium Care Pro and Cambium Care Advanced. Pricing is based on Device Model and Subscription Term (1-, 3-, and 5-year). Cambium Care Advanced Upgrade is available for cnMaestro X customers who use Wi-Fi 6 Access Points, cnPilot E-Series Wi-Fi Access Points and 60 GHz cnWave devices.

Example product number: CCPRO-SUP-E700-3 (Cambium Care Pro for cnPilot e700 for 3-year term)

CAMBIUM CARE FOR FIXED WIRELESS BROADBAND These products are supported by Cambium Care Pro and Cambium Care Prime. Coverage is available for one-year terms. Pricing is based on Service Category and Price Tier. Each Cambium Device Model is assigned to a Service Category according to the number and complexity of its software and hardware features. There are five Price Tiers per Service Category. The Price Tiers provide unit price reductions as the size of a network grows. See the *Cambium Services and Support BOM Configurator* for Device Model/Service Categories mappings and for the range of device quantities per Price Tier.

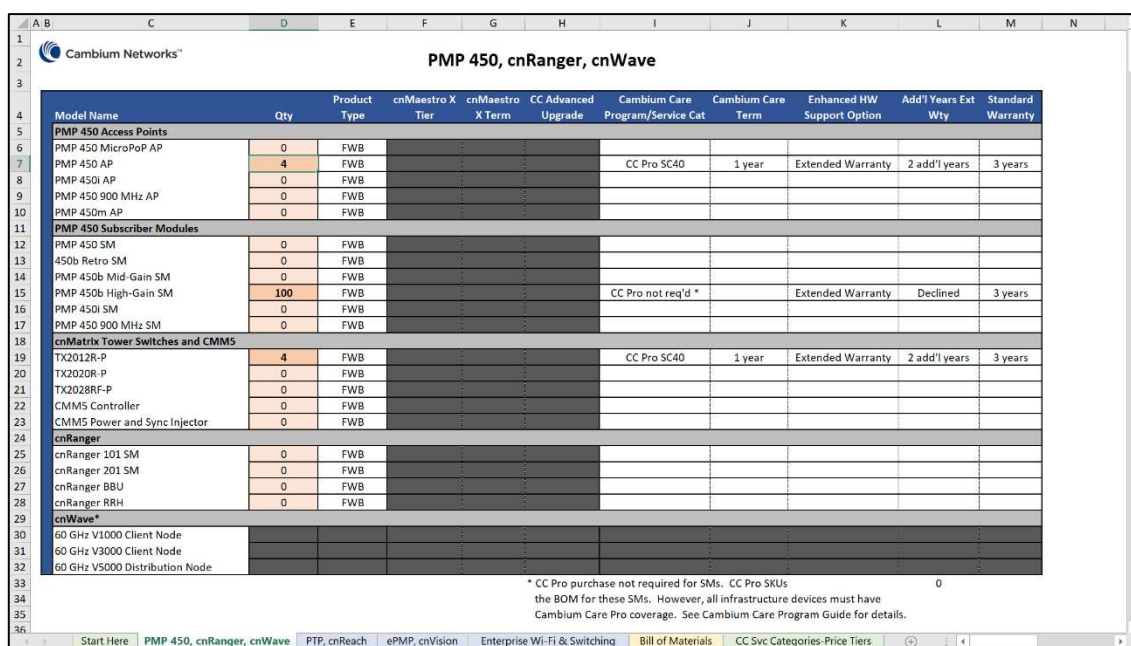*Example product number: CC-PRO40T1-WW (Cambium Care Pro for Service Category 50, Price Tier 1)*

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	

Configuring Cambium Care Support for Your Network

Cambium offers the **Services BOM Configurator** and the **Cambium Care Ordering Guide** (see the *Useful Links* section below) to assist customers and channel partners with selecting and configuring the best Cambium Care support plan to match the network device mix and the customer's own support skills and requirements for responsiveness. The configurator includes standalone Cambium Care options, Extended Warranty, and All Risks Advance Replacement as well as cnMaestro X and cnMaestro X upgrade to Cambium Care Advanced. The configurator includes MSRP pricing.

To learn about the specific details of each of the Cambium Care support plans, refer to the **Cambium Care Services Guide** (see the *Useful Links* section below).

Cambium Services BOM Configurator with Sample Device Quantities and Standalone Support Selections:

cnMaestro X and XMS Network Management Systems with Cambium Care

cnMaestro X is a simple yet sophisticated next-generation network management solution for Cambium Networks wireless and wired solutions. It has extensive management features not included with its no-fee counterpart, cnMaestro Essentials. **cnMaestro X also includes Cambium Care Pro** (cnMatrix Switches are excluded). **An upgrade to Cambium Care Advanced can be purchased for Enterprise Wi-Fi Access Points and 60 GHz cnHeat devices.** For more details, see "Managing Networks with cnMaestro X" referenced in the *Useful Links* section below.

XMS-Cloud is a powerful management solution for deploying and managing Cambium Networks Wi-Fi and cnMatrix Switching portfolios with complete control and visibility. **XMS-Cloud includes Cambium Care Advanced.** XMS-Enterprise is its on-premises version counterpart. **XMS-Enterprise customers are required to purchase Cambium Care Advanced.** For more details, see "XMS-Cloud Management" and "XMS-Enterprise On-Premises Management" referenced in the *Useful Links* section below.

cnMaestro X with Cambium Care Pro	XMS Cloud & XMS Enterprise with Cambium Care Advanced
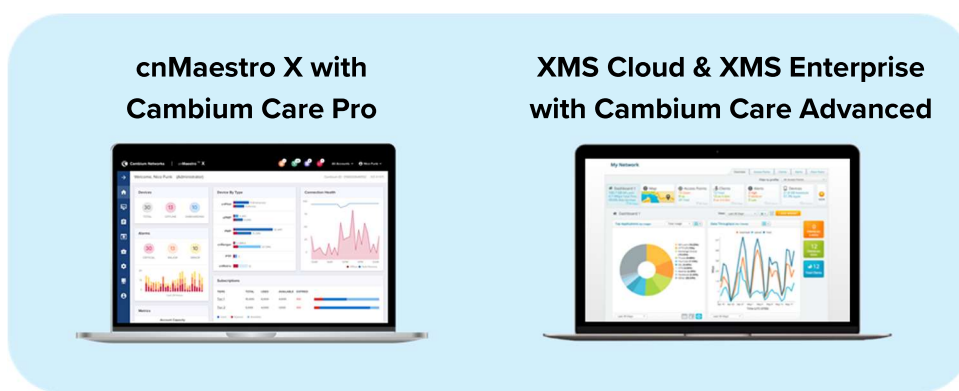
Ordering and Activating Cambium Care and Hardware Support Services

End-customers may order Cambium Care and hardware support services from a Cambium ConnectedPartner or Distributor in the same way as any other Cambium product. Likewise, ConnectedPartners and Distributors follow the normal ordering processes using applicable discounts. The method of order fulfillment is done in one of the following ways:

- **Cambium Care Pro and Cambium Care Prime for Fixed Wireless Broadband** – You will be contacted by a representative from Cambium's Global Services team to confirm your order. If it is a new order you'll be asked for information required to set up your account and enter the details into Cambium's ticketing system. Cambium Care for Fixed Wireless Broadband is intended to cover your network and is purchased for all infrastructure devices in your network to ensure proper coverage. A minimum annual spend of $500 USD is required to be covered under Cambium Care Prime.

- **Cambium Care Pro and Cambium Care Advanced for Enterprises and 60 GHz cnWave** – Cambium delivers proof of coverage via an entitlement in an email sent to the Distributor. The Distributor will forward to the end-customer. The end-customer will activate the entitlement via Cambium's Support Center web portal. See the "Cambium Care Ordering Guide" in the *Useful Links* section below for details.

- **cnMaestro X, XMS, Extended Warranty, and All Risks Advance Replacement** – These orders are delivered as entitlements via email as described above.

What Happens if You Don't Purchase Cambium Care?

Cambium provides 8 x 5 access to the Cambium Technical Support Center (TAC) for customers who have not purchased Cambium Care. Assistance is provided on a best-effort basis for network issues and hardware issues. Depending on device model, software updates may be limited to bug fixes only. If your device has a hardware issue that cannot be resolved via configuration change, Cambium's warranty terms will apply if the device is still covered by warranty. If the issue is not covered by warranty, we are able to provide for-fee hardware repair for many Cambium devices. If your issue is an emergency, it will be addressed with urgency. Otherwise priority is given to tickets for customers who are covered by Cambium Care.

Extended Warranty

Cambium's standard warranty coverage is industry-leading. See the *Useful Links* section below for links to the warranty coverage details for each Product Family and for Cambium's Standard Warranty and Limited Lifetime Warranty terms. In most cases Cambium offers extended warranty for additional years of coverage.

All Risks Advance Replacement

All Risks Advance Replacement provides hardware and replacement for hardware defects covered by Standard Warranty and additionally covers other types of equipment damage, including:

- Lightning damage
- Weather damage
- Dropped unit
- Fire damage
- Vandalism

All Risks Advanced Replacement provides shipment of replacement product from Cambium Networks on the next business day after receipt of a confirmed Return Materials Authorization (RMA) from the Cambium Technical Assistance Center (TAC). Delivery time will depend upon ship-to location and any customs clearance time. Refer to the "Extended Warranty Product Mapping" link in the *Useful Links* section below for a list of products covered by Extended Warranty and All Risks Advance Replacement.

Opening a Ticket with Cambium Support

The Cambium Support Center is the entryway to a wide variety of post-sales resources for Cambium products and services. To open a Support ticket, log in and then click "Submit a request". Or click the "Contact" link to find a phone number to call open a ticket live with an agent. If it is a technical issue or question you will be asked for diagnostic information to assist the assigned technical support engineer with your request. The ticket will then be routed to the Technical Support team with expertise in the issue or question you have presented.

Hardware issues may require further troubleshooting to confirm that it is a hardware issue and not related to a software or configuration issue. An agent will confirm warranty status or enrollment in the applicable Cambium Care program before processing an RMA. In some situations where a hardware replacement is appropriate, you may be referred to the Distributor that originally shipped the device.
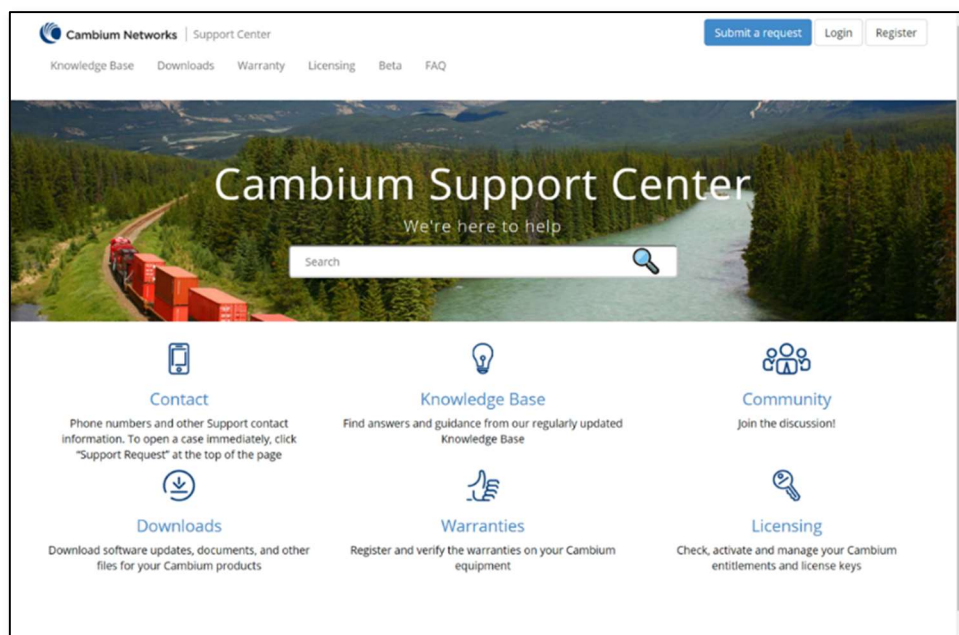
Useful Links

- Cambium Care Support on camiumnetworks.com: https://www.cambiumnetworks.com/support/cambium-care
- Cambium Support Center: https://support.cambiumnetworks.com
- Cambium Care Services Guide: https://www.cambiumnetworks.com/support/cambium-care
- Cambium Services BOM Configurator: https://www.cambiumnetworks.com/support/cambium-care
- Cambium Care Ordering Guide: https://www.cambiumnetworks.com/support/cambium-care
- Cambium Networks Standard Warranty (includes Limited Lifetime Warranty and other warranty-related topics): https://www.cambiumnetworks.com/support/standard-warranty
- Extended Warranty Product Mapping (includes All Risks Advance Replacement): https://www.cambiumnetworks.com/support/ew-product-mapping
- Managing Networks with cnMaestro X: https://www.cambiumnetworks.com/products/software/cnmaestro-x
- XMS-Cloud Management: https://www.cambiumnetworks.com/products/software/xms-cloud
- XMS-Enterprise On-Premises Management: https://www.cambiumnetworks.com/products/software/xms-enterprise
- Browse Cambium Networks' Courses & Learning Plans: https://learning.cambiumnetworks.com/learn

ABOUT CAMBIUM NETWORKS

Cambium Networks empowers millions of people with wireless connectivity worldwide. Its wireless portfolio is used by commercial and government network operators as well as broadband service providers to connect people, places and things. With a single network architecturespanning fixed wireless and Wi-Fi, Cambium Networks enables operators to achieve maximum performance with minimal spectrum. End-to-end cloud management transforms networks into dynamic environments that evolve to meet changing needs with minimal physical human intervention. Cambium Networks empowers a growing ecosystem of partners who design and deliver gigabit wireless solutions that just work.

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