# 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 packaged services. Cambium Care consists of three programs: 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.
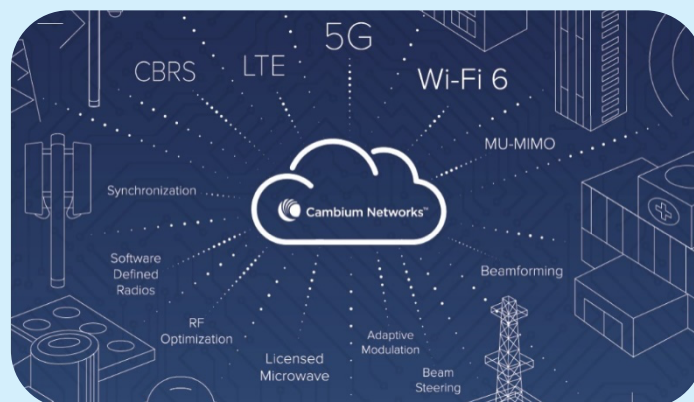
Key Highlights

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.
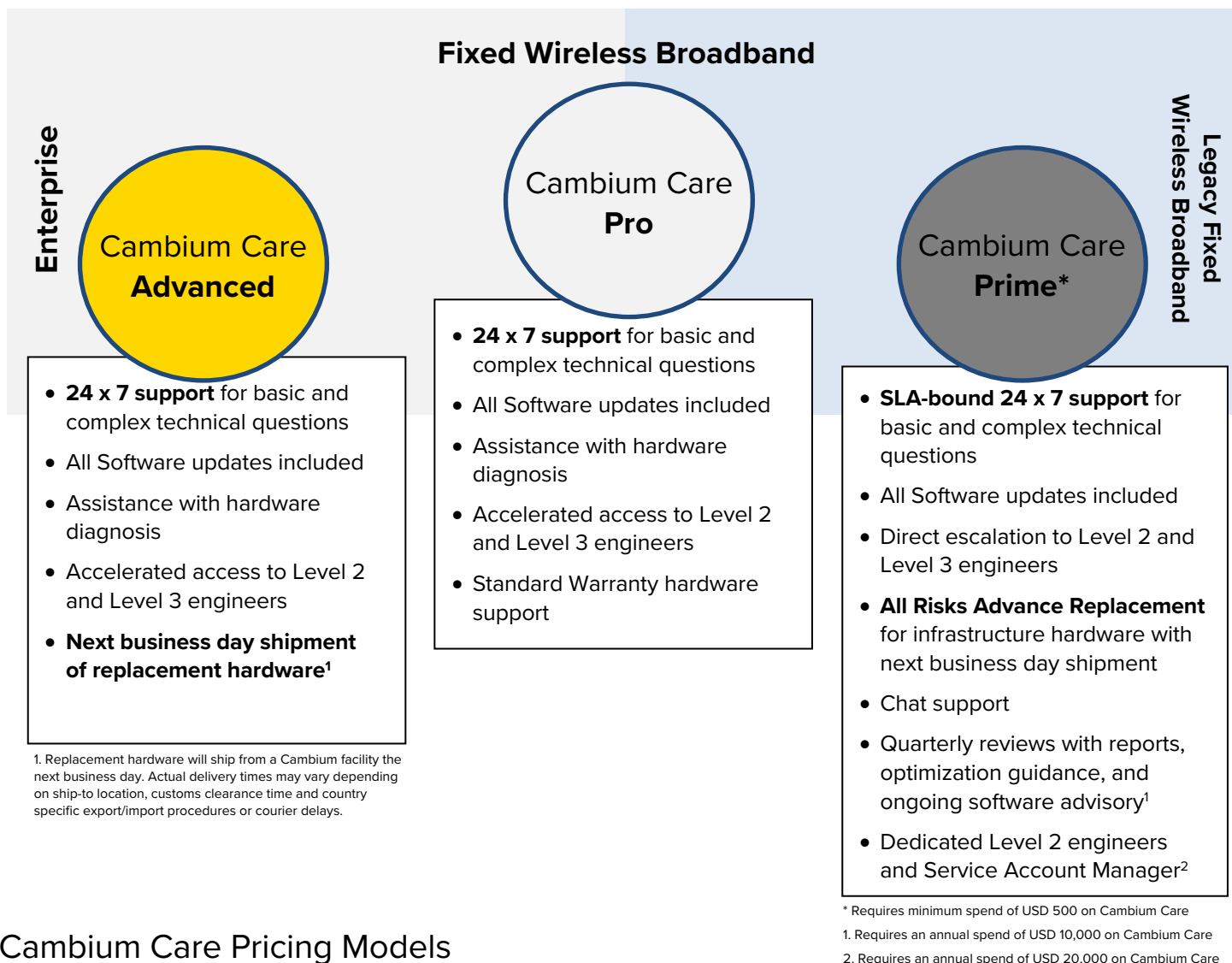
Software Support

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 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 continents. The Support Team is integrated with Cambium developers and testers for rapid collaboration when diagnosing and fixing issues.

❖ **Product Specialization** – Separate 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 the products but 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 R&D sites. Allows for rapid problem replication and resolution.

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

Fixed Wireless Broadband

Enterprise

Legacy Fixed Wireless Broadband

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 of replacement hardware[1]**

1. Replacement hardware will ship from a Cambium facility the next business day. Actual delivery times may vary depending on ship-to location, customs clearance time and country specific export/import procedures or courier delays.

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
- Standard Warranty hardware support

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
- Chat support
- Quarterly reviews with reports, optimization guidance, and ongoing software advisory[1]
- Dedicated Level 2 engineers and Service Account Manager[2]

* Requires minimum spend of USD 500 on Cambium Care
1. Requires an annual spend of USD 10,000 on Cambium Care
2. Requires an annual spend of USD 20,000 on Cambium Care

Cambium Care Pricing Models

Cambium Care support offerings are tailored to the unique needs of **Enterprise** and **Fixed Wireless Broadband** product lines. Each offering aligns with specific product families, subscription terms, and pricing methodologies.

CAMBIUM CARE FOR ENTERPRISE Applicable to Enterprise Networking products such as Wi-Fi, Switching and Security / SD-WAN. 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). Enterprise customers with **cnMaestro X** automatically receive **Cambium Care Pro**. These customers are eligible to upgrade to **Cambium Care Advanced**.

CAMBIUM CARE FOR FIXED WIRELESS BROADBAND Applicable to Fixed Wireless Access, cnMatrix TX Switches, Fiber and Industrial IOT products. Most products are supported by **Cambium Care Pro**, **Cambium Care Advanced**, and **Cambium Care Prime**. Pricing is based on device model and subscription term (1-, 3-, or 5-year). Customers with **cnMaestro X** automatically receive **Cambium Care Pro** and are eligible to upgrade to **Cambium Care Advanced**. Some legacy products are supported by **Cambium Care Pro** and **Cambium Care Prime** only. For these legacy products, pricing is based on Service Category and Price Tier. Each product is categorized based on the complexity of its hardware and software features. Within each category, there are five price tiers, offering volume-based pricing discounts as network size increases. Coverage for legacy products is available in 1-year renewable terms.

See the ***Cambium Services BOM Configurator*** for a fast and accurate way to generate a Bill of Materials for individual products or a complete solution list tailored to your project.

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

Product Family	Pro	Advanced	Prime	Pricing Model
Enterprise Wi-Fi	X	X		Device Model based 1-, 3-, and 5-Year Terms
Residential Wi-Fi	X	X		
NSE 3000	X	X		
cnMatrix EX Series	X	X		
cnMatrix TX Series	X	X	X	
cnWave 60 GHz Fixed	X	X	X	
cnWave 5G Fixed	X	X	X	
Fiber	X	X	X	
PTP 850CX/EX/EX-P	X	X	X	
PTP 670/700	X	X	X	
PMP/PTP 450i/m/v	X	X	X	
ePMP 4K Series	X	X	X	
ePMP 3K Series	X		X	Service Category and Price Tier based 1-Year Term Only, renewable on an annual basis
cnReach	X		X	
PTP 550	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 Cambium Care program options, standalone options of Extended Warranty and All Risks Advance Replacement, and 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 Support Selections:

cnMaestro X Network Management System 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** and are eligible for **an upgrade to Cambium Care Advanced.** For more details, see "Managing Networks with cnMaestro X" referenced in the "Useful Links" section below.

**cnMaestro X with Cambium Care Pro
(Available upgrade to Cambium Care Advanced)**

Ordering and Activating 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, Cambium Care Advanced and Cambium Care Prime** 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 spends of $500 is required to be covered under Cambium Care Prime.

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

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 standard 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 and All Risks Advance Replacement for additional years of coverage up to a maximum of 5 years including the standard warranty. To learn about the specific details, refer to the **Cambium Networks Standard Warranty** (see the "Useful Links" section below).

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.

Mapping of Product Families and Extended Warranty/All Risks Advance Replacement Offerings:

Product Family	Extended Warranty	All Risks Advance Replacement
cnMatrix TX Series	X	X
cnRanger	X	X
cnReach	X	X
cnVision	X	
cnWave 5G Fixed	X	X
cnWave 60 GHz Fixed	X	X
Enterprise Wi-Fi Outdoor Access Points – Wi-Fi 6/6E/7	X	
ePMP 4K Series	X	X
ePMP 3K Series	X	
Fiber	X	X
NSE 3000	X	X
PMP/PTP 450 Series	X	X
PTP 450/550/670/700/820/850 series	X	X
Auto Point TD90, Enhanced Rugged NIU, Ruggedized EPI	X	X
Residential Wi-Fi	X	X
Wi-Fi 6/6E Outdoor Access Points	X	

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.
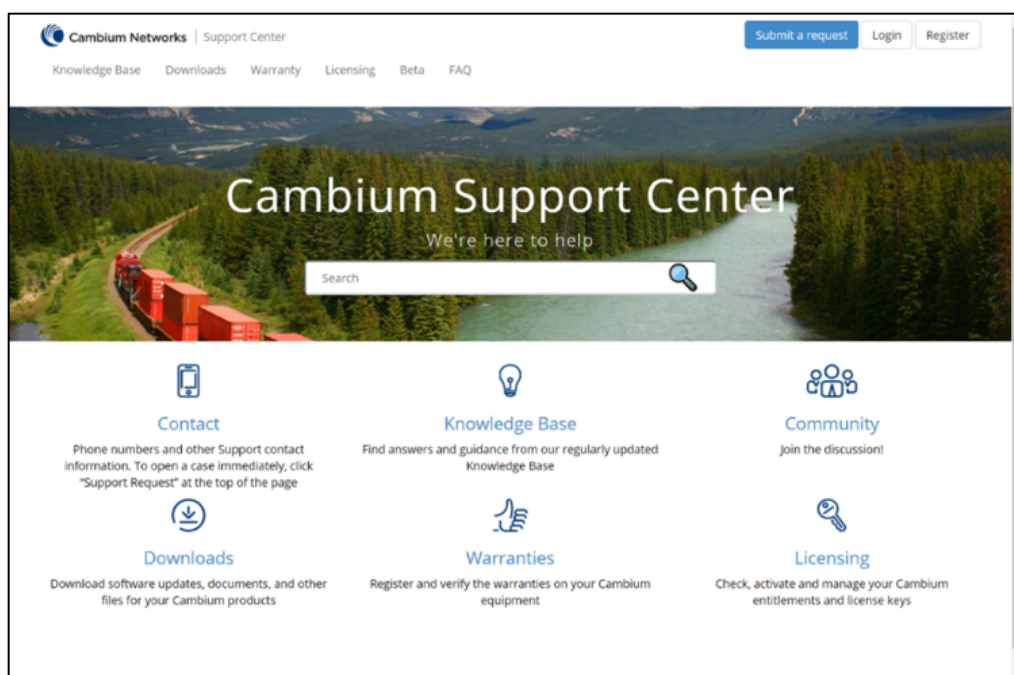
Useful Links

- Cambium Care Support on camiumnetworks.com: https://www.cambiumnetworks.com/support/cambium-care
- Cambium Support Center: https://support.cambiumnetworks.com
- Cambium Services BOM Configurator: https://www.cambiumnetworks.com/cnconfigurator/
- Cambium Care Services Guide: https://www.cambiumnetworks.com/wp-content/uploads/2019/06/CambiumCare_-ServicesGuide_V3.2-1.pdf
- Cambium Care Ordering Guide: https://www.cambiumnetworks.com/support/cambium-care
- Managing Networks with cnMaestro X: https://www.cambiumnetworks.com/products/software/cnmaestro-x
- 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/
- Enterprise BOM Configurator (cnMaestro X & Standalone Support) – available for connected partners:
  https://channel.cambiumnetworks.com/engage/enterprise-bom-configurator-cnmaestrox-standalone-support
- Browse Cambium Networks' Courses & Learning Plans: https://learning.cambiumnetworks.com

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 architecture spanning fixed wireless and enterprise, 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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