Cambium Care Pro

- 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
- 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 replacement

Cambium Care Prime[+]

- 24 x 7 support for basic and complex technical questions
- Software Updates included
- 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 shipment[1]
- Chat support
- Quarterly reviews with reports, optimization guidance, and ongoing advisory for software releases[2]
- Dedicated Level 2 engineers and Service Account Manager[3]

* Available for select products. Please next page.

+ Available for select products. Please next page. Requires annual spend of minimum USD 500.

1. Not available for ePMP 3000 and ePMP 2000 family of products.

2. Requires an annual spend of USD 10,000.

3. Requires an annual spend of USD 20,000.

Mapping of Product Families and Pricing Models to Available Cambium Care Offerings

Product Family	Pro	Advanced	Prime	Pricing Model
Wi-Fi 6	X	X		Device Model 1-, 3- and 5-Year Terms
cnPilot E-Series	X	X		Device Model 1-, 3- and 5-Year Terms
NSE 3000	X	X		Device Model 1-, 3- and 5-Year Terms
cnMatrix EX	X	X		Device Model 1-, 3- and 5-Year Terms
cnMatrix TX	X	X	X	Device Model 1-, 3- and 5-Year Terms
cnWave 60 GHz Fixed	X	X	X	Device Model 1-, 3- and 5-Year Terms
cnWave 5G Fixed	X	X	X	Device Model 1-, 3- and 5-Year Terms
PMP/PTP 450x	X		X	Service Category Price Tier 1-Year Term Only
cnRanger	X		X	Service Category Price Tier 1-Year Term Only
ePMP	X		X	Service Category Price Tier 1-Year Term Only
cnVision	X		X	Service Category Price Tier 1-Year Term Only
cnReach	X		X	Service Category Price Tier 1-Year Term Only
PTP 550/6xx/700	X		X	Service Category Price Tier 1-Year Term Only
PTP 820/850	X		X	Service Category Price Tier 1-Year Term Only