Cambium Care Ordering Guide

About This Ordering Guide

THIS ORDERING GUIDE PROVIDES CAMBIUM CUSTOMERS with an orientation to the product structure of Cambium Care and standalone hardware support services. It discusses how to use the Cambium Services BOM Configurator to make it easy to construct a bill of materials that provides the desired support level for a customer's network. It includes a discussion of how to activate Cambium Care service and how to open a ticket with Cambium Support to receive technical assistance.

Introduction

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. This document provides a high-level description of these offerings and how to order the desired level of support for a given mix of devices. For a more detailed program description, refer to the **Cambium Care Services Guide** referenced in the "Useful Links" section below.

Cambium Care Service Offerings

The purpose of Cambium Care is providing support for a customer's entire network. Therefore, pricing is based on the device model mix and number of devices in the network.

It is important to have a broad understanding of each of the components:

- **Cambium Care Pro** – Provides 24 x 7 technical support with accelerated access to Level 2 and Level 3 support engineers. Diagnosis of hardware issues is included, but hardware repair and replacement options are based on standard warranty coverage.
- **Cambium Care Advanced** – Provides the same level of support as Cambium Care Pro but adds next business day shipment of advance replacement units to address hardware issues.
- **Cambium Care Prime** – Provides 24 x 7 technical support based on Service Level Agreement (SLA) times according to issue severity. Includes chat support and All Risks Advance Replacement. Services are led by dedicated Level 2 engineers and a Service Account Manager. See the Cambium Care Services Guide for limitations.
- **Extended Warranty** – Cambium products have one-year, three-year, five-year or limited-lifetime standard warranties based on product model. Extended Warranty can be purchased to extend the standard warranty for up to five total years. See **Cambium Networks Standard Warranty** referenced in the "Useful Links" section below for details.
- **All Risks Advance Replacement** – Provides next business day shipment of replacement units for any issue encountered including lightning damage and weather damage.

What Happens if a 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 issue is an emergency, it will be addressed with urgency. Otherwise, priority is given to tickets for customers who are covered by Cambium Care.

Cambium Care Product Structure

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	

cnMaestro X Network Management System

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.
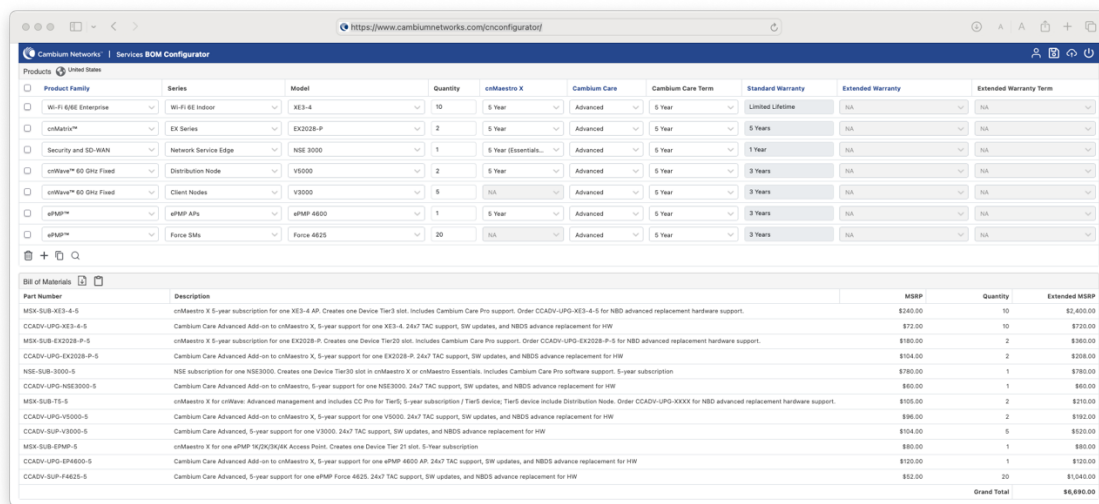
Cambium Services BOM Configurator

This tool simplifies the entry of data and applies configurations rules to construct a BOM with the correct part numbers based on type of product and service selected, preferred term length, etc. MSRP pricing is provided as a general guide. Quote pricing will be based any discounts negotiated with your Cambium Networks ConnectedPartner or Distributor.

The Services BOM Configurator is used for support and cnMaestro X services only. It does not provide hardware configuration support. It is also useful for customers who use cnMaestro Essentials or their own network management solution.

- **Select your Country:** This ensure you are provided the correct SKUs and pricing
- **Add Product:** Select **Family**, **Series**, and **Model** and then enter **Quantity**.
- **Select cnMaestro X, Cambium Care and Extended Warranty:** cnMaestro X and Cambium Care are enabled by default with 5-year terms; they can be modified as appropriate.
- **Export BOM:** Export the final BOM as a CSV or Excel or copy to clipboard.

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

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.

Cambium Care Account Registration

After the distributor processes the purchase with Cambium, you will receive an email to direct you to register their coverage with Cambium Global Services and set up your Services Account. Registration includes providing names and contact information for the Service Account and creating a Cambium ID to be used to verify access for Cambium Care. This may also be the Cambium ID used to access cnMaestro. Also, once the account is established, Cambium will send an email to the primary customer contact with a link to view and accept the Cambium Care terms and conditions that are required to activate coverage.

Entitlements and Entitlement Activation

The purchase of cnMaestro X, Extended Warranty and All Risks Advance Replacement is delivered as an entitlement via email. The email that lists the bill of materials and an Entitlement ID. To activate the entitlement and provision the account with the hardware support that was purchased, go to the Cambium Support Center Portal and execute the entitlement activation workflow. If you are unfamiliar with the entitlement activation process, open a ticket with Cambium Support for assistance.

The entitlement activation process includes entering device MAC addresses and purchase dates. This must be done for the hardware support coverage to commence. If the intended device MAC addresses are not in Cambium's warranty system, warranty repair or advance replacement may not be honored.

Renewal

You will be notified 60 days prior to the expiration of your Cambium Care, Extended Warranty and/or All Risks Advance Replacement coverage. Work with the Cambium ConnectedPartner or Distributor that sold you the original coverage to obtain a renewal quote based on your requirements for support services.

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.
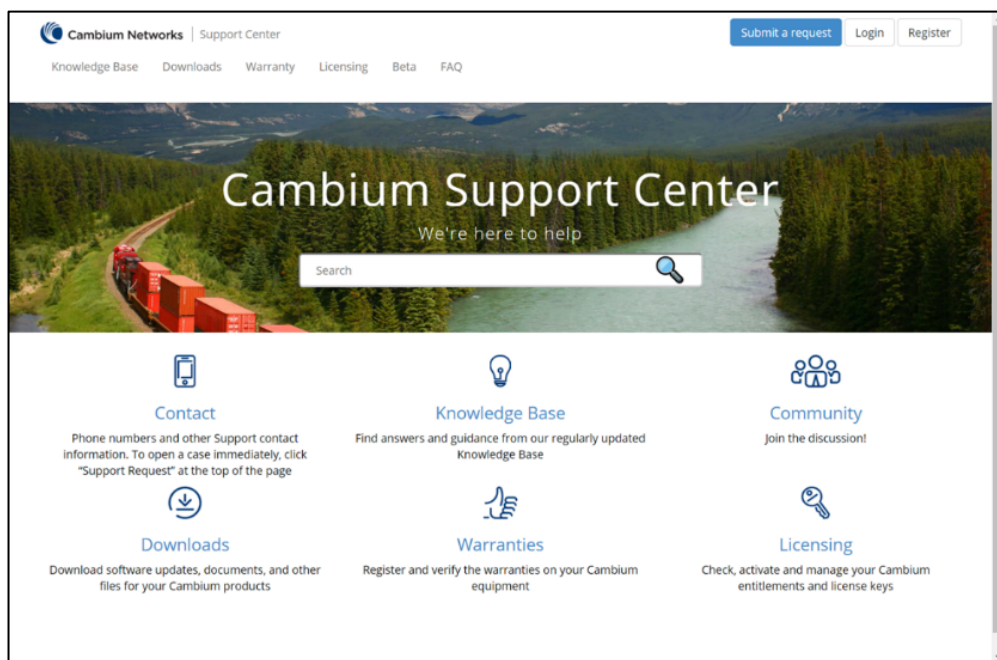
Useful Links

- 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 Data Sheet: https://www.cambiumnetworks.com/wp-content/uploads/Cambium-Care-Data-Sheet-2025-08-04.pdf
- 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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