

Cambium Care Services Guide



About This Services Guide

THIS SERVICES GUIDE IS DESIGNED TO HELP YOU SELECT THE CAMBIUM CARE SERVICE PLAN THAT BEST FITS YOUR ORGANIZATION'S SUPPORT CAPABILITIES AND BUDGET.

Introduction

Cambium Networks Global Services' highest priority is the support of our customers and the protection of their investment in Cambium products, to help ensure that every hardware purchase fulfills expectations for capacity and performance throughout its operational life. Cambium Care offers multiple service options that match a variety of requirements, providing technical support in a proper and timely manner with expert skills, and professionalism.

Cambium Technical Assistance Center (TAC)

As a leader in Fixed Wireless Broadband and Enterprise Networking products, Cambium Networks has years of expertise with the demanding uses of our products, especially in outdoor environments. Our technical team includes both technical support engineers with broad knowledge and product support engineers who specialize in particular products and applications.

The Technical Assistance Center (TAC) is staffed around the clock 24/7 by support engineers with broad networking skills to troubleshoot not only Cambium Networks-specific concerns, but also general Layer 2 and Layer 3 RF and networking issues. For more complex problems, we assign product support experts who work closely with Cambium's development and QA engineers for a broad range of diagnostic and problem resolution assistance down to the code level.

A ticket may be opened by phone or online via our web portal. Customers covered by Cambium Care service plan will receive assistance 24 x 7 x 365. Otherwise, tickets will be worked on during customer business hours, Monday-Friday (8 x 5). Chat communication is available to Cambium Care Prime customers.

The TAC also is staffed during customer business hours by our Customer Care Team (CCT). The CCT representatives handle requests associated with warranty, RMA handling, licensing and general queries.

Hardware Support

Cambium's standard product warranty protects against defects in material and workmanship when used under normal conditions and consistent with applicable product documentation. Full details of the Cambium product warranty are at <https://www.cambiumnetworks.com/support/standard-warranty/>.

Extended warranty is available to Cambium Care customers for all radio-based products to help manage the cost of hardware maintenance. Cambium Care Advanced and Cambium Care Prime programs offer advance replacement of hardware. Cambium Care Prime includes All Risks Advance Replacement to simplify hardware support. All Risks covers product defects as well as operational issues such as lightning strikes and weather damage. Advance Replacement provides next-day shipment for rapid restoration of service.

This program guide describes the details of each program including limitations and exclusions.

Technical Assistance

To receive Cambium Networks assistance with a technical issue, customers initiate a service request, which is logged in the case management system and assigned a ticket number. The ticket enters a queue and is handled in accordance with the response time and restoration time defined by each Cambium Care program. Customers identify their coverage level by presenting their Cambium ID at the time of ticket opening.

Cambium Care Overview

Cambium Care offers a variety of options for keeping your network running smoothly and profitably. Cambium Care Pro, Advanced, and Prime are each designed to match diverse needs – from occasional assistance to 24/7 coverage with service level agreements and enhanced hardware support.

An important resource for all Cambium Care customers is our Support Center portal. Here you can submit tickets online, view ticket status, add notes, and have a record of ticket history. Your Cambium login credentials can also be used to sign into cnMaestro, LINKPlanner, and the Cambium Community.

When you contact the TAC, we will ask you for your Cambium ID and/or serial number of the impacted device(s). This identifies customers enrolled in a Cambium Care service plan. The first time you contact us we will ask for basic information to identify you and the organization you represent. We use this information to be able to contact you while providing assistance and to allow us to analyze operational metrics that we use to improve our service levels.

The Cambium Care Prime service plan provides service level agreements (SLAs) that provide response time and resolution time targets based on level of severity. Our goal is to meet or exceed these SLAs 95% of the time. When a ticket is opened, the severity of the situation will be noted, and the team will begin working in accordance with that severity and Cambium Care service plan. SLAs are described in detail below.

Standard Warranty Support

Standard support is a no-charge service ideal for largely self-supporting customers who have an occasional need for warranty service, hardware support, and general questions about configuration and operation. Tickets are worked on during customer business hours, Monday through Friday (8 x 5).

Tickets are handled on a best-effort basis. Hardware issues are diagnosed via joint troubleshooting with the customer. If a hardware issue is confirmed, the issue will be addressed according to warranty status and the root cause of the issue.

Extended Warranty and All Risks Advance Replacement coverage is available for customers who wish to extend hardware support beyond the standard warranty (see below).

Cambium Care Support

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.

Cambium Care Pro

Cambium Care **Pro** provides the assurance of 24/7 technical assistance. After submission of a request, initial assistance is provided by Cambium's front-line support team, with tickets accelerated to Level 2 (and in some cases Level 3) based on complexity and urgency. Customer engineers with current certification for the product they need assistance with will be transferred to a Level 2 engineer as quickly as possible.

Hardware warranty coverage is under standard warranty policy. Extended warranty and All Risks Advance Replacement coverage is available for customers who wish to extend hardware support beyond the standard warranty. For more information, see Extended Warranty and All Risks Advance Replacement section below.

Cambium's technical support staff stays current on all new software releases, bug fixes, and other technical developments of interest to our customers. We will proactively notify you via product documentation such as Release Notes, User Guides, Field Service Bulletins and community articles when we feel there is information that you can use to improve the operation of your network.

Pricing. Cambium Care Pro pricing is based on the composition and size of a customer's Cambium Networks Fixed Wireless Broadband infrastructure and Enterprise products. All infrastructure devices in your network must be included in the Cambium Care Pro Service Plan.

Cambium Care Pro pricing for Enterprise products is based on the number of devices. Pricing is based on device model and subscription term (1-, 3-, or 5-year). For some legacy Fixed Wireless Broadband 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 these legacy products is available in 1-year renewable terms. Customers with **cnMaestro X** have Cambium Care Pro automatically included at no additional charge. Coverage for your devices may be added during the coverage period and charges may apply. Annual renewal fees will be based on the type and quantity of devices in your infrastructure at the time of renewal. See the *Cambium Care Ordering Guide* for details (see the “Useful Links” section below).

Cambium Care Advanced

Cambium Care **Advanced** is available for Enterprise products and most Fixed Wireless Broadband, cnMatrix TX Switches, Fiber and Industrial IOT products. Cambium Care Advanced is not offered for some legacy Fixed Wireless Broadband products such as older PTP 820/850, PMP/PTP 450 and ePMP 3K Series.

Cambium Care Advanced includes Cambium Care Pro. Cambium Care Advanced *adds* advance hardware replacement for warranty covered issues. Replacement devices will be shipped out by the next business day following RMA approval. After submission of a request, initial assistance is provided by Cambium’s front-line support team, with tickets accelerated to Level 2 or Level 3 based on complexity and urgency. Customer engineers with current certification for the product they need assistance with will be transferred to a Level 2 engineer as quickly as possible.

Pricing. Cambium Care Advanced pricing is based on the composition and size of a customer’s Cambium Networks Fixed Wireless Broadband infrastructure and Enterprise products. All infrastructure devices in your network must be included in the Cambium Care Advanced Service Plan. Cambium Care Advanced pricing for Enterprise products is based on the number of devices. Pricing is based on device model and subscription term (1-, 3-, or 5-year). Coverage is available in 1-, 3-, or 5-year renewable terms. See the *Cambium Networks Ordering Guide* for details (see the “Useful Links” section below).

Customers with **cnMaestro X** have Cambium Care Pro automatically included and are eligible for an *upgrade* to Cambium Care Advanced.

Cambium Care Prime

Cambium Care **Prime** provides 24/7 technical support with Service Level Agreement (SLA) response times and restoration times. This highly responsive technical assistance is paired with All Risks Advance Replacement to provide rapid replacement for faulty hardware. All Risks coverage means that your hardware is covered for operational issues such as lightning and weather damage as well as defects due to material and workmanship. Cambium Care Prime support is available via phone, chat, and web request on the Cambium Support Center portal.

Level 2 technical support engineers will be assigned to your account to provide regular point of contact for technical issues and questions. They will work on your tickets whenever possible and will coordinate with other TAC personnel to ensure continuity of service. This team will provide Cambium Care Prime customers with periodic communications about important topics related to new software releases, bug fixes, and operational topics.

For an annual spend of \$10,000 on Cambium Care Prime, customers will receive six hours of network consultation to pinpoint opportunities to improve performance and cost of operation. And for \$20,000 annual spend on Cambium Care Prime, customers will be assigned a Service Account Manager (SAM) who will work with the customer to obtain network diagrams and other information that facilitates rapid response by the TAC team.

Cambium Care **Prime** is available for Fixed Wireless Broadband, cnMatrix TX Switches, Fiber and Industrial IOT products.

Pricing. Cambium Care Prime pricing is based on the composition and number of a customer’s Cambium Networks Fixed Wireless Broadband infrastructure devices: point-to-multipoint access points, backhaul radios, switches, all Fiber and Industrial IOT devices. Wireless Subscriber modules are excluded from the price calculation. Enterprise devices are not covered by Cambium Care Prime.

The base price for Cambium Care Prime is calculated at inception of the service plan. As you add new devices, you must purchase Prime coverage concurrently with the device purchase. At renewal time, the renewal price will again be calculated according to the composition and size of your infrastructure. Credit for devices purchased in the middle of the coverage period will be applied to your renewal on a prorated basis. See the *Cambium Care Ordering Guide* for details (see the “Useful Links” section below).

Ticket Management. New tickets are assigned a severity level according to the guidelines discussed below. Each SLA cites a particular response time and restoration time.

Response time is measured from initial contact made by the customer with the Technical Assistance Center to the time a technical support engineer actively begins work on the service request. Customers must report Critical and Major issues by phone, but Moderate and Inquiry reports can be made by phone, chat, or online via the Support Center Portal.

Restoration time is measured from the opening of the ticket to the point of elimination of the impact to the customer's operations, either through a formal resolution or a reasonable workaround. Restoration time is a target but cannot be guaranteed by Cambium Networks due to the variable nature of the problems that can occur in complex networks.

Tickets are actively monitored by TAC management and reassigned to higher skill levels as needed to resolve the case within the targeted restoration time. If you feel that progress on a case isn't meeting expectations, you may request a case escalation at any time.

A ticket is closed when the issue has been resolved to the customer's satisfaction. For situations that warrant monitoring in case of recurrence, the original ticket will be closed to reflect the problem's resolution, and a new ticket will be opened to indicate tracking. Tracking tickets will also be opened in cases where a bug fix is required but must be incorporated into a future release.

Cambium Care Prime Service Level Agreements (SLAs):

Severity	Criteria and Examples	Service Level
Critical	<p>Production use of the supported product is so severely impacted you cannot reasonably operate. The operation is mission-critical, and the situation is an emergency.</p> <p>Examples:</p> <ul style="list-style-type: none"> All or a substantial portion of the Cambium solution is unavailable, devices are not accessible, performance is not tolerable. There is a high-risk security issue as determined by Cambium Technical Support. 	<p>Response Time: 15 minutes Restoration Time: 24 hours</p> <p>Technical Support Engineer will provide frequent updates until service is restored.</p>
Major	<p>Key component of the network is seriously degraded but still functioning. Serious impact on service levels to subscribers/users.</p> <p>Examples:</p> <ul style="list-style-type: none"> A critical function of the network is impaired – performance is poor, with unacceptable error frequency. System-wide throughput reduction. 	<p>Response Time: 30 minutes Restoration Time: 48 hours</p> <p>Technical Support Engineer will provide frequent updates until service is restored.</p>
Moderate	<p>Key component or network remains operational but is experiencing a non-service affecting problem.</p> <p>Examples:</p> <ul style="list-style-type: none"> Some operational impairment but users can continue to operate An inconvenience may require a workaround Routine maintenance or installation support 	<p>Response time: 1 hour Restoration time: 96 hours</p>
Inquiry	<p>General product usage questions or reporting of cosmetic issues not impairing customers or operations.</p> <p>Examples:</p> <ul style="list-style-type: none"> "How to" questions regarding features/functionality Documentation errors 	<p>Response time: 24 hours Restoration time: 1 week</p>

Cambium Care Feature Comparison

The matrix below highlights the features included in each Cambium Care program. Our goal is to provide the right level of support tailored to your needs—so your network stays reliable, resilient, and running at its best.

Feature	Standard Support	Pro	Advanced	Prime*
Working Hours	8 x 5 Monday-Friday. Customer Business Hours	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365
Hardware Support	Standard Warranty	Standard Warranty	Next Business Day Replacement	All Risks Advance Replacement for Infrastructure Devices ¹
Software Updates	Yes	Yes	Yes	Yes
Case Management Priority	Best Effort	Accelerated	Accelerated	Prime SLA
Extended Warranty Options	Available for additional purchase	Available for additional purchase	Included	Included
Targeted Proactive Software Release Notification	No	No	No	Personal Advisory
Service Account Manager	No	No	No	Yes ¹
Network Consultation	No	No	No	Yes ²
Chat support	No	No	No	Yes

* Requires minimum spend of \$500

1. Requires annual spend of \$20,000 on Cambium Care

2. Requires annual spend of \$10,000 on Cambium Care

Cambium Care Product Structure

The matrix below highlights the products covered under each Cambium Care program. For more pricing details, please see *Cambium Networks Ordering Guide* (see the “Useful Links” section below).

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	
cnReach	X		X	Service Category and Price Tier based 1-Year Term Only, renewable on an annual basis
PTP 550	X		X	
PTP 820/850	X		X	

Warranty and Repair Services

In the event of a suspected hardware malfunction, a Technical Support Engineer will work with you to troubleshoot the issue and recommend the best way to resolve the issue. If a hardware issue is confirmed, a member of our Customer Care Team (CCT) will work with you to check warranty status or verify coverage by your Cambium Care service plans.

If a return is authorized, you will be given a Return Material Authorization (RMA) number and advised to send the malfunctioning device to an authorized Cambium Repair Center or you will be advised to contact your point of purchase for a replacement.

Our goal for returning repaired items is 30-45 days from the day we receive your device at the authorized Cambium Repair Center. RMA process details are described in *Return Materials Authorization (RMA) Process for End-Customers* (see “Useful Links” above).

Extended Warranty and All Risks Advance Replacement

Cambium Care Pro customers or customers without a Cambium Care plan can purchase à la carte coverage for potential hardware issues via Extended Warranty or All Risks Advance Replacement. This coverage may be initiated at any time that a device is covered by Standard Warranty.

- **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.
- **All Risks Advance Replacement** – Provides next business day shipment of replacement units for any issue encountered including lightning damage and weather damage.

Extended Warranty

Cambium’s standard warranty coverage is industry leading. Options are available for 1-, 2-, 3-, or 4-years of extended Standard Warranty coverage for a maximum of 5 years of coverage 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. All Risks Advance Replacement coverage can be purchased in 1-, 2-, 3-, 4-, or 5-year durations for a maximum of 5 years. Refer to the table 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

Product Family	Extended Warranty	All Risks Advance Replacement
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	

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.

Technical Certification Training

In the event of a suspected hardware malfunction, a Technical Support Engineer will work with you to troubleshoot the issue and recommend the best way to resolve the issue. If a hardware issue is confirmed, a member of our Customer Care Team (CCT) will work with you to check warranty status or verify coverage by your Cambium Care service plans.

If a return is authorized, you will be given a Return Material Authorization (RMA) number and advised to send the malfunctioning device to an authorized Cambium Repair Center or you will

Cambium Networks offers a comprehensive training program that includes standard courses and customized training for all Cambium Networks products. Description of Cambium Technical Training services and detailed information regarding training courses can be downloaded from: <https://www.cambiumnetworks.com/support/training>.

Cambium Technical Training offers the following training categories:

- Installation and configuration
- Operation and maintenance
- System planning
- Network management

Cambium Technical training may be performed at:

- Cambium Networks premises
- Customer's premises
- Channel partner's premises

The training comprises both theoretical and practical aspects. The practical training is organized to give the participants hands-on experience with the test and maintenance routines of specific equipment.

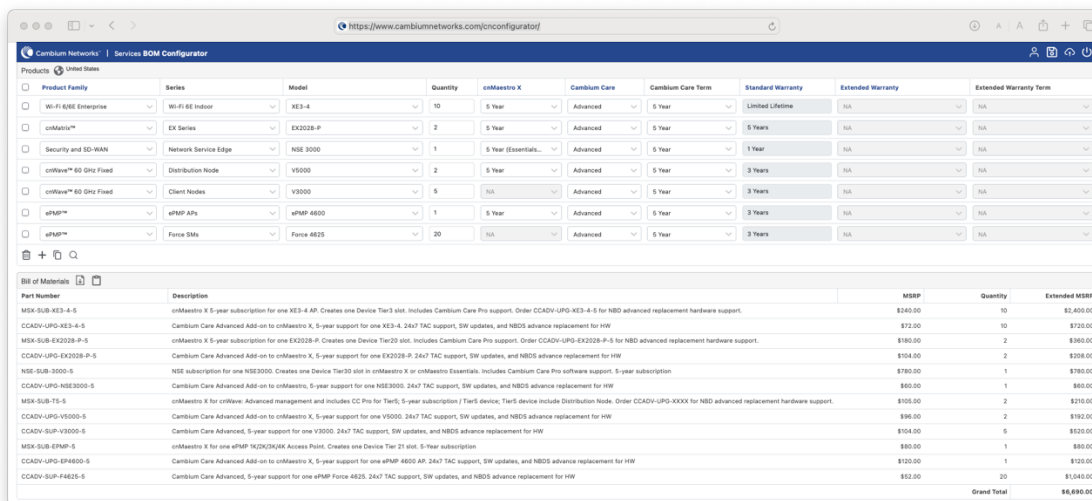
Cambium Services BOM Configurator

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:



Product Family	Series	Model	Quantity	cnMaestro X	Cambium Care	Cambium Care Term	Standard Warranty	Extended Warranty	Extended Warranty Term
Wi-Fi 6E Enterprise	Wi-Fi 6E Indoor	XE3-4	10	5 Year	Advanced	5 Year	Limited Lifetime	NA	NA
cnMaestro™	EX Series	EX2028-P	2	5 Year	Advanced	5 Year	5 Years	NA	NA
Security and SD-WAN	Network Service Edge	NSE 3000	1	5 Year (Essentials...)	Advanced	5 Year	1 Year	NA	NA
cnWave™ 60 GHz Fixed	Distribution Node	V5000	2	5 Year	Advanced	5 Year	3 Years	NA	NA
cnWave™ 60 GHz Fixed	Client Nodes	V3000	5	NA	Advanced	5 Year	3 Years	NA	NA
eMP™	eMP APs	eMP 4600	1	5 Year	Advanced	5 Year	3 Years	NA	NA
eMP™	Force SMs	Force 4625	30	NA	Advanced	5 Year	3 Years	NA	NA

Part Number	Description	MSRP	Quantity	Extended MSRP
MSK-SUB-XE3-4-S	cnMaestro X 5-year subscription for one XE3-4 AP. Creates one Device Tier3 slot. Includes Cambium Care Pro support. Order CCAOV-UPQ-XE3-4-S for NBD advanced replacement hardware support.	\$240.00	10	\$2,400.00
CCAOV-UPQ-XE3-4-S	Cambium Care Advanced Add-on to cnMaestro X, 5-year support for one XE3-4. 24x7 TAC support, SW updates, and NBDs advance replacement for HW	\$72.00	10	\$720.00
MSK-SUB-EX2028-P-S	cnMaestro X 5-year subscription for one EX2028-P. Creates one Device Tier2 slot. Includes Cambium Care Pro support. Order CCAOV-UPQ-EX2028-P-S for NBD advanced replacement hardware support.	\$180.00	2	\$360.00
CCAOV-UPQ-EX2028-P-S	Cambium Care Advanced Add-on to cnMaestro X, 5-year support for one EX2028-P. 24x7 TAC support, SW updates, and NBDs advance replacement for HW	\$104.00	2	\$208.00
NSE-SUB-3000-S	NSE subscription for one NSE3000. Creates one Device Tier3 slot in cnMaestro X or cnMaestro Essentials. Includes Cambium Care Pro software support. 5-year subscription	\$780.00	1	\$780.00
CCAOV-UPQ-NSE3000-S	Cambium Care Advanced Add-on to cnMaestro X, 5-year support for one NSE3000. 24x7 TAC support, SW updates, and NBDs advance replacement for HW	\$60.00	1	\$60.00
MSK-SUB-V3-S	cnMaestro X for cnWave Advanced management and includes CC Pro for Tier1, 5-year subscription / Tier1 device. Tier1 device includes Distribution Node. Order CCAOV-UPQ-XXXX for NBD advanced replacement hardware support.	\$105.00	2	\$210.00
CCAOV-UPQ-V3000-S	Cambium Care Advanced Add-on to cnMaestro X, 5-year support for one V3000. 24x7 TAC support, SW updates, and NBDs advance replacement for HW	\$98.00	2	\$196.00
CCAOV-SUP-V3000-S	Cambium Care Advanced, 5-year support for one V3000. 24x7 TAC support, SW updates, and NBDs advance replacement for HW	\$104.00	5	\$520.00
MSK-SUB-4600-S	cnMaestro X for one eMP 1000/2000 access Point. Creates one Device Tier 2 slot. 5-year subscription	\$90.00	1	\$90.00
CCAOV-UPQ-4600-S	Cambium Care Advanced Add-on to cnMaestro X, 5-year support for one eMP 4600 AP. 24x7 TAC support, SW updates, and NBDs advance replacement for HW	\$120.00	1	\$120.00
CCAOV-SUP-4600-S	Cambium Care Advanced, 5-year support for one eMP Force 4625. 24x7 TAC support, SW updates, and NBDs advance replacement for HW	\$52.00	30	\$1,560.00
		Grand Total		\$8,696.00

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.

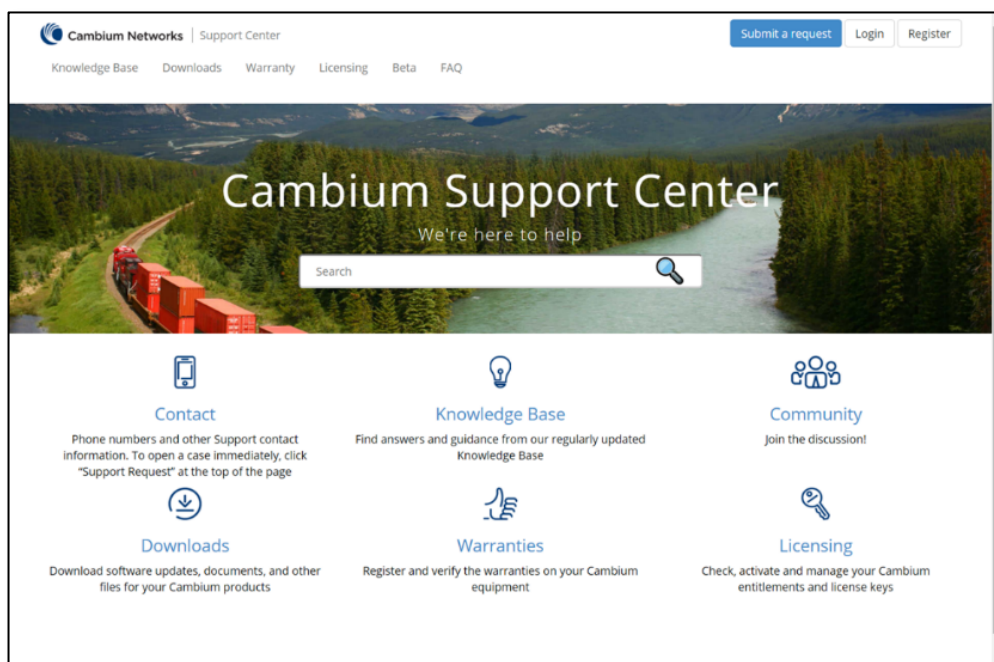
Renewal

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. Alternately submit a renewal ticket by visiting the Cambium Support Center Portal (choose *Cambium Subscription Renewal Request* option).

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

Access Method/Content	LINK
Support Center Portal: Submit a Request, Chat, Knowledge Base, License Keys, Warranty Registration	https://support.cambiumnetworks.com
Open a ticket online: Technical Support, RMA	https://support.cambiumnetworks.com Log in, click on “Submit a request”, select the request type, then fill in the form. Helpful video: https://www.youtube.com/watch?v=7I7H729JwSQ
Worldwide Phone Numbers	https://www.cambiumnetworks.com/support/contact-support/
RMA Requests	https://www.cambiumnetworks.com/support/rma-request/
Return Materials Authorization (RMA) Process for End-Customers	https://www.cambiumnetworks.com/wp-content/uploads/RMA-Process-for-End-Customers.pdf
Cambium Care Program Descriptions, Data Sheet, Services Guide (this guide), Ordering Guide, Services BOM Configurator	https://www.cambiumnetworks.com/support/cambium-care/
Cambium Care Data Sheet	https://www.cambiumnetworks.com/wp-content/uploads/Cambium-Care-Data-Sheet.pdf
Cambium Care Ordering Guide	https://www.cambiumnetworks.com/wp-content/uploads/Cambium-Care-Ordering-Guide.pdf
Cambium Networks Standard Warranty	https://www.cambiumnetworks.com/support/standard-warranty/
Extended Warranty and All Risks Advance Replacement	https://www.cambiumnetworks.com/support/warranty/
Cambium Community: Discussion forums with peers and members of the Cambium staff	https://community.cambiumnetworks.com
Technical Certification Training	https://www.cambiumnetworks.com/training-overview/
Managing Networks with cnMaestro X	https://www.cambiumnetworks.com/products/software/cnmaestro-x
Services BOM Configurator	https://www.cambiumnetworks.com/cnconfigurator/
Enterprise BOM Configurator – available for connected partners only	https://channel.cambiumnetworks.com/engage/enterprise-bom-configurator-cnmaestrox-standalone-support

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.

cambiumnetworks.com