

# Cambium Care Service Packages Compared

FEATURE	Cambium Care PRO	Cambium Care ADVANCED*	Cambium Care PRIME+
24 x 7 x 365 Technical Support	Yes	Yes	Yes
Hardware Support	Standard Warranty	Next Business Day Shipping	All Risks Advance Replacement for Infrastructure Devices <sup>1</sup>
Software Updates	Yes	Yes	Yes
Case Management Priority	Accelerated	Accelerated	Service Level Agreements
Extended Warranty Options	Available for additional purchase <sup>2</sup>	Included	Included
Targeted Proactive Software Release Notification	No	No	Personal Advisory
Service Account Manager	No	No	Yes <sup>3</sup>
Quarterly Reviews	No	No	Yes <sup>4</sup>
Chat Support	No	No	Yes

- \* Available only for Enterprise WiFi Products (cnPilot and Xirrus)
- + Available only for Infrastructure products (PTP, PMP, ePMP and cnReach)
  1. Not available for ePMP products
  2. Not available for Xirrus products
  3. Requires an annual spend of \$20,000 USD.
  4. Requires an annual spend of \$10,000 USD.