

### 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<sup>1</sup>
- Chat support
- Quarterly reviews with reports, optimization guidance, and ongoing advisory for software releases<sup>2</sup>
- Dedicated Level 2 engineers and Service Account Manager<sup>3</sup>

\* Available only for cnMatrix and our Enterprise WiFi products in the Xirrus and WiFi-6 XV portfolios.

+ Available only for Infrastructure products (PTP, PMP, ePMP and cnReach).

1. Not available for ePMP products.

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

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

Cambium Care Pro was previously known as Cambium Care Plus