

# Cambium Care 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.

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**

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As a leader in fixed-wireless and WiFi 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. 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 administrative requests associated with warranty, RMA handling, and licensing.

## **HARDWARE SUPPORT**

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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 <http://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 Prime includes ongoing 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.

## Useful Internet Links for Cambium Care Operations and Information

ACCESS METHOD/CONTENT	LINK
Worldwide phone numbers	<a href="http://www.cambiumnetworks.com/support/contact-support">http://www.cambiumnetworks.com/support/contact-support</a>
Support Center Portal: Submit a Request, chat, knowledge base, license keys, warranty registration	<a href="https://support.cambiumnetworks.com">https://support.cambiumnetworks.com</a>
Open a ticket online: Technical support, RMA	<a href="https://support.cambiumnetworks.com">https://support.cambiumnetworks.com</a> Log in, click on “Submit a request”, select the request type, then fill in the form. Helpful video: <a href="https://www.youtube.com/watch?v=717H729JwSQ">https://www.youtube.com/watch?v=717H729JwSQ</a>
RMA process	<a href="http://www.cambiumnetworks.com/support/rma-request/">http://www.cambiumnetworks.com/support/rma-request/</a>
Cambium Care program descriptions and pricing guides	<a href="http://www.cambiumnetworks.com/support/cambium-care/">http://www.cambiumnetworks.com/support/cambium-care/</a>
Standard Warranty, Extended Warranty, Limited Lifetime Warranty, and All Risks Advance Replacement	<a href="http://www.cambiumnetworks.com/support/warranty/">http://www.cambiumnetworks.com/support/warranty/</a>
Cambium Community: Discussion forums with peers and members of the Cambium staff	<a href="http://community.cambiumnetworks.com">http://community.cambiumnetworks.com</a>

## 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. 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 in the course of providing assistance and to allow us to analyze operational metrics that we use to improve our service levels.

The Cambium Care service plans provide 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 SUPPORT

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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.

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 PRO

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Cambium Care Pro (previously known as **Cambium Care Plus**) 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 quickly escalated 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.

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'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 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 infrastructure devices: point-to-multipoint access points, backhaul radios, and cnPilot Enterprise WiFi access points. Subscriber modules and CPE WiFi devices are excluded from the price calculation. All infrastructure devices in your network must be included in the Cambium Care Pro Service Plan. Cambium Care Pro pricing for Xirrus APs is based on the number of access points.

For Cambium Networks fixed-wireless infrastructure devices and cnPilot Enterprise WiFi, devices may be added during the coverage period at no additional charge. 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 Pro Ordering Guide* for details.

## CAMBIUM CARE ADVANCED

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Cambium Care Advanced is for users of Cambium's Enterprise WiFi Xirrus products. It provides 24/7 technical support by experts in WiFi deployment and usage. Our technical support team can assist with technical issues and questions about WiFi access points and the controller functionality in cnMaestro and XMS.

Cambium Care Advanced adds advance replacement for for warranty covered issues. Replacement devices will be shipped 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 quickly escalated 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. This service plan is currently not offered for cnPilot APs.

**Pricing.** Cambium Care Advanced is bundled with XMS-Cloud Enterprise or it may be purchased separately with XMS-Enterprise. Cambium Care Advanced pricing is based on the number of Cambium Networks Enterprise WiFi access points.

## CAMBIUM CARE PRIME

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Cambium Care Prime provides 24/7 technical support with our highest level of Service Level Agreement 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.

Two Level 2 technical support engineers will be assigned to your account to provide regular point of contact for technical issues and questions. This team 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 every \$10,000 spent on Cambium Care Prime, customers will receive six hours of network consultation to pinpoint opportunities to improve performance and cost of operation. And for every \$20,000 spent 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.

**Pricing.** Cambium Care Prime pricing is based on the composition and number of a customer's Cambium Networks fixed-wireless infrastructure devices: point-to-multipoint access points, backhaul radios. Subscriber modules are excluded from the price calculation. cnPilot and Xirrus 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 infrastructure devices, you must purchase Prime coverage concurrently with the device purchase. At renewal time, the renewal price will be 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 Prime Ordering Guide* for Details.

## Cambium Care Program Comparison Matrix

Feature	None	Pro	Advanced*	Prime <sup>+</sup>
<b>Working Hours</b>	8 x 5 M-F Customer Business Hours	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365
<b>Hardware Support</b>	Standard Warranty	Standard Warranty	Next Business Day Replacement	All Risks Advance Replacement for Infrastructure Devices <sup>1</sup>
<b>Software Updates</b>	Yes (90 days only for Xirrus APs)	Yes	Yes	Yes
<b>Case Management Priority</b>	Best Effort	Accelerated	Accelerated	Prime SLA
<b>Extended Warranty Options</b>	Available for additional purchase <sup>2</sup>	Available for additional purchase <sup>2</sup>	Included	Included
<b>Targeted Proactive Software Release Notification</b>	No	No	No	Personal Advisory
<b>Service Account Manager</b>	No	No	No	Yes <sup>3</sup>
<b>Network Consultation</b>	No	No	No	Yes <sup>4</sup>
<b>Chat support</b>	No	No	No	Yes

\* Available only for Enterprise 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 annual spend of 20,000 USD

4. Requires annual spend of 10,000 USD

## CAMBIUM CARE PRIME 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"> <li>• All or a substantial portion of the Cambium solution is unavailable, devices are not accessible, performance is not tolerable.</li> <li>• There is a high-risk security issue as determined by Cambium Technical Support.</li> </ul>	<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"> <li>• A critical function of the network is impaired – performance is poor, with unacceptable error frequency.</li> <li>• System-wide throughput reduction.</li> </ul>	<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"> <li>• Some operational impairment but users can continue to operate</li> <li>• An inconvenience may require a workaround</li> <li>• Routine maintenance or installation support</li> </ul>	<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"> <li>• "How to" questions regarding features/functionality</li> <li>• Documentation errors</li> </ul>	<p>Response time: 24 hours Restoration time: 1 week</p>

## WARRANTY AND REPAIR SERVICES

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

## EXTENDED WARRANTY AND ALL RISKS ADVANCE REPLACEMENT

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Cambium Care Pro customers or customers without a service 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 – 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.
- All Risks Advance Replacement – This service covers hardware affected by most types of equipment failure or damage including manufacturing defects, component failure, lightning and weather damage, dropped unit, fire damage, and vandalism. Cambium Networks will ship a replacement within one business day of an approved RMA. All Risks Advance Replacement coverage can be purchased in 1, 2, 3, 4, or 5 year durations.

Further details can be found in the Support section of the Cambium web site (See “Useful Links” above).

## TECHNICAL CERTIFICATION TRAINING

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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:

<http://www.cambiumnetworks.com/support/training>.

Cambium Technical Training offers the following training categories:

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

The training can 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.

## END OF LIFE POLICY

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Due to regulatory and/or technological developments that affect demand and production, Cambium Networks may reclassify products from Standard Status (product currently offered for sale) to End of Life (EOL). Unless otherwise agreed upon, Cambium Networks products will be supported for a minimum of five years after the EOL reclassification date. Further details see:

<http://www.cambiumnetworks.com/eol>.



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