

Cambium Care Frequently Asked Questions

CAMBIUM CARE STANDARD

- Q. Cambium has always provided technical support for no charge. What has changed?*
- A. Cambium will continue to provide no-charge technical support via Cambium Care Standard, but we now offer two paid support programs that address a broader range of customer requirements than our previous one-size-fits-all approach to customer support.**
- Q. Is Cambium Care Standard the same as Cambium's traditional technical support offering?*
- A. It is very similar. The biggest change is that customers who use this program will receive support only during their local business hours, Monday through Friday.**
- Q. How are local business hours determined?*
- A. Customers will indicate their time zone when they contact the Cambium Technical Assistance Center (TAC) for the first time, and we'll undertake support activities between 8am and 5pm in that time zone.**
- Q. What happens if a customer opens a ticket outside of those hours?*
- A. We will begin working on the question or issue at the beginning of the next business day.**
- Q. What happens if a customer calls the TAC outside of those hours?*
- A. Cambium support staff will answer the call, get the basic information, and open the ticket. Work will commence on the next business day.**
- Q. How quickly will someone work on my ticket?*
- A. The TAC team will work on the ticket on a best-effort basis, just as we have previously.**
- Q. What happens if the Level 1 technical support engineer cannot resolve my issue?*
- A. The level 1 engineer will consult with our Level 2 engineers, and escalate the case to a Level 2 engineer on a best-effort basis if necessary.**
- Q. What happens if the customer has an emergency? Do they have to wait for the next business day?*
- A. We offer our customers emergency assistance around the clock.**

Q. *How are hardware issues handled?*

A. We'll first try to determine if the issue can be corrected via a configuration or other change. If not, we will issue an RMA number for the malfunctioning hardware. If the problem results from a product defect and is under warranty, the device will be repaired or replaced at no charge. If the device is out of warranty or the damage was caused by the customer, we will offer repair service for a nominal charge.

CAMBIUM CARE PLUS

Q. *What type of customer should purchase Cambium Care Plus?*

A. Cambium Care Plus is ideal for customers who need the assurance of 24/7 technical support and expedited problem resolution.

Q. *What is the duration of Cambium Care Plus?*

A. Service coverage is one year, renewable annually.

Q. *How is the service charged?*

A. The cost of Cambium Care Plus is based on the types and numbers of fixed wireless infrastructure devices in the customer's network. Cambium infrastructure products are grouped into Service Category by device type and sub-grouped into Price Tiers by device count. The per-device price within a Service Category decreases as device count increases.

Q. *Does this mean Cambium Care Plus only covers issues with my infrastructure devices?*

A. Any issue with any Cambium product in the network will be supported. Infrastructure devices are simply the way pricing is determined.

Q. *When should WiFi devices be added to a quote?*

A. CPE WiFi devices (e.g., cnPilot R200 and R201) are not added to a quote. Enterprise AP WiFi devices (e.g., cnPilot E400 and E500, ePMP 1000 Hotspot) must be added to a quote.

Q. *What if I add new devices to my network during the coverage year?*

A. There is no charge for additional devices added during the coverage year.

Q. *What if a customer needs SLA-based technical support?*

A. SLA-based technical support is a primary feature of Cambium Care Prime. Continue reading for or this and other Cambium Care Prime-related questions.

Q. *How are hardware issues handled?*

A. We'll first try to determine if the issue can be corrected via a configuration or other change. If not, we will issue an RMA number for the malfunctioning hardware. If the problem results from a product defect and is under warranty, the device will be repaired or replaced at no charge. If the device is out of warranty or the customer caused the damage, we will offer repair service for a nominal charge.

CAMBIUM CARE PRIME

Q. *What type of customer should purchase Cambium Care Prime?*

A. Cambium Care Prime is targeted at service providers and other companies that deliver mission-critical services to customers and internal users, requiring maximum responsiveness from their technical support provider via Service Level Agreements (SLAs)

Q. *What is the duration of Cambium Care Prime?*

A. **Service coverage is one year, renewable annually.**

Q. *How is the service charged?*

A. **The cost of Cambium Care Prime is based on the types and numbers of fixed wireless infrastructure devices in the customer's network. Cambium infrastructure products are grouped into Service Category by device type and sub-grouped into Price Tiers by device count. The per-device price within a Service Category decreases as device count increases. Customers will initially purchase coverage for their existing network, and continue to purchase coverage incrementally as new devices are added.**

Q. *Does this mean Cambium Care Plus only covers issues with my infrastructure devices?*

A. **Any issue with any Cambium product in the network will be supported. Infrastructure devices are simply the way pricing is determined.**

Q. *What happens if I have a hardware issue with a subscriber module or CPE WiFi device?*

A. **Infrastructure devices are covered by All Risks repair/replace service; subscriber modules and CPE WiFi devices (cnPilot Home and Small Business) are not. These devices are covered by standard warranty if that applies. Otherwise, the customer must replace with a spare or arrange for for-fee repair.**

Q. *I have a large network and the initial purchase was based on Tier 3 and Tier 4 pricing. When I purchase a few additional devices, is coverage based on Tier 1 pricing?*

A. **Your next Cambium Care Prime purchase will be based on the same Price Tiers as the original purchase. In fact, if your new purchase exceeds an original Price Tier, the new purchase will be on the next higher Price Tier.**

Q. *If I add new devices in the middle of the annual service period, what happens to the remaining service time on those products when I renew coverage?*

A. **The remaining service time will be credited toward the renewal price on a prorated basis.**

Q. *What if a customer does not need SLA-based technical support but still requires 24/7 technical support?*

A. **Cambium Care Plus may address these needs, providing 24/7 support with priority access to Level 2 and Level 3 technical support engineers. Cambium Care Plus does not feature restoration targets, however.**

SERVICE REQUESTS

Q. *I heard that Cambium will no longer accept emails as a way to open a ticket.*

A. **That is correct. As of April 3 2017, customers must open tickets online via the Cambium Support Center portal. We will continue to open tickets via phone.**

Q. *What is the URL for the Support Center portal?*

A. **<https://support.cambiumnetworks.com/>**

Q. *Will I have to log into the portal?*

A. **Yes. You may already have a Cambium Single Sign-On (SSO) if you have used LINKPlanner, cnMaestro, or have posted something in the Cambium Community. If you don't have one, you can get one in minutes by clicking the "Register" link at the top of any page.**

Q. Can I still open a ticket via the Support link on Cambium's main web site?

A. No, those forms will be removed on April 3 2017.

Q. Does that mean Cambium will no longer allow email communications between a customer and a tech support engineer?

A. Once a ticket is opened via the phone or the portal, we will notify the customer by email. The customer can reply with comments and/or new information, and the text of the email will be entered as a note in the ticket. Notification emails will also be sent to the customer when tech support engineers add notes to the ticket. The entire ticket interaction can be conducted via email.

Q. Why did Cambium make this change?

A. We found that many initial emails didn't have enough details about the problem. The new service request forms will obtain key information that will allow the tech support engineer to get to work on the issue more quickly.

Q. I am in the field most of the time and use my phone for emails. How can I use the Support Center on a smartphone?

A. The Support Center home page, Submit a Request page, and the request pages themselves fit nicely on a smartphone screen.

Q. Will chat interaction still be possible?

A. Chat will be available to Plus and Prime customers only.

Q. I would like to see a history of my service requests, is that possible?

A. We will be adding a new feature called "My Activities", which provides a list of all tickets, both open and closed. You can view all tickets, and add notes to open tickets.

Q. I need to be able to see all of the tickets for my company, not just the ones that I open.

A. At your request, our technical support engineers can modify your account so that you can see all tickets for your company.

Q. What if a customer does not need SLA-based technical support but still requires 24/7 technical support?

A. Cambium Care Plus may address these needs, providing 24/7 support with priority access to Level 2 and Level 3 technical support engineers. Cambium Care Plus does not feature restoration targets, however.



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