

Cambium Care Services Guide

THIS SERVICES GUIDE IS DESIGNED TO HELP YOU SELECT THE CONFIGURATION OF SERVICES 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 customer service options that match a variety of requirements, providing technical support in a proper and timely manner with due care, skills, and professionalism.

CAMBIUM TECHNICAL ASSISTANCE CENTER

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.

With its own well-equipped local lab and network access to labs around the world to investigate and recreate problems, the Technical Assistance Center (TAC) is staffed around the clock to provide support 24/7 by phone and via tickets opened on our web portal. Chat communication is available to Cambium Care Plus and Prime customers.

Our support engineers are equipped with the broad networking skills to troubleshoot not only Cambium Networks-specific concerns, but also Layer 2 and Layer 3 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.

HARDWARE SUPPORT

Cambium Networks is known for durable, high-quality wireless communications products that are designed for a variety of challenging applications, and built to withstand constant exposure to sun, rain, and extreme temperatures. Inevitably, harsh conditions can take their toll, so Cambium Care works with you to create a support program that fits your needs and budget.

Extended warranty is available to Cambium Care Standard and Plus customers for all radio-based products to help manage the cost of hardware maintenance. Cambium Care Prime includes ongoing All Risks repair and return to simplify hardware support. All Risks covers product defects as well as operational issues such as lightning strikes and weather damage. Advance replacement options are available at all levels of Cambium Care.

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 by a product-specific technical support engineer for Cambium Care Standard and Cambium Care Plus customers, or a dedicated technical support engineer for Cambium Care Prime customers.

ACCESS METHOD/CONTENT	LINK
Worldwide Phone Numbers	http://www.cambiumnetworks.com/support/contact-support
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 Click on "Submit a request", select the request type, then fill in the form
Community Discussion	http://community.cambiumnetworks.com

CAMBIUM CARE

Cambium Care offers a variety of options for keeping your network running smoothly and profitably. Cambium Care Standard, Plus, and Prime are designed to match diverse needs – from occasional assistance to 24/7 coverage with service level agreements. We're here to help with standard and extended warranty hardware support. We also offer an advance replacement program that includes an all-risks option to simplify product maintenance.

One size does not fit all. Some customers have skilled support staff and require only occasional assistance; others have leaner support teams and need the assurance of coverage for complex issues at any hour. Service providers require support that works with their service level commitments. Cambium Care programs are tailored to meet these varied business requirements - providing the technical team, operational tools, and turnaround times to match your company's operational and technical staffing profile, maximizing efficiency while minimizing downtime and maintenance costs.

CAMBIUM CARE STANDARD

Cambium Care Standard is a no-charge service ideal for largely self-supporting customers who have occasional need for warranty service, hardware support, and general inquiries about configuration and operation. Cambium's front-line support team answers requests submitted 24/7 by phone or online through our Cambium Support Center portal, and assistance is provided during the customer's weekday business hours. 24/7 emergency assistance is available by phone. With a Cambium Single Sign-on (SSO), customers can submit tickets online, view ticket status, add notes, and have a record of ticket history.

CAMBIUM CARE PLUS

Cambium Care Plus supports customers who require the assurance of 24/7 technical assistance and quick access to Cambium higher-level technical support engineers. After submission of a request by phone or online via the Cambium Support Center portal, 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. Customers with current certification for the product they need assistance with will be transferred to a Level 2 engineer as quickly as possible.

Additional benefits of Cambium Care Plus include email notifications when new releases become available, and up-to-the minute advice and personalized recommendations. For every \$5,000 spent on Cambium Care Plus, customers will receive two hours of network review to pinpoint opportunities to improve performance and cost of operation.

CAMBIUM CARE PRIME

We offer our most comprehensive program for service providers and other companies that deliver mission-critical services to customers and internal users and that require maximum responsiveness from their technical support provider. Cambium Care Prime provides Service Level Agreement-based technical support with resolution targets for four levels of severity, facilitated by specialists whose priority is your network's uptime. Cambium Care Prime support is available 24/7 via phone, chat, and web request on the Cambium Support Center portal.

Cambium Care Prime customers will be assigned a Service Account Manager (SAM) and two dedicated Level 2 TAC engineers. The SAM will work with the customer to obtain network diagrams and other information that facilitates rapid response by the TAC team. Prime users receive not only quarterly reports that analyze ticket trends and substantiate Cambium's SLA performance, but also proactive, personalized advice from their TAC team regarding new releases relevant to their accounts.

All devices in the customer's network will be covered by All-Risks repair or replace service with a two-week turnaround. This program includes non-defect issues such as lightning and weather damage. Cambium Care Prime customers receive a 25% discount on product training.

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 Support Center to the time a technical support engineer begins work on the service request ticket. 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 Support Center 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 LEVEL	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</p> <p>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.• A major project milestone is at risk.	<p>Response Time: 30 minutes</p> <p>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• Individual subscriber concerns	<p>Response time: 1 hour</p> <p>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• Feature requests	<p>Response time: 24 hours</p> <p>Restoration time: 1 week</p>

EMERGENCY ON-SITE TECHNICAL SUPPORT

Cambium Networks will dispatch an emergency technical resource to a customer's location if it is determined, at Cambium's sole discretion, that the Service Request cannot be resolved remotely and merits on-site diagnosis and resolution. The lead-time for emergency on-site technical support cannot be guaranteed, however, and professional service fees may apply depending on the nature of the request.

On-site technical support and maintenance contracts with Service Level Agreements are available in select geographies, and can include rapid field engineer dispatch for severe issues, hardware delivery and replacement, and preventative maintenance.

CUSTOMER RESPONSIBILITY

Rapid resolution of issues requires teamwork between Cambium Networks and our customers. We ask that you first make a solid effort at resolving the situation and collect the following required information prior to submitting a Service Request:

- Symptoms, diagnostic data, and relevant system logs
- Error messages or other system-provided information
- Scope of the issue (single user, sector, site, or entire network)

- Relevant network information, such as IP addresses
- A summary of recent events that could have impacted the problem (configuration changes, upgrades, routine maintenance, strong weather, etc.)
- Any work performed to try to minimize or repair the problem

When the severity of a problem warrants 24/7 response from Cambium Networks technical support and engineering personnel, we require that your technical staff be available concurrently to work jointly.

We encourage all of our customers' technical personnel should gain operational and troubleshooting proficiency with the Cambium Networks products in your network by attending the relevant training courses. See "Technical Certification Training" below for more details.

DEDICATED SUPPORT TEAM

Cambium Care Prime not only assures response and resolution times for technical issues, but also offers the assistance of a dedicated Level 2 engineer team that will work closely with your technical personnel to derive an in-depth knowledge of your network and its maintenance history. When a ticket must be opened, a consensus between your staff and the Cambium Care Prime team will establish a Service Level Agreement that reflects the severity of the issue based on its impact to your network. Our goal is to resolve 95% of tickets within the SLA timeframes, but each ticket is considered open until the customer agrees that it is resolved.

Cambium Care Prime engineers' direct access to Cambium Networks developers and architects, keeps them on top of the latest technical information from within the company, including advance knowledge about potential bugs and security advisories. In addition to proactively keeping your company's technical staff abreast of any such notable developments, they'll also perform periodic audits of your network to ensure that all Cambium products are kept up to date with the latest software versions, introduce new releases, and make any other recommendations regarding your network's optimal function.

The Service Account Manager (SAM) is the single point of contact for account-related topics and services:

- Overall case statistics (monthly/quarterly)
- Trend-based analysis and recommendations
- CSAT survey results
- Closed case and bug reviews
- Customer-scheduled project reviews

The SAM administers activities that could impact the TAC, working with your technical staff to facilitate upcoming installation and maintenance projects, and coordinates with the Cambium Care Prime team to compile a comprehensive profile of your account – network diagrams, standard configurations, and names and contact information for key technical personnel – that expedites response when an issue must be investigated.

The Service Account Manager will be as proactive as possible, notifying you in advance of new software releases, service bulletins, etc. – including feature review of new releases to determine the suitability of a release in your network environment, and arranging assistance with upgrading if needed.

For every \$10,000 of annual spend on Cambium Care Prime, a senior member of the team will conduct an in-depth 8-hour review of network design, configuration, performance, availability, etc. and provide a comprehensive analysis. Support from assigned engineers is available Monday through Friday during business hours in the time zone specified by the customer.

WARRANTY AND REPAIR SERVICES

In the event of hardware malfunction, the Technical Support Engineer will either prepare a Return Material Authorization (RMA) to begin the process of returning the malfunctioning device to an authorized Repair Center, or direct the customer to contact their point of purchase for a replacement. The customer will receive instructions and the Cambium Networks Customer Care Team will oversee the process.

If the issue is covered by warranty, the problem will be repaired or replaced. If the cost of repair is prohibitive, a refurbished or new replacement device will be issued at Cambium Networks' discretion. If malfunction occurs within 30 days of the device's purchase date, it's considered "Dead on Arrival" (DOA), and will be replaced. If an issue is not covered by warranty, the customer will be given a repair estimate. The customer may accept this charge and authorize the Repair Center to proceed, or request that the device be returned unrepaired. See the Cambium Networks RMA and Repair Process document for additional details.

EXTENDED WARRANTY

Any time during the initial 12-month standard period, extended product warranty can be purchased for up to a total of five years. As with the standard warranty, coverage applies to hardware failure due to manufacturing defects or component failure

- Networks covered by Cambium Care Prime are effectively covered by extended warranty as long as Cambium Care Prime is in force. Devices are covered on an "all risks" basis, not just for product defects, and will be repaired or replaced at Cambium's discretion, and returned within 14 days of receipt at an authorized Cambium Repair Center.
- All Risks Advance Replacement for hardware affected by all 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 customer request through the Technical Assistance Center.

SOFTWARE MAINTENANCE

Software updates (bug fixes, maintenance releases) and software upgrades (new functionality) are included in the standard warranty, standard extended warranty, and the All Risks Advance Replacement extended warranty. Devices not under warranty must be covered by the applicable software maintenance coverage.

TECHNICAL CERTIFICATION TRAINING

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

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).

End of Life status is defined as follows:

- Repair service available or supply of equivalent functionality product
- Limited inventory of exchange units available
- A limited number of components unique to this product will be available
- Product/spare production no longer available

NOTE: Unless otherwise agreed upon and/or depending upon the availability of components, Cambium Networks products will be supported for a minimum of five years after the EOL reclassification date.



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