

# Cambium Care Service Packages Compared

FEATURE	CAMBIUM CARE STANDARD	CAMBIUM CARE PLUS	CAMBIUM CARE PRIME
8 x 5, Monday-Friday Technical Support (Phone, Web Portal)/Email	Yes	-	-
24 x 7 x 365 Technical Support (Phone, Chat, Web Portal/Email)	No	Yes	Yes
Case Management Priority	Best Effort	Accelerated	Service Level Agreements
Escalation Management	Escalation to Level 2 Engineers if Needed	Accelerated Access to Level 2 & 3 Engineers	Assigned Level 2 Engineers Escalation per SLA Matrix
Hardware Support	Based on Warranty Status	Based on Warranty Status	All Risks Repair/Replace for Infrastructure Devices
Warranty Options	Extended Warranty, All Risks Advance Replace	Extended Warranty, All Risks Advance Replace	Ongoing Ext. Warranty (Std) Advance Replace (Add'l)
Targeted Proactive Software Release Notification	No	Email Notification	Personal Advisory
Service Account Manager	No	No	Yes
Network Monitoring	No	Available	Available
Network Review	No	2 hours/year per \$5K Spent on CC Plus	6 hours/year per \$10K Spent on CC Prime
Training Discount	No	No	25% Discount