

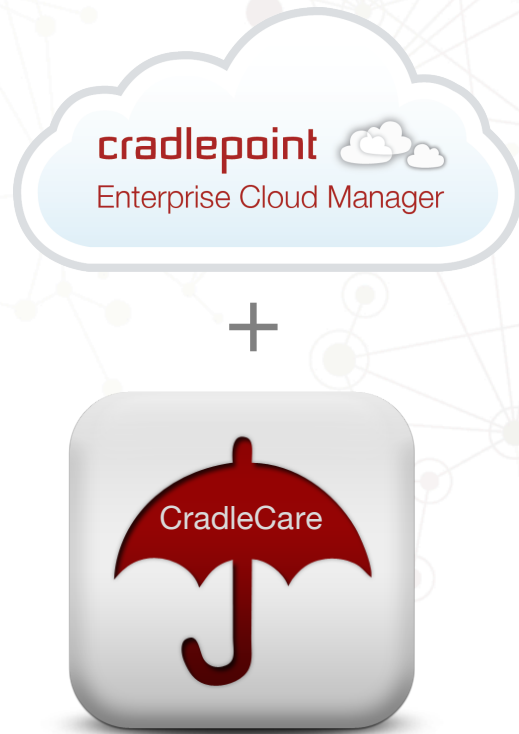
Enterprise Cloud Manager

Support Bundles

CradlePoint CradleCare Support combined with Enterprise Cloud Manager improves speed to deployment, network uptime, troubleshooting, remediation, and peace of mind.

Now available with two service options to provide the right amount of support for your organization's networking needs.

Integrate cloud-based network management with your CradlePoint devices to improve productivity, increase reliability, and enhance the intelligence of your network.



ENTERPRISE CLOUD MANAGER + CRADLE CARE BASIC

Enterprise Cloud Manager combined with basic support. Ideal for organizations that require supported network management during 9 to 5 business hours.

Includes:

- 12x5 Phone Support
- Router Firmware upgrades/Bug Fixes
- Modem Firmware upgrades

ENTERPRISE CLOUD MANAGER + CRADLE CARE

Best-in-class cloud-based management combined with world-class support to improve productivity and ensure constant uptime for your network operations.

Includes **Basic Support** features, plus:

- Emergency 24x7 Phone Support
- Router Firmware upgrades/Bug Fixes
- Modem Firmware upgrades
- Support Response SLA
- Extended Hardware Warranty (max 5-yrs from purchase)
- Advanced Replacement