



CAMBER COMPLETE UPTIME GUARANTEE

UPTIME OUTCOMES GUARANTEED

Most EV charging providers sell you hardware and a service contract, then hand you a support line. Camber does something different. With Camber Complete you get a fully managed, turnkey DC fast charging solution built for fleets. It's the only offering in the market where your monthly service fee is tied directly to verified uptime performance. We build it, we watch it, and we guarantee it. If we don't hit your contracted uptime threshold, you don't pay.

From site assessment and electrical infrastructure through DCFC hardware installation and 24/7 Network Operations Center (NOC) monitoring, Camber deploys the full charging environment which is exactly what allows us to stand behind it financially. Performance is measured automatically from real telemetry data. Your invoice reflects reality.



98% uptime target



Pay-for-performance pricing



No-penalty exit



24/7/365 NOC monitoring



3-year equipment warranty



COMPARING CAMBER SERVICE PLANS

FEATURES AND OFFERINGS	CAMBER CORE	CAMBER CORRECT	CAMBER COMPLETE
Real-time monitoring	✓	✓	✓
Alerts and Diagnostics	✓	✓	✓
Analytics and Reporting	✓	✓	✓
Energy Management	✓	✓	✓
SUPPORT FEATURES			
Customer Support		✓	✓
Technical Support		✓	✓
Onboarding and training		✓	✓
OEM Warranty Administration		✓	✓
Remote SW and HW Updates		✓	✓
Remote Diagnostics		✓	✓
Remote Troubleshooting and Issue Mitigation		✓	✓
Spare Parts Administration		✓	✓
Proactive Monitoring and Support		✓	✓
SERVICE AND MAINTENANCE			
Corrective Maintenance		✓	✓
Warranty backed repair and services		✓	✓
Annual Preventative Maintenance		✓	✓
Proactive Maintenance			✓
SLA			
Uptime Guarantee			✓
Scheduled Performance Report and Review			✓



CAMBER COMPLETE SERVICE HIGHLIGHTS

Plan Highlights	• Camber Core Software Access – real-time monitoring, alerts, diagnostics, energy management, analytics, and reporting • Complete Service – Customer and technical support, onboarding and training, warranty administration, remote SW and HW updates, remote troubleshooting, spare parts administration • Complete Maintenance – Preventative, routine maintenance and checkups. • SLA Uptime Goal = 98% Uptime
Support	• Remote Customer and Technical Support • 24/7/365 Ticketing, phone, email, mobile and dashboard portal support
Service Commitment	• Proactive Monitoring • Remote support = 2-hour response time • On-site support response time = 2 days • Response SLA is based on time to begin field service rather than time to service restoration
Maintenance Commitment	• Preventative Maintenance = 1 visit per year (Annual) • Routine Maintenance = 3 visits per year (Quarterly) • Routine Checkup = 8 visits per year (Monthly)
Term and Duration	3-year minimum
Equipment Warranty	3 years
Consumable Parts and Related Repairs	• 10% of total number of charging cables are eligible for replacement each year, regardless of the failure, i.e., wear and tear or damage caused by user. • Consumables such as lamps, fuses, filters, and holsters included at no additional cost
Spare Parts and Warehousing	• OEM recommended spare parts stored in forward stocking location for rapid access during repairs. • Camber provides storage facility and inventory management. • Spare parts beyond baseline consumable allocation and replacement charging equipment (if needed) are provided at a 25% discount.
Eligibility	• Site with minimum of 5 DC ports consisting of products on eligible product list, located within defined US or Canada • Site must have been installed and commissioned by Camber • Camber Complete is available to any customer in US and Canada • Camber Complete service plans must be within approved service territory