

Nile Access Service

Advanced Tier Service Description

1. Introduction

This Service Description (“Service Description”) defines the Nile Access Service Advanced tier offering (“Service”). Nile Access Service Advanced is a subscription-based wired and wireless network delivered with a financially backed Performance Guarantee. Nile will provide and operate the Service in alignment with the scope, responsibilities, and assumptions defined herein. The Customer (“Customer”) is responsible for providing the necessary resources and services to deploy Nile in their environment, maintaining all required site conditions, and defining and managing the use of the Service within that environment.

Each Nile Access Service subscription is paired with a required Nile Service Delivery SKU, which standardizes delivery activities, including logistics, design validation, activation oversight, and feature setup. Together, they ensure complete and consistent delivery, as well as accelerated time-to-value.

By subscribing to this Service, Customer agrees to the terms outlined in this Service Description and acknowledges their responsibilities in ensuring the successful delivery of the Service.

2. Scope of Service

A modern Network-as-a-Service (NaaS) solution that delivers best-in-class networking and Zero Trust security, removes complexity, speeds Zero Trust adoption, and works in any environment:

- A modern enterprise LAN with native Zero Trust capabilities built-in by design
- Natively supported Next-gen Firewall or Secure Service Edge (SSE) integration
- A highly secure and integrated Zero Trust Fabric that scales from 20 to 20K users

The end result is an easy-to-manage enterprise LAN with robust controls, complete visibility, and the adaptability required for today’s dynamic threat landscape.

2.1 Included in Scope

- **Network Infrastructure** – Wired and wireless LAN hardware and software included with your subscription, delivered on a standardized Nile design and managed through Nile’s cloud-based, AI-powered automation.
- **Performance Guarantee** – SLA-backed coverage, capacity, and availability as per subscription tier.
- **Zero Trust Security** – Nile Trust Service Core included, delivering per-device isolation and data security compliance alignment.
- **Monitoring & Automation** – 24x7 Nile infrastructure monitoring, AI-powered automation, issue detection, and closed-loop remediation.
- **Lifecycle Management** – Always-up-to-date software and security, continuous optimization for peak performance, and prompt replacement of defective Nile equipment.
- **Support** – Nile-operated 24x7 AI chatbot assistant, 24x7 issue escalation, and fault resolution for Nile-provided infrastructure.
- **Customer Success Management** – Proactive engagement (when applicable) from Nile’s Customer Success team to align outcomes, review performance, and support ongoing success with the Service.

2.2 Excluded from Scope

- **Network Survey and Site Discovery** – Wired and Wireless Assessment of existing customer network infrastructure with documented findings.
- **Cabling and Infrastructure Install** – Physical cabling/patching, racks, patch panels, power, and cooling used for Nile infrastructure.
- **Nile Hardware Installation, Activation, and Setup** – Physical deployment of Nile hardware along with initial and ongoing network and policy setup.
- **Network Migration** – Physical transition of devices and a network cutover plan.
- **Project Management** – End-to-end coordination and oversight of deployment activities.
- **Third-Party Hardware/Software – Installation, configuration, or integration of non-Nile hardware or software.**
- **Vendor Management** – Management of third-party vendors or contractors.

3. Deliverables

- Nile Access Service Advanced subscription.
- Nile-provided wired and wireless hardware, software, and intelligent automation with the AI-powered Nile Service Cloud.
- Guaranteed SLA performance metrics (availability, coverage, capacity).
- As-designed and As-deployed Nile Digital Twin with digital documentation.
- Shipment of Nile hardware to customer sites.
- Access to the Nile Control Center for service setup, visibility, service control, integration webhooks, dashboards, and SLA reporting.
- Access to the myNile portal for end-user self-service network connectivity testing and validation.

4. Responsibilities

4.1 Nile Responsibilities

- Operate the Nile Access Service as defined in the Advanced service tier, including applicable features, support, and service levels.
- Maintain an always-current service design with the Nile Digital Twin, ensuring serviceability and adapting to the evolving customer environment.
- Continuously apply software upgrades, security patches, and performance optimization enhancements.
- Provide monitoring, automation, and fault resolution of Nile infrastructure.
- Provide customer reporting and SLA compliance validation.
- Manage Change Orders for any scope or schedule adjustments.

4.2 Customer Responsibilities

Customer retains the responsibility for the obligations outlined below, whether fulfilled internally, by a trusted partner, or through Nile Professional Services.

Site Readiness

- Provide accurate and up-to-date site information (scaled floor plans, diagrams, cabling maps, etc.).
- Perform network discovery through wired and wireless surveys using Nile's tools and approach, as necessary to deliver an accurate design and Bill of Materials (BoM).
- Ensure racks, patch panels, cabling, power, cooling, etc., meet Nile specifications.
- Provide timely information about the site, facilities, and network infrastructure.

For full readiness criteria, see [Nile Deployment Readiness](#).

Integration and Migration

- Own and manage all required third-party tool and service integrations (IdP/SSO, SCIM, SIEM, ITSM, AD/LDAP, monitoring tools, etc.).
- Plan and execute migration from the existing network and associated infrastructure to Nile.

Operations and Support

- Operate and manage the end-user Help Desk, including secure access, device onboarding/offboarding, issue resolution, and account management.
- Manage and coordinate support for all third-party infrastructure tools and services.
- Responsible for physical security, access controls, and any damage to the Equipment while on the premises.

Administration and Communication

- Designate a primary empowered point of contact (POC) for all project and service management, communications, and escalations.
- Respond to Nile information requests within two (2) business days.
- Approve deliverables (design, deployment roadmap, reports) within three (3) business days.

Note: If the Customer does not fulfill these responsibilities, Nile may issue a Change Order, delay the schedule, or apply additional charges. Nile Professional Services are available for Customers who wish to delegate certain responsibilities. Limitations apply, as not all responsibilities can be assumed by Nile, and coverage is defined in the Nile Professional Services offerings.

5. Assumptions

- Customer prerequisites (cabling, power, cooling, racks, etc.) are in place prior to deployment. See Nile Deployment Readiness.
- Floor plans, diagrams, and site data provided by Customer are accurate.
- The BoM for the Nile network design is based on Customer inputs and is subject to change through a Change Order once data gathering is complete. Any resulting changes in BOM, scope, quantities, or capacity may incur additional subscription fees and/or one-time charges.
- All required licenses and third-party support agreements are maintained by Customer.
- Customer is responsible for scoping, funding, and coordinating any third-party partners required to fulfill Customer responsibilities, including serving as the primary liaison between Nile and those partners.

- Services and documentation will be delivered in English using Nile templates.
- Knowledge transfer is limited to the Services provided in this Service Description.

Note: Delivery timelines are dependent on the Customer meeting these assumptions; delays or inaccuracies may impact schedules and result in Change Orders.

6. Exclusions

- Nile will not perform cabling or infrastructure remediation unless contracted under a separate Statement of Work (SOW) through Nile Professional Services.
- Nile will not configure, manage, or provide support for non-Nile devices, services, or tools.
- Nile is not responsible for delays caused by the Customer or third-party vendors.
- All Services and Deliverables are non-transferable.
- The Services are being provided only to the Customer entity purchasing the Services.

7. Fees and Payment

The Nile Access Service Advanced tier is billed on a subscription basis. Each Nile Access Service subscription includes a corresponding one-time Nile Service Delivery SKU to ensure complete and consistent delivery. Different subscription models (B and C) reflect varying wireless capabilities, giving customers flexibility to match their performance needs.

Service Name	Service Code (SKU)
Nile Access Service, Advanced Model B (WiFi-6, Multi-GigE)	NASVC-ADV-B
Nile Access Service, Advanced Model C (WiFi-6E, Multi-GigE)	NASVC-ADV-C
Nile Service Delivery	NSD-SDSTD

Estimates and final Bill of Materials:

- Customer will first receive a Rough Order of Magnitude (ROM) estimate based on Nile's understanding of site requirements before site discovery.
- A final design and associated BoM will be issued after site discovery and design validation. If the final implementation differs from the initial ROM (e.g., additional devices, changes in customer requirements, or adjustments for the customer's IT infrastructure), a Change Order may be required and final fees may vary from the original estimate.
- If the Customer is purchasing the Services directly from Nile, payment obligations are governed by the 'Payment Obligation' section of the [Terms and Conditions](#). Fees for Services purchased through an authorized reseller or distributor shall be paid directly to such authorized reseller or distributor.

Additional fees may apply for:

- Customer-requested scope changes (via Change Order) may incur additional fees, including changes to the performance model, expanded coverage areas, higher user capacity, or added wired port requirements.
- Optional Nile Professional Services may be engaged to support Customer responsibilities.

8. Terms and Conditions

The Nile Access Service is governed and superseded by the [Master Services greement](#) or other applicable agreement.

9. Related Offerings

Service Name	Description	Inclusion
Nile Access Service Essentials	Entry-level subscription tier offering standardized wired and wireless connectivity, along with Zero Trust Core security	Optional
Service Delivery	Ensures consistent delivery of Nile Access Service through coordinated logistics, validated design, guided activation, and feature enablement	Required
Nile Guest Service	Cloud-delivered service that simplifies guest onboarding while keeping traffic isolated and secure	Optional
Nile DHCP Service	Cloud-delivered DHCP service providing scalable, reliable IP address management	Optional
Nile RADIUS Service	Cloud-delivered RADIUS service that provides authentication for wired and wireless access	Optional
Nile Edge Service	Cloud-delivered Internet edge service with built-in Zero Trust –eliminating the need for physical firewalls and SD-WAN appliances	Optional
Nile Trust Service	Core and Advanced Zero Trust capabilities for granular access control and microsegmentation	Core: Included Enterprise: Optional
Nile Professional Services	Advisory, design, integration, and migration services available to accelerate deployment and reduce risk	Optional
Nile Academy	Self-paced platform to build design, deployment, and operational readiness with Nile, including achievement of role-based badges	Optional

Latest Revision: Oct 1, 2025