

Nile Guest Service

1. Introduction and Purpose

This Service Description ("Service Description") defines the Nile Guest Service ("Service").

Nile Guest Service is a cloud-delivered guest network access service that isolates guest traffic from corporate resources by tunneling all guest flows to the nearest Nile point of presence (PoP) for secure internet egress. It eliminates the need for customers to deploy and manage separate guest VLANs, DMZ segments, guest firewalls, or guest DHCP servers, while enforcing Zero Trust principles that prevent lateral movement and unauthorized access.

The Service integrates with the Nile Access Service to provide simple, scalable, and policy-driven guest Wi-Fi access. Guest policies are automatically applied and enforced without manual configuration or NAC coordination, aligning with Nile's Autonomous Operations model and reducing ongoing operational burden for IT teams. Combined with Nile's cloud-native architecture, built-in automation, and PoP-based egress, the Service helps deliver consistent guest access and operational simplicity across sites.

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 consume the Service in their environment, maintaining all required site conditions, and defining and managing how the Service is used within that environment.

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

2. Service Scope

2.1 In-Scope Activities

The Nile Guest Service includes the following capabilities:

- **Cloud-Based Guest PoP Infrastructure**
 - Operation of multi-tenant Nile PoP infrastructure that terminates secure guest tunnels from Customer sites and provides internet egress for guest traffic.
 - Automatic selection of the appropriate Nile PoP per site, based on geography and platform design
- **Guest Traffic Tunneling and Isolation**
 - Establishment of secure tunnels from the Nile Zero Trust Fabric (or equivalent headend components) at Customer sites to Nile PoPs for all traffic associated with the Nile Guest SSID.
 - Ensures guest traffic is logically and operationally isolated from the corporate network, preventing lateral movement between guest and corporate devices..

- **Guest SSID and Segment Integration with the Nile Access Service**
 - Provisioning of a guest SSID template and associated network segment(s) within the Nile Access Service.
 - Mapping of guest SSIDs and segments to the Nile Guest Service for PoP-based egress, including default behavior for all eligible sites once the Service is enabled.
- **Guest Authentication and Onboarding Options**
 - Support for multiple guest onboarding modes as provided by the Nile Guest Service, including:
 - Click-through (terms and conditions acceptance).
 - Sponsored guest login (email approval).
 - Access code-based access for events and time-bound sessions.
 - Enforcement of configurable session durations, expirations, and terms-of-use as set by Customer administrators in the Nile Portal.
- **Use of Nile-Managed IP Addressing for Guests**
 - Assignment of IP addresses to guest endpoints from Nile-managed address space (for example, Nile-owned public Class C ranges) at the PoP or as otherwise defined by Nile.
 - Separation of guest addressing from Customer's internal address space to simplify operations and DMCA/compliance handling.
- **Monitoring, Telemetry, and Logging**
 - Monitoring of Nile Guest Service availability, tunnel health, PoP latency, and throughput as part of Nile's cloud services.
 - Visibility into connected guest devices, basic session details, and traffic trends through the Nile Portal.
 - Exposure of relevant logs and events (for example, tunnel status, authentication outcomes) for operational troubleshooting.
 - Telemetry from the service contributes to Nile's Autonomous Operations and Nile AI-driven analysis, helping identify tunnel issues, guest access anomalies, and service trends.
- **Lifecycle Management and Security**
 - Continuous updates to the Nile Guest Service software, PoP infrastructure, and supporting services, including security patches and enhancements.
 - Ongoing capacity planning and scaling for PoP resources aligned with aggregated guest usage across Customer's subscribed environments.
 - Encryption and integrity protection for guest tunnels between Customer sites and Nile PoPs, as implemented by Nile.
- **Support**
 - Access to Nile support for issues related to the Nile Guest Service.
 - Incident triage, troubleshooting, and fault isolation for Nile-operated guest PoP infrastructure and associated tunnels.

2.2 Out-of-Scope Activities

The following are not included in the standard Nile Guest Service unless explicitly contracted under separate agreements:

- **Customer Firewall, Router, and DMZ Design**
 - Design, configuration, or lifecycle management of Customer firewalls, routers, or DMZ infrastructure.
 - Creation or maintenance of non-Nile access control policies for guest or corporate networks.
- **Guest Portal Customization Beyond Supported Options**
 - Custom development of guest portals, branding, or workflows beyond options exposed in the Nile Portal and Nile documentation.
 - Integration with third-party captive portal platforms not supported by Nile.
- **On-Premises Guest Infrastructure**
 - Operation or support of legacy guest VLANs, on-premises guest-specific firewalls, or guest-only DHCP servers not provided by Nile.
- **Endpoint and Identity Management**
 - Configuration of guest endpoint devices, browsers, or applications.
 - Management of guest identities beyond what is captured as part of onboarding flows (for example, full visitor management systems or third-party identity stores).
- **Legal and Compliance Advisory**
 - Legal analysis or advisory services related to privacy regulations, DMCA, or other regulatory frameworks.
 - Drafting of Customer-specific acceptable use policies (AUP) or guest terms & conditions outside of standard templates or configurable text fields.

Where available, Customers may separately engage Nile Professional Services or authorized partners to assist with related design, integration, migration, customization, or other adjacent requirements.

3. Deliverables

Customer will receive access to the following as part of the Nile Guest Service:

- **Nile Guest Service Subscription**
 - Activation of the Service, subject to an active Nile Access Service subscription.

- **Guest SSID and Segment Configuration**
 - Guest SSID template(s) and associated network segment(s) integrated with Nile Access Service and mapped to PoP-based egress.
 - Default configuration enabling guest isolation via Nile PoPs, with the option to adjust naming, DNS server selection, and allowed pre-authentication URLs as supported.
- **PoP-Based Guest Egress**
 - Use of Nile's PoP infrastructure to egress guest traffic to the internet, with Nile-managed IP address space and centralized handling of associated internet-facing responsibilities.
- **Operational Dashboards and Logs**
 - Visibility into guest sessions, PoP availability, tunnel status, and guest traffic levels via Nile's portal.
 - Access to relevant logs and events for troubleshooting, capacity planning, and basic audit needs.
- **Technical Documentation and Guidance**
 - Documentation describing configuration steps, supported onboarding modes, required firewall rules, and best practices for using the Nile Guest Service (or systems integrators).

4. Responsibilities

4.1 Nile Responsibilities

Nile will:

- Operate the Nile Guest Service as defined in this Service Description, including applicable features and service levels.
- Provision and maintain the Nile PoP infrastructure, guest tunnels, and associated cloud services that are required to deliver the Service.
- Apply software upgrades, security patches, and configuration enhancements required to maintain the Service.
- Provide configuration guidance on enabling guest PoP service within the Nile Access Service, including required outbound ports and DNS considerations.
- Monitor guest PoP health, tunnel availability, and performance, and take corrective action for issues within Nile's control.
- Provide support for incidents and service requests related to the Nile Guest Service.

4.2 Customer Responsibilities

Customer retains responsibility for the following, whether fulfilled internally, by a trusted partner, or through Nile Professional Services:

- **Prerequisites and Network Connectivity**
 - Maintain an active subscription to the Nile Access Service for sites where Nile Guest Service will be used.
 - Ensure outbound connectivity from the Nile Zero Trust Fabric (or equivalent components) to Nile PoPs and cloud services, including opening and maintaining required firewall ports (for example, HTTPS and guest tunnel protocols as documented by Nile).
 - Provide and maintain any DNS infrastructure used for guest name resolution if Customer chooses to use their own DNS servers, ensuring that such servers are reachable and properly secured.
- **Configuration and Policy Definition**
 - Configure guest SSID naming conventions, access policies, and onboarding modes (for example, click-through, sponsored approval, access codes) within Nile's portal in alignment with internal policies.
 - Define and maintain acceptable use terms, content of captive portal messages, and any required guest usage policies.
- **Operational Processes and End-User Support**
 - Operate the end-user help desk for guest connectivity issues (for example, onboarding difficulties, browser behavior, or client-specific problems).
 - Manage internal communications and expectations regarding guest access, including which sites and areas provide guest Wi-Fi.
- **Security and Compliance**
 - Define and maintain internal security and compliance requirements related to guest access (for example, logging retention, data handling, and notification processes).
 - Review and approve guest onboarding and usage workflows to ensure alignment with organizational policies and regulations applicable to Customer's environment.
- **Coordination with Third Parties**
 - Coordinate with any third-party service providers (for example, DNS hosting, upstream ISPs, or security monitoring vendors) required to fulfill Customer responsibilities.

Failure to fulfill these responsibilities may impact the successful delivery and performance of the Service and may require Change Orders, schedule adjustments, or additional fees.

5. Assumptions

The Nile Guest Service is provided under the following assumptions:

- Customer maintains an active subscription to the Nile Access Service for any site where the Nile Guest Service will be used.
- Customer provides and maintains any DNS and upstream internet connectivity required for guest traffic to reach external resources once it egresses from Nile PoPs.

- Customer maintains accurate and up-to-date documentation of relevant network topology, firewall policies, and internet breakouts that may affect guest connectivity.
- Any third-party vendors or partners needed to fulfill Customer responsibilities are scoped, funded, and coordinated by Customer.

6. Exclusions

Unless explicitly stated in an Order Form or associated Statement of Work, Nile will not:

- Perform onsite installation, cabling, or hardware deployment.
- Operate or support non-Nile guest network infrastructure (for example, legacy guest controllers, portals, or on-premises guest DMZs).
- Provide legal, regulatory, or audit advisory services related to guest privacy, data retention, or regional internet regulations.
- Guarantee compatibility with unsupported browsers, end-of-life operating systems, or non-standard captive portal client behaviors beyond generally accepted web standards.

7. Fees and Payments

- Specific Services, pricing, and quantities will be documented in the commercial proposal and order forms for the Customer.
- Material changes in scope (for example, additional regions, accelerated timelines) may require incremental capacity, handled through change orders that adjust the Service quantities.

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- If the Customer is purchasing 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.

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