

Nile RADIUS Service

1. Introduction and Purpose

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

Nile RADIUS Service is a cloud-delivered authentication solution delivered as-a-Service that provides secure 802.1X-based network access for wired and wireless endpoints, eliminating the need for customers to deploy and operate complex standalone RADIUS or NAC appliances. The Service integrates with the Nile Access Service as part of Nile's integrated architecture, combining Zero Trust Fabric, Autonomous Operations, and the Nile Services Cloud with Nile AI to enforce identity-driven access decisions while simplifying operations through centralized policy, monitoring, and lifecycle management.

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 RADIUS Service includes the following capabilities:

- **Cloud-Delivered RADIUS Infrastructure**
 - Highly available, cloud-hosted RADIUS servers operated by Nile.
 - Scalable capacity aligned with subscribed usage levels.
- **802.1X Authentication for Wired and Wireless Access**
 - Support for standards-based EAP methods (for example, EAP-TLS, PEAP) for user and device authentication.
 - Integration with the Nile Access Service for SSIDs and wired port authentication policy.
- **Identity Provider and Directory Integration**
 - Integration with supported identity providers and directories (for example, SAML/OIDC IdP, LDAP/AD, or customer PKI) for identity validation, group/role mapping, or certificate validation, as applicable.
 - Configuration of baseline attribute mapping required for policy decisions.

- **Policy and Authorization Control**
 - Definition of RADIUS policies that align users and devices to appropriate network segments, roles, or access levels within the Nile Access Service.
 - Support for different policy outcomes (for example, production, guest, restricted, or quarantine segments) based on identity and posture signals available to RADIUS.
- **Monitoring, Telemetry, and Logging**
 - Centralized visibility into authentication transactions and success/failure trends.
 - Export of RADIUS logs to supported SIEM or logging destinations, where configured by Customer.
 - Telemetry from the service contributes to Nile's Autonomous Operations and Nile AI-driven analysis, helping identify authentication issues and service trends.
- **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 RADIUS software, security patches, and platform enhancements by Nile.
 - Ongoing performance optimization and scaling within the subscribed parameters.
- **Support**
 - Access to Nile support for issues related to the Nile RADIUS Service.
 - Incident triage, troubleshooting, and fault isolation for Nile-operated components of the Service.

2.2 Out-of-Scope Activities

The following are not included in the standard Nile RADIUS Service unless explicitly contracted under separate agreements (for example, Professional Services):

- Design, deployment, or lifecycle management of non-Nile switching, wireless, firewall, VPN, or NAC infrastructure.
- Implementation or ongoing operation of customer-owned PKI (certificate authorities, issuance workflows, CRLs/OCSP, and similar services).
- Creation, management, or rotation of user or device certificates beyond integration configuration with customer PKI.
- Endpoint posture assessment agents or third-party NAC policy servers not operated by Nile.
- Custom scripting, integration, or orchestration beyond Nile's documented APIs and supported integrations.

- On-site services (installation, migration, or hands-on support) unless purchased separately.

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 RADIUS Service:

- Nile RADIUS Service Subscription enabled for the subscribed customer and sites.
- Configured RADIUS Realms and Clients corresponding to Nile Access Service SSIDs and wired authenticator ports.
- Baseline Policy Configuration, including identity sources, policy rules, and attribute mappings required to permit or deny access and assign users and devices to appropriate network segments.
- Operational Dashboards and Logs in Nile's portal or integrated systems, providing visibility into authentication health and trends.
- Technical Documentation on supported integrations, configuration parameters, and operational best practices for the Nile RADIUS Service.

4. Responsibilities

4.1 Nile Responsibilities

Nile will:

- Operate the Nile RADIUS Service as defined in this Service Description, including applicable features and service levels.
- Provision and maintain the cloud RADIUS infrastructure, including capacity planning, scaling, and redundancy.
- Apply software upgrades, security patches, and configuration enhancements required to maintain the Service.
- Provide configuration guidance and best practices for integrating Nile RADIUS Service with Nile Access Service and supported identity providers.
- Monitor service health and availability of the RADIUS platform and take corrective action for issues within Nile's control.
- Provide support for incidents and service requests related to the Nile RADIUS Service.

4.2 Customer Responsibilities

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

- **Identity and PKI Management**
 - Operate and maintain identity providers, directories, and PKI systems (for example, AD, IdP, certificate authorities) integrated with Nile RADIUS Service.
 - Ensure accuracy and timeliness of user, group, and device identity data.
- **Client and Endpoint Readiness**
 - Configure endpoint supplicants (wired and wireless) to use 802.1X and supported EAP methods.
 - Ensure operating systems and client stacks are maintained, and support required security standards.
- **Network Integration**
 - Configure the Nile Access Service (and any non-Nile network elements, where applicable) to use Nile RADIUS as an authentication source, following Nile guidance.
 - Ensure IP connectivity, DNS, and routing are in place for authenticators to reach Nile RADIUS endpoints.
- **Operational Processes**
 - Operate the end-user help desk for access, password, or certificate issues, onboarding and offboarding, and general troubleshooting.
 - Manage and coordinate support for third-party tools and services, including identity providers, PKI, SIEM, and non-Nile network infrastructure.
 - Designate a primary empowered point of contact (POC) for all project and service management, communications, and escalations.
- **Security and Compliance**
 - Define and maintain internal access policies and compliance requirements that Nile RADIUS policies must support.
 - Ensure adherence to corporate security practices for identity lifecycle, MFA, and privileged access management.

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 RADIUS Service is provided under the following assumptions:

- Customer maintains an active subscription to the Nile Access Service for the sites where the Nile RADIUS Service will be used.
- Required identity providers, directories, and PKI systems are available, reachable, and correctly licensed by Customer.
- Customer network provides reliable connectivity (IP, DNS, routing, and firewall rules) from authenticators (Nile network elements and supported third-party devices) to Nile RADIUS endpoints.

- Customer maintains accurate and up-to-date documentation of relevant network and identity architectures.
- Any third-party vendors 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 RADIUS, NAC, VPN, firewall, or switching infrastructure.
- Provide legal, regulatory, or audit advisory services related to identity, authentication, or Zero Trust frameworks.
- Guarantee compatibility with unsupported or end-of-life operating systems, supplicants, or legacy authentication methods.

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.

Service Name	
• Nile RADIUS Service	Service Name

- 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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