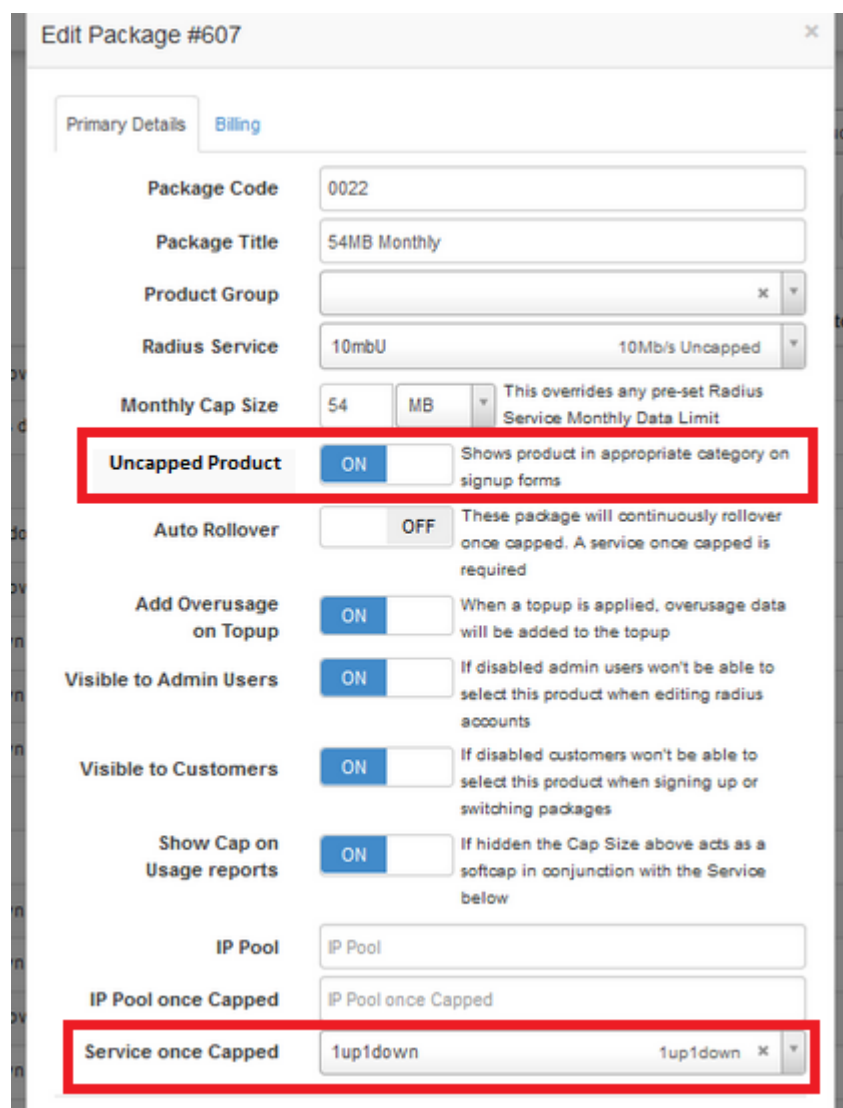


The difference between Capped and Fair Usage Throttle Notifications will be if the data package has been configured as an uncapped product or not.

The Fair Usage Throttle Notification only applies if the data package is configured as an uncapped product.

Go to Radius -> Data Packages -> Edit Product Button -> Switch Uncapped Product to "On",

to be able to send the customer a fair usage throttle message instead once their soft cap has been reached.



Edit Package #607

Primary Details | Billing

Package Code: 0022

Package Title: 54MB Monthly

Product Group: [dropdown]

Radius Service: 10mbU 10Mb/s Uncapped [dropdown]

Monthly Cap Size: 54 MB [dropdown] This overrides any pre-set Radius Service Monthly Data Limit

Uncapped Product ☒ ON Shows product in appropriate category on signup forms

Auto Rollover ☐ OFF These package will continuously rollover once capped. A service once capped is required

Add Overusage on Topup ☒ ON When a topup is applied, overusage data will be added to the topup

Visible to Admin Users ☒ ON If disabled admin users won't be able to select this product when editing radius accounts

Visible to Customers ☒ ON If disabled customers won't be able to select this product when signing up or switching packages

Show Cap on Usage reports ☒ ON If hidden the Cap Size above acts as a softcap in conjunction with the Service below

IP Pool: IP Pool

IP Pool once Capped: IP Pool once Capped

Service once Capped 1up1down 1up1down [dropdown]

Capped product notification once capped:

"Dear customer you have reached your allocated bandwidth limit, your account has been temporarily suspended. Please contact our call center to upgrade to a more suitable package or to add a topup."

Uncapped product notification once soft capped/fair usage throttle:

"This account has automatically been switched to a speed reduced package. Once the account has been topped up it will auto revert back to the speed of the original package."

Note:

The "Service once Capped" is the service that the customer will receive once they have reached their cap.