

[vc_row type="container" padding_top="" padding_bottom=""] [vc_column width="2/3"] [vc_column_text] **What makes a Prepaid customer different from a Normal Customer and Hotspot Users?**

Prepaid Users have access to a Static username and password, from which, through the Client Portal.

They can purchase data on the fly with whichever Payment Gateway the HeroTill system has enabled.

Data is Hotspot Package based, which has an expiry date as set per hotspot package duration.

Generally Prepaid works as a Static Hotspot user.

There are 3 types of Customers for Data Use:

- 1) Hotspot - Fully ad-hoc Hotspot Splash Page User
- 2) Prepaid Customer - Static Username and password - Generally seen as Hotspot Splash Page User
- 3) Monthly User - Monthly User generally used for PPP

All 3 have separate radius attributes, separate account structures, 2 are seen as HeroTill Customers, one is fully ad-hoc with changing usernames and passwords per purchase.

The demographic that uses the Prepaid users, are usually those that stay in the hostel for a year and do not want to have their Username and Password change each time they purchase new data.

These can either be users that just never want password to change, or users that get data allocated as part of rent and such.

We developed the the ability to pre-allocate data to Verified Prepaid Users in specific groups.

Having things like auto rollover or auto topup is not part of Prepaid Users, and is only available for Monthly customers with standard Radius Packages.

Generally Prepaid Users are used for hotspot clients, not really for PPP, as they are generally left on their own with very little to no interaction with the ISP itself.

They can be used in PPP, where the user would be capped and would need to go to their Prepaid Client Portal and Pay for more data directly through Payment Gateway.

But when it comes to Admin side having to adding data / topup it is not supported at this time.

[Read more in our Guides Section](#)