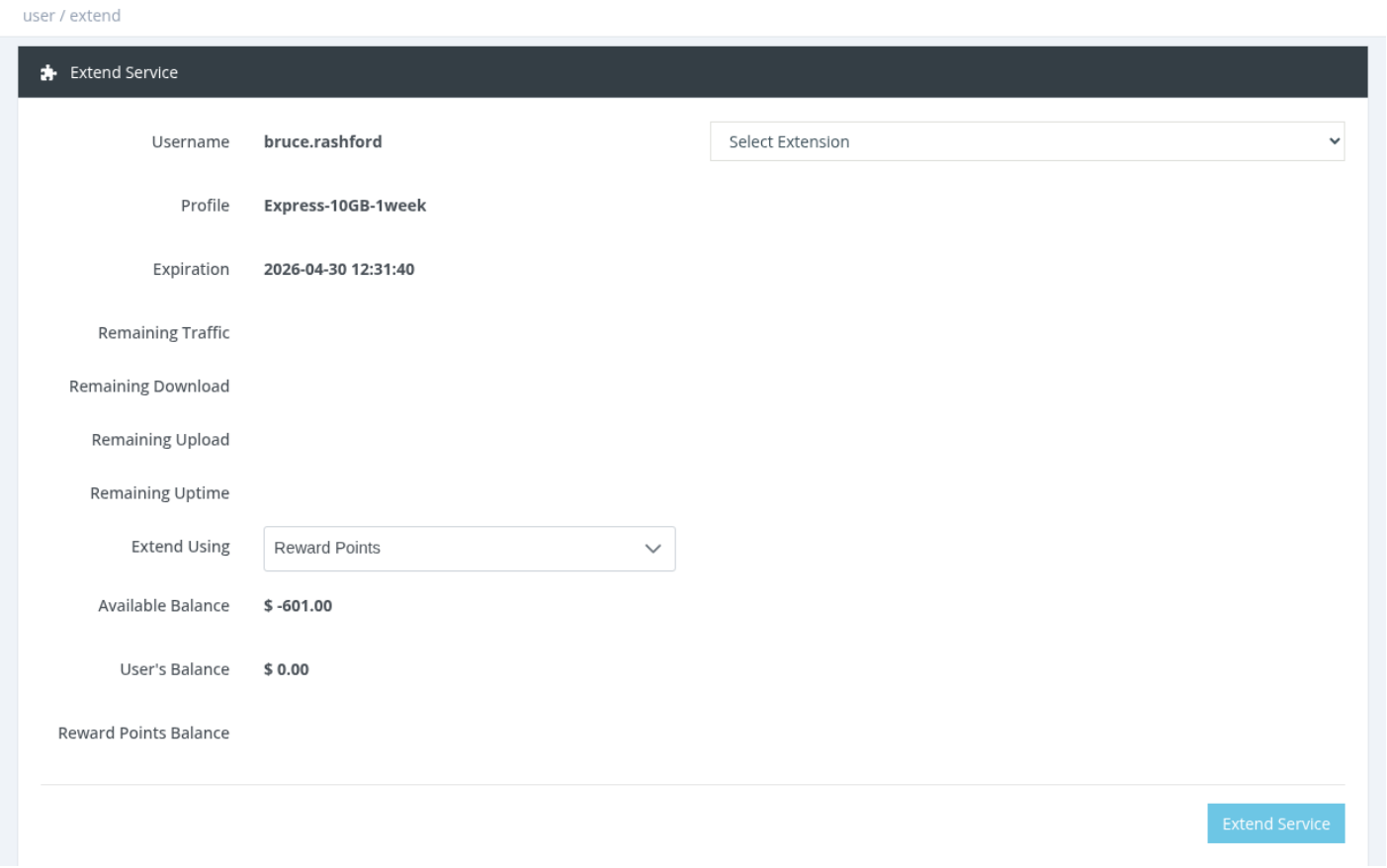
Extend Service

Extend Service adds an **extension package** (extra days, traffic or uptime) on top of the user's subscription **without changing the user's profile**. Typical uses: a free 2-day extension, or extra GB when the quota is used up.

Extension packages are profiles of type **Extension**, created under *Profiles*.



How to extend

1. Select the user and click **Actions → Extend Service**.
2. Choose the package in **Select Extension**. Its description, price and what it adds (+days, +MB, +hours) are shown.
3. Choose the payment method in **Extend Using**.
4. Click **Extend Service**.

> When you have more than one payment method, **Extend Using** defaults to **Reward Points**. If the extension doesn't allow reward points you get the error `rsp_invalid_profile_type`. Select **Manager Balance** instead.

Payment methods

Method	Description
Manager Balance	Your balance is charged the extension price + VAT.
User Balance	The user's wallet pays the extension.
Reward Points	Your reward points pay the extension. The extension must have *Allow Activation Via Reward Points* ON and required points greater than 0.

Which extensions are listed

Only enabled extension packages that you are allowed to sell, and that are allowed for the user's current profile (in the extension's *Allowed Profiles To Extend*). An extension with no allowed profiles set is available for every profile.

Free (0-price) and debitable extensions

- A 0-price extension paid from Manager Balance works for managers only if the extension has **Debitable Service** ON. Otherwise the error is *Invalid Profile Price* (system administrators are not limited).
- With **Debitable Service** ON, the extension days are recorded as **Debt Days** and deducted from the user's next activation.

Expiration and quota

- Active user: the extension days are added to the current expiration. Expired user: they start now.

- Extension traffic is added to the user's quota. If the extension has *Carry Over Remaining Quota* OFF, the user's remaining quota is replaced by the extension quota.
- The user's profile does not change.

> An extension never changes the profile. If an expired user was moved to an Expired/FUP profile, either allow the extension for that profile or change the user back to a normal profile first.

Required permission: Users - Extend Service

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