Key Concepts

These terms are used throughout the help and the panel.

Term	Meaning
User (subscriber)	A customer account that connects to the internet with a username and password.
Manager	A panel account: staff, reseller or sub-reseller. Each user belongs to a manager (its *parent*). Managers form a tree under *admin*.
Permission group	The set of permissions that decides what a manager can see and do.
Profile (package)	The service: speed, duration, quota, price and IP pool.
Activation	Renewing a user's subscription for one period. It is paid from a manager's balance, the user's balance, a card or reward points.
Expiration	The date and time the subscription ends.
Quota	Traffic or time the user may use, per period or per day.
FUP	Fair Usage Policy: a reduced service users move to when they expire or use up their quota.
Extension	An add-on package that adds days or traffic without changing the profile.
Balance	Money of a manager (used to activate users) or of a user (a wallet).
NAS	A router or BNG that subscribers connect through and that talks to SAS Radius by RADIUS.
Session	One connection of a user, from connect to disconnect.
Interim update	A message the router sends regularly for each online user with the traffic used.
CoA / Disconnect	Requests SAS Radius sends to the router to change or end a user's session.
UCP (user portal)	The website where subscribers see their account, renew and pay.
Site	A brand or branch with its own domain and login page.

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