



# PartnerNOC Licensing Guide



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## Introduction

This licensing guide provides an in-depth overview of cPanel's pricing and licensing structure, the cPanel Certified PartnerNOC Program, and cPanel Solo® for cPanel Certified PartnerNOCs, as well as the Manage2 interface.

Our pricing and licensing structure includes multiple tiers. This structure defines the price of each license based on the number of accounts hosted on the server, reflecting the value received by the licensee; customers only pay for what they use.

PartnerNOCs are billed each month either by the number of accounts they are hosting (Auto-Scale Licensing) or based on the predefined number of accounts as determined by their license type (Fixed Licensing).

## Who is this guide for?

This guide is for current cPanel PartnerNOCs, cPanel Certified PartnerNOCs and Distributors. We hope that this guide is a useful summary. Please refer to the PartnerNOC agreements and our pricing and licensing information at [cPanel.net/noc-agreements/](https://cpanel.net/noc-agreements/) for the specific terms.

# Licensing Explained

The price per license is based on the number of accounts hosted on the same server.

When purchasing a cPanel & WHM® license, the Tier, Type, and Packages will all need to be selected. The “Tier” represents the number of accounts purchased. The “Type” is the server environment of choice, whether that is Cloud (VPS) or Metal (Dedicated). “Package” represents the billing package, either Fixed or Auto-Scale. When selecting a Fixed package, the Tier and Type will also need to be chosen. On an Auto-Scale package, only the environment type needs to be selected (because this package moves seamlessly through tiers based on usage) . Please refer to the “Auto-Scaling Month to Month Cloud Example” table, in this guide.

A cPanel license includes both WHM and cPanel interfaces. WHM also known as Web Host Manager is the root administrator that manages the cPanel account(s).

## What is a cPanel Account?

A cPanel account sometimes called a cPanel user, is an account created by the root administrator or reseller, that logs into the cPanel interface to manage their website.

A package is a combination of account Tier (cPanel Solo, Admin, Pro, Plus, Premier) and License type (Metal or Cloud) that is generated according to what a customer selects as their cPanel offering.

**Cloud** environments are offered on all account Tiers, while **Metal** environments are only available on Premier Tiers. Below is an overview of our pricing Tiers and account limits for each Tier.

cPanel <b>Solo</b> Cloud	1 account
cPanel <b>Admin</b> Cloud	Up to 5 accounts
cPanel <b>Pro</b> Cloud	Up to 30 accounts
cPanel <b>Plus</b> Cloud	Up to 50 accounts
cPanel <b>Premier</b> Cloud	Up to 100 accounts
cPanel <b>Premier</b> Cloud <b>Bulk accounts</b>	Each account above 100 accounts

cPanel <b>Solo</b> Metal	1 account
cPanel <b>Premier</b> Metal	Up to 100 accounts
cPanel <b>Premier</b> Metal <b>Bulk accounts</b>	Each account above 100 accounts

*\*Please refer to page 5 for more information on cPanel Solo*

## Bulk Accounts

Each additional account on a cPanel & WHM® server over 100 accounts is considered a Bulk account. Bulk account pricing already includes a discount off the cPanel Store price, therefore no other PartnerNOC Discounts apply.

## What is a cPanel Account?

Cloud packages offer Auto-Scaling and can be provisioned either through Manage2 or via the API. By default, all PartnerNOC licenses are on an Auto-Scaling package.

## How Auto-Scaling works

When an Auto-Scaling package is selected, PartnerNOCs will be invoiced monthly for the package that best accommodates the number of accounts on the server. There is no need to upgrade or downgrade as Auto-Scaling moves seamlessly through tiers based on usage.

## Auto-Scaling example

For example, if a server has five cPanel accounts with a cPanel Admin Cloud license and ten more accounts are added to that server before the next billing cycle, that server will be billed as a cPanel Pro Cloud license on the 15th of the month. If eleven cPanel accounts are terminated from the server at a later date, the license will be billed as cPanel Admin Cloud on the 15th of the next month.

## Auto-Scaling Month to Month Cloud Example

Month	Accounts	Billed Package
January 15th	4	Admin
February 15th	8	Pro
March 15th	35	Plus
April 15th	57	Premier
May 15th	28	Pro
June 15th	115	Premier with 15 Bulk accounts
July 15th	130	Premier with 30 Bulk accounts

## Fixed Packages

We also offer Premier Fixed Packages in addition to fixed packages. Premier Fixed Packages come in 50 account increments starting with 100 accounts. When the server reaches the number of accounts included in the package, PartnerNOCs must upgrade their license to allow additional accounts.

PartnerNOCs can upgrade or downgrade to a different fixed package within Manage2 or via the API . These changes will be reflected on the PartnerNOC's next billing statement.

*See page 5 for Premier Fixed Package Pricing table.*

# License Pricing at cPanel

## cPanel PartnerNOC Pricing

Package Name	Accounts	Price	Bulk Pricing
cPanel <b>Solo</b> Cloud	1	<b>\$16.00</b>	-
cPanel <b>Solo</b> Metal	1	<b>\$16.00</b>	-
cPanel <b>Admin</b> Cloud	1 to 5	<b>\$19.75</b>	-
cPanel <b>Pro</b> Cloud	6 to 30	<b>\$27.25</b>	-
cPanel <b>Plus</b> Cloud	31 to 50	<b>\$39.25</b>	-
cPanel <b>Premier</b> Cloud	51-100*	<b>\$47.00</b>	\$0.30
cPanel <b>Premier</b> Metal	1-100*	<b>\$47.00</b>	\$0.30

\*Bulk accounts are NOT eligible for discounts

## Premier Fixed Package Pricing

Package Name	Total Accounts	Base Price (Discountable)	Bulk Account Price	Total
Premier Fixed 100	100	\$47.00	\$0.00	<b>\$47.00</b>
Premier Fixed 150	150	\$47.00	\$7.50	<b>\$54.50</b>
Premier Fixed 200	200	\$47.00	\$22.50	<b>\$69.50</b>
Premier Fixed 250	250	\$47.00	\$37.50	<b>\$84.50</b>
Premier Fixed 300	300	\$47.00	\$52.50	<b>\$99.50</b>
Continues up to 1000 Fixed				

- Only Base Price is eligible for additional discounts
- First 100 accounts @ base price
- First 50 Bulk accounts @ 0.15 (\$7.50/month)
- Bulk accounts over 50 @ 0.30 (adds \$15.00/month to Total Price for each tier after 150 Fixed)

**Note:** PartnerNOCs receive both the Premier Cloud Fixed and Premier Metal Fixed packages up to 1000 Fixed. If packages beyond 1000 are needed, they can be provided upon request.

## Discounts

There are two possible standard discounts available to PartnerNOCs:

### How Auto-Scaling works

The revenue discount is based on the PartnerNOC's total monthly gross Internal cPanel license revenue. Gross revenue is calculated by adding the non-discounted PartnerNOC price of all Internal cPanel licenses. External cPanel licenses or 3rd party licenses (for example CloudLinux®) are not included in revenue calculations.

### cPanel Certified PartnerNOC Discount

PartnerNOCs can earn an additional 2% discount when they achieve cPanel Certified PartnerNOC status. More information on how a PartnerNOCs can achieve cPanel Certified PartnerNOC status is on page 7.

### Discount Exclusions

All PartnerNOCs who receive a discounted low price for cPanel Solo and Bulk account prices are not eligible for any additional standard discounts, including Revenue Discounts and cPanel Certified PartnerNOC Discounts. External cPanel Licenses or 3rd party Licenses are not discounted.

### PartnerNOC Discount Levels

Minimum Monthly Gross Revenue*	Non-Certified	Certified
\$500	0%	2%
\$2,000	4%	6%
\$5,000	8%	10%
\$15,000	12%	14%
\$30,000	16%	18%
\$75,000	20%	22%
\$250,000	24%	26%
\$750,000	28%	30%
\$2,500,000	32%	34%
\$5,000,000	36%	38%

\*Gross Revenue is the sum of all cPanel Licenses on the monthly invoice

# Manage2

Licenses can be managed in our license Management portal, Manage2.

The list active licenses page of the status and upgrade paths are available for each License; Customers can upgrade or downgrade between Tiers anytime. **Changes will be reflected on your next billing statement.**

## API Updates

The following updates have been published to our API:  
<https://go.cpanel.net/manage2apiguide>

## List License Function

This API function includes the number of accounts on the server associated with the license  
<https://go.cpanel.net/manage2-api-license>

## Raw Lookup Function

This API function includes the number of accounts on the server associated with a license.  
<https://go.cpanel.net/manage2-lookup>

## Billing History Function

This API function will show the user counts for historic billing cycles:  
<https://go.cpanel.net/m2-acchistory>

## API Updates

- The ability to export the number of accounts on each server by license as a .csv file.
- cPanel accounts and Max accounts are included in the Manage2 interface.
- PartnerNOCs are able to preview a sample invoice that reflects the account-based license model by checking the announcements area in Manage2

License Type	Accounts	Max Accounts
Partner Cloud	126	
cPanel Pro Cloud (Distributor)	22	30
cPanel Pro Cloud	14	30
cPanel Autoscale (Internal)	621	
cPanel Autoscale (External)	363	
cPanel Admin Cloud	3	5

  

IP	Hostname	Package	Accounts	Max Accounts	Group	Created	Expires	Actions
1.1.1.1	test.cpanel.net	Cloud Solo Cloud	1	1		2012-10-04 17:00:40		Expire • View/Modify • Priority Support • Transfer
1.1.1.1	test.cpanel.net	Cloud Solo Cloud	1	1		2014-04-30 11:58:27		Expire • View/Modify • Priority Support • Transfer
1.1.1.1	test.cpanel.net	cPanel Premier Metal (Distributor)	146	100		2014-09-02 08:05:32		Expire • View/Modify • Priority Support • Transfer
1.1.1.1	test.cpanel.net	cPanel Premier Metal	645	100		2018-07-11 21:24:04		Expire • View/Modify • Priority Support • Transfer
1.1.1.1	test.cpanel.net	cPanel Premier Cloud	126	100		2018-07-11 21:24:04		Expire • View/Modify • Priority Support • Transfer
1.1.1.1	test.cpanel.net	cPanel Pro Cloud (Distributor)	22	30	Group X	2015-04-03 12:08:19		Expire • View/Modify • Priority Support • Transfer
1.1.1.1	test.cpanel.net	cPanel Pro Cloud	14	30	Group X	2013-07-15 08:16:14		Expire • View/Modify • Priority Support • Transfer
1.1.1.1	test.cpanel.net	cPanel Autoscale (Internal)	621		Group X	2016-09-22 22:49:59		Expire • View/Modify • Priority Support • Transfer
1.1.1.1	test.cpanel.net	cPanel Autoscale (External)	363		Group X	2016-11-19 00:29:32		Expire • View/Modify • Priority Support • Transfer
1.1.1.1	test.cpanel.net	cPanel Admin Cloud	3	5	Group X	2018-03-07 14:38:35		Expire • View/Modify • Priority Support • Transfer

# cPanel Certified PartnerNOC Program

## What is the cPanel Certified PartnerNOC Program? (CPCP)

The cPanel Certified PartnerNOC Program shines a light on PartnerNOC who have gone the extra mile to ensure that their support staff are been trained to support the cPanel & WHM software. The CPCP gives PartnerNOCs the opportunity to acquire a form of esteemed accreditation, displayed prominently alongside their company's name in our PartnerNOC Directory. cPanel Certified PartnerNOC will receive a certificate and high-resolution, digital badge to represent their new status. These PartnerNOCs will also have their support requests automatically escalated to our Ultra Priority Technical Support queue.

## How can my company participate?

PartnerNOC will be considered cPanel Certified PartnerNOC after a defined number of their employees successfully complete the cPanel Certified PartnerNOC Accreditation.

## How many certified employees are needed for a PartnerNOC to achieve certified status?

We have tailored this program for cPanel PartnerNOCs to prepare all support teams to provide the best support to all cPanel & WHM users. The number of employees that will need to pass certification requirements is directly related to the number of cPanel licenses attributed to the PartnerNOC.

## How long does certification last?

New certifications will be valid for one calendar year from initial confirmed eligibility. When existing certifications are renewed, the expiration date will be extended one full calendar year. For example, renewing your certificate would extend an expiration date of November 15, 2024, to November 15, 2025.

Requirements	
<b>Required Exam</b>	· cPanel PartnerNOC Accreditation (CPCP)
<b>Optional Coursework</b>	· cPanel & WHM Administrator (CWA) · cPanel & WHM Systems Administrator I (CWSA-1)

More information can be found at [cPanel University](#)

The following chart can be used to identify your company's requirement

License Range	Certified Employees Required
0 – 49 Licenses	1
50 – 2,999 Licenses	2
3,000–3,999 Licenses	3
4,000 – 4,999 Licenses	4
5,000 – 5,999 Licenses	5
6,000 – 6,999 Licenses	6
7,000 – 7,999 Licenses	7
8,000 – 8,999 Licenses	8
9,000 – 9,999 Licenses	9
10,000 – 11,999 Licenses	10
12,000 – 13,999 Licenses	11
14,000 – 15,999 Licenses	12

+1 Employee required for each additional 2000 licenses.

# Extended Lifecycle Support Program

The vendors of CentOS 7 and CloudLinux 7 made these versions End-of-Life (EOL) on June 30, 2024. This means that after that date, these operating systems no longer receive security updates from upstream vendors, making them more vulnerable to potential security issues.

We enrolled all servers running CentOS 7 or CloudLinux 7 on cPanel v110 in the [Extended Lifecycle Support \(ELS\) Program](#) to provide critical security updates and technical support for qualifying servers.

## ELS Program Fees

Servers running CentOS 7 or CloudLinux 7 on cPanel v110 are charged an additional monthly fee for the ELS Program's additional security and support coverage. These fees are based on the base cPanel license amount. The ELS Program started July 1, 2024 to immediately start covering qualifying CentOS 7 and CloudLinux 7 servers.

cPanel License Edition	Accounts	Channel	Additional Fee per Server	Additional Fee per Server
			Jan 1, 2025 – June 30, 2025	July 1, 2025 – Dec 31, 2025
cPanel <b>Solo</b> Cloud	1	Partner	<b>\$3.20</b>	<b>\$4.80</b>
cPanel <b>Solo Metal</b>	1	Partner	<b>\$3.20</b>	<b>\$4.80</b>
cPanel <b>Admin</b> Cloud	5	Partner	<b>\$3.95</b>	<b>\$5.93</b>
cPanel <b>Pro</b> Cloud	30	Partner	<b>\$5.45</b>	<b>\$8.18</b>
cPanel <b>Plus</b> Cloud	30	Partner	<b>\$7.85</b>	<b>\$11.78</b>
cPanel <b>Premier</b> Cloud	100	Partner	<b>\$9.40</b>	<b>\$14.10</b>
cPanel <b>Premier Metal</b>	100	Partner	<b>\$9.40</b>	<b>\$14.10</b>
cPanel <b>Admin</b> Cloud	5	Partner - Distributor	<b>\$5.70</b>	<b>\$8.55</b>
cPanel <b>Pro</b> Cloud	30	Partner - Distributor	<b>\$8.40</b>	<b>\$12.60</b>
cPanel <b>Premier</b> Cloud	100	Partner - Distributor	<b>\$12.50</b>	<b>\$18.75</b>

## A Note on Discounts and Deferrals

Deferrals of the ELS Program fees are not available. The fees for the ELS Program will not contribute to or receive PartnerNOC revenue discounts.

## How to Opt-Out of the Program

Servers that qualify for the Extended Lifecycle Support Program will not incur additional fees if their base operating systems are updated to one of cPanel's [supported operating systems](#).



# Glossary of Terms

**Account Based Licensing:** License types are based on the number of accounts hosted on a server.

**Auto-Scaling:** Pricing structure based on the number of accounts on the server at the time of invoicing: the 15th of each month.

**Bulk Accounts:** Any account on a cPanel & WHM server over 100 accounts is considered a Bulk account.

**Bundling:** Occurs when PartnerNOC offer a cPanel & WHM license at no additional cost to their customers in qualifying environments, when cPanel & WHM is the pre-selected choice for their customers, and they sign a Bundling Agreement.

**Cloud:** License type specifically for hosting on a virtual private server (VPS) or other virtual machine, where other clients or businesses may also be hosting on the same hardware.

**cPanel Account:** A cPanel account sometimes called a cPanel user, is an account created by the root administrator or reseller, who logs into the cPanel interface to manage their website.

**cPanel Certified PartnerNOC:** A PartnerNOC who has achieved cPanel Certified PartnerNOC status by completing the requirements of the cPanel Certified PartnerNOC Program.

**Distributor:** A PartnerNOC who has entered into a Distributor Amendment with cPanel. A Distributor Amendment gives the PartnerNOC the ability to resell cPanel products on external servers.

**External License:** Licenses other than Internal Licenses.

**Fixed Package:** A fixed package is a package that limits the server to a fixed quantity of accounts. Fixed packages are not available when selecting cPanel Solo.

**Internal License:** cPanel-approved License owned or leased and operated by the PartnerNOC located within a cPanel-approved facility owned and operated by the PartnerNOC.

**License Type:** Metal denotes use on dedicated servers and Cloud is for use on Virtual Private Servers (VPS).

**Metal:** License type specifically for hosting on a dedicated server; the entire physical server is controlled by one client or business.

**Packages:** A combination of license type and Tier.

**PartnerNOC:** A cPanel customer who has entered into a PartnerNOC Agreement with cPanel. A PartnerNOC Agreement is only available to certain cPanel customers who, among other things, maintain their own servers.

**Tier:** A specific named license such as: Solo, Admin, Pro, Plus, or Premier.