



# PartnerNOC Licensing Guide

*Valid from December 16, 2023*

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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 Partner 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 for reference. *(See on the right)*

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 pg. 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 Partner Discounts apply.

## Auto-Scaling

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

### How Auto-Scaling works

When an Auto-Scaling package is selected, Partner NOCs 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 on cPanel Admin Cloud and adds ten more cPanel accounts before the next billing cycle, that license will be billed as cPanel Pro Cloud 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

In addition to being able to make any of our packages fixed, we offer Premier Fixed Packages that come in 50 Account increments starting with 100 Accounts. When the server reaches the limit of Accounts included in the package, Partners will need to upgrade the license to allow additional Accounts. Partners can upgrade or downgrade to a different fixed package within Manage2 or via the API. These changes will be reflected on your next billing statement. As cPanel Solo is by definition a fixed package, that option will not be available for cPanel Solo licenses.

### Premier Fixed Packages

In addition to being able to make any of our packages fixed, we offer Premier Fixed Packages that come in 50 Account increments starting with 100 Accounts. This is for Partners who find that Auto-Scaling is not a good fit (see definition above). We are offering these fixed price packages at a discount. *Additional discounts apply to the base price only.*

See page 5 for Premier Fixed Package Pricing table.

## License Pricing at cPanel

### cPanel Partner Pricing

Package Name	Accounts	Price	Bulk Pricing
cPanel <b>Solo</b> * Cloud	1	\$8.50	-
cPanel <b>Solo</b> * Metal	1	\$12.00	-
cPanel <b>Admin</b> Cloud	1 to 5	\$18.00	-
cPanel <b>Pro</b> Cloud	6 to 30	\$25.00	-
cPanel <b>Plus</b> Cloud	31 to 50	\$36.00	-
cPanel <b>Premier</b> Cloud	51-100**	\$46.50	\$0.25
cPanel <b>Premier</b> Metal	1-100**	\$46.50	\$0.25

\*cPanel Solo is NOT eligible for discounts.

\*\*Bulk Accounts are NOT eligible for discounts

### Premier Fixed Package Pricing

Product Name	Total Account	Base Price (Discountable)	Bulk Account Price	Total
Premier Fixed 100	100	\$46.50	\$0.00	\$46.50
Premier Fixed 150	150	\$46.50	\$6.250	\$52.750
Premier Fixed 200	200	\$46.50	\$18.750	\$65.250
Premier Fixed 250	250	\$46.50	\$31.250	\$77.750
Premier Fixed 300	300	\$46.50	\$43.750	\$90.250
Continues up to 1000 Fixed				

- Only Base Price is eligible for additional discounts
- First 100 accounts @ base price
- First 50 Bulk accounts @ 0.1250 (\$6.250/month)
- Bulk accounts over 50 @ 0.25 (adds \$12.50/month to Total Price for each tier after 150 Fixed)

**Note:** Partners 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.

## cPanel Solo®

cPanel Solo provides the power of cPanel & WHM for a single Account. This license is the perfect way to leverage the advantages of cPanel & WHM without asking customers to shoulder the burden of a multi Account server license. cPanel Solo was built to help ease the upgrade path from shared hosting to single-Account hosting, but has also proven to be an attractive entry point for new and returning cPanel & WHM users.

cPanel Certified PartnerNOCs can take advantage of cPanel Solo by offering a bundled solution. Under this pricing structure, cPanel Solo licenses are available to PartnerNOCs who select a Fixed package and bundle cPanel Licenses with their services as defined in the Bundling Agreement (contact your Account Manager to get started with Bundling). cPanel Solo licenses are the same low price for all PartnerNOCs and therefore do not qualify for any additional discounts.

## Bundling Defined for cPanel Solo

A simplified explanation of Bundling would be that Partners must offer a cPanel & WHM license at no additional cost to their customers in qualifying environments, and that cPanel & WHM must be the preselected choice for their customers.

### Bundling Prerequisites:

- Active Partner in good standing
- cPanel Certified Partner status
- Bundling Agreement in place

## Discounts

There are two possible standard discounts available to PartnerNOCs:

### Revenue Discount

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 (e.g., CloudLinux®) are not taken into account.

### cPanel Certified PartnerNOC Discount

PartnerNOCs can earn an additional 2% discount when they achieve cPanel Certified PartnerNOC status. For more information on how PartnerNOCs can achieve cPanel Certified PartnerNOC status, see page 7.

### 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

## Discount Exclusions

All PartnerNOCs benefit from 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.

## 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 (available after September 1st, 2019).

### Functionalities Available in Manage2:

- 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.
- Partners are able to preview a sample invoice that reflects the account based license model by checking the announcements area in Manage2

License Name	Accounts	Max Accounts
Cloud Solo 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	Expiration	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 Partner program shines a light on those Partners that have gone the extra mile to ensure that their support staff have been trained to support the cPanel & WHM® software. This will give Partners an opportunity to acquire a form of esteemed accreditation, displayed prominently alongside their company's name in our Partner Directory. cPanel Certified Partners will receive a certificate and high-resolution, digital badge to represent their new status. These Partners will also have their support requests automatically escalated to our Ultra Priority Technical Support queue.

### How can my company participate?

As of July 1st, 2023 at midnight CST, Partners will be considered cPanel Certified Partners after a defined number of their employees successfully complete the legacy or new certification requirements, or even a mix of both.

	Legacy Requirements	New Requirements
<b>Required Exam(s)</b>	<ul style="list-style-type: none"> <li>cPanel Sales Professional (CPSP)</li> <li>cPanel Professional (CPP)</li> <li>WHM Administrator (CWA)</li> </ul>	<ul style="list-style-type: none"> <li>cPanel Partner Accreditation (CPCP)</li> </ul>
	<ul style="list-style-type: none"> <li>cPanel Sales Professional (CPSP)</li> <li>cPanel Professional (CPP)</li> <li>WHM Administrator (CWA)</li> </ul>	<ul style="list-style-type: none"> <li>cPanel &amp; WHM Administrator (CWA)</li> <li>cPanel &amp; WHM Systems Administrator I (CWSA-1)</li> <li>cPanel &amp; WHM Systems Administrator II (CWSA-2)</li> <li>Ticket Creation Fundamentals</li> </ul>
Active Dates	Now to January 1st, 2024	July 1st, 2023 and beyond

### When do the legacy requirements end and new requirements begin?

As of July 1st, 2023, Partners are considered cPanel Certified Partners after a defined number of their employees successfully complete the legacy or new certification requirements, or even a mix of both.

Before July 1st 2023	Between July 1st 2023 And January 1st 2024	January 1st 2024 And Beyond
<b>Legacy requirements only</b>	<ul style="list-style-type: none"> <li>Either legacy or new requirements</li> </ul>	<ul style="list-style-type: none"> <li>New requirements only</li> </ul>

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

We have tailored this program for cPanel Partners 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 Partner.

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.	

### 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 push an expiration date of November 15, 2023, to November 15, 2024.

## 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 Partners 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.