



PartnerNOC Licensing Guide

Valid from January 1st, 2021

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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 is standardized for all of our customers and 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 PartnersNOCs, 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.

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 Tier. Below is an overview of our pricing Tiers and Account limits for each Tier.

cPanel Solo* Cloud	1 Account
cPanel Admin Cloud	Up to 5 Accounts
cPanel Pro Cloud	Up to 30 Accounts
cPanel Plus Cloud	Up to 50 Accounts
cPanel Premier Cloud	Up to 100 Accounts
cPanel Premier Cloud Bulk Accounts	Each Account above 100 Accounts

cPanel Premier Metal	Up to 100 Accounts
cPanel Premier Metal Bulk Accounts	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

Both Cloud and Metal 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

cPanel Partner Pricing

Package	Accounts	\$ Monthly	Bulk Pricing
cPanel Solo * Cloud	1	\$7.00	-
cPanel Solo * Metal	1	\$10.00	-
cPanel Admin Cloud	Up to 5	\$13.50	-
cPanel Pro Cloud	Up to 30	\$19.00	-
cPanel Plus Cloud	Up to 50	\$27.00	-
cPanel Premier Cloud	Up to 100**	\$34.50	\$0.175
cPanel Premier Metal	Up to 100**	\$34.50	\$0.175

*cPanel Solo Licenses (With Bundling Agreement and Certification)
**All Premier accounts above 100 are billed at the bulk pricing rate.

Premier Fixed Package Pricing

	Total Accounts	Base Price (Discountable)	Bulk Account Price	Total
Premier Fixed 100	100	\$34.50	\$0.00	\$34.50
Premier Fixed 150	150	\$34.50	\$4.375	\$38.875
Premier Fixed 200	200	\$34.50	\$13.125	\$47.625
Premier Fixed 250	250	\$34.50	\$21.875	\$56.375
...				
Premier Fixed 400	400	\$34.50	\$48.125	\$82.625
Premier Fixed 450	450	\$34.50	\$56.875	\$91.375
...				

*Each additional 50 Accounts above 250 adds \$8.75/month in licensing cost.

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 either an Auto-Scaling or 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 pre-selected choice for their customers.

Bundling Prerequisites:

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

Discounts

There are two possible 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 Accounts. cPanel Solo and Bulk Account prices are not eligible for any additional 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.

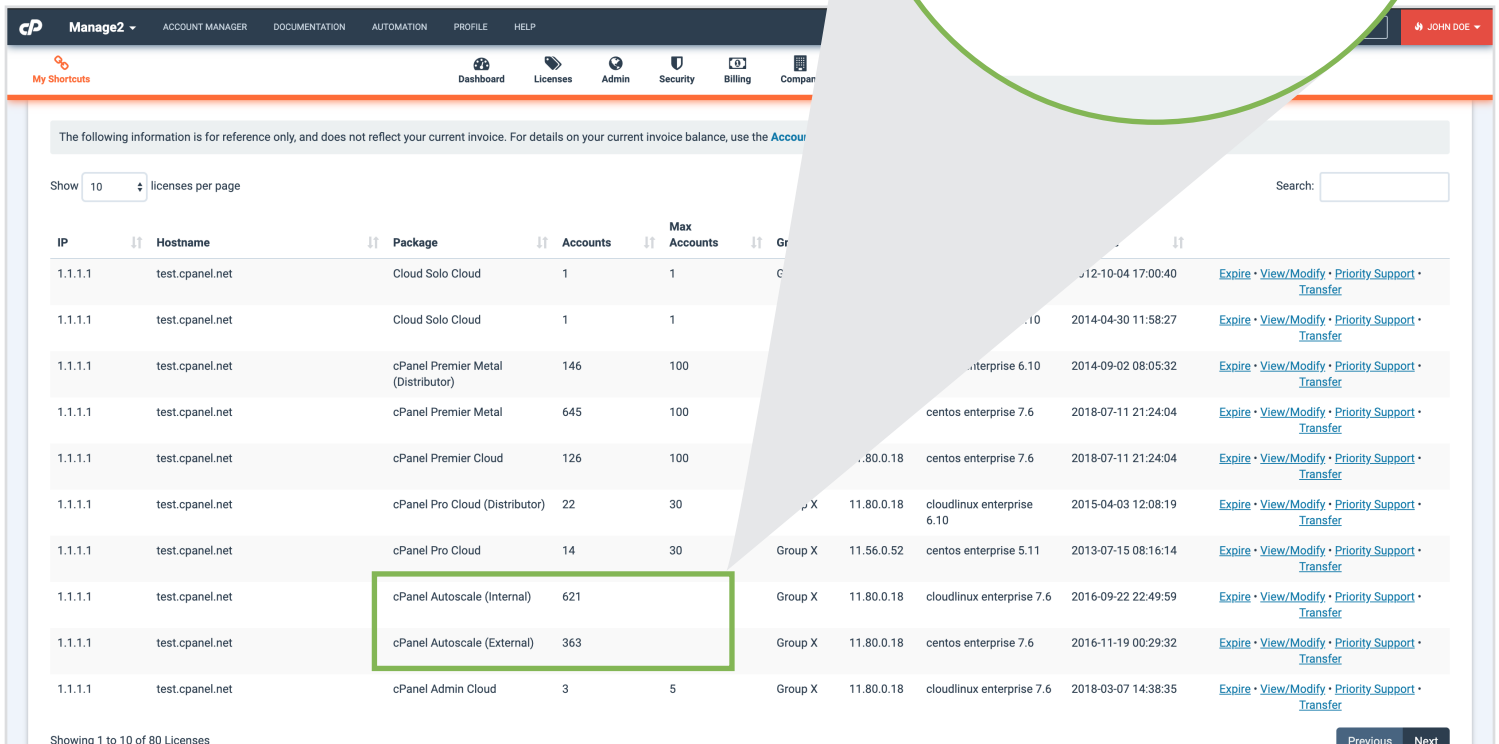
<https://go.cpanel.net/manage2-lookup>

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



IP	Hostname	Package	Accounts	Max Accounts	Gr
1.1.1.1	test.cpanel.net	Cloud Solo Cloud	1	1	
1.1.1.1	test.cpanel.net	Cloud Solo Cloud	1	1	
1.1.1.1	test.cpanel.net	cPanel Premier Metal (Distributor)	146	100	
1.1.1.1	test.cpanel.net	cPanel Premier Metal	645	100	
1.1.1.1	test.cpanel.net	cPanel Premier Cloud	126	100	
1.1.1.1	test.cpanel.net	cPanel Pro Cloud (Distributor)	22	30	
1.1.1.1	test.cpanel.net	cPanel Pro Cloud	14	30	
1.1.1.1	test.cpanel.net	cPanel Autoscale (Internal)	621		
1.1.1.1	test.cpanel.net	cPanel Autoscale (External)	363		
1.1.1.1	test.cpanel.net	cPanel Admin Cloud	3	5	

cPanel Certified PartnerNOC Program

How does a PartnerNOC achieve certified status?

PartnerNOCs will be considered cPanel Certified PartnerNOCs after a defined number of their employees successfully achieve cPanel University certifications in all three of the following certification Tiers:

cPanel Sales Professional (CPSP)

The cPanel Sales Professional certification track covers the features, benefits, and elemental usage of cPanel & WHM, providing individuals with the skills and knowledge needed to effectively and responsibly sell cPanel & WHM licenses to their customers.

cPanel Professional (CPP)

The cPanel Professional certification track is the first step in building a fundamental understanding of cPanel from an end-user perspective. It is designed to test their knowledge of essential internet technologies and their application through the use of the cPanel interface.

WHM Administrator (CWA)

The WHM Administrator certification track will test their knowledge of server administration within a WHM server interface environment, covering web server setup, email troubleshooting, custom DNS configurations, MySQL administration, and more.

How many certified employees are needed for a PartnerNOC 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 in the above three certification courses is directly related to the number of cPanel Licenses attributed to the Partner.

The following chart can be used to identify your company's certification 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 2,000 licenses for Accounts exceeding 10,000.	

How long does a certification last?

Certification begins the day PartnerNOCs reach the required number of certified employees and lasts through one calendar year from the date the PartnerNOC reaches the required number of certified employees.

Beginning September 1, 2020, all 2019 Certifications will be extended for an additional year and will be valid until the end of 2021. Starting January 1, 2021, 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 from the original eligibility date. For example, renewing your certificate would push an expiration date of November 15, 2021, to November 15, 2022.

Certification Achieved	Final Expiration Date	Badge Year
Any date in 2019	12/31/2021	2020
Any date in 2020	12/31/2021	2021
Any date in 2021+	One year from date achieved	One year from date achieved

Certifications for 2021 have the ability to be earned as early as January 1st, 2020 and will remain valid until January 31st, 2022

What happens when a PartnerNOC joins the Program?

PartnerNOCs will have a high-quality, printable certificate to represent their official certified status, as well as a visible status indicator to be displayed alongside their Partner name in our Partner Directory.

Another benefit from becoming a Certified PartnerNOC is that PartnerNOCs can earn an additional discount based off their minimum monthly gross revenue. For more information on this discount, see page 5.

A significant change that will also accompany cPanel Certified PartnerNOC status is the automatic escalation to the Ultra Priority technical support tickets queue, providing the fastest support response times of any of our existing ticket queues.

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.