



# Customer Licensing Guide

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## Who is this guide for?

This guide provides details of how licensing for WHMCS® operates, along with pricing information for direct customers of [www.whmcs.com](http://www.whmcs.com), or anyone interested in the WHMCS platform/suite.

## Licensing Explained

WHMCS is licensed under a tiered licensing structure. Tiers are denoted by the maximum number of permitted active clients. An active client is determined by the software and is defined as any client with at least one active product, service, addon or domain, or, in other words, a client which is being managed/ billed using the software.

## What license do I need?

There are two determining factors in the type of license that will best fit your needs. First is the total number of clients you have presently, or expect to immediately add/manage through WHMCS.

The second factor to consider is whether or not you want access to our Business License support, including Live Chat Technical Support and the ability to upgrade tickets to Priority Support.

Priority Support is a ticket fast-track service. Priority tickets receive an initial response time of under 60 minutes and prioritized follow-ups through to resolution. This is available during core business hours for an additional per-ticket fee.

Live Chat Technical Support is available 24x7 and accessible exclusively to Business License holders.

For any other questions, please contact our sales and customer service teams by visiting:

<https://www.whmcs.com/submit-a-ticket/>

## Pricing

WHMCS is licensed on a monthly basis using a simple, tiered licensing structure. Our pricing is designed to reflect the value received by you and your business from the product. Licenses are based on the number of active clients managed using the software:

Tier	Number of clients	Monthly Price
Plus	Up to 250 clients	\$24.95/mo.
Professional	Up to 500 clients	\$39.95/mo.

<b>Business</b> Includes Live Chat Technical Support and access to Priority Support	Business 1,000 <small>Up to 1,000 clients</small>	\$59.95/mo.
	Business 2,500 <small>Up to 2,500 clients</small>	\$129.95/mo.
	Business 5,000 <small>Up to 5,000 clients</small>	\$224.95/mo.
	Business 10,000 <small>Up to 10,000 clients</small>	\$374.95/mo.
	Business 20,000 <small>Up to 20,000 clients</small>	\$624.95/mo.
	Business 30,000 <small>Up to 30,000 clients</small>	\$799.95/mo.
	Business 50,000 <small>Up to 50,000 clients</small>	\$1,049.95/mo.
	Business 100,000 <small>Up to 100,000 clients</small>	\$1,249.95/mo.
	Business Unlimited	\$1,649.95/mo.

*\*All prices in USD.*

## Frequently Asked Questions

### What payment methods do you accept?

PayPal, all major credit and debit cards.

### What are the system requirements to run WHMCS?

The latest system requirements can always be found at [https://docs.whmcs.com/System\\_Requirements](https://docs.whmcs.com/System_Requirements)

### What happens if I move my WHMCS installation?

WHMCS licenses can be moved at will. After you have relocated your WHMCS installation, you will want to reissue your license at the WHMCS members area (<https://account.whmcs.com/>).

### How do I determine the number of active clients I have?

You can determine the number of active clients from within the Admin Area of your WHMCS installation. Navigate to *Clients > View/Search* and perform a search filtered with Status selected to *active*. The total records found is equal to the active client count for your WHMCS installation.

### What happens if I reach the client limit for my license?

You will begin seeing notifications within the product as you approach the client limit for your current license. Once this limit is reached, your license will automatically upgrade with the new price taking effect on the next renewal date.

### Can I opt out of automatic license upgrades?

You can opt out of automatic license upgrades via our members area at <https://account.whmcs.com/>. If you choose to opt out, you will be required to manually upgrade once you reach the client limit of your current license. An upgrade link will be provided to you within a notification inside the product.

### How do I upgrade my license?

You can upgrade your license at any time within the My Licenses section of <https://account.whmcs.com/>

### How do I cancel my license?

You can cancel a license at any time within the My Licenses section of <https://account.whmcs.com/>