

Lifetime software licenses

One-time perpetual licenses per user. Base and Enterprise Add-on licenses never expire. No mandatory software subscription. Technical support is optional and sold separately; major software upgrades may be priced separately.

Palphi LLC | Ohio, United States | Updated October 16, 2026

Base edition	One-time price	Base + Enterprise Add-on
Hobbyist	Free	Not eligible
Pro	\$249/user	\$949/user
MAX	\$499/user	\$1,199/user
Palshell One	\$1,299/user	\$1,999/user

Enterprise Add-on / Coming Soon

\$700/user, one time, with Pro, MAX or Palshell One. Adds organization capabilities to the selected paid base edition; it is not a replacement or standalone edition. It does not unlock MAX or Palshell One engineering features. Base edition entitlements stay unchanged.

- **Coming Soon:** Centralized team and license management
- **Coming Soon:** Microsoft Entra ID / Okta SSO
- **Coming Soon:** Organization-wide RBAC and security policies
- **Coming Soon:** Shared team workspaces
- **Coming Soon:** Centralized audit logging
- **Coming Soon:** AI and NetClaw permission controls
- **Coming Soon:** Centralized deployment and configuration management

All add-on capabilities are planned, not currently implemented or available. No delivery date is promised. Combined prices above are undiscounted one-user base-plus-add-on prices.

Public software checkout, support checkout and Windows/macOS desktop downloads remain disabled. A pricing listing is not a release or fulfillment announcement.

Current details: palshell.com/pricing | [Edition comparison](#) | [Support terms](#)
Contact: support@palphi.com

Software, teams and support

Team software estimates

The calculator covers 2-5,000 named-user licenses. Existing fixed base-license discounts remain Pro 5%, MAX 10%, Palshell One 15%, with no additional quantity brackets. The optional \$700/user Enterprise Add-on is not discounted. Support is calculated separately.

Base edition	5 base licenses	5 base + add-on licenses
Pro	\$1,182.75	\$4,682.75
MAX	\$2,245.50	\$5,745.50
Palshell One	\$5,520.75	\$9,020.75

All software totals are one time. Add-on capabilities are Coming Soon, not an available order. Two permitted computers per named-user base license; one user is not two separate user licenses.

Optional annual technical support

Support service	Annual base price	Initial response target
Standard	\$49 per user	2 business days
Professional	\$149 per user	1 business day
Enterprise Support	From \$999 / written quote	Defined in contract

No support or add-on is selected by default. Standard and Professional cover one named user and one license, including both permitted computers. Enterprise Support is a separate optional service, not the Enterprise Add-on or a mandatory software fee.

Coverage and renewal

Standard: email help with Palshell installation, licensing, usage and bugs. Professional adds priority email, available Palshell AI integration troubleshooting and up to two remote Palshell-only sessions per support year, each at most 30 minutes. Enterprise Support users, sessions and service levels are defined in its contract.

Support is Palshell-only: no customer-network/device configuration, managed IT, standalone consulting or general third-party support. Response targets are first replies, not guaranteed resolution times. Business hours, timezone and holiday calendar must be finalized before sale.

Support is annual-only and optional. Automatic renewal requires explicit opt-in; cancellation preserves paid-through coverage. Avoid overlapping paid coverage. Expired support does not revoke a perpetual software license or block included app updates, security fixes, documentation or knowledge-base access.

Launch status and final totals

All amounts are USD base estimates. Paddle acceptance of support scope, separate support catalog, secure customer/license binding, final terms and separate launch authorization are still required. When checkout opens, authoritative taxes and the final total must be shown before payment.