

	Free	Standard	Premium	Enterprise
User limit	10 users	10,000 users	10,000 users	10,000 + users <i>(users may be scaled horizontally across multiple instances)</i>
<b>Features</b>				
Scrum and Kanban boards	✓	✓	✓	✓
Backlog	✓	✓	✓	✓
Agile reporting	✓	✓	✓	✓
Customizable workflows	✓	✓	✓	✓
Apps and integrations	✓	✓	✓	✓
Roadmaps	✓	✓	✓	✓
Advanced Roadmaps			✓	✓
Global and multi-project automation			✓	✓
Advanced permissions		✓	✓	✓
Project archiving			✓	✓
<b>Security &amp; Controls</b>				
Atlassian Access (SSO, SCIM, Active Directory Sync)	Requires Access subscription	Requires Access subscription	Requires Access subscription	Included
Password policies	✓	✓	✓	✓
Domain verification & account capture	✓	✓	✓	✓
Session duration management (desktop)	✓	✓	✓	✓
Encryption in transit & at rest	✓	✓	✓	✓
Business continuity & disaster recovery	✓	✓	✓	✓

	Free	Standard	Premium	Enterprise
Audit logs		✓	✓	✓
Anonymous access		✓	✓	✓
Admin insights			✓	✓
IP allowlisting			✓	✓
Sandbox coming soon			✓	✓
Release tracks coming soon			✓	✓
Data residency				✓
<b>Storage, Support &amp; Invoicing</b>				
Storage	2 GB file storage	2 GB file storage	Unlimited storage	Unlimited storage
Support	Community Support	Local Business Hours	24/7 Premium Support	24/7 Premium Support
Uptime SLA			99.9%	99.95%
Customer Success Manager				Dedicated team of support managers
Technical Account Manager				2021 exclusive promotion: 6-month free TAM services for NEW TAM customers with 2K+ users (no discount or credit to existing TAM customers)
Org-Level Billing				✓



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USA: +1 (215) 278 8706

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	Free	Standard	Premium	Enterprise
User limit	10 users	10,000 users	10,000 users	10,000 + users <i>(users may be scaled horizontally across multiple instances)</i>
<b>Features</b>				
Unlimited spaces and pages	✓	✓	✓	✓
Macros	✓	✓	✓	✓
Structured page tree	✓	✓	✓	✓
Page versioning	✓	✓	✓	✓
Best practice template library	✓	✓	✓	✓
Apps and integrations	✓	✓	✓	✓
Page and space permissions		✓	✓	✓
Archive and unarchive pages		✓	✓	✓
Page insights		✓	✓	✓
Analytics			✓	✓
Inspect permissions			✓	✓
Bulk archive pages coming soon			✓	✓

	Free	Standard	Premium	Enterprise
<b>Security &amp; Controls</b>				
Atlassian Access (SSO, SCIM, Active Directory Sync)	Requires Access subscription	Requires Access subscription	Requires Access subscription	Included
Password policies	✓	✓	✓	✓
Domain verification & account capture	✓	✓	✓	✓
Session duration management (desktop)	✓	✓	✓	✓
Encryption in transit & at rest	✓	✓	✓	✓
Business continuity & disaster recovery	✓	✓	✓	✓
Audit logs		✓	✓	✓
Anonymous access		✓	✓	✓
External collaboration coming soon			✓	✓
Copy space permissions			✓	✓
Admin key			✓	✓
Admin insights			✓	✓
IP allowlisting			✓	✓
Sandbox coming soon			✓	✓
Release tracks coming soon			✓	✓
Data residency				✓

	Free	Standard	Premium	Enterprise
<b>Storage, Support &amp; Invoicing</b>				
Storage	2 GB file storage	2 GB file storage	Unlimited storage	Unlimited storage
Support	Community Support	Local Business Hours	24/7 Premium Support	24/7 Premium Support
Uptime SLA			99.9%	99.95%
Customer Success Manager				Dedicated team of support managers
Technical Account Manager				2021 exclusive promotion: 6-month free TAM services for NEW TAM customers with 2K+ users (no discount or credit to existing TAM customers)
Org-Level Billing				

Need help evaluating your options?



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	Free	Standard	Premium	Enterprise
User limit	3 agents	5,000 agents	5,000 agents	5,000 agents
Customer limit	Unlimited	Unlimited	Unlimited	Unlimited
Support	Community only	9-5 support	24/7 Premium support	24/7 Premium support
<b>Features</b>				
Service request management	✓	✓	✓	✓
Incident management	✓	✓	✓	✓
Change management	✓	✓	✓	✓
Problem management	✓	✓	✓	✓
Asset management	✓	✓	✓	✓
Configurable workflows	✓	✓	✓	✓
Self-service portal	✓	✓	✓	✓
Knowledge base*	✓	✓	✓	✓
Queues	✓	✓	✓	✓
Email and embeddable widget support	✓	✓	✓	✓
SLA management	✓	✓	✓	✓
Reporting & analytics	✓	✓	✓	✓
Automation	✓	✓	✓	✓
Global and multi-project automation	100 executions per month	100 executions per month	100 executions per month	100 executions per month
Multi-language support	✓	✓	✓	✓
App and integrations	✓	✓	✓	✓

	Free	Standard	Premium	Enterprise
<b>Security &amp; Controls</b>				
Atlassian Access (SSO, SCIM, Active Directory Sync)	Requires Access subscription	Requires Access subscription	Requires Access subscription	Included
Password policies				
Domain verification & account capture	✓	✓	✓	✓
Session duration management (desktop)	✓	✓	✓	✓
Encryption in transit & at rest	✓	✓	✓	✓
Business continuity & disaster recovery	✓	✓	✓	✓
Audit logs		✓	✓	✓
Anonymous access		✓	✓	✓
Admin insights			✓	✓
IP allowlisting			✓	✓
Sandbox coming soon			✓	✓
Release tracks coming soon			✓	✓
Data residency				✓
<b>Storage, Support &amp; Invoicing</b>				
Storage	2 GB file storage	250 GB file storage	Unlimited storage	Unlimited storage
Support	Community Support	Local Business Hours	24/7 Premium Support	24/7 Premium Support
Uptime SLA			99.9%	99.95%
Customer Success Manager				Dedicated team of support managers

	Free	Standard	Premium	Enterprise
<b>Storage, Support &amp; Invoicing</b>				
Storage	2 GB file storage	250 GB file storage	Unlimited storage	Unlimited storage
Support	Community Support	Local Business Hours	24/7 Premium Support	24/7 Premium Support
Uptime SLA			99.9%	99.95%
Customer Success Manager				Dedicated team of support managers
Technical Account Manager				2021 exclusive promotion: 6-month free TAM services for NEW TAM customers with 500+ agents (no discount or credit to existing TAM customers)
Org-Level Billing				



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