ROCKET.CHAT PLANS

Full feature comparison.

Every edition, side by side: Community and Starter (free), Commercial, Government and Defense (enterprise).

rocket.chat

Feature	FREE **Community** UP TO 100 CONCURRENT USERS Open-source edition for basic communications needs	FREE **Starter** UP TO 50 USERS Ideal for technical evaluation or small businesses	ENTERPRISE **Commercial** CUSTOM USERS Secure collaboration for commercial enterprises	ENTERPRISE **Government** CUSTOM USERS Sovereign communications for public sector agencies	ENTERPRISE **Defense** CUSTOM USERS Mission-grade communications across defense and intelligence
Deployment & Infrastructure Hardening					
On-premises deployment Rocket.Chat can be deployed entirely within your own infrastructure Ensures data never leaves your jurisdiction and remains subject onl your national laws and regulatory framework.	✓	✓	✓	✓	✓
Premium and dedicated cloud hosting Access enterprise-grade hosting with dedicated resources. Ensures consistent performance and strong isolation for mission-critical workloads.	–	–	✓	✓	✓
Launchpad deployment Streamlined deployment tools to quickly set up Rocket.Chat in enterprise or classified environments. Reduces setup time while ensuring compliance and best practices.	–	✓	✓	✓	✓
Air-gapped deployment Supports deployment in isolated networks disconnected from the internet. Enables secure communication in highly sensitive environments.	–	–	✓	✓	✓
High availability architecture with automated failover Built with redundancy and failover to prevent downtime. Keeps Rocket.Chat operational round-the-clock which is critical for government and defense teams that cannot afford service interruptions.	–	–	✓	✓	✓
Disaster recovery Comprehensive backup and recovery processes to restore service quickly after failures or incidents (for cloud workspaces only). Minimizes downtime and protects sensitive information in critical environments.	–	–	✓	✓	✓
DISA STIG-hardened deployment* Planned support for deployment configurations that meet the Defense Information Systems Agency Security Technical Implementation Guide standards.	–	–	✓	✓	✓
Data Protection & Encryption					
End-to-end encryption Optionally enable encryption for messages and files so that only intended recipients can read them. Provides an added layer of confidentiality for sensitive communications.	✓	✓	✓	✓	✓
Export end-to-end encrypted chats Securely export encrypted chat history without compromising data. Supports regulatory reporting and operational audits.	✓	–	✓	✓	✓
Automated content moderation and monitoring Monitors messages for policy violations or sensitive data exposure. Helps enforce compliance without slowing team collaboration.	✓	–	✓	✓	✓
Custom data retention policies Set how long messages and files are stored. Ensures compliance with government or agency record-keeping requirements.	✓	✓	✓	✓	✓

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Data loss prevention policy Prevents accidental or intentional sharing of sensitive information outside approved channels. Protects classified or regulated content.	—	✓	✓	✓	✓
FIPS 140-3 validated cryptography* Planned support for FIPS 140-3 validated cryptographic modules, meeting the government's standard for cryptographic security.	—	—	—	✓	✓
Post-quantum end-to-end message encryption* Planned next-generation encryption for message content. Will protect classified communications against both current and future quantum attacks.	—	—	—	—	✓
Post-quantum transport layer encryption (TLS)* Planned support for post-quantum TLS encryption. Will future-proof transport security against emerging quantum threats.	—	—	—	—	✓
Identity & Access Management					
Active Directory / LDAP authentication Connect Rocket.Chat to your organization's Active Directory or LDAP for seamless user authentication. Ensures secure and managed access across teams.	—	✓	✓	✓	✓
Social login (Apple, GitHub, GitLab, Google, Nextcloud) Lets users sign in with an existing account from popular providers. Makes onboarding faster without extra passwords to manage.	✓	✓	✓	✓	✓
Enterprise single sign-on (SAML, OpenID Connect, custom OAuth) Lets users log in with existing enterprise credentials through SSO standards or any OAuth provider. Reduces password fatigue and strengthens security compliance.	—	✓	✓	✓	✓
Multi-factor authentication (MFA) Adds a second layer of login verification, improving protection against unauthorized access. Can be applied per user or organization-wide.	Basic only	✓	✓	✓	✓
LDAP and SAML user groups mapping Maps existing directory groups to Rocket.Chat channels and roles. Simplifies user provisioning and keeps access aligned with organizational structure.	—	✓	✓	✓	✓
Role-based access controls Granular permissions that define exactly what users can see and do. Critical for managing access in complex, highly regulated environments.	✓	✓	✓	✓	✓
Custom roles Create roles tailored to specific organizational or operational requirements. Ensures precise alignment between responsibilities and system privileges.	—	—	✓	✓	✓
Zero Trust Architecture					
Attribute-based channel access control (ABAC) Controls access to channels based on user attributes like role, department, or clearance level. Ensures sensitive conversations are only visible to authorized personnel.	—	—	—	—	✓
Dynamic attribute-based access controls Import authoritative identity attributes from LDAP to enforce access in real time. As roles, mission assignments, or clearance levels change, Rocket.Chat automatically updates access so only cleared personnel retain visibility into classified channels.	—	—	—	—	✓
Support for Policy Decision Point (PDP) integration Connects with enterprise PDPs like Virtru to enforce access rules and automate policy checks. Keeps access decisions centralized while maintaining fine-grained control over all channels.	—	—	—	—	✓

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Information Governance & Compliance					
Administration security event logging Logs every administrative action in Rocket.Chat, showing what was changed and by whom. Helps teams quickly spot misconfigurations or unauthorized changes, strengthening operational security.	—	—	✓	✓	✓
Audit trails - messages, files, and sessions Creates a secure, traceable record of all messages and file activity. Ensures accountability and supports compliance or forensic investigations.	—	—	✓	✓	✓
Authentication and access logs Records all login attempts to detect suspicious access and help enforce security policies.	✓	—	✓	✓	✓
Compliance-ready reports and exports Easily export messages, files, and audit logs in formats suitable for regulatory audits. Helps demonstrate adherence to organizational policies and supports governance requirements.	—	—	✓	✓	✓
ISO 27001 certification Rocket.Chat is certified to ISO 27001 standards. Demonstrates robust information security management practices and commitment to protecting sensitive data.	✓	✓	✓	✓	✓
SOC 2 Type 2 assurance Rocket.Chat has completed a SOC 2 Type 2 audit, verifying that security controls are operating effectively over time. Provides independent assurance that customer data is handled securely and reliably.	—	✓	✓	✓	✓
HIPAA-supportive with BAA available Rocket.Chat supports HIPAA compliance requirements for healthcare organizations handling protected health information. A Business Associate Agreement is available, establishing shared responsibility for data protection.	—	—	✓	✓	—
FINRA and MiFID II ready - compliant messaging and trade communication record-keeping Supports financial services compliance requirements for capturing, archiving, and retrieving communications related to trading activity. Helps firms meet regulatory obligations for message retention and audit readiness.	—	—	✓	—	—
Supports NIS2 and DORA requirements for critical sector operational resilience Provides the communications infrastructure and audit capabilities needed to meet EU cybersecurity resilience requirements for essential entities and financial institutions. Supports incident reporting and operational continuity obligations.	—	—	✓	✓	—
Support for GDPR compliance Built-in features to help meet EU data privacy regulations. Ensures proper handling, storage, and processing of personal data.	—	—	✓	✓	✓
Global accessibility compliance (WCAG 2.1) - Section 508 certified Ensures the platform is usable and accessible by all personnel, including those with disabilities.	✓	✓	✓	✓	✓
Iron Bank certified Rocket.Chat is listed on the DoW Iron Bank; approved for secure DoW software deployment. Confirms security and compliance for government containerized deployments.	—	—	—	—	✓
DoW ATO up to IL6 Authorized to operate at DoW Impact Level 6. Supports highly sensitive data handling and mission-critical operations.	—	—	—	—	✓
Secret and Top Secret compatible Rocket.Chat can be deployed in environments handling Secret and Top Secret classified information, meeting the access control and encryption requirements for those classification levels across allied defense networks.	—	—	—	—	✓

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Listed on AWS Marketplace for the Intelligence Community (ICMP) Rocket.Chat is available through the AWS Intelligence Community Marketplace, providing a streamlined and pre-approved procurement path for US intelligence community agencies and their contractors.	—	—	—	—	✓
Classified network operations - NIPR, SIPR, JWICS Supports deployment in classified networks. Enables secure communications across multiple U.S. government classification levels.	—	—	—	—	✓
Secure messaging					
Conversation taxonomy Defines how discussions are structured in Rocket.Chat. Helps large programs keep communications organized by mission, team, or classification.	✓	✓	✓	✓	✓
Direct and group messaging Secure one-to-one and team chats within Rocket.Chat. Reduces reliance on unapproved tools.	✓	✓	✓	✓	✓
Threaded conversations Keeps related replies grouped under one message. Prevents loss of context in operational discussions.	✓	✓	✓	✓	✓
Message formatting Supports bold, italics, code blocks, and more. Improves clarity in technical, policy, and operational updates.	✓	✓	✓	✓	✓
Message editing Allows corrections or updates to sent messages. Reduces confusion and ensures accuracy in official communication.	✓	✓	✓	✓	✓
Message lifecycle management Controls how long messages are stored and when they are deleted. Supports compliance with record-keeping and data retention policies.	✓	✓	✓	✓	✓
Delivery and read receipts Confirms when a message is delivered and read. Increases accountability in time-sensitive communications.	—	✓	✓	✓	✓
Searchable chat history Full-text search across past messages and files. Speeds up access to mission-critical information.	✓	✓	✓	✓	✓
Multimedia and data sharing Send and receive files, images, and documents securely. Avoids leakage through consumer apps or email.	✓	✓	✓	✓	✓
Automatic message translations Translates messages into multiple languages in real time. Enables collaboration across international and coalition teams.	✓	✓	✓	✓	✓
Audio and video messages Record and send secure voice or video clips. Useful in mobile or field environments where typing is not practical.	✓	✓	✓	✓	✓
Localization in 64 languages Supports interface translation into 64 languages. Enables global teams to communicate and navigate the platform in their preferred language.	✓	✓	✓	✓	✓
Voice calls ADD-ON					
Peer-to-peer internal voice calls via WebRTC Enables direct voice calls between workspace users without external telephony infrastructure. Calls are established peer-to-peer via WebRTC, keeping audio traffic within your network with no external routing required.	—	—	✓	✓	✓

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Screen sharing during calls Allows users to share their screen with call participants in real time. Supports tactical briefings, operational picture sharing, and remote collaboration without switching to a separate application.	—	—	✓	✓	✓
Call controls Provides essential in-call management functions including transfer, hold, mute, and unmute. Gives users full control over active calls directly within the Rocket.Chat interface.	—	—	✓	✓	✓
Presence-aware call transfers Transfers calls only to users who are currently available based on their presence status. Reduces missed calls and ensures handoffs reach the right person without manual availability checks.	—	—	✓	✓	✓
Centralized call routing and user availability management All call routing, presence detection, and user availability are managed within Rocket.Chat. Provides administrators with full visibility and control over call flows without relying on external telephony systems.	—	—	✓	✓	✓
Auditable call records - completed, missed, failed, and transferred Maintains a complete log of all call activity including outcomes, duration, and participants. Supports compliance requirements, security investigations, and operational accountability across all voice communications.	—	—	✓	✓	✓
In-conversation call records Displays a call summary block within the chat thread when a call ends, showing outcome, duration, and participants. Keeps communication history complete and searchable without separate call logging systems.	—	—	✓	✓	✓
Mobile voice - iOS and Android Extends Rocket.Chat voice calling to mobile devices, allowing field staff and remote personnel to make and receive calls from iOS and Android applications.	—	—	✓	✓	✓
SIP integration - connects to existing PBX and PSTN infrastructure Routes Rocket.Chat voice calls through a SIP-compatible telephony provider, enabling calls to and from external phone numbers and existing PBX systems. Designed for organizations with established telephony infrastructure or centralized compliance and call recording requirements.	—	—	✓	✓	✓
Video meetings					
Native video ADD-ON Launches video meetings directly from within Rocket.Chat natively.	—	—	✓	✓	✓
Video integrations - Jitsi, Google Meet, Zoom Launches video meetings directly from within Rocket.Chat using your preferred third-party video platform.	**Jitsi Meet and BigBlueButton only**	✓	✓	✓	✓
Secure Pexip video conferencing with integrated channels Integrates Pexip's self-hosted video conferencing platform directly into Rocket.Chat, enabling classified or sensitive video meetings without routing through external commercial infrastructure. A persistent chat channel is automatically created alongside each video session for pre and post-meeting communication.	—	—	✓	✓	✓
Multi-party conferencing (Pexip)* Host secure group calls for distributed teams or coalition partners. Ensures collaboration without reliance on commercial platforms.	—	—	—	✓	✓
Federation & Interoperability					
Native Matrix protocol federation Enables controlled collaboration across independent Rocket.Chat deployments and interoperability with other Matrix-compatible clien without requiring an external homeserver.	—	✓	✓	✓	✓

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Native XMPP protocol federation Enables interoperability with other XMPP-compatible clients without requiring an external homeserver.	—	—	—	—	✓
Distributed federated channels Creates shared channels that span multiple independent Rocket.Chat deployments, allowing users on separate servers to collaborate in a single channel. Each organization retains full control over its own infrastructure with no shared backend required.	—	✓	✓	✓	✓
Invitation-based federated collaboration Allows administrators to invite users from external Rocket.Chat or Matrix-compatible servers into specific channels. Access is controlled and governed, external participants only see what they are explicitly invited to, with no broader workspace access.	—	✓	✓	✓	✓
Secure file sharing across distributed channels Enables files to be shared securely across federated channels between users on different servers. Files are transferred without exposing either organization's internal infrastructure to the other.	—	✓	✓	✓	✓
Cross-domain message read receipts Confirms that messages sent across federated servers have been received and read by the intended recipient. Gives coordinators realtime acknowledgment across organizational boundaries without requiring a phone call or follow-up message.	—	✓	✓	✓	✓
Federation moderation and banned users list Allows administrators to ban any participant from a federated channel regardless of which server they originate from. Enforcement is serveragnostic and every moderation action is recorded in a dedicated banned users list with system messages for full auditability.	—	✓	✓	✓	✓
Transparent audit messaging for federated channels System messages in federated channels explicitly record all moderation actions, including who was removed, when, and by whom, making them clearly distinguishable from voluntary departures. Supports information governance requirements and security investigations.	—	✓	✓	✓	✓
MS Teams bridge Bridge Rocket.Chat with MS Teams for cross-platform communication. Maintains connectivity and workflow continuity across different platforms.	—	✓	✓	✓	✓
Governed AI ADD-ON					
BYO Self-hosted LLM Bring your own large language model and run it within your secure environment. Provides full control over data and model behavior whi staying compliant with internal policies.	—	—	✓	✓	✓
Thread and channel summarization Automatically condenses lengthy discussions into concise summaries. Helps teams quickly catch up on important conversations, enhancing information access and accelerating decision-making.	—	—	✓	✓	✓
General Q&A Many AI tools are trained on limited, publicly available data, which leads to low-quality, generic responses. Enrich your LLM with in-house knowledge using our RAG pipeline for contextually appropriate and business-relevant responses, without having to expose your sensitive data.	—	—	✓	✓	✓
Role-based access control Apply access policies to AI features based on user roles. Protects sensitive data and ensures only authorized personnel can use specific AI capabilities.	—	—	✓	✓	✓
Source attribution AI responses include references to the original sources. Ensures transparency, trust, and accountability in generated insights.	—	—	✓	✓	✓
Prompt augmentation Automatically enhances prompts to improve AI response quality. Saves time and increases consistency in outputs across teams.	—	—	✓	✓	✓

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Model-agnostic architecture Supports any AI model, giving organizations flexibility to adopt the model that fits their mission. Ensures no lock-in and maximum adaptability for evolving AI strategies.	—	—	✓	✓	✓
Multi-model support Leverage multiple AI models concurrently for different tasks. Enables optimized workflows and richer insights across the organization.	—	—	✓	✓	✓
Data pipeline control and governance Manage and monitor how data flows through AI pipelines. Enables compliance with security, privacy, and operational policies.	—	—	✓	✓	✓
Data sensitivity classification support Enforce security by tagging data with classification levels and only returning results that match a user's clearance. This keeps sensitive information protected, accessible only to authorized users, and ensures compliance with strict security policies.	—	—	—	—	✓
Data versioning support Tracks changes in data over time for AI training or inference. Supports auditability, reproducibility, and governance in AI workflows.	—	—	✓	✓	✓
Agentic RAG Intelligent retrieval with multi-step reasoning for actionable insights. Leverage AI agents to autonomously retrieve and generate insights.	—	—	✓	✓	✓
Prompt guardrails Define constraints and safety rules for AI prompts. Ensures AI outputs remain aligned with policy, ethics, and operational objectives.	—	—	✓	✓	✓
Intelligent search Semantic, intent-based search across messages and time windows using natural language. Get a consolidated view of related discussions, decisions, and signals without manually stitching context together. Results automatically respect roles, permissions, and channel access.	—	—	✓	✓	✓
Model Context Protocol (MCP) support* MCP support lets AI securely access enterprise systems, retrieve knowledge, and trigger AI agents in real time, without leaving the platform. This turns conversations into context-aware, cross-system actions for faster, smarter decisions at scale.	—	—	✓	✓	✓
Security-Optimized Mobility					
Mobile biometrics Enforce PIN, fingerprint, or FaceID for app access. Ensures only authorized users can open the app, strengthening device-level security.	✓	✓	✓	✓	✓
Mobile data-at-rest encryption Encrypts messages and files stored on devices. Keeps sensitive information safe even if a device is lost or stolen.	✓	—	✓	✓	✓
Push notifications Receive real-time alerts for messages, mentions, and updates on mobile devices.	Up to 10,000 a month	Unlimited	Unlimited	Unlimited	Unlimited
Secure ID-only push notifications Sends notifications without exposing message content. Ensures operational alerts remain private and compliant.	—	✓	✓	✓	✓
Custom mobile push gateway Ability to use the Rocket.Chat gateway or a custom gateway. Use your own APNs/FCM keys, and restrict the app to your server.	—	✓	✓	✓	✓
MDM and AppConfig support* Planned support for EMM/MDM tools via AppConfig. Will allow centralized device configuration and security management.	—	—	✓	✓	✓

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Extensibility & Customization					
Apps integration Connect Rocket.Chat with pre-built apps from the Marketplace. Extends functionality without custom development, speeding up deployment.	Up to 3 private and 5 marketplace apps	✓	✓	✓	✓
Apps Engine - custom apps, bots, and workflows Develop custom apps using Apps Engine, which is a TypeScript-based developer tool with a ready-to-use framework, pre-built components, and modules. Enables tailored workflows and automation to meet your organization's exact needs.	✓	✓	✓	✓	✓
Embeddable chat (APIs, SDKs or iFrame) Build fully customized front-ends on Rocket.Chat's backend or embed the platform directly via iframe. Lets teams and external users communicate securely without leaving your environment.	✓	✓	✓	✓	✓
Visual customization Allows you to personalize the appearance of your Rocket.Chat workspace, adjusting both the visual theme for a more comfortable and accessible experience and the layout, which includes defining content, applying custom CSS, and incorporating JavaScript. This provides an interface tailored to individual preferences and work environment needs.	✓	✓	✓	✓	✓
Custom themes, emojis, sounds and status Tailor the look, feel, and notifications of the platform. Define personalized user statuses and attributes.	✓	✓	✓	✓	✓
System Performance & Scalability					
Presence service Shows which users are online, away, or inactive in real-time. Provides situational awareness for mission-critical operations.	Up to 100 users	✓	✓	✓	✓
Multiple instance architecture Supports multiple Rocket.Chat instances working together. Allows organizations to segment workloads, improve resilience, and maintain high performance across diverse operational units.	—	—	✓	✓	✓
Microservices scaling Improves scalability and fault isolation within your workspace. By dividing Rocket.Chat into specialized services, each component operates independently, optimizing performance and simplifying maintenance.	—	—	✓	✓	✓
High-volume concurrent users Handles large numbers of users online at the same time without impacting performance. Ensures mission-critical operations continue smoothly, even during peak usage or coordinated exercises.	—	—	✓	✓	✓
Workspace and channel throughput Optimized to handle high volumes of messages, files, and interactions across multiple workspaces and channels. Ensures teams can communicate seamlessly without delays or message loss.	—	—	✓	✓	✓
Performance monitoring and alerts Track system health in large deployments, including deployments on high availability clusters, using advanced performance monitoring integrated with Grafana and Prometheus.	—	—	✓	✓	✓
Server logs Maintains detailed logs of system activity and resource usage. Supports troubleshooting, compliance, and forensic investigations to meet strict regulatory standards.	✓	✓	✓	✓	✓

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Services					
Standard support Provides access to Rocket.Chat's support team for technical issues, platform questions, and operational assistance. Included with all plans, ensuring organizations have a direct channel to resolve issues and maintain platform continuity.	—	—	✓	✓	✓
Mission critical support ADD-ON Enhanced support tier designed for organizations where communication downtime has operational consequences. Provides prioritized response times, dedicated support resources, and escalation paths for time-sensitive incidents.	—	—	✓	✓	✓
Professional services ADD-ON Access expert guidance for deployment, integration, and optimization of Rocket.Chat. Helps ensure smooth implementation and maximum value from the platform.	—	—	✓	✓	✓

* PLANNED FOR 2026 · ADD-ON: AVAILABLE AT EXTRA COST · ROCKET.CHAT