

# Important Updates for Maintenance Plans

## Frequently Asked Questions – Customers

This document answers frequently asked questions about upcoming maintenance plan changes as we move to one business model.

Updated: March 15, 2017

### Table of Contents

Overview .....	3
1.1 What is changing for customers with maintenance plans? .....	3
1.2 What are my options when my current maintenance plan comes up for renewal? ....	3
1.3 Will these changes affect all Autodesk customers? .....	3
1.4 Will I be able to continue renewing my maintenance plan? .....	3
1.5 Are the maintenance plan changes global? .....	4
Switching from Maintenance to Subscription .....	4
2.1 How will maintenance plan customers benefit from switching to subscription? .....	4
2.2 What are my options if I want to switch products on maintenance to subscription? .....	4
2.3 What cannot be changed when switching from maintenance to subscription? .....	5
2.4 When will I be able to switch products on maintenance to subscription? .....	5
2.5 How can I switch my products from a maintenance plan to a subscription? .....	5
2.6 Can I continue to use my installed perpetual license software after switching my maintenance plan to a subscription, if it is an eligible product and version in the new subscription? .....	5
2.7 What happens to my files and data created using my product on maintenance after I switch to subscription? .....	6
2.8 If I move to subscription does that mean that my applications and data will be stored in the cloud? .....	6
Pricing for Switching .....	6
3.1 How much will it cost to switch products on maintenance to subscription? .....	6
3.2 Is there any advantage to switching my products on maintenance to subscription sooner rather than later? .....	7

3.3 What are my payment options in order to secure the discounted pricing for the first three years? .....	7
3.4 If I switch from maintenance to subscription what will my renewal price be in year four and beyond? .....	7
Contract Management .....	7
4.1 Will switching from maintenance to subscription require a new contract?.....	7
4.2 Can I just switch some of my seats on maintenance to subscription? .....	7
4.3 Is it possible to co-term a new subscription contract created through this offer with an existing contract?.....	8
4.4 What happens to my cloud credits after I switch to subscription? .....	8
Software Management and Use .....	8
5.1 What previous versions will I be able to use when I switch from maintenance to a subscription?.....	8
5.2 After I switch to subscription, can I continue to use the same software version I was using on my maintenance plan? .....	8
5.3 What subscription option is available if I do not have Internet connectivity? .....	9
5.4 Once I switch to subscription, am I required to upgrade each time there's a new release?.....	9
5.5 What will I need to do to set up my new software on subscription? .....	9
5.6 What set up is required if I already have the product installed? Will I need to uninstall and reinstall the product with my new subscription?.....	9
5.7 What needs to be done to provide users access to new products and/or services with their new subscription?.....	10
5.8 Will Named Users automatically get assigned to the new subscription after a switch? .....	10
5.9 How will I know my maintenance plan has been switched to subscription? .....	10
5.10 Can I view or edit my Autodesk files if I no longer have a perpetual license or choose to cancel my subscription?.....	10
5.11 Will my support benefits change if I switch from maintenance to a subscription?	11

## Overview

### 1.1 What is changing for customers with maintenance plans?

We believe that subscribing is the best way for our customers to get the greatest value from our tools and technologies – and will fundamentally change how we deliver extended capabilities and new functionalities through connected services.

Beginning in June 2017, customers with eligible products on maintenance will have the ability to easily switch to a subscription at the time of renewal for a discounted price. Customers can take advantage of this offer once per seat of a product on maintenance. The price to switch will increase 5% in 2018 and another 5% in 2019, so the earlier customers switch to subscription, the less it will cost. For more information on this offer, see [Switching from Maintenance to Subscription](#).

While we will continue to offer customers the choice of renewing their maintenance plan on an annual basis, effective February 20, 2017, multi-year maintenance plan renewals will no longer be offered. In addition, because managing two business models (subscription and maintenance plans) is quite costly, in order to continue supporting maintenance plans, beginning May 7, 2017, maintenance plan renewal prices will increase by 5% in 2017, 10% in 2018, and 20% in 2019.

### 1.2 What are my options when my current maintenance plan comes up for renewal?

When your maintenance plan comes up for renewal, you will have 3 options:

- Switch an eligible individual product on maintenance to a subscription of the same product
- Switch an eligible individual product or suite on maintenance to an industry collection subscription
- Renew your maintenance plan for one year

### 1.3 Will these changes affect all Autodesk customers?

These changes will affect customers with Autodesk products on maintenance plans, but will not affect subscriptions to Autodesk products.

### 1.4 Will I be able to continue renewing my maintenance plan?

Yes, if you choose to stay on maintenance, you will be able to continue to renew your maintenance plan/s on an annual basis.

## 1.5 Are the maintenance plan changes global?

Yes, the changes are global.

## Switching from Maintenance to Subscription

### 2.1 How will maintenance plan customers benefit from switching to subscription?

Autodesk will continue to invest heavily in our subscription offerings to provide our customers with greater value through the following benefits:

- **Latest and greatest product capabilities** – Get access to Autodesk’s ongoing stream of innovation, updates to core products, cloud services for desktop products, and additional capabilities as soon as they’re available, at no additional cost.
- **Access to new industry collections** – Available only through subscription, you’ll realize significant savings when you need two or more Autodesk software products.
- **New and improved support** – Enjoy faster response times and the option to receive help by scheduling a call with Autodesk technical support specialists.
- **Simplified administration** – Access tools that streamline deployment and software management when you standardize all of your Autodesk products on subscription.

### 2.2 What are my options if I want to switch products on maintenance to subscription?

Many products on maintenance plans will be eligible to switch to subscription at the time of renewal. When you choose to switch, you will be required to give up your perpetual license for any seats you switch. See guidelines below and check with your Autodesk Partner or Autodesk Sales Representative to learn which products are eligible for switching.

FROM A MAINTENANCE PLAN FOR:	TO A SUBSCRIPTION FOR:
An individual product	The same individual product or an industry collection
An individual LT product	The same individual LT product or LT suite
A Design & Creation Suite	An industry collection
An LT suite	An LT suite

You will have the ability to switch to an annual or multi-year subscription, regardless of the term length of your current maintenance plan.

### **2.3 What cannot be changed when switching from maintenance to subscription?**

At this time, when you switch products on a maintenance plan to a subscription you will not be able to:

- Change billing type (e.g. from renewable to auto-renewing)
- Change access type (e.g. from single-user to multi-user)
- Change to monthly or quarterly term lengths

### **2.4 When will I be able to switch products on maintenance to subscription?**

Beginning in June 2017, you will be able to switch eligible products on maintenance to subscription at the time of renewal (up to 90 calendar days prior to your maintenance plan expiration date). Your maintenance plan will remain active until the original expiration date, and your new subscription will begin the day after your maintenance plan expires.

### **2.5 How can I switch my products from a maintenance plan to a subscription?**

You will be able to switch Autodesk products that are currently on a maintenance plan to a subscription by contacting your [Autodesk Reseller](#) or Autodesk Sales Representative.

### **2.6 Can I continue to use my installed perpetual license software after switching my maintenance plan to a subscription, if it is an eligible product and version in the new subscription?**

When your new subscription starts, your perpetual license terminates and is replaced with your new subscription. Normally, this means you would be required to uninstall your old perpetual license software and install software associated with your new subscription. We understand this could disrupt your workflow if you already have an eligible product and version installed.

Therefore, subject to certain conditions and limitations, including setting up your new subscription by assigning named users (single-user) or updating license files (multi-user), you will be permitted to leave your old perpetual license software installed. However, your use and access to that software will no longer be perpetual nor governed by your perpetual license agreement. Instead, your software will be term-based and subject to the applicable subscription terms and conditions.

The option to switch to subscription at this significant discount is conditional upon you agreeing to the termination of your perpetual license on a maintenance plan and its replacement with the new subscription. Therefore, if you choose to keep using your old perpetual license software instead of the new subscription software, you will still need to abide by your new subscription contract terms and conditions.

You are strongly encouraged to install the new subscription software as soon as possible in order to receive ongoing subscription benefits such as product updates. In some cases, including switching from suites to collections, this will require an uninstall of the original perpetual license software and installation of the new subscription software.

## **2.7 What happens to my files and data created using my product on maintenance after I switch to subscription?**

Any files and data created using products on maintenance will continue to be available after you switch to a subscription.

## **2.8 If I move to subscription does that mean that my applications and data will be stored in the cloud?**

Desktop software applications on subscription, as well as associated user data, continue to be stored on your local machine. Cloud service applications are run in the cloud; where you store your data, in the cloud or on your local machine, is up to you.

# **Pricing for Switching**

## **3.1 How much will it cost to switch products on maintenance to subscription?**

In many cases if you choose to move to a subscription in 2017, the price of your subscription will be equal to that of your maintenance price renewal.

If you choose to wait and move to subscription after 2017, be aware that the price to switch will increase 5% in 2018 and another 5% in 2019. You can only take advantage of this offer once per seat of a product on maintenance that is switched to subscription. Unlike our standard subscription pricing, the price to switch will be the same when switching to subscriptions with single-user access or multi-user access.

For more information on what it will cost you to switch products on maintenance to subscription, please contact your Autodesk Reseller or Autodesk Sales Representative.

### **3.2 Is there any advantage to switching my products on maintenance to subscription sooner rather than later?**

The discount to switch will decrease by 5% in 2018 and another 5% in 2019, so the earlier you switch to a subscription, the less it will cost – and the more you'll save compared to those who wait to switch, or choose to stay on maintenance. When you make the switch, you'll also be able to secure pricing for up to three years.

### **3.3 What are my payment options in order to secure the discounted pricing for the first three years?**

You choose by selecting from the following options:

- Pay one year at a time with an annual contract that can be renewed at the same price for three years or
- Pay the entire amount upfront with a multi-year contract

### **3.4 If I switch from maintenance to subscription what will my renewal price be in year four and beyond?**

Beyond the 3 year lock-in period, all customers that made the switch will be grandfathered in at the discounted price by year four (about 15% higher than their original maintenance cost). As long as customers continue to renew, they'll enjoy this discounted pricing, which will be lower than maintenance plan renewal pricing and far below the cost of a new subscription.

## **Contract Management**

### **4.1 Will switching from maintenance to subscription require a new contract?**

Yes, a new subscription contract will be created when you switch your maintenance plan seats to subscription. You will not be able to add the new subscription to an existing subscription contract at this time.

### **4.2 Can I just switch some of my seats on maintenance to subscription?**

Yes, you will have the ability to switch some or all of your seats, on a maintenance plan to subscription.

#### **4.3 Is it possible to co-term a new subscription contract created through this offer with an existing contract?**

No, at this time you will not be able to co-term this new subscription contract to an existing maintenance plan or subscription contract. Your new subscription contract will maintain the same renewal date as your original maintenance plan.

#### **4.4 What happens to my cloud credits after I switch to subscription?**

Cloud credits cannot be transferred to your new subscription contract. Purchased cloud credits will expire with your maintenance contract, therefore it is recommended that you use your cloud credits prior to your maintenance contract expiring, if you are switching all seats on a maintenance contract to subscription.

## **Software Management and Use**

#### **5.1 What previous versions will I be able to use when I switch from maintenance to a subscription?**

When you switch from maintenance to subscription, your maintenance plan for those products will end and you will be starting a new subscription. Under your new subscription, you will have access to all prior versions per the [Subscription Previous Version Eligibility List](#).

We recommend that you check the [Subscription Previous Version Eligibility List](#) to verify that the version you wish to use is listed, as this may vary from those granted to you via your maintenance plan. If you are using any versions not included in your new eligibility list, you will need to uninstall them and update to a newer version when you switch.

For example, if you are using AutoCAD 2012 under your maintenance plan previous versions rights, and are considering switching from maintenance to subscription, you will find AutoCAD 2012 is not an eligible previous version for subscription. Therefore, you will need to update to a newer version when you switch and uninstall AutoCAD 2012. Alternatively, you can renew your maintenance plan rather than switching to a subscription at this time, and continue using AutoCAD 2012.

#### **5.2 After I switch to subscription, can I continue to use the same software version I was using on my maintenance plan?**

In most cases, if you are using the most current version on maintenance, you will be able to continue to use that same version on subscription. If you are using a previous version, we suggest that you refer to the [Subscription Previous Version Eligibility List](#).



### **5.3 What subscription option is available if I do not have Internet connectivity?**

If you do not have Internet connectivity, we recommend considering switching your perpetual licenses with multi-user access on maintenance to a subscription with multi-user access, which allows you to use software without being connected to the Internet. If you currently own a perpetual license with single-user access on maintenance, you will need to purchase a new subscription with multi-user access.

### **5.4 Once I switch to subscription, am I required to upgrade each time there's a new release?**

No, you can choose if and when you want to upgrade your software version.

### **5.5 What will I need to do to set up my new software on subscription?**

Refer to the [Download and Install page](#) for information on downloading, installing, and activating any new software.

### **5.6 What set up is required if I already have the product installed? Will I need to uninstall and reinstall the product with my new subscription?**

In most cases, your administrator may not need to uninstall and reinstall, as long as you reconfigure the product to subscription.

**For a subscription with single-user access**, your administrator will need to assign your users access to the new subscription—see 5.6 below. The end users will then need to update the serial number inside the product to the new subscription serial number. (Note: when switching from suites to industry collections or from an LT product to an LT suite, this serial number step is not required. Attempting to do so will result in an error.)

**For a subscription with multi-user access**, your administrator will need to replace the existing maintenance plan license file or snippet with a new license file that includes your new subscription licenses. You may then need to assign users access to cloud services – see 5.6 below.

Additionally, you are required to uninstall older versions that are not on the [Subscription Previous Version Eligibility List](#) for the new subscription and install an eligible version.

### **5.7 What needs to be done to provide users access to new products and/or services with their new subscription?**

For subscription with single-user access, an administrator must add and assign named users for product access. End users will then be asked to sign in while launching the product and should use the same user ID to verify permission to use the software.

For subscription with multi-user access, an administrator must replace the existing maintenance plan license file or snippet with a new license file that includes the new subscription licenses. Users should then be able to launch the software using the new license.

Additionally, in all cases, an administrator must add and assign named users in Autodesk Account so users can access cloud services and other subscription benefits such as support. Refer to [Managing Users & Permissions](#) for more information.

### **5.8 Will Named Users automatically get assigned to the new subscription after a switch?**

No, users from your maintenance plan seats will not be assigned automatically to the new subscription. Your administrator will be required to create and/or assign users to the desktop software, cloud services, and support for your new subscription. Refer to [Managing Users & Permissions](#) for more information.

### **5.9 How will I know my maintenance plan has been switched to subscription?**

When your maintenance plan expires and your new subscription starts, administrators will receive an email that contains details of the new subscription and next steps. For a short period of time, the seats that were switched will be designated with the status of 'Switched', before being removed. Your new subscription begins the day after your maintenance plan expires.

### **5.10 Can I view or edit my Autodesk files if I no longer have a perpetual license or choose to cancel my subscription?**

Yes, in addition to providing free viewers that allow you to view your files, most Autodesk products enable you to save your data files in vendor-neutral file formats. Where available, these file formats can allow the digital exchange of information among software vendors or you can choose to use a third-party data translator to convert Autodesk standard file formats so that they can be edited by your preferred system.

**5.11 Will my support benefits change if I switch from maintenance to a subscription?**

Autodesk is improving the support experience for all subscribers by providing faster, easier and simpler ways to get help when they need it most. When you switch from maintenance to subscription, you will have the option to schedule a call directly with an Autodesk technical support specialist to help you setup your new subscription and resolve any issues you may have, at no additional fee.