

Important Updates on Maintenance Plans

Frequently Asked Questions – Customers

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

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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 up to 60% less than the cost of a new subscription. 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 your individual product on maintenance to a subscription of the same product
- Switch your 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. Additionally, you will have the option to switch some or all seats, or some or all products. 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

FROM A MAINTENANCE PLAN FOR:	TO A SUBSCRIPTION FOR:
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 whether you were on an annual or multi-year maintenance plan.

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

At this time, you will not be able to change your billing (e.g., from renewable to auto-renewing) or your access type (e.g., from multi-user to single user) when you switch products on a maintenance plan to subscription.

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

Beginning in June 2017, you will be eligible to switch products on maintenance to subscription at the time of renewal (up to 90 calendar days prior to your maintenance plan expiration date). 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 perpetual license software after switching my maintenance plan to a subscription?

Upon the commencement of your subscription date, you will no longer be able to continue using your perpetual license as the option to switch to subscription at this significant discount is conditional upon trading in your perpetual license/s on a maintenance plan for a new subscription.

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.

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 your discounted price for up to three years and continue to receive discounted pricing for as long as you renew.

Use and Support

4.1 What previous versions will I be able to use when I switch my subscription?

While maintenance plans and subscriptions both offer the rights to Previous Versions, they may vary. We recommend that you refer to the most current [Previous Version Rights Eligibility List](#) to ensure that you have access to the versions you need before you decide to switch to subscription.