

Autodesk Subscription Customer Q & A

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1. Overview

1.1 What is Autodesk Subscription?

Autodesk® Subscription is the best way to stay current with the latest design technology-while gaining the benefits of simplified software management, easy budgeting, e-Learning, and Web support. For a fixed annual fee, you get access to software enhancements that keep your design tools up-to-date and make the most of your investment.

To learn more, contact your Autodesk Reseller or visit www.autodesk.com/subscription.

Note: Certain program features may vary according to the product under subscription.

1.2 Who is Autodesk Subscription for?

Autodesk Subscription is available to all users worldwide for most Autodesk products. Check with your Autodesk Reseller for product availability or view the current list at www.autodesk.com/subscription. Certain Autodesk products are offered exclusively through Autodesk Subscription.

1.3 What is included with subscription?

Features of the program include:

- Access to all upgrades released during the subscription term
- Web Support direct from Autodesk technical experts for products on subscription
- e-Learning lessons for products and extensions
- Access to Autodesk Subscription Center, a subscription members-only site
- A single contract number with a single renewal date, making it easy to manage and renew subscription coverage
- A range of exclusive community resources including webcasts and premium benefits at Autodesk University and other corporate events

1.4 What is the Subscription Center?

The Subscription Center is a password-protected online application where subscription members access program benefits, downloads, exclusive community content, and Subscription Administration where you view your subscription coverage reports and maintain your contact information. Access to Subscription Center can be obtained by either going to www.autodesk.com/subscription or within the Help Menu in many 2006 versions of Autodesk software based on the products listed on subscription.

2. Using Subscription

2.1 How do you receive subscription services?

Subscription services are delivered online through the members-only Subscription Center. After signing on, you receive an email invitation with a personal access URL to activate your account on the Subscription Center. You can then log in anytime at www.autodesk.com/subscriptioncenter. Autodesk communicates subscription information by email, so it is important to activate your account and keep your contact information up-to-date.

2.2 What resources are available on the Subscription Center?

The Subscription Center contains all your subscription information. Whether you're a manager who needs to update a mailing address or a product user who needs to download the latest extension, you can do it all from the Subscription Center.

The Subscription Center site includes:

- Subscription Home Page-describes what's available and provides easy access to all resources.
- Member News-describes what's new and notable for subscribers.
- Web Support-access to a secure website where users can submit technical questions to Autodesk support staff through an interactive online interface (Support Request system).
- e-Learning access to lessons to help extend product users technical skills.
- Resource Center-helpful resources for using your Autodesk and Media & Entertainment products more effectively.
- Program Guide – assists with understanding and managing all the components of subscription.

View Reports-Verify your current subscription coverage or find out what's up for renewal (administrative functionality available to Contract Managers and Software Coordinators only).
 Subscription Administration-provides contract-related reports and a way to update and change shipping and other contact information (administrative functionality available to Contract Managers and Software Coordinators only).

3. Managing Subscription

3.1 Who within my organization handles subscription issues?

With Autodesk Subscription you can set up different user types to manage the various aspects of your subscription. There are three role assignments with varying levels of access to subscription services:

Contract Manager (CM)- The person who receives renewal notices and has full contract-related privileges within the Subscription Center. The CM also names users to access the Subscription Center. **Note:** The Contract Manager can assume all three program roles.

Software Coordinator (SC) - A person who is named by the Contract Manager to receive email notifications to order or receive new releases. Software Coordinators also name users to access the Subscription Center. An SC typically has product responsibilities but also has specific contract-related privileges within the Subscription Center.

User - Any person designated by a Contract Manager or Software Coordinator to access the members-only Subscription Center, including e-Learning and Web support. This person may also be granted download privileges for extensions and upgrades.

3.2 How will the subscription program help manage software throughout an enterprise?

A single contract number covers all your software on subscription. Within your contract you can choose to organize your software in groups. For example, a group can be a location or a department. A renewal report is sent out 90 days prior to the end of your contract, outlining the products, seats, and services under contract. This report simplifies the management of all your software and services.

3.3 How do you receive software releases and extensions?

You are notified by email when an applicable release is available. (Note: It is extremely important to keep your rolodex information, especially email addresses, up-to-date.)

3.4 How many product boxes will be sent for upgrades?

A single product box per Group and product type will be sent for installation on all your seats in that Group.

Example:

Group 1: Five AutoCAD® seats and five Autodesk® Raster Design seats

Group 2: Three Autodesk Inventor® seats

The subscription customer will receive one AutoCAD upgrade good for five seats and one Raster Design upgrade good for five seats for Group 1 and one Inventor upgrade good for three seats for Group 2.

If you need more than one product manual per product, please contact your local Autodesk Reseller.

3.5 Does buying a subscription guarantee that an upgrade will be released during the subscription term?

No. There is no guarantee that Autodesk will release any upgrade during a subscription period.

4. Subscription Purchase and Transaction Information

4.1 How can you purchase subscription and what is the cost?

Subscriptions are sold by Autodesk Resellers or, for some strategic accounts, directly by Autodesk. For the most current requirements, pricing, and program details for subscription, contact your local Autodesk Reseller or Autodesk Strategic Account Manager. Discounts are available to strategic account and government customers under Autodesk strategic account contracts.

4.2 What are the key requirements to become an Autodesk Subscription customer?

The program has the following key requirements:

Autodesk Subscription is available to users only on the latest release of a product. (this rule does not apply to No-Upgrade Available products).

Autodesk Subscription can be purchased only with a new license or upgrade of an existing license. (this rule does not apply to No-Upgrade Available products).

All seats of a network license must be on subscription at the same time. It is not possible for only a portion of the seats of a network license to be on subscription.

All licenses under the same serial number must be on subscription.

A one-year subscription term is required. Any seats added to a network license during the subscription term must also be put on subscription on a pro rata basis for the rest of that term.

As an exception to the above, the following list of No-Upgrade Available products qualify for what is referred to as Late Attach Subscription:

Autodesk Civil 3D
 Autodesk Civil 3D – Civil Design Companion
 Autodesk Inventor Professional
 Autodesk Productstream Creator
 Autodesk Productstream Reviewer
 Autodesk Productstream Explorer
 Autodesk Revit Building
 Autodesk AutoCAD Revit Series
 Autodesk Revit Structure
 Autodesk Building Systems
 Autodesk Utility Design

Customers that have purchased a license for one of these products without subscription have an opportunity to attach subscription to those licenses. If the license was purchased more than 3 years ago the customer must purchase a new license to receive the current release product. Customers that have purchased a license over 30 days but within 3 years are eligible to purchase subscription by paying retroactive fees to become current. Contact your Autodesk Authorized Reseller for more information.

4.3 How do you renew subscriptions?

Subscription customers are notified by email 90, 30, and 7 days before contract expiration. . Contact your Autodesk Reseller or Autodesk Strategic Account Manager for assistance with renewals.

4.4 What happens if a subscription contract is canceled or not renewed?

Subscription benefits are discontinued and you no longer receive product upgrades, e-Learning, Web Support, or other program benefits, including access to the Subscription Center. Options to rejoin Subscription included the following:

- Contracts that have been expired for up to 365 days are eligible for Late Renewal processing provided the following criteria are met:
 1. The customer must be on the most current Product release. (this rule does not apply to No-Upgrade Available products). If the customer is not on the current release, they can purchase an upgrade to the most current release of the software and place the upgraded software on Subscription.
 2. The customer must pay the Subscription Renewal Fee and any applicable Late Renewal Processing Fees for each seat.
- Beyond 365 days customers owning No-Upgrade Available products may rejoin Subscription by paying current year and Retroactive Subscription fees, plus late Processing fees.

4.5 I did not know about subscription at the time of upgrade or purchase of my software, so what can I do?

When the next release of your product becomes available, you will have the opportunity to purchase the upgrade and subscription simultaneously. For specific products, please refer to the section 4.2 above to understand more about Late Attach Subscription and the products that qualify.

4.6 My network licenses are not on subscription but are on the latest release. Can I add licenses to this network and put the entire network on subscription?

For network licenses, the entire network must be either on subscription or off. You can purchase subscription for your entire network when you add one or more licenses to it.

4.7 How can you purchase subscription if you order a product from the Autodesk Store?

The online Autodesk Store does not currently offer subscriptions. After ordering a product from the Autodesk Store, you will receive a coupon with a link to a reseller lookup. This coupon allows you to put your product on subscription within 30 days of purchase by contacting an Autodesk Reseller.

4.8 Can you migrate from AutoCAD on subscription to an industry-specific product (e.g., Autodesk® Architectural Desktop) on subscription?

Yes. The migration fee is the only fee charged. To simplify such a migration, the subscription fee you've already paid also covers the industry-specific product subscription for the remainder of your subscription term. The new subscription fee for the industry-specific product will start when you renew.

Example: A customer has 5 licenses of AutoCAD on subscription. Six months into the subscription contract, the customer decides that they want to switch their 5 AutoCAD licenses to Architectural Desktop. The customer can easily cross-grade their AutoCAD licenses to Architectural Desktop and since their AutoCAD licenses were already placed under subscription, their Architectural Desktop licenses are automatically covered under subscription. After one year, based on the purchase date of the initial 5 AutoCAD licenses on subscription, the customer can then renew their contract for Architectural Desktop and continue to receive the benefits and entitlements provided.

4.9 Can you add new seats or new products to a subscription contract?

New licenses or products can be added to a subscription contract at any time. The coverage is aligned with the anniversary date of the original contract, and the fee is prorated on a monthly basis. The subscription contract number does not change for additional seats or new products.

4.10 Is it possible to delete seats or products from a subscription contract?

Yes. At the end of the subscription term you can decrease the number of seats or completely cancel the contract.

4.11 Are shipping costs covered in the subscription fee?

All mailings during the subscription term, including updates and upgrades, are sent free of charge to your designated Contract Manager.

4.12 How can you get more information?

Contact your Autodesk Reseller or visit the Autodesk Subscription website at www.autodesk.com/subscription.

5. Web Support

5.1 What is Web Support?

Web support provides access to a secure website where customers can submit technical questions to Autodesk support staff through an interactive online interface. Questions are routed to Autodesk technicians who provide responses through the Web and email. The Web site also includes incident reporting and tracking tools to monitor the status of all questions asked by the customer's organization and all responses provided by Autodesk.

5.2 What is the primary benefit of Web Support?

Web Support provides fast, complete answers to technical questions to help your customers get more from their investment in Autodesk software. Interactive contact with Autodesk product experts right at the desktop will improve customer productivity and help avoid expensive downtime.

5.3 Do I need Internet access for the Web Support program?

Yes. You must have Internet access to use the web-based support process.

5.4 What kind of response time can I expect when I ask technical questions through the web-based support system?

Autodesk technicians will respond to customer questions within 2 business hours of receipt. Initial response will consist of an answer, a suggested resolution, or a request for more information necessary to provide a response.

5.5 What type of product support is covered through Web Support?

Autodesk will respond to questions about Autodesk product installation, configuration, and troubleshooting only. This Web support does not provide training, code de-bugging, consultation, customization, or support for third party hardware, operating systems, networks or peripherals.

5.6 How does this support offering relate to support offered by resellers?

Autodesk will provide direct Web Support for Autodesk software product functionality. Resellers will continue to offer a variety of professional services for Autodesk products including telephone support, on-site services, third-party application support, product and process training, and consulting services.

5.7 How can I purchase Web Support, and what is the cost?

Web Support is an entitlement of Autodesk Subscription and available to all subscription customers.

5.8 Is Web support available for all Autodesk products for all market segments?

No. Web support is available only for the following commercial products.

AutoCAD
 AutoCAD LT
 AutoCAD Mechanical
 Autodesk Architectural Desktop
 Autodesk Building Systems
 Autodesk Civil Design Companion
 Autodesk Civil 3D
 Autodesk Envision™
 Autodesk Inventor® Professional
 Autodesk Inventor® Series
 Autodesk Land Desktop
 Autodesk Map™
 Autodesk Map™ Series
 Autodesk MapGuide®
 Autodesk Raster Design
 Autodesk Revit Building
 Autodesk AutoCAD Revit Series
 Autodesk Revit Structure
 Autodesk VIZ
 Autodesk Survey

Web support is not available for Autodesk Media & Entertainment 3ds® max, Productstream Compass products, Education customers, nor NFR products.

6. e-Learning

6.1 What is e-Learning?

e-Learning features self-paced, interactive lessons for select Autodesk® and Media & Entertainment products. All registered members of the Subscription Center have access to the e-Learning that is available under their contract terms.

6.2 What type of e-Learning is offered?

e-Learning consists of self-paced, interactive lessons for select Autodesk products. Each lesson is 15–30 minutes in length. Lessons are organized into product catalogs. Each catalog will have 15–20 lessons, and new lessons will be added periodically. The lessons feature hands-on exercises, with an option to utilize a simulation instead of the software application. Users also have the ability to assess their skills using an online evaluation tool that identifies skills gaps, determines what e-Learning lessons will help them most, and gauges their learning progress.

6.3 How is e-Learning accessed?

A link from the Subscription Center or directly through the Help menu in many 2006 versions of Autodesk software will take the users to a catalog of courses listed by product.

6.4 Do we need Internet access for e-Learning?

Yes. Customers must have Internet access to use the e-Learning feature of Autodesk® Subscription.

6.5 Will we be able to assign e-Learning to an unlimited number of users?

No. Designated users will have access to e-Learning only for those products their company has licensed under subscription. For example:

A customer with 50 licenses of AutoCAD® will be able to assign user access only to the e-Learning catalog for AutoCAD.

A customer with AutoCAD-based products will have access to e-Learning catalogs for both AutoCAD and their AutoCAD-based products, if available. For example, a customer with Autodesk® Architectural Desktop will have access to the AutoCAD and Autodesk Architectural Desktop catalogs.

A customer with Autodesk Inventor® Series will only have access to the e-Learning catalog for Autodesk Inventor.

6.6 Is e-Learning available for all Autodesk products?

No, e-Learning is available for the products listed below and in some cases lessons are available for previous versions and newer versions of the software.

AutoCAD
 AutoCAD Electrical
 AutoCAD Mechanical
 Autodesk Architectural Desktop

Autodesk Civil 3D
Autodesk Inventor® Series
Autodesk Land Desktop
Autodesk Map™
Autodesk Map™ 3D
Autodesk Raster Design
Autodesk Revit® Building
Autodesk Survey
Autodesk VIZ
Autodesk Vault
3ds Max

e-Learning content for other products may be available in the future. Subscription customers will be notified as these become available.