

## Autodesk® Upgrade and Retirement Program

# Frequent Questions and Answers

This document provides answers to frequently asked questions about the Autodesk Upgrade and Retirement Program.

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## AUTODESK UPGRADE AND RETIREMENT PROGRAM: CUSTOMER QUESTIONS &amp; ANSWERS

**1. What is Autodesk simplified upgrade pricing?**

After March 16, 2010, Autodesk will introduce a new, streamlined upgrade pricing model that changes how Autodesk prices upgrades, cross-grades, and retroactive Subscription fees.

**2. How is Autodesk simplified upgrade pricing different from the way Autodesk sells upgrades and cross-grades today?**

Today, upgrade and cross-grade prices and retroactive Subscription fees vary depending on which software release you are upgrading from. After March 16, 2010, upgrade and cross-grade prices and retroactive Subscription fees from the three previous software releases will be priced at 50 percent of a full license, no matter which release you are using today.

**3. Does this price change apply to current release cross-grades?**

Autodesk will continue to offer current release cross-grades, enabling customers to switch from the current release of one Autodesk<sup>®</sup> software title to the current release of another Autodesk software title. There will not be any change to the way we calculate the current release cross-grade price. The price is the difference between the full license price of your current software title and the full license price of the new software title.

**4. Who is affected by simplified upgrade pricing?**

This change affects customers who purchase Autodesk software without Autodesk<sup>®</sup> Subscription, including:

- Customers holding upgradeable and Subscription-only 2007, 2008, and 2009 product licenses without Autodesk Subscription
- Customers who purchase new Autodesk software without Autodesk Subscription

**5. Does the new simplified upgrade pricing affect Autodesk Subscription customers?**

No, this pricing change does not affect customers holding software licenses with Autodesk Subscription. Autodesk Subscription customers will continue to receive software upgrades as long as they continue to renew their Subscription.

**6. What Autodesk products are affected by simplified upgrade pricing?**

Autodesk simplified upgrade pricing affects all Autodesk products.

**7. Why is Autodesk making this change?**

We are streamlining our upgrade pricing based on feedback from customers and resellers that the current pricing model is too complex and no longer meets the needs of most of our customers.

More and more of our customers are choosing Autodesk Subscription as the most convenient and cost-effective way to keep their Autodesk software up-to-date. Customers tell us they prefer the budget and upgrade predictability of Autodesk Subscription. They also cite other advantages over traditional upgrades:

- The option to continue running previous versions of your software so there's no interruption to your project flow
- Hassle-free and flexible licensing so you can use your Autodesk software in the office or at home (on selected products)
- Web support from Autodesk technical experts

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- Self-paced training to help extend your Autodesk software skills
- Incremental product enhancements (on selected products) to increase your functionality between upgrades

For customers without Autodesk Subscription, simple, streamlined upgrade pricing should help make it easier for you to plan and budget your software upgrades. You will pay the same price—50 percent of a full license—to upgrade to the current release from any of the three previous versions, which means you can move when you're ready.

### **8. Why should I purchase Autodesk Subscription?**

Autodesk Subscription is the most convenient and cost-effective way for you to keep your Autodesk software up-to-date. For more information about Autodesk Subscription, contact your Autodesk Authorized Reseller or visit [www.autodesk.com/subscription](http://www.autodesk.com/subscription).

### **9. When will simplified upgrade pricing take effect?**

The last day to upgrade from Autodesk® 2007, 2008, and 2009 products with the current pricing model is March 15, 2010. The new simplified upgrade pricing model will go into effect after March 16, 2010.

### **10. I have an Autodesk 2007, 2008, and/or 2009 product license. Do I have to upgrade now?**

You do not have to upgrade right now. However, for the best pricing, Autodesk is encouraging all customers currently holding eligible upgradeable and Subscription-only licenses of Autodesk 2007, 2008, and 2009 software to move to the latest release and add Autodesk Subscription by March 15, 2010.

Customers holding Autodesk® 2008 and Autodesk® 2009 software licenses who do not upgrade, or who upgrade without adding Autodesk Subscription, will still be able to purchase upgrades or cross-grades to the latest release after March 16, 2010, via the new simplified upgrade pricing model.

Customers holding Autodesk 2007 software licenses have until March 15, 2010, to upgrade to the current release. Autodesk will no longer sell upgrades from Autodesk 2007 software after March 16, 2010. (See question 13: *What is the Autodesk Retirement Program?*) After that date, customers who want to buy the latest release will need to purchase a new license.

### **11. Will there be any price exceptions made after simplified upgrade pricing goes into effect?**

No. Customers who do not upgrade by March 15, 2010, will only be able to upgrade or cross-grade to the latest release via simplified upgrade pricing.

### **12. How does the introduction of simplified upgrade pricing affect the Autodesk Retirement Program and Autodesk Legacy Program?**

Autodesk simplified upgrade pricing will not affect the retirement or legacy program. Autodesk will continue to retire upgrades from older product releases as new products are introduced.

### **13. What is the Autodesk Retirement Program?**

After March 16, 2010, Autodesk will stop selling upgrades, cross-grades, and retroactive subscription from Autodesk 2007 product releases. This means that upgrade, cross-grade, and retroactive subscription pricing will no longer be available for the retired

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products and Autodesk will no longer provide technical support, except for existing service packs or maintenance releases that are downloadable from [www.autodesk.com](http://www.autodesk.com).

#### 14. Why does Autodesk retire upgrades from previous releases?

Autodesk is continually adding new functionality to our software products. Many new and improved features are based on feedback from customers who face increasing pressure to get more done in less time. Customers who have already moved to the latest releases say these timesaving tools are worth the cost of upgrading and help them stay ahead of the competition.

One challenge of keeping up with customer demand for new technology is the cost associated with supporting older releases. So, like many other software companies, Autodesk has a policy of supporting products three releases previous to the currently shipping release of that product. This policy enables Autodesk to control the costs of maintaining older releases of our software.

Following our announcement in March 2009 about the release of the Autodesk® 2010 family of products, we are announcing the retirement of Autodesk 2007 product releases. Since we released the Autodesk 2007 products, we have subsequently released Autodesk 2008, Autodesk 2009, and Autodesk 2010 families of products. We believe that upgrading to the current release should more than pay for itself in the productivity gains you may achieve.

#### 15. What products are being retired?

Upgrades, cross-grades, and retroactive Subscription from the following Autodesk 2007 product releases will be retired after March 16, 2010:

##### *Platform Solutions*

- AutoCAD LT® 2007\*
- AutoCAD® 2007
- Autodesk® Raster Design 2007

\* Upgrades and cross-grades from AutoCAD LT 2007 software are not eligible for the retirement promotion

##### *AEC Solutions*

- Autodesk® Architectural Desktop 2007
- Autodesk® Land Desktop 2007
- Autodesk® Building Systems 2007
- AutoCAD® Revit® Architecture Suite 9
- Revit® Architecture 9
- AutoCAD® Revit® MEP Suite 2
- AutoCAD® Revit® Structure Suite 4
- Autodesk® Civil 3D® 2007

##### *Geospatial Solutions*

- Autodesk Map® 3D 2007

##### *Manufacturing Solutions*

- AutoCAD® Mechanical 2007
- AutoCAD® Electrical 2007
- Autodesk® Inventor® Series 11
- Autodesk® Inventor® Professional 11
- Autodesk® Inventor® Routed Systems Suite 11
- Autodesk® Inventor® Simulation Suite 11

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*Media & Entertainment*

- Autodesk® VIZ 2007
- Autodesk® 3ds Max® 9
- \*Autodesk Maya Complete 8.5
- \*Autodesk Maya Unlimited 8.5
- \*Autodesk MotionBuilder 7 & 7.5

The product list may vary by location. Please go to [www.autodesk.com](http://www.autodesk.com) or contact your Autodesk Authorized Reseller for more information.

**16. What is the retirement date?**

March 15, 2010, is the last day to purchase upgrades, cross-grades, and retroactive Subscription from Autodesk 2007 product releases.

**17. Who is affected by the retirement?**

This change affects only customers holding upgradeable and Subscription-only 2007 product licenses without Autodesk Subscription.

**18. What happens if I do not upgrade before the retirement deadline?**

Customers holding Autodesk 2007 software licenses have until March 15, 2010, to upgrade to the current release. After the retirement date, Autodesk will no longer sell upgrades from or provide technical support for Autodesk 2007 software. Customers who want to buy the latest release will need to purchase a new license.

Autodesk will continue to recognize our customers' investment in Autodesk software after the retirement date. Many of the retired products will be recognized under the Autodesk® Legacy Program.

**19. What is the Autodesk Legacy Program?**

The Autodesk Legacy Program provides customers who own valid licenses of select, retired Autodesk software products the opportunity to purchase new discounted licenses of current Autodesk software. (Note: AutoCAD LT® software is not eligible for the Autodesk Legacy Program.) To qualify for the Autodesk Legacy Program, you must have a valid license of the retired release and purchase Autodesk Subscription. We realize the Autodesk Legacy Program may be a better option for some of our customers.

**20. Does Autodesk plan on completely eliminating upgrades and cross-grades in the future?**

No, Autodesk does not currently have any plans to eliminate upgrades or cross-grades or make Autodesk Subscription mandatory. While most of our customers prefer the budget and upgrade predictability of Autodesk Subscription, we understand that this may not be the right choice for everyone. Autodesk will continue to offer a variety of pricing options to help customers move to the latest release when they are ready.

**22. Do I have to upgrade to the same product, or can I upgrade to another Autodesk product?**

You can upgrade to the latest release of the same product or cross-grade to the latest release of an Autodesk industry-specific software product. For example, you may cross-grade from AutoCAD® software to Autodesk® Revit® Architecture software.

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**21. Will there be any sales promotions if I upgrade before the Autodesk upgrade and retirement changes go into effect?**

Yes. For a limited time Autodesk will provide discounted pricing on eligible\* upgrades, cross-grades, and retroactive Subscription fees from 2007, 2008, and 2009 products.

The Autodesk Upgrade and Retirement Program promotion is a multiphase program for customers using Autodesk 2007, 2008, and 2009 product releases who want to move to the latest Autodesk software release.

The following is an outline of the promotional offer:

Phase	Promo Dates	With Autodesk Subscription	Without Autodesk Subscription (Upgradeable Products Only)
Phase 1	May 11–July 17, 2009	30% off SRP	20% off SRP
Phase 2	July 18–October 16, 2009	20% off SRP	15% off SRP
Phase 3	October 17–January 15, 2010	10% off SRP	N/A

\* Upgrades and cross-grades from AutoCAD LT 2007, 2008, 2009 software are not eligible for this sales promotion

Only the product price is discounted; the Subscription price is not discounted.

Customers holding licenses of upgradeable products are eligible to purchase upgrades and cross-grades without Autodesk Subscription; however, discount pricing may not be available.

Customers purchasing retroactive Subscription for Subscription-only products are required to purchase Autodesk Subscription.

The list of participating products and promotional terms and conditions may vary by location. Please contact your Autodesk Authorized Reseller to discuss your options or to request a quote.

**23. If I cross-grade to a different product, will I have to pay the difference in subscription prices on the cross-grade?**

No. Customers holding either one-year or multi-year subscription contracts that purchase cross-grades, will automatically have their subscription contract migrated to the new product at no charge for the remaining months within the first year. Additional Subscription charges will be applied to the remaining years for any existing multi-year contracts.

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**24. What products are eligible for the Autodesk Upgrade and Retirement Program promotion?**

The promotional discount applies to upgrades, cross-grades, and retroactive Subscription fees from all eligible\* Autodesk 2007, 2008, and 2009 product releases, when purchased with Autodesk Subscription. Only the software price is discounted; the Subscription price is not discounted.

\* Upgrades and cross-grades from AutoCAD LT 2007, 2008, 2009 software are not eligible for this sales promotion

Customers who do not want to purchase Autodesk Subscription may still be eligible for promotional discount pricing, depending on what type of software they are upgrading from:

- Upgradeable products: Upgrades and cross-grades can be purchased without Autodesk Subscription.
- Subscription-only products: Retroactive Subscription fees cannot be purchased without Autodesk Subscription.

The lower promotional discount (without Autodesk Subscription) will be applied to upgradeable products only.

Please go to [www.autodesk.com](http://www.autodesk.com) or contact your Autodesk Authorized Reseller for more information.

**25. Are government customers eligible for the Autodesk Upgrade and Retirement Program promotion?**

Yes.

**26. Are education customers eligible for the Autodesk Upgrade and Retirement Program promotion?**

No, education customers are not eligible to participate in this promotion.

**27. Are Autodesk major account customers eligible for the Autodesk Upgrade and Retirement Program promotion?**

Yes.

**28. Can this discount be combined with any other Autodesk discounts or special offers?**

The Autodesk Upgrade and Retirement Program promotion cannot be combined with any other promotional offers. However, purchases may be eligible for financing. Availability of financing and terms and conditions vary by region. Please go to [www.autodesk.com](http://www.autodesk.com) or contact your Autodesk Authorized Reseller for more information about financing programs in your area.

**29. Where do I find pricing for the Autodesk Upgrade and Retirement Program promotion?**

Please contact your Autodesk Authorized Reseller for pricing information or to request a quote.

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**30. Whom do I contact if I have a question about the Autodesk Upgrade and Retirement Program?**

If you have any questions or need more information, please contact your Autodesk Authorized Reseller.

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