

Autodesk® Software rental plans

Questions and answers

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1. About Autodesk software rental plans

1.1 What are Autodesk software rental plans?

A software rental plan is a new purchasing option that allows you to license Autodesk desktop software on a short-term basis to meet a variety of business and budget considerations, such as taking on finite projects, or hiring temporary staff. Customers who purchase rental plans receive similar benefits to customers who purchase perpetual licenses with Autodesk® Subscription. These benefits include basic support, access to the latest software and product enhancements and in some cases, access to select cloud services.

1.2 Why is Autodesk introducing rental plans?

Autodesk is introducing rental plans in response to growing customer demand. With the introduction of rental plans, you have greater flexibility and choice for how to access Autodesk software. Now you have two ways to purchase: you can buy a traditional perpetual license or pay as you go with a rental plan. It's your choice. A perpetual license is ideal for customers who need ongoing access to Autodesk software. Rental plans enable you to license software on a short-term basis with monthly, quarterly or annual plans—a great choice for customers who have short-term project and staffing needs and want to ramp up their business quickly. It's never been easier to get the Autodesk software you want with a variety of purchase options to meet the unique needs of your business.

1.3 What rental plans are available for purchase?

The following Autodesk software rental plans are available for purchase beginning September 16, 2013. For more detail contact your Autodesk Reseller or visit www.autodesk.com/rental-plans

- Autodesk® InfraWorks 360™ Pro
- Autodesk® Roadway Design for InfraWorks 360™ Pro
- Autodesk® AutoCAD® LT French Edition (Europe only)
- Autodesk® AutoCAD® Design Suite
- Autodesk® Building Design Suite
- Autodesk® Infrastructure Design Suite
- Autodesk® Plant Design Suite
- Autodesk® Product Design Suite
- Autodesk® Factory Design Suite
- Autodesk® Entertainment Creation Suite
- Autodesk® 3ds Max
- Autodesk® Maya®
- Autodesk® Maya LT®
- Autodesk AutoCAD Revit LT™
- Autodesk AutoCAD Inventor LT®

1.4 What is the difference between perpetual and rental plan licenses?

Traditional perpetual software licenses grant license holders the right to use the version of Autodesk software that is purchased for as long as they want. Rental plans grant license holders the right to use the software for a specified period of time with the option to renew their contract for additional payments.

Customers who purchase rental plans receive similar benefits to customers who purchase perpetual licenses with Autodesk® Subscription. These benefits include basic support, access to the latest software and product enhancements and in some cases, access to select cloud services.

Feature / Benefit	Perpetual license with Autodesk® Subscription	Rental License Plan
Licensing term	Perpetual license Annual / multi-year Subscription	Monthly. Quarterly and Annual plans
Desktop software licensing	Multi-user (standalone) or networked license	Named user (standalone) See question 2.2
Renewals	Autodesk® Subscription—renewable annually	Monthly plans—automatically renew on a monthly basis until cancelled Quarterly plans—renewable quarterly Annual plans—Channel/Direct - renewable annually, Autodesk Store – Auto renewable
Return policy	Within 30 days post purchase	Annual and quarterly rental plans—within 30 days post purchase Monthly rental plans—within 14 days post purchase
Access to latest software and product enhancements	Yes	Yes
Basic support	Included with Standard and Premium Suite editions and standalone products	
Advanced support	Included with Ultimate Suite editions, optional for Standard and Premium editions & standalone products	
Previous versions rights	Yes	No
Home use rights	Home use rights are available by product. Consult Subscription Terms & Conditions .	The named user can install and use from multiple locations

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Territory of use rights Extra territory rights	Extra territory rights — Use outside of the country of purchase for up to 90-days in 12-month period	Territory of use rights: Global, but there are exceptions depending on of the country of purchase. See country list on legal page
Cloud service benefits	Access based on suite and edition	
Cloud credits	If entitled, issued with Subscription contract	If entitled, issued with rental plan contract
Cloud storage policy	25 GB per seat, no pooling of storage	
Data retention	Customers have 30 days to remove data stored using Autodesk 360 after contract expires	

1.5 Will Autodesk's perpetual desktop software products and suites go away?

No. Rental plans are provided in addition to perpetual licenses. Autodesk is committed to providing you the flexibility to choose.

1.6 What are the benefits of Autodesk rental plans?

Pay-as-you-go access software: This gives you the flexibility to control costs without an up-front license investment or long-term commitment. In some cases, you may be able to bill the cost of software rental plan back to your clients, making it easier to treat software costs as an operating expense rather than a capital expense.

Stay up to date: With an active rental plan, you always have access to the latest software releases and product enhancements.

Scalable licensing: Rental plans help enable easier addition and removal of licenses. You can scale up to manage a variety of temporary project and staffing needs like the addition of consultants, interns, and part-time employees.

1.7 What are the differences between monthly, quarterly and annual rental plans?

Annual rental plans Annual rental plans purchased directly from Autodesk and through Autodesk Resellers are renewable. These plans begin the day the purchase confirmation is sent and end 12 months from the purchase date. At this point, you have the choice to renew your annual plan.

Annual rental plans purchased through the Autodesk Store renew automatically. These plans begin the day the purchase confirmation is sent and renew automatically one year from the purchase date and each year thereafter until you cancel the plan.

Quarterly rental plans Available through Autodesk Resellers and direct from Autodesk, quarterly rental plans expire at the end of a three-month period, at which point you have a choice to renew. Quarterly plans begin the day that the purchase confirmation is sent to you and end three months later. For example, if you purchase a quarterly plan beginning on August 31, 2013, your plan will end on November 30, 2013 (or the last day of the third month).

With quarterly rental plans, any cloud credits allotted for the rental period will expire at the end of the rental term, regardless of whether you choose to purchase a new quarterly rental term.

Monthly rental plans Offered through the Autodesk Store, these plans renew automatically. Monthly rental plans begin the day that purchase confirmation is sent to you and renew on the same day of each month. For example, if you purchase a monthly plan beginning on July 31, 2013, you will automatically be billed on the 31st (or the last day) of each month thereafter, until you cancel the plan.

With monthly rental plans, any cloud credits allotted for the rental period will accrue and accumulate for up to 12 consecutive months while the rental plan is active. On the 13th month any unused cloud credits from the first month will expire, on the 14th month, any unused cloud credits form the second month will expire and so on. Any remaining accrued cloud credits will expire when the rental plan is terminated.

1.8 What are the technical support and upgrade benefits of rental plan?

Rental plans include many of the same technical support and upgrades offered through Autodesk® Subscription for perpetual licenses. See table 1.4

1.9 Is Autodesk® Subscription available for rental plans?

No. Autodesk® Subscription is not applicable for rental plans. Rental customers receive similar benefits to that of Autodesk® Subscription customers including technical support, software updates, and in some cases access to select cloud services. See table in question 1.4.

2. Installation and Getting Started with the Rental Plan

2.1 When does a rental term begin?

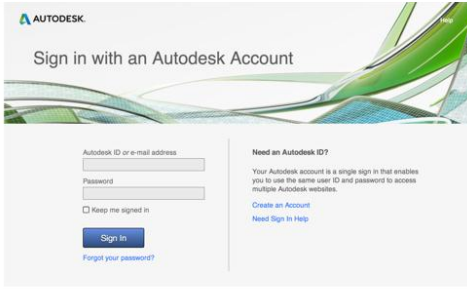
The rental plan begins once you receive the order confirmation email. For example, if you place an order on August 31, 2013 and receive the order confirmation on the same day, the rental term begins on August 31, 2013.

2.2 What is an Autodesk named user?

Autodesk has developed an identity-based system that maintains a relationship between an Autodesk ID and assets (e.g. rental plans or cloud services) licensed from Autodesk. With a rental plan, there is a 1:1 relationship between the user and the license. Users should not share their Autodesk IDs. Many software firms have adopted similar named user models.

2.3 Once I've purchased a rental plan, how do I get started?

Step 1: Sign In

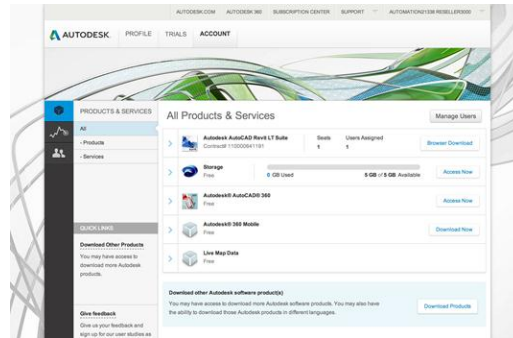


After your purchase, you'll receive an email with a link to the Autodesk Account sign in page. Login using your username and password (or the temporary username and password created for you).

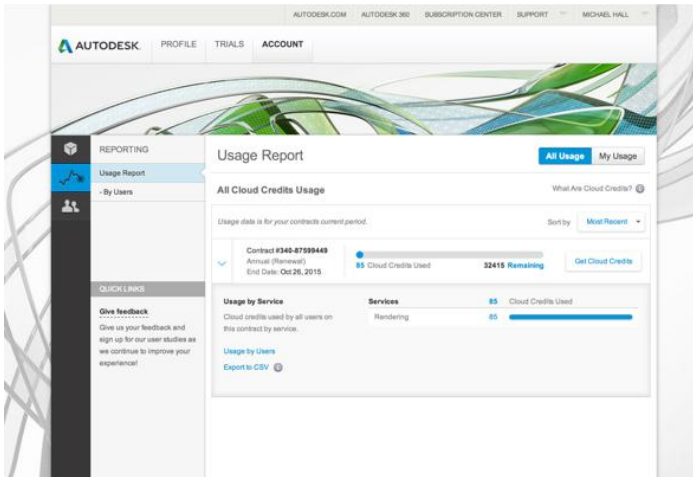
Step 2: Access Products & Services

Once you've signed in, click "Account" in the top navigation to land on the Products & Services page. This page includes all you've purchased as an administrator and/or entitled to use as an end user.

Installation is easy, simply find a product or service and click "Install Now" or "Access Now".



Step 3: (Cloud services only): Track cloud credit usage



To view your cloud credit usage, click the "Reporting" navigation in the left navigation. In the Usage Report by Contract, expand the contract to view the breakdown of usage per Service and export a detailed CSV report of all cloud credits used by date.

2.4 How do I find my serial number and product key?

The product download should automatically apply your serial number and product key, but some cases you might need to enter it – on the "Product & Services page", expand a product to find the serial number and product key. Cloud services don't need serial numbers or product keys.

2.5 How do I purchase more cloud credits?

If you need more credits, click on "Get more cloud credits" on the Usage Report page. This will take you to the checkout to purchase 100-packs

3. Configuration and Usage

3.1 Does the software included with my rental plan have to connect to the Internet to work?

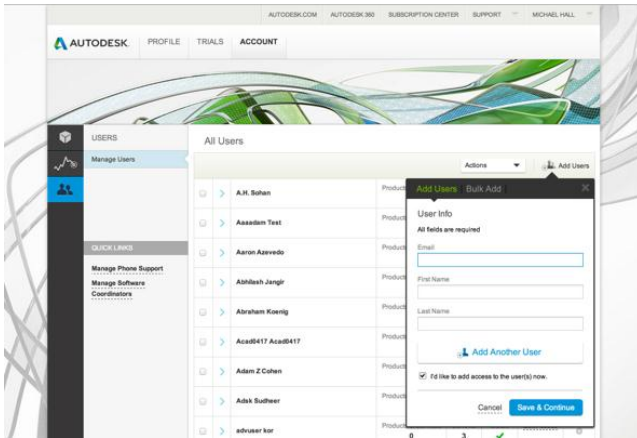
The desktop software will work when offline for up to 14 days, at which point you must connect to the Internet to continue. After seven days of disconnected use, you will be reminded about the requirement to connect to the Internet. An Internet connection is required in order to access cloud services.

3.2 Does the rental software sit in the cloud or on my desktop?

Software products with rental license plans are installed on the desktop in the same manner as traditional perpetual-licensed, desktop products. They are not hosted. Like their perpetual-licensed counterpart, many of the rental plans include access to cloud services that are not installed on your desktop, for example: rendering.

3.3 How do I give other users access and track cloud credit usage?

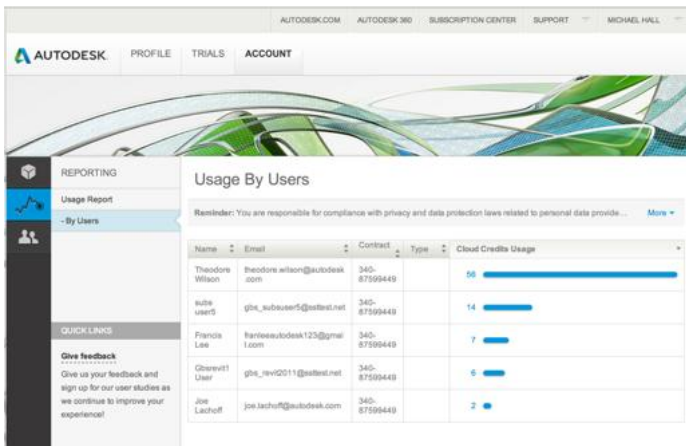
Manage Users



If you have purchased more than one rental plan for a product or suite, administrators can invite other users. Through the "Users" page, administrators can assign users to download/access products and services, view and create web support tickets, and access any advanced support. To Invite users, simply by clicking "add user" - this will automatically create an Autodesk Account for them if they don't already have one. With the Bulk add, copy and paste up to 50 users with the specified formatting (first name last name email).

Then select the access the users should have. The users will receive an email notifying them their permissions were updated. Users can then go to Autodesk Account to access the products and services they have been given access to. You can also select multiple users from the user list at a later time and click the "Actions" menu to set their access.

Track User Usage



To view cloud credit usage for Autodesk services, click the "Reporting" navigation in the left navigation, then click "By Users". You will see a list of users sorted by highest cloud credit usage. If a user is assigned to multiple contracts, they will be listed twice for the services they are using on each contract.

3.4 Where do files created in rental software reside?

Files and projects saved from rental license plans are saved locally. Although an actively licensed rental or perpetual software product is required to open and edit files, you retain your data.

3.5 Is there any difference in files created in rental-licensed versus perpetual-licensed Autodesk software?

No. There is no difference in files created in either perpetual or rental software. They are 100% compatible with each other.

3.6 What happens to data stored in the cloud after a rental plan is not renewed or terminated?

Cloud services entitlement continues until the end of the billing cycle, at which point all documents stored in Autodesk 360 Storage remains available for a further 30 days (25Gb). If your rental license has expired you can continue to access and view existing design and documentation files during this period, but you will not be able to edit or add information to the files. After 30 days, your Autodesk 360 account will revert to the free offering and storage limitations will be reduced from 25Gb to 5Gb.

4. Licensing

4.1 What are my territory rights if I purchase a rental plan?

If you buy a rental license plan in your home country, you have worldwide rights for usage. If you buy outside your home country or if you're in an excluded country, then the rental plan can only be used in the country of purchase. Consult the [terms and conditions agreement](#) for more info.

4.2 Will rental licenses include previous version usage rights?

No. Access to previous versions is unavailable, as Autodesk does not have previous versions of rental plans at this time.

4.3 Can I assign my entire global team to a single rental plan purchased in the US?

No. The rental plan licenses needs to be purchased in the home country or territory and only users who reside in that home country can be assigned as a named user.

4.4 Can I convert an existing, perpetual desktop license to a rental plan?

No, you cannot convert a perpetual license to rental license plan.

4.5 Can I convert a rental plan into a perpetual license?

No. You cannot convert a rental license plan into a perpetual license. If you wish to purchase a perpetual license instead, you will need to cancel your rental plan and place a new order for a perpetual license. You will not be entitled to any discount based on rental plan fees paid to date. Contact your [Autodesk reseller](#) for more info.

4.6 If I purchase a rental plan can I also purchase cloud credits?

Yes. As a rental plan customer, you can purchase cloud credits thorough your Autodesk reseller, through the Autodesk Store, or directly from Autodesk. See [cloud credits FAQ](#) for more details about the procurement and use of cloud credits.

4.7 Can I purchase a combination of rental plans and perpetual licenses?

Yes. You may purchase a combination of perpetual and rental licenses on separate contracts, through separate orders.

4.8 Is there a rental plan for network licenses?

No. Rental plan licenses are named user licenses; each license can be used by one end user, who accesses the rental software with his or her individual Autodesk ID.

4.9 Are the rental licenses transferable?

No. License transfers are not available.

4.10 What happens if I let my rental plan expire but wish to renew at a later date? What if my credit card expires and prevents the automatic renewal of my monthly rental plan?

In these cases, you can simply place an order for a new rental plan. Late renewals after an agreement has expired are not supported.

4.11 How do I cancel a rental plan contract?

Monthly and Annual rental plans (purchased through Autodesk Store) are automatically renewed until you cancel them. To cancel, click the *Cancel Contract* link on the Products & Services page of your Autodesk Account.

4.12 How do I renew my rental plan? Will I receive renewal notices?

The renewal process for quarterly rental plans and annual rental plans purchased via Autodesk Resellers and directly from Autodesk is the same as the Autodesk Subscription process. You will receive renewal notifications at 45, 30, and 4 days prior to expiration and 10 days post expiration.

The renewal process for monthly plans and annual rental plans executed through the Autodesk Store is automatic. You do need not take any action. Your credit card will be charged each month per the rental license agreement and a confirmation will be sent to you.