<table>
<thead>
<tr>
<th><strong>Primary role</strong>*</th>
<th>Technical Support Management services</th>
<th>Customer Success Management services</th>
</tr>
</thead>
</table>
| • A resource or resources to assist You with adoption and use of Autodesk Offerings. | A resource or resources to:  
• Act as Your day-to-day point of contact into Autodesk for success planning, Enterprise Priority Support and consulting services matters or escalations.  
• Help You develop, maintain and implement the CSP.  
• May help co-ordinate consulting services by Autodesk and/or third parties.  
• Assist You with adoption and use of Autodesk Offerings. |

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<tr>
<th><strong>Success Attributes</strong>*</th>
<th>Technical Support Management services</th>
<th>Customer Success Management services</th>
</tr>
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</table>
| • Familiarity with Your operating environment and use of Your primary Eligible Offerings.  
• Experience with Your primary Eligible Offerings  
• Conduct quarterly reviews with You.  
• May provide recommendations on deployment best practices.  
• Reviewing usage metrics and sharing of guidance related to adoption.  
• Assist in formulating Support Requests, validating that a Support Request submitted as Severity 1 is indeed Severity 1.  
• Assist with assignment of Support-related roles.  
• Monitor the status of all Support Requests You submit.  
• May provide recommendations to help You improve Your workflows and data compatibility. | • Familiarity with Your business.  
• Familiarity with Autodesk product portfolio.  
• Familiarity with other Autodesk programs, processes and benefits.  
• Conduct (periodic) business reviews of progress against defined business goals and further define strategy for the future.  
• Provide product usage reporting to identify anomalies and trends (and to establish priorities).  
• Facilitate periodic communication between You and Autodesk product development teams with respect to Eligible Offerings. |

<table>
<thead>
<tr>
<th><strong>Contact Type</strong>*</th>
<th>Technical Support Management services</th>
<th>Customer Success Management services</th>
</tr>
</thead>
</table>
| • May be remote.  
• Named primary resource#. | • May be remote.  
• Named primary resource#. |
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<tr>
<td>• Extended coverage can be added, subject to availability and eligibility</td>
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</tbody>
</table>

* This chart is provided as a general guide only. Autodesk reserves the right at its sole discretion to add to, delete or modify the descriptions and activities outlined above.

# The selection and deployment of individual Autodesk Success Personnel is at Autodesk’s discretion as detailed in section 3.4 of these Enterprise Success Terms.