

**ADDENDUM TO
SUBSCRIPTION WITH ENTERPRISE PRIORITY
TERMS AND CONDITIONS**

This Addendum supplements and amends the Subscription with Enterprise Priority Agreement Terms and Condition (the “Agreement”).

Purpose:

This Addendum adds a new Designated Support Specialist benefit to the Subscription with Enterprise Priority Support Terms and Conditions.

Addition of Designated Support Specialist Benefit:

A new Section F is hereby added to Exhibit A to the Agreement, as follows:

“F. Designated Support Specialist (“DSS”):

You are entitled to assignment of a DSS to your account. The assigned DSS will be a senior Autodesk technical support specialist, and will become familiar with your environment, principal Autodesk Covered Software products (Your “Principal Product(s)”), and primary uses for such Principal Products.

(i) Role of DSS

The DSS’s role is assist with key Support Requests for technical support related to Your Principal Product(s). The DSS will engage as appropriate (in Autodesk’s discretion) to facilitate Autodesk’s attainment of support-related targets and deliverables. Examples of services the DSS may render include, but are not limited to, the following:

- (a) monitor Your Support Requests on a regular basis;
- (b) become familiar with Your environment and use of Your Principal Product(s);
- (c) interface with the product development team in connection with escalated Support Requests;
- (d) enhance the depth, substance and completeness of support-related updates and case communications;
- (e) provide trainings to customer personnel with respect to best practices and improved workflows for Principal Product(s);
- (f) provide recommendations to help You (f) prepare for installation of Upgrades, improve Your workflows and data compatibility, and assist You with developing a back-up and archive strategy for Your Principal Product(s);

(g) research, analyse and provide suggestions based on error report and similar usage data for Your Principal Product(s).

(ii) DSS Availability

The DSS will monitor Your pending Support Requests on an ongoing basis, however the DSS will engage to assist with a particular support request in appropriate cases in Autodesk's discretion and subject to availability."

Except as expressly amended hereby, all terms and conditions of the Agreement shall remain in full force and effect. In the event of a conflict or inconsistency between the terms and conditions contained in this Addendum and those contained in the Agreement, the terms and conditions in this Addendum shall prevail. Capitalized terms that are not defined in this Addendum have the same meaning as defined in the Agreement. From the effective date of this Addendum forward, references to the Agreement shall mean the Marketing Agreement as modified by this Addendum.