

# Autodesk Perpetual Licensing Changes

## Questions and answers for Customers

This document features frequently asked questions and answers that explain upcoming changes to perpetual licenses.

**Last day to purchase a NEW perpetual license: January 31, 2017**

### Top 3 Most Frequently Asked Questions

Can I continue to use my existing perpetual licenses?	YES
Can I continue to use and renew my maintenance plan for my existing perpetual license?	YES
How will I be able to purchase products after the end of sale of perpetual licenses?	Via a subscription

### Our commitment to you

Throughout this period, we will be working with you to help make this transition from perpetual licenses to subscription as smooth as possible, and to address exceptional situations accordingly. We will provide as much advance notice as we can so that you can anticipate and plan for these changes.

Please refer to the Questions & Answers section below for more detailed information. We will update this Q&A on a regular basis.

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# 1. Overview

## 1.1 What is changing?

Autodesk will stop the sale of perpetual licences of all its software on January 31<sup>st</sup>, 2017. The purchase of new licences by both new and existing customers will only be available by subscription after that date.

## 1.2 Who is impacted by these changes?

Any company or individual who wishes to purchase new software licences from Autodesk.

Any customer with an active maintenance plan will be able to extend that contract; see section 3 for details on licences, benefits and purchasing options.

## 1.3 Why is Autodesk transitioning to subscription licences?

Subscription licences offer customers a lower entry price, greater choice of tools and the ability to pay-as-you-go. With its shift away from selling perpetual rights to use a specific version of software, Autodesk will continually innovate and improve products and supporting services that customers subscribe to, allowing access from multiple devices at any time, making them easier to deploy and manage, and reducing file compatibility issues.

## 1.4 Does this affect existing software purchased under a perpetual licence?

No. Existing or new perpetual licences purchased up to January 31<sup>st</sup>, 2017, remain valid. Customers retain their perpetual software licence and can continue to use it in accordance with their perpetual licence agreement. All software products covered by a maintenance plan will continue to receive benefits such as technical support, the latest software release, previous version and other licensing rights, and product updates.

## 1.5 How will this change impact customers with a maintenance plan?

Customers with current maintenance plans will have the option to renew their maintenance plan and continue receiving the corresponding benefits. The end-of-sale of perpetual licences only impacts the ability to make new purchases of perpetual licences.

## 1.6 How will Autodesk make this transition easier for customers?

Autodesk is doing several things to make the transition to subscription as smooth as possible for customers:

- Providing the option to subscribe to Autodesk products with immediate effect
- Providing the time needed to assess options and make plans by providing as much in advance notice of changes to come as possible
- Customers with perpetual licenses on maintenance plans can continue to renew maintenance plans and receive/access the corresponding benefits
- Autodesk Account provides a single place for customers to manage all products, subscriptions, and services
- Providing the ability to lock in the subscription rate with the option of a multi-year subscription offering

## **2. Subscribing**

### **2.1 What is involved in subscribing to Autodesk products?**

Subscribing to Autodesk products gives you access to the same full version of Autodesk software as the equivalent perpetual licence - but with a flexible, pay-as-you-go approach for a software budget that is easier to manage. The desktop software application delivered through subscription, as well as associated user data, continues to be stored on a local machine.

### **2.2 Does Autodesk software I'm subscribed to have to connect to the internet to work?**

Autodesk products you subscribe to can be used without an internet connection if required. However, an internet connection is needed to access product downloads, cloud services, and administrative tools in Autodesk Account. For subscriptions with single-user access using desktop software, customers need to be connected to the internet the first time they access their software, and at least once every 30 days to continue access.

### **2.3 What are the key features/benefits of subscribing?**

Subscribing to Autodesk products grants licence holders the right to use the software for a specified period of time with the option to renew their contract. Customers who subscribe to Autodesk products receive benefits such as product support, access to the latest software and prior versions, Global Use rights, and product enhancements. Subscribing to Autodesk products also provides flexibility through which the user can install the software on multiple devices as the subscription follows the user and not the user's machine.

### **2.4 Is Autodesk making any changes in terms of how I can subscribe to products?**

To provide customers with greater purchasing flexibility, Autodesk has introduced multi-year (2-year and 3-year) terms for new subscriptions. This locks customers in to current subscription pricing, protecting them from any future increases.

### **2.5 Will Autodesk support previous version rights when I subscribe to products?**

Customers that subscribed to Autodesk products before August 1<sup>st</sup> 2016 may have access to previous version licenses of eligible Autodesk software. Customers that subscribed to Autodesk products after August 1<sup>st</sup> 2016 onwards will have access to previous version licenses going back to this date.

For example, if a customer subscribed on April 15<sup>th</sup> 2017 they will have access to previous version licenses released between August 1<sup>st</sup> 2016 and April 15<sup>th</sup> 2017.

## **3. Maintenance Plans**

### **3.1 What is a maintenance plan?**

Maintenance plans ensures a perpetual licence holder receives benefits such as Basic Support, options for more advanced support, and access to the latest software and product enhancements. A maintenance plan agreement must be applied to each separately purchased perpetual licence.

### **3.2 What happens if I have a current maintenance plan?**

Customers with current maintenance plans will continue to enjoy the benefits of maintenance plans as long as they continue to renew. Autodesk has no plans to stop offering maintenance plan renewals. However, it is important to renew the maintenance plan on time to continue to access the benefits.

### **3.3 What happens if my maintenance plan expires?**

If a maintenance plan is not renewed on time, customers will have to subscribe to their Autodesk product if they want access to the latest features and functionality.

### **3.4 How long can customers continue to renew current maintenance plans?**

While Autodesk is discontinuing the sale of new perpetual licences, we are not eliminating maintenance plans. Customers with maintenance plans may continue to renew their maintenance plans and receive the appropriate benefits for the foreseeable future.

### **3.5 Will customers with a current maintenance plan be able to purchase additional perpetual licences with a maintenance plan?**

No. Once Autodesk discontinues the sale of perpetual licences for its products on January 31<sup>st</sup>, 2017, customers will only be able to **renew** maintenance plans for previously purchased perpetual licences. No **new** perpetual licences may be added to new or existing maintenance plans after January 31<sup>st</sup>, 2016. Customers may subscribe to additional Autodesk products at a term length that fits their needs.

### **3.6 What happens if a customer with a perpetual licence chooses to discontinue their maintenance plan?**

Customers with expired maintenance plans can continue using their perpetual licences. However, they will lose the benefits of maintenance plans such as updates, technical product support, flexible licence rights and cloud services. If a maintenance plan is not renewed, customers will be able to subscribe to Autodesk products to get the latest features and functionality.

### **3.7 What multi-year maintenance plan options will be available?**

Autodesk will continue to provide multi-year maintenance plan options so that customers who have purchased perpetual licences can continue to have access to the most up-to-date software, while locking in the price for the length of their contract.