

MOVE TO SUBSCRIPTION

Frequently Asked Questions – Customers

This document answers frequently asked questions about maintenance plan changes and the Move to Subscription offer.

Updated: May 2019 ([see what's new](#))

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What's new in this FAQ as of May 2019?

This FAQ has been updated to reflect the third and final year of the Move to Subscription offer. The following questions and answers in this document are either new or contain substantive updates. If you have already reviewed this FAQ before, you should focus your attention on the questions below.

1.1 What is the Move to Subscription offer?

1.2 Is there a time limit on the Move to Subscription offer?

2.11 After I move to subscription, can I later choose to change the term length of my subscription?

3.2 Can I get additional savings if I choose a 3-year subscription?

3.3 If I take advantage of the opportunity to get additional savings with a 3-year subscription, can I later switch to a subscription with a shorter term length?

4.2 Can I switch term lengths when I renew my seats that were switched to subscription?

Overview

1.1 What is the Move to Subscription offer?

The Move to Subscription offer gives customers with eligible products on maintenance the ability to easily switch to a subscription at the time of renewal for a discounted price. Customers can take advantage of this offer once per seat of a product on maintenance.

Those who switch before the offer expires on May 6, 2020, will continue to renew with special discounted pricing, which will be lower than maintenance plan renewal pricing and far below the cost of purchasing a new subscription. In addition, customers who switch from maintenance to a subscription with a 3-year term length can receive an additional 10% savings (see question 3.2). For more information on this offer, see [Switching from Maintenance to Subscription](#).

Note: For select products added to the program in May 2018, the offer will expire on May 6, 2021. These products include PowerMill, PowerShape, PowerInspect, FeatureCAM, and Arnold. The price to switch these products will increase 5% on May 7, 2020, so the earlier customers switch to subscription, the less it will cost. For more details, see the [Addendum](#).

1.2 Is there a time limit on the Move to Subscription offer?

The Move to Subscription offer will end on May 6, 2020 for all products except those added to the program in May 2018. These products include Autodesk PowerMill, PowerShape, PowerInspect, FeatureCAM, and Arnold. For more information about these products, see the [Addendum](#).

1.3 What are my options when my current maintenance plan comes up for renewal?

When your maintenance plan comes up for renewal, you will have 3 options:

- Switch an eligible individual product on maintenance to a subscription of the same product or an eligible alternative
- Switch an eligible individual product or suite on maintenance to an industry collection subscription
- Renew your maintenance plan

1.4 Will I be able to continue renewing my maintenance plan?

Yes, if you choose to stay on maintenance, you will be able to continue to renew your maintenance plan/s on an annual basis. The cost to renew your maintenance plan/s in 2020 will be the same as it is in 2019.

1.5 What happens if I let my maintenance plan expire rather than renewing or switching to subscription?

If you let your maintenance plan expire, you will no longer receive benefits granted to you via your maintenance plan. This includes access to software updates, previous version rights, home use rights, global travel rights, support, cloud credits, and cloud services. Additionally, after your maintenance plan has expired, you will not be able to switch to subscription at the discounted price.

Switching from Maintenance to Subscription

2.1 How will maintenance plan customers benefit from switching to subscription?

Autodesk will continue to invest heavily in our subscription offerings to provide our customers with greater value through the following benefits:

- **Greater access** – Broad access to the latest innovations in tools, technologies and services to fit your needs – now and in the future.
- **Flexible control** – Ability to better manage users and costs by providing access to the right products and updates when your team needs them.
- **Valuable insights** – Easy-to-use reporting tools to evaluate and analyze product usage, spending, productivity, and future needs.

Learn more about these benefits at Autodesk.com/subscription.

2.2 What are my options if I want to switch products on maintenance to subscription?

Many products on maintenance plans will be eligible to switch to subscription at the time of renewal. When you choose to switch, you will be required to give up your perpetual license for any seats you switch. See guidelines below and check with your Autodesk Partner or Autodesk Sales Representative to learn which products are eligible for switching.

FROM A MAINTENANCE PLAN FOR:	TO A SUBSCRIPTION FOR:
An individual product or an eligible alternative	The same individual product on the same or higher tier (i.e.: Standard, Premium or Ultimate)
An individual LT product	The same individual LT product or LT suite
A Design & Creation Suite	An industry collection
An LT Suite	An LT Suite

You will have the ability to switch to a 1-year or 3-year subscription, regardless of the term length of your current maintenance plan.

2.3 What cannot be changed when switching from maintenance to subscription?

At this time, when you switch products on a maintenance plan to a subscription you will not be able to:

- Change billing type (e.g. from renewable to auto-renewing)
- Change access type (e.g. from single-user to multi-user)
- Change to monthly or two-year term lengths

2.4 When will I be able to switch products on maintenance to subscription?

You can switch eligible products on maintenance to subscription at the time of renewal (up to 90 calendar days prior to your maintenance plan expiration date). Your maintenance plan will remain active until the original expiration date, and your new subscription will begin the day after your maintenance plan expires. To be eligible for this special offer, your order must be placed before your maintenance plan expiration date.

2.5 How can I switch my products from a maintenance plan to a subscription?

You can switch eligible Autodesk products that are currently on a maintenance plan to a subscription at time of renewal by contacting your Autodesk Reseller or Autodesk Representative.

2.6 Can I continue to use my installed perpetual license software after switching my maintenance plan to a subscription if it is an eligible product and version in the new subscription?

The option to switch to subscription at this significant discount is conditional upon you agreeing to the termination of your perpetual license on a maintenance plan and its replacement with the new subscription. Normally, this means you would be required to uninstall your old perpetual license software and install software associated with your

new subscription. We understand this could disrupt your workflow if you already have an eligible product and version installed.

Therefore, subject to certain conditions and limitations, you may be permitted to leave your old perpetual license software installed until you are ready to install or deploy the new subscription.

For information on post-switch installation requirements and other setup instructions, visit the [Complete the Switch](#) section in the Move to Subscription Guide.

2.7 What happens to my files and data created using my product on maintenance after I switch to subscription?

Any files and data created using products on maintenance will continue to be available after you switch to a subscription.

2.8 If I move to subscription does that mean that my applications and data will be stored in the cloud?

Desktop software applications on subscription, as well as associated user data, continue to be stored on your local machine. Cloud service applications are run in the cloud; where you store your data, in the cloud or on your local machine, is up to you.

2.9 What happens if I switch my maintenance plan to subscription and then let my subscription expire?

As with any subscription, once you allow it to expire you will no longer have access to the software. Your data is yours, and you continue to retain your data files (see question 6.10). If you wish to start a new Autodesk subscription at a later time, you will do so at the full price.

2.10 If I switch my maintenance plan to subscription, can I later switch that subscription to a different product?

No, product changes are not supported at this time; therefore, it is important that you choose the right product at the time of switching.

2.11 After I move to subscription, can I later choose to change the term length of my subscription?

Yes, now at time of renewal, you can switch to a 3-year subscription to take advantage of the 10% savings on top of the special move to subscription pricing (see question 3.2 for details).

Pricing to Switch

3.1 How much will it cost to switch products on maintenance to subscription?

The cost to switch from maintenance to subscription will vary depending on the product. Please contact your Autodesk Reseller or Autodesk Representative for pricing.

3.2 Can I get additional savings if I choose a 3-year subscription?

Yes, if you choose a 3-year subscription you will receive an additional 10% savings. For those who have already moved to a 1-year subscription and then switch to a 3-year at renewal time, their 3-year price will be based on their previously secured price multiplied by 3 and minus 10 percent.

Note: Savings of 3-year subscriptions is compared to the Autodesk Suggested Retail Price (SRP) for 3 consecutive, annual subscriptions. Multi-year subscriptions obtained through the Move to Subscription offer are limited to 250 seats per customer group (including subsidiaries) in Europe, the Middle East, Africa, Australia, New Zealand, Korea and Japan; and 100 seats elsewhere.

3.3 If I take advantage of the opportunity to get additional savings with a 3-year subscription, can I later switch to a subscription with a shorter term length?

Yes, in the future, at time of renewal, you will be able to switch from a 3-year to a 1-year subscription and still enjoy your Move to Subscription special pricing at the 1-year rate. We will communicate when this option is available.

3.4 Can I take advantage of the Move to Subscription offer pricing more than once per seat?

No, you can only take advantage of this offer once per seat of a product on maintenance that is switched to subscription.

Pricing to Renew

4.1 What can I expect to pay to renew seats switched to subscription through the Move to Subscription offer?

You receive ongoing discounted renewal pricing for all subscriptions obtained through the Move to Subscription offer. And to better help you budget for the renewal of these subscriptions, we've also extended our renewal pricing guidance to 2028 for customers

who continue to renew after they switch to subscription through the Move to Subscription offer.

The special Move to Subscription renewal suggested retail price will increase by no more than 5% in 2021, 2023, 2025, and 2027. There will be no change to the renewal suggested retail price in 2022, 2024, 2026, and 2028.*

Your actual renewal price will vary based on your product and when you switched to subscription through the Move to Subscription offer. The example below is for customers who move to subscription between May 7, 2019 and May 6, 2020 when the offer ends. The example is in Suggested Retail Price for North America and is used for illustration purposes only. Please refer to your Autodesk Reseller or Autodesk Representative for actual pricing.



* Actual pricing may vary due to the impacts of currency fluctuations. Pricing commitments apply only to seats moved to subscription from maintenance pursuant to the Move to Subscription offer. This price commitment is subject to product and/or offering availability and does not apply to: new subscriptions purchased by customer; switched subscriptions (i.e., permitted switches from a subscription for one product to a subscription for another product), or substitute or successor subscription products.

4.2 Can I switch term lengths when I renew my seats that were switched to subscription?

Yes, at time of renewal you can switch from a 1- or 2-year term length to a subscription with a 3-year term length and receive an additional 10% savings.

Note: Savings of 3-year subscriptions is compared to the SRP for 3 consecutive, annual subscriptions. Multi-year subscriptions obtained through the Move to Subscription offer are limited to 250 seats per customer group (including subsidiaries) in Europe, the Middle East, Africa, Australia, New Zealand, Korea and Japan; and 100 seats elsewhere.

Contract Management

5.1 Will switching from maintenance to subscription require a new contract?

No, switching from maintenance to subscription does not require a new contract.

You can choose to have subscriptions switched from maintenance added to a new subscription contract or existing subscription contract—provided the subscription contract has the same term length and billing type and does not expire prior to the end of the maintenance plan.

Note: The end-date of your new subscriptions will vary depending on your choice. Please reference the table below to help determine which option is best for you.

	The end-date of your new subscriptions will align with:
A New Subscription Contract	The end-date of your original maintenance plan
An Existing Contract	The end-date of the existing contract (proration is applied if needed).

5.2 If I choose to change the term length of a subscription already received through this offer, can I add it to an existing contract?

No, you cannot co-term that subscription with an existing subscription at this time.

5.3 Can I just switch some of my seats on maintenance to subscription?

Yes, you will have the ability to switch some or all of your seats, on a maintenance plan to subscription.

5.4 What happens to my cloud credits after I switch to subscription?

Cloud credits cannot be transferred to your new subscription contract. Purchased cloud credits will expire with your maintenance contract, therefore it is recommended that you use your cloud credits prior to your maintenance contract expiring, if you are switching all seats on a maintenance contract to subscription.

Software Management and Use

6.1 What previous versions will I be able to use when I switch from maintenance to a subscription?

When you switch from maintenance to subscription and your maintenance plan comes to an end, your new subscription will start on the next day. At that time and under your new subscription, you will have access to prior versions per the [Subscription Previous Version Eligibility List](#).

Additionally, you may continue using* the product(s) and version(s) which were downloaded and activated during your maintenance plan only if those products are included in your new subscription. You may continue using them for as long as you need while you are making the transition to subscription, until your subscription expires. Once you have installed and activated your new subscription software, we ask that you uninstall any older perpetual licenses that are no longer required.

Example #1: If you are using AutoCAD 2012 under your maintenance plan previous versions rights, and you have switched from AutoCAD on maintenance to an AEC Collection subscription, you can continue using AutoCAD 2012 under your subscription since AutoCAD is included in the AEC Collection, for as long as you renew your subscription. Although AutoCAD 2012 is not listed on the [Subscription Previous Version Eligibility List](#), it is a benefit included with your move from maintenance to subscription.

Example #2: If you are using AutoCAD 2012 as part of your Building Design Suite Premium maintenance plan and switch to an AEC Collection subscription, you can also continue to use AutoCAD 2012, as in the example above, since AutoCAD is included in the AEC Collection.

However, if you are using Inventor as part of Building Design Suite Ultimate under your maintenance plan, and you have switched to an AEC Collection subscription, you must stop using all current and previous versions of Inventor when the maintenance plan expires, since Inventor is not included in an AEC Collection.

* Subject to compliance with certain conditions and limitations, and not possible in some countries.

6.2 After I switch to subscription, can I continue to use the same software version I was using on my maintenance plan?

Yes, in most cases, you will be able to continue to use* versions of software downloaded and activated under your maintenance plan. These versions will now become part of your subscription entitlements. Additionally, you will have access to subscription previous versions per the [Subscription Previous Version Eligibility List](#).

* Subject to compliance with certain conditions and limitations, and not possible in some countries.

6.3 What subscription option is available if I do not have Internet connectivity?

If you do not have Internet connectivity, we recommend considering switching your perpetual licenses with multi-user access on maintenance to a subscription with multi-user access, which allows you to use software without being connected to the Internet. If you currently own a perpetual license with single-user access on maintenance, you will need to purchase a new subscription with multi-user access.

6.4 Once I switch to subscription, am I required to upgrade each time there's a new release?

No, you can choose if and when you want to upgrade your software version.

6.5 What set up is required to get started with my new subscription?

Detailed instructions on how to set up your new subscription and guidance on when it may be necessary to uninstall your previous software are available in the [Complete the Switch](#) section of the Move to Subscription Guide.

6.6 What needs to be done to provide users access to new products and/or services with their new subscription?

For subscription with single-user access, an administrator must add and assign named users for product access. End users will then be asked to sign in while launching the product and should use the same user ID to verify permission to use the software.

For subscription with multi-user access, an administrator must replace the existing maintenance plan license file or snippet with a new license file that includes the new subscription licenses. Users should then be able to launch the software using the new license.

Additionally, in all cases, an administrator must add and assign named users in Autodesk Account so users can access cloud services and other subscription benefits such as support. Refer to [Managing Users & Permissions](#) for more information.

6.7 What steps need to be taken to provide users access to their products or services after they've switched the term length of a subscription already received through this offer?

Except for subscriptions with multi-user access (which require an update to the license file on the server), no further action is required to receive access to products or services.

6.8 Will Named Users automatically get assigned to the new subscription after a switch?

No, users from your maintenance plan seats will not be assigned automatically to the new subscription. Your administrator will be required to create and/or assign users to the desktop software, cloud services, and support for your new subscription. Refer to [Managing Users & Permissions](#) for more information.

6.9 How will I know my maintenance plan has been switched to subscription?

When your maintenance plan expires and your new subscription starts, administrators will receive an email with information, so they can complete the switch. For a short period of time, the seats that were switched will be designated with the status of 'Switched' in Autodesk Account before being removed. Your new subscription begins the day after your maintenance plan expires.

6.10 Can I view or edit my Autodesk files if I no longer have a perpetual license or choose to cancel my subscription?

Yes, in addition to providing free viewers that allow you to view your files, most Autodesk products enable you to save your data files in vendor-neutral file formats. Where available, these file formats can allow the digital exchange of information among software vendors or you can choose to use a third-party data translator to convert Autodesk standard file formats so that they can be edited by your preferred system.

6.11 Will my support benefits change if I switch from maintenance to a subscription?

Autodesk is improving the support experience for all subscribers by providing faster, easier and simpler ways to get help when they need it most. When you switch from maintenance to subscription, you will have the option to schedule a call directly with an Autodesk technical support specialist to help you setup your new subscription and resolve any issues you may have, at no additional fee.

6.12 Where can I go if I need help or additional information after I've switched to subscription?

For additional information including how to set-up and manage your new subscription, contact your reseller or visit the Move to Subscription help center on the [Autodesk Knowledge Network](#).

Addendum

On May 7, 2018 Autodesk® PowerMill, PowerShape, PowerInspect, FeatureCAM, and Arnold were added to the list of eligible products for the Move to Subscription offer. Generally, the standard terms of the offer apply to these products, however, there are some exceptions outlined in the questions below.

7.1 What has changed for customers with Autodesk PowerMill, PowerShape, PowerInspect, FeatureCAM, or Arnold on a maintenance plan?

Beginning May 7, 2018, these customers can easily switch to a subscription at the time of their renewal for a discounted price. Customers can take advantage of this offer once per seat of a product on maintenance. The price to switch will increase 5% on May 7, 2020, so the earlier customers switch to subscription, the less it will cost. Additionally, customers who switch will continue to renew with special discounted pricing, which will be lower than maintenance plan renewal pricing and far below the cost of purchasing a new subscription. Please refer to your Autodesk Reseller or Autodesk Representative for your actual pricing.

7.2 What should I expect to pay if I want to renew my maintenance plan for Autodesk PowerMill, PowerShape, PowerInspect, FeatureCAM, or Arnold?

While we will continue to offer customers the choice of renewing their maintenance plans on an annual basis, maintenance plan renewal prices will be increasing per the chart below.

Dates	Maintenance plan renewals (SRP)
May 7, 2018 – May 6, 2019	5% price increase
May 7, 2019 – May 6, 2020	10% price increase
May 7, 2020 – May 6, 2021	20% price increase
May 7, 2021 and beyond	Will be announced when available

7.3 How is the pricing for moving from maintenance to subscription calculated for Autodesk PowerMill, PowerShape, PowerInspect, FeatureCAM, and Arnold?

Depending on when the customer makes the move, the price is calculated as follows:

Price to switch from maintenance to subscription	
May 7, 2018 – May 6, 2019	= 2018 maintenance renewal price
May 7, 2019 – May 6, 2020	= 2018 maintenance to subscription switch price + 5%
May 7, 2020 – May 6, 2021	= 2019 maintenance to subscription switch price + 5%

Customers should be aware that the sooner they switch the more they'll save as the price to switch will increase 5% on May 7, 2020.

Important to note:

- Always refer to official price lists and eligibility lists in your Price List library (on Partner Center).
- The price to switch is based on the product to which you are moving, rather than your original product on a maintenance plan.
- Use the [Move to Subscription calculator](#) to estimate different customer scenarios when switching from maintenance to subscription

As long as customers continue to renew, they'll enjoy special discounted pricing, which will be lower than maintenance renewal pricing and far below the cost of a new subscription.

Subscription program and benefits may vary and are subject to the applicable terms and conditions and/or terms of service. Pricing and calculations are based on Autodesk's current regional Suggested Retail Prices (SRP). SRP is used for reference purposes only and may not be in local currency. Actual retail price is determined by your reseller and is subject to currency fluctuation. Autodesk is not liable to provide any retroactive discounts due to exchange rate risk, or for purchases made through resellers. Pricing is subject to product/offering availability and does not apply to: new subscriptions purchased by customer; switched subscriptions (i.e., permitted switches from a subscription for one product to a subscription for another product), or substitute or successor subscription products or offerings. Savings of 3-year subscriptions is compared to the SRP for 3 consecutive, annual subscriptions. Multi-year subscriptions obtained through the Move to Subscription offer are limited to 250 seats per customer group (including subsidiaries) in Europe, the Middle East, Africa, Australia, New Zealand, Korea and Japan; and 100 seats elsewhere.

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