

Autodesk FY21 Transition to Named User Program – November 2020.

Frequently Asked Questions (FAQ)

GENERAL INFORMATION

General information

1. What's changing & why?

On May 7, 2020, Autodesk is launching new subscription plans that are based on people and retiring plans based on serial numbers. Like most SaaS providers, these plans are designed for named users and provide a range of administrative, support, and reporting capabilities for businesses of every size.

Customers often share their concerns over the time and resources needed to manage multiple deployment types. These new plans for named users will provide benefits, including:

- Optimize your licensing costs, by having visibility into your usage data.
- No need to manage your own license servers or track an anonymous serial number again.
- Dedicated access for all employees who need it, wherever they are working – at home or in the office. No more downtime waiting for licenses.
- Tailor support and learning content to employees based on insights.

These new plans for named users will replace those based on serial numbers:

- **Maintenance plans** will **retire on May 7, 2021** and cannot be further renewed.
- **Subscriptions with multi-user access** will retire on August 7, 2022 and cannot be further renewed.
- As part of retiring maintenance, the last version of the Design & Creation Suites will be released in April 2020* for customers to download, and the **last date to renew Suites will be April 16, 2020**.
- As part of retiring multi-user access, **Extra Territory Rights** will retire on August 7, 2022, and cannot further be renewed.
- Starting February 29, 2020, we will no longer sell new 2 or 3-year subscriptions with multi-user access or allow renewals. Starting August 7, 2020, we will no longer sell new annual subscriptions with multi-user access.

2. What do I need to do to transition to named user?

For customers who own a subscription with multi-user access or maintenance, at your first renewal after May 7, 2020, we'll help you transition to a plan for named users through trade-in offers that keep your costs consistent today and predictable to 2028*.

3. Maintenance trade-in offer

At your first renewal, before May 7, 2021:

- Trade-in one standalone or network maintenance seat for one standard subscription (trade in standalone and get single-user access; trade in network and get multi-user access) at a price similar to what you're paying in 2019 for maintenance.
- Then, renew at an ongoing discount to 2028**.
- At time of trade-in, choose to upgrade to an industry collection to get a comprehensive selection of tools to help you meet any project challenge—now and in the future.
- At time of trade-in or later, choose to upgrade to a higher plan for more advanced features, such as single sign-on and detailed user reporting.
- After trade-in, network maintenance plan customers will also have an opportunity to take advantage of the multi-user trade-in at their next renewal after August 7, 2020.

What if I don't take the maintenance trade-in offer?

If you do not take the trade-in offer, maintenance prices will increase by 20% on August 7, 2020. **Maintenance plans will retire on May 7, 2021** and cannot be further renewed.

4. Multi-user trade-in offer

At your first renewal only, after August 7, 2020:

- Trade-in one multi-user subscription or network maintenance seat for two standard subscriptions for one named user each at a similar SRP you're paying today for your existing seat or subscription.
- For example, if you have 20 multi-user subscriptions, you can trade them in for 40 standard subscriptions for 40 named users at a similar SRP you're paying today. Then, renew at an ongoing discount to 2028.
- Then, renew at an ongoing discount to 2028.
- At time of trade-in, choose to upgrade to an industry collection to get a comprehensive selection of tools to help you meet any project challenge—now and in the future
- At time of trade-in or later, choose to upgrade to a higher plan for more advanced features, such as single sign-on and detailed user reporting

What if I don't take the multi-user/network trade-in offer at my first renewal that occurs after August 7, 2020?

- If you do not take the trade-in, at your second renewal, you can trade-in one discounted multi-user subscription (as a result of the Move to Subscription offer) or one network maintenance seat for one standard subscription for one named user at a similar SRP you're paying today for your existing seat or subscription.
- If you do not take the trade-in and keep your network maintenance seats, maintenance prices will increase by 20% on August 7, 2020. Maintenance plans will retire on May 7, 2021. **Subscriptions with multi-user access will retire on August 7, 2022** and cannot be further renewed.
- If you're in an industry where the trade-in may not be an option for you (for example, government), we want to ensure you have continued access to solutions that meet your unique needs. Speak to your Autodesk representative or reseller for alternatives.

5. Quick reference overview of transition options

| Current Offering | Expiration Date | Action at Renewal |
|--|----------------------|---|
| Standalone maintenance plan | After May 7, 2020 | <ul style="list-style-type: none">▪ Trade in standalone maintenance seat for one standard subscription through maintenance trade-in offer |
| Network maintenance plan | After August 7, 2020 | <ul style="list-style-type: none">▪ Trade in one network maintenance seat for <u>two</u> standard subscriptions through multi-user trade-in offer |
| Multi user-subscription | After August 7, 2020 | <ul style="list-style-type: none">▪ Trade in one multi-user subscription for <u>two</u> standard subscriptions through multi-user trade-in offer |
| Design & Creation Suites on standalone maintenance | After May 7, 2020 | <ul style="list-style-type: none">▪ Trade in and upgrade to an industry collection standard subscription through maintenance trade-in offer |
| Design & Creation Suites on network maintenance | After August 7, 2020 | <ul style="list-style-type: none">▪ Trade in one network maintenance seat for <u>two</u> collections standard subscriptions through multi-user trade-in offer |

6. Trade-In Product Exclusions

The following products are excluded from the trade in program. Continue to renew, and we will communicate as additional information becomes available.

- Arnold
- CFD Premium, Ultimate
- Flame
- Flame Assist
- Flame Premium
- Flare
- Helius Composites
- Helius PFA
- Inventor ETO
- Lustre
- Moldflow Adviser Premium, Ultimate
- Moldflow Insight Standard, Premium, Ultimate
- Moldflow Synergy
- Netfabb Local Simulation
- TruComposites – Ultimate
- TruNest
- VRED Core
- VRED Render Node
- VRED Server

**The final versions of the Entertainment Creation Suites were released in December 2019.*

*** 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.*