

# MOVE TO SUBSCRIPTION

## Frequently Asked Questions – Sales/Partner

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

**Do not distribute to customers**

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

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## What's new in this FAQ as of April 2019?

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?

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

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

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

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

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

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

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?

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?

8.1 How do I find the right SKUs and eligibility list to place orders?

9.6 If a customer switches to a 3-year subscription, will they continue to get additional savings when they renew compared to a subscription with a 1-year term?

9.7 What will a customer's renewal price be if they choose a 3-year term length?

11.6 If a customer switches from an existing M2S subscription with 1- or 2-year terms to a subscription with 3-year terms, is it considered a renewal?

## 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. The price to switch will increase 5% on May 7, 2019\*, so the earlier customers switch to subscription, the less it will cost. 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. 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](#).

While we will continue to offer customers the choice of renewing their maintenance plan on an annual basis, we are no longer offering multi-year maintenance plan renewals. In addition, maintenance plan renewal prices will increase by 20% on May 7, 2019 but will remain the same for 2020\*.

\* For select products added to the program in May 2018 see the [Addendum](#). These include Autodesk PowerMill, PowerShape, PowerInspect, FeatureCam, and Arnold.

### 1.2 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 for one year

### 1.3 Will these changes affect all Autodesk customers?

These changes will affect customers with eligible Autodesk products on maintenance plans but will not affect subscriptions to Autodesk products.

#### **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.

#### **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.

#### **1.6 Are the maintenance plan changes global?**

Yes, the changes are global.

## **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](https://www.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.

<b>FROM A MAINTENANCE PLAN FOR:</b>	<b>TO A SUBSCRIPTION FOR:</b>
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 an annual or multi-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 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, customers who have switched from maintenance to subscription only have the option to switch to a 3-year term length. 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 switch, can I later choose to change the term length of my subscription?

Beginning March 27, 2019 customers who have previously switched from maintenance to a subscription with 1- or 2-year term lengths can switch to a subscription with a 3-year term length at renewal time to take advantage of savings on top of your special pricing (see question 3.2 for details).

While not currently available, our intention is to enable you in the future to switch from a 3-year to a 1-year subscription at time of renewal. If you reduce your term length, you will be forfeiting your added savings, however, you'll keep your special subscription price for as long as you continue to renew.

## 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 your products and when you decide to make the switch. Generally, you can expect the cost to switch as follows\*:

If You Switch:	Cost	Secured Pricing
<b>BEFORE</b> May 7, 2019	Approximately 5% less than the current cost of a maintenance plan renewal.	For 3 years
<b>AFTER</b> May 7, 2019	5% increase in the cost to switch	Not available

It's important to note that if you switch before May 7, 2019 you can secure pricing for 3 years. In addition, after the secured pricing period ends, you can continue to renew with special ongoing discounted pricing, which will be lower than maintenance plan renewal pricing and far below the cost of purchasing a new subscription.

For more detailed information on what it will cost you specifically, please contact your Autodesk Reseller or Autodesk Representative.

\* For select products added to the program in May 2018 see the [Addendum](#). These include Autodesk PowerMill, PowerShape, PowerInspect, FeatureCam, and Arnold.

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

Yes, customers who switch to a subscription with a 3-year term length (at time of initial move or at time of renewal) can 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.

### 3.3 What is the difference between “secured pricing” and “special ongoing discounted pricing” when referring to the Move to Subscription offer?

Secured Pricing	Special Ongoing Discounted Pricing
Our commitment that the suggested retail price will remain the same for your specified secured pricing period. *	Our commitment that after the secured pricing period ends, you will continue to get ongoing discounted pricing.  This pricing will be lower than maintenance plan renewal pricing and far below the cost of a new subscription.

\* Subject to the impacts of currency price fluctuations.

### 3.4 Will I need to switch to a 3-year subscription to get secured pricing?

No, if you switch to subscription before May 7, 2019, you can get secured pricing with an annual contract – paying one year at a time – and renew for the same price for two renewals.\*

When you renew, it will be for the same subscription term length that you chose when you first switched from maintenance to subscription. It is important to take this into consideration when determining your term length.

\* Subject to the impacts of currency price fluctuations.

### 3.5 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?

When you renew seats switched to subscription through the Move to Subscription offer, you will receive secured pricing for up to three years, followed by ongoing discounted renewal pricing.

In addition, to better help you budget for your future subscription costs, we're extending 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.\*

This additional guidance is specific to renewal pricing only—the previously announced pricing for those taking advantage of the Move to Subscription offer remains unchanged.

Your actual renewal price will vary based on your product and when you switched to subscription through the Move to Subscription offer. Below are examples based on the date that you switched.

**IMPORTANT:** The examples below are in Suggested Retail Price for North America and are 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: (i) new subscriptions purchased by customer; (ii) switched subscriptions (i.e., permitted switches from a subscription for one product to a subscription for another product), or (iii) substitute or successor subscription products.

## Move to Subscription Renewal Suggested Retail Price Inventor Annual Subscription in North America

### Example 1: Switched between June 15, 2017 – May 6, 2018



### Example 2: Switched between May 7, 2018 – May 6, 2019



### Example 3: Switched between May 7, 2019 – May 6, 2020



\* The renewal price in May 2020 will be the same as the price to switch in 2019—see Example 3.

\*\* This increase is to the renewal Suggested Retail Price in 2020 (\$870).

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

When you renew seats switched to subscription through the Move to Subscription offer, 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.

#### 4.3 What should I expect to pay for my maintenance plan renewal?

See the chart below for guidance on maintenance plan renewal pricing\*. Please refer to your Autodesk Reseller or Autodesk Representative for your actual pricing.

Year	Maintenance plan renewals (SRP)
2019	20% price increases
2020	No price increase
2020 and beyond	Will be announced as soon as it's available

\* For select products added to the program in May 2018 see the [Addendum](#). These include Autodesk PowerMill, PowerShape, PowerInspect, FeatureCam, and Arnold.

## 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](#).

## **Sales/Partner Information**

### **Overview**

#### **7.1 Will all products be eligible for switching from a maintenance plan to a subscription?**

Many of our most popular products on maintenance plans are eligible to switch to subscription at the time of renewal. See below chart for general guidelines. As a best practice, it is strongly recommended that you reference the most current price list and corresponding Maintenance to Subscription Eligibility List, available in Partner Center, to confirm paths and pricing for all eligible switches.

<b>FROM A MAINTENANCE PLAN FOR:</b>	<b>TO A SUBSCRIPTION FOR:</b>
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

In addition, you may also offer customers the ability to switch a standard edition of a Design & Creation Suite on maintenance to a very limited number of eligible individual product subscriptions.

## **7.2 When placing an order to switch from maintenance to subscription, will there be a brief processing period post-expiration?**

For the best customer experience, it remains important that all orders to switch from maintenance to subscription are completely processed in Autodesk systems PRIOR to the maintenance plan expiration date. However, to facilitate order processing, in Partner Center, you are now able to self-service maintenance to subscription orders post-expiration during a brief processing period. You will no longer need to request assistance from Client Services for this purpose. As a best practice, it is still recommended that maintenance to subscription orders be placed at least 5 days prior to the contract end date to allow adequate time for order processing.

## **7.3 How long will Autodesk continue to offer the ability to renew maintenance plans?**

Autodesk is driving toward a single business model; however, we have no plans to end the sale of annual maintenance plan renewals at this time.

## **7.4 Why was the decision made to end multi-year renewals for maintenance plans?**

We decided to end multi-year renewals for maintenance plans to better position our customers to take advantage of the special offer to switch to subscription, which is available only at the time of renewal. If a customer is locked into a multi-year contract, they will need to wait until their contract is up for renewal before they can switch to subscription. Customers who prefer to purchase on multi-year terms can continue to do so via subscription.

## **7.5 Will these changes affect education customers?**

No, none of these changes will affect education customers.

## **7.6 Will these changes affect government customers?**

Yes, government customers with products on a maintenance plan will be affected by these changes. They have the ability to move eligible products on maintenance to a subscription and are affected by maintenance renewal price increases and the end of multi-year maintenance plan renewals.

## **7.7 How will all of these changes benefit me as an Autodesk Partner?**

We have been talking with you for a while about how we will eventually migrate our base of over two million maintenance customers to subscription. Our intent is to be transparent and lay out a compelling multi-year plan to encourage our maintenance customers to make the switch to subscription.

We hope you will use this information to have ongoing conversations with your customers about the value of switching to Autodesk subscription. Customers will look to

you as their trusted advisor to help them understand their options, and this gives you an opportunity to review the licenses they currently own and propose the option that makes the most sense for their business.

### **7.8 What are some of the best opportunities for switching customers from maintenance to subscription?**

The best opportunities for switching from maintenance to subscription include:

- Customers with maintenance plans expiring prior to August 4, 2019 (to take advantage of the best pricing to switch to subscription before the 5% price increase on May 7, 2019)
- Customers that have the most seats on maintenance
- Customers who have hybrid environments and want to streamline by moving entirely to subscription
- Customers with maintenance contracts expiring before the offer ends May 6, 2020

### **7.9 How should I focus my sales efforts given these changes?**

Moving our customers to subscription is important and more so, to make sure they move to an industry collection and/or 3-year term lengths, however, our mutual success depends on selling new subscriptions, so most of our collective sales efforts should be focused on this goal. In other words, having a conversation with your customers around moving from maintenance to subscription is important, but it should not come at the expense of selling new subscriptions.

### **7.10 When a customer trades in their perpetual license, is it eligible for accelerated depreciation?**

Tax laws vary by industry and jurisdiction. The residual value of a perpetual license may be eligible for immediate write-down depending on the tax laws in that jurisdiction. We recommend that Partners and customers check with their local tax accountant to clarify the rules specific to their situation and region.

## Pricing to Switch

### 8.1 How do I find the right SKUs and eligibility list to place orders?

Pricing and SKU's for switching eligible products from maintenance to subscription are published in the price list each month. To clarify the difference between these SKUs and those that are currently available for switching from an existing subscription to a new subscription, we've provided the summary table below.

If you want to:	Maintenance to Subscription	Subscription to Subscription
Place an order for an initial switch – Look for SKUs with suffix:	Subscription Switched from Maintenance	Subscription Switched from Product Category X
Renew a subscription that was switched – Look for SKUs with suffix:	Subscription Renewal Switched from Maintenance (Year X)	Subscription Renewal
Switch existing M2S subscription to a 3-year subscription	These orders cannot be self-serviced and require opening a case with client services.	
Find the right Eligibility List - See Price List libraries on Partner Center	<b>Maintenance</b> to Subscription Eligibility List	<b>Subscription</b> to Subscription Eligibility List

### 8.2 How is the pricing for moving from maintenance to subscription calculated?

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

Price to switch from maintenance to subscription	
June 2017	= 2017 maintenance renewal plan
May 7, 2018	= 2017 maintenance to subscription switch price + 5%
May 7, 2019	= 2018 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, 2019. For pricing when moving to an industry collection, see question 8.3.

\* For select products added to the program in May 2018 see the [Addendum](#). These include Autodesk PowerMill, PowerShape, PowerInspect, FeatureCam, and Arnold.

Important to note:

- Always refer to official price lists and eligibility lists in your Price List library (on Partner Center or SharePoint).

- 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

Customers who switch to subscription prior to May 2019 will be able to secure pricing for up to 3 years\* (refer to 3.1 for details on payment options). 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.

\* Subject to the impacts of currency price fluctuations.

### **8.3 What does the pricing look like when moving to a collection?**

The approximate price to move to an industry collection is the same regardless of which eligible individual product or edition of a Design & Creation Suite\* that a customer is switching from – for more detailed pricing information, see your most current Autodesk pricelist.

\*Please reference official price lists and eligibility lists in your Price List library (on Partner Center or SharePoint) or the Move to Subscription calculator.

### **8.4 Is the price different when switching from a maintenance plan with Advanced Support to subscription?**

No, the price to switch is based on the product you are moving to, not the product you are moving from. For this offer all prices to switch are based on maintenance plans with Basic Support prices. Most of these customers will see a savings when switching while enjoying [new and improved support](#) provided to all subscribers at no additional fee.

### **8.5 Is there a difference in price between subscriptions with single-user access and multi-user access when customers switch from maintenance?**

No, there is no difference in price – customers will pay the same price whether they switch to a subscription with single-user access or multi-user access.

**8.6 Will the same discount offer be made available to a customer who does not have a current maintenance plan?**

No, the discount is only available for customers who switch products from a maintenance plan to a subscription. When maintenance plan customers switch to a subscription, they must trade in their perpetual license/s.

**8.7 Will I be obligated to honor a customer's secure discounted pricing at time of renewal if they originally switched from maintenance to subscription through a different reseller?**

No, distributors and Autodesk resellers are able to set their own prices. Autodesk will only guarantee the secured Suggested Retail Price (SRP) for the Move to Subscription offer to the Partner purchasing directly from Autodesk.

**8.8 Will the same discount offer be made available to a customer who does not have a current maintenance plan?**

No, the discount is only available for customers who switch products from a maintenance plan to a subscription. When maintenance plan customers switch to a subscription, they must trade in their perpetual license/s.

## **Pricing to Renew**

For detailed information on pricing to renew, please refer to section 4 in this FAQ.

**9.1 Does the extended renewal pricing guidance apply to any other subscriptions or maintenance plans?**

No, this renewal pricing guidance is only for customers who continue to renew the seats they switched from maintenance through the Move to Subscription offer. For more information, view [Extending our Renewal Price Commitment to 2028](#).

**9.2 Does this extended renewal pricing guidance affect any previously announced pricing for the Move to Subscription offer?**

No, this additional guidance is an extension of the previously announced pricing for those taking advantage of the Move to Subscription offer and is specific to renewal pricing only.

### **9.3 Why is Autodesk sharing long-term renewal pricing guidance?**

We want to help customers plan their long-term subscription investments and increase transparency around pricing. Having this information means you can focus on selling the value of subscription rather than responding to pricing questions.

### **9.4 How will customers learn about the long-term renewal pricing guidance?**

The information is included in customer renewal notices and on the Autodesk Renewal and Move to Subscription web pages.

### **9.5 Will the Move to Subscription calculator be updated to include renewal pricing for 2021 and beyond?**

Yes, the calculator has been updated to provide renewal pricing scenarios for annual (1-year) subscriptions to 2028.

### **9.6 If a customer switches to a 3-year subscription, will they continue to get additional savings when they renew compared to a subscription with a 1-year term?**

Yes, for customers who choose a 3-year term length, we are committed to continuously offering them additional savings above and beyond what is received for an annual subscription obtained through the Move to Subscription offer.

### **9.7 What will a customer's renewal price be if they choose a subscription with a 3-year term length?**

Customers with a 3-year subscription will pay the current M2S annual renewal price in that year—as outlined in our renewal pricing guidance to 2028—multiplied by 3 and minus 10%. The percentage of savings may vary year to year and any changes will be communicated in advance.

## **Contract Management**

### **10.1 What if a customer switches from a maintenance plan to subscription and then later wants to switch to a subscription for another product?**

At this time, customers who switch from maintenance to subscription will not be allowed to switch that new discounted subscription to a different product—therefore, it is critical that customers choose the right product for them at the time of switching.

For example, if a customer switches their AutoCAD on a maintenance plan to an AutoCAD subscription, they will not be able to then switch the discounted AutoCAD subscription to an Architecture Engineering and Construction Collection subscription at the subscription

switching price. The customer will need to purchase a new subscription to the collection and will not be eligible for switching subscription.

### **10.2 What if a customer just renewed a multi-year maintenance plan and wants to switch to subscription before their maintenance plan renewal period?**

Customers will not be allowed to switch a maintenance plan to a subscription prior to the 90-day renewal period. Instead, they should remain on their maintenance plan until they are eligible to switch to subscription at the time of renewal.

## **Partner Compensation and Incentives**

### **11.1 How will Partners be compensated for customers who choose to switch from their maintenance plan to subscription?**

The discounts and incentives for the different offer types varies and Partners should refer to the applicable Suggested Retail Price List and FY20 Autodesk Partner Advantage Guide available at Partner Center > Resources > Partner Documentation Library.

### **11.2 When a customer switches from maintenance to subscription, will the renewal opportunity associated with the maintenance contract be updated automatically?**

If all seats on a maintenance renewal opportunity or contract are switched to subscription, then the renewal opportunity will be marked as closed.

If some seats on a maintenance renewal opportunity are switched to subscription, then the renewal opportunity will be updated and remain open. The seats that were switched will be marked as cancelled and cannot be renewed or used again for another switch.

### **11.3 Will maintenance plans switched to subscription be included in minimum purchase requirements?**

Generally, maintenance switches will be treated the same as maintenance renewals. For example, maintenance switches will be excluded from VAR Minimum Purchase Requirements as maintenance renewals are excluded.

### **11.4 Are maintenance to subscription switches eligible for Volume Purchase Agreements?**

As of November 7, 2017, maintenance to subscription switches and maintenance plan renewals will no longer be eligible for Volume Purchase Agreements.

### **11.5 Is the maintenance to subscription offer available to Government customers?**

All maintenance customers, including Government customers, can benefit from the maintenance to subscription offer. For questions regarding specific Government pricing, contact your Partner Manager or Distributor.

### **11.6 If a customer switches from an existing M2S subscription with 1- or 2-year terms to a subscription with 3-year terms, is it considered a renewal?**

Yes, Partners should select the relevant renewal SKU for these transactions (will vary depending on when the customer moved to subscription and if they are moving from a subscription with 1- or 2-year terms). These orders cannot be self-serviced and require opening a case with client services.

## **Extra Territory Rights**

### **12.1 Are Extra Territory Rights (ETRs) impacted by the changes to maintenance plans?**

Yes, effective February 20, 2017, we are no longer offering multi-year renewals to ETRs on maintenance and they can only be renewed for an annual term length. Note that multi-year ETR subscriptions will continue.

After February 20, 2017, because you can only renew maintenance ETRs for an annual term length, your ETR renewal price will be equal to 1/3 of your three-year renewal price. Maintenance plan price increases will have no impact on maintenance ETR renewal prices.

### **12.2 Are Extra Territory Rights (ETR) available if customers switch from maintenance to a subscription?**

Yes, they are only available for customers who have existing ETR associated with a maintenance plan. When customers switch from a maintenance plan with ETR to a subscription, they will switch to a 3-year subscription with ETR paid upfront. Discounted pricing will be offered for the subscription but will not be offered for the ETR. Additionally, prior to switching, it will be necessary to align the maintenance and ETR expiration dates. This will ensure that the customer does not lose any paid ETR.

For example, if a customer currently owns 50 seats of AutoCAD on maintenance with ETR, they can switch those 50 AutoCAD seats to subscription with ETR. Alternatively, if a customer has 50 seats of AutoCAD on maintenance without ETR, and now needs ETR, they are not eligible to switch to subscription with ETR. They will need to purchase 50 new seats of AutoCAD 3-year subscription with multi-user access plus ETR at full price.

For additional questions on Autodesk's ETR policy, reach out to [Sales Help](#).

## Resources

### 13.1 What sales tools and training are available for Autodesk Partners and Autodesk Sales Representatives?

For a complete list of sales tools and training available for the Move to Subscription offer, go to [OTS \(www.autodesk.com/m2s\)](http://OTS.www.autodesk.com/m2s) or [SharePoint](#).

## 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.

### 14.1 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. If a customer switches to subscription before May 6, 2019, the price of the new subscription will be equal to the maintenance renewal price.

If a customer chooses to wait and move to subscription after May 6, 2019, the price to switch will increase 5% on May 7, 2019 and another 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.

### 14.2 What should I expect to pay if I want to renew my maintenance plan?

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

### 14.3 Are there any additional promotions connected with this offer?

In conjunction with the Move to Subscription offer, we are also offering customers who switch a 25% discount off a new annual or 3-year subscription for the following products: PowerMill, PowerShape, PowerInspect, and FeatureCAM. These discounted subscriptions will be capped to a maximum of 10 subscription seats per customer and only orders placed at the same time of the subscription switch will qualify for the discount.

Note: The renewal price for the products purchased with a 25% discount will be the standard renewal price.

This promotion will run from May 7, 2018 – May 6, 2019 to ensure all customers on a renewing maintenance plan who switch before May 7, 2019 will have an opportunity to take advantage of this offer.

### 14.4 How is the pricing for moving from maintenance to subscription calculated?

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, 2019 and another 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 or SharePoint).
- 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

Customers who switch to subscription prior to May 7, 2019 will be able to secure pricing for up to 3 years. 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.

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