

Autodesk® Upgrade Policy Change 2014

Questions and answers

This document provides Autodesk customers with answers to frequently asked questions about upcoming change to Autodesk Upgrade policy.

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Upgrade Policy Changes

1.1. What is changing around the upgrade policy?

Beginning February 1, 2015, Autodesk will no longer offer the option to purchase upgrades for all non-current product versions.

1.2. Why is Autodesk eliminating upgrades?

Autodesk is evolving its business model to achieve a stronger and ongoing relationship with its customers, offering perpetual software licenses with Subscription and software rental as the primary purchasing options.

Starting in 2015, we will stop selling upgrades to simplify the offering and in recognition of the fact that most of our customers are on Subscription.

Purchasing Autodesk Subscription is the most cost effective way to stay current and competitive in today's market. We continue to provide enhanced value and experiences to Subscription customers, such as flexible licensing rights, and access to select additional Autodesk® 360 cloud services, among others.

1.3. Does this mean that Autodesk is completely changing its licensing model to rental plans only?

No. At this time, Autodesk has no plans to change the licensing model across the board for all products. Perpetual licenses with Subscription continue to be a very important part of our portfolio.

1.4. What does this mean for customers who previously purchased perpetual licenses?

Customers who have purchased a perpetual license will be able to continue using that version of software indefinitely.

1.5. When will the new upgrade policy be effective?

This new upgrade policy will be effective on February 1, 2015. At that time, Autodesk will no longer offer upgrade purchase options from any non-current software version.

1.6. What upgrades will be eliminated?

All upgrades (except Creative Finishing products) of non-current software versions will be eliminated, across all product lines. Customers who own a perpetual software license with Subscription will continue to receive upgrades as part of their Subscription benefits.

1.7. What products are covered by this policy change?

All products (except Creative Finishing products) sold with perpetual licensing are covered by this policy change.

1.8. Which customers will be affected by this change in our upgrade policy?

The upgrade policy change will affect all customers, both direct customers and non-direct customers, who purchase software without Autodesk Subscription. Beginning February 1, 2015, customers without Autodesk Subscription will no longer be able to benefit from an upgrade price to get current.

1.9. Does the upgrade change affect Autodesk Subscription customers?

No, this upgrade policy change does not affect software licenses with a valid Autodesk Subscription. Autodesk Subscription customers will continue to receive software upgrades as long as they continue to renew their Subscription.

1.10. How does this policy affect enterprise and named account customers?

Enterprise customers who purchase under E-Flex or Multi-Flex, will continue to receive new versions of products per their Subscription benefits. Enterprise and named account customer who purchase outside of those programs will be affected by this policy change.

1.11. How does this policy affect government customers?

The upgrade policy change will affect all government customers who purchase perpetual software licenses without attaching Autodesk Subscription. From February 1, 2015, government customers without Autodesk Subscription will no longer be able to benefit from an upgrade price to get current.

1.12. How does this policy affect education customers?

Education customers who purchase perpetual software licenses without attaching Autodesk Subscription will be affected by this policy change. From February 1, 2015, education customers without Autodesk Subscription will no longer be able to benefit from an upgrade price to get current.

1.13. Will the change to the upgrade policy impact the Autodesk product support policy?

No. At this time, Autodesk has no plans to change its product support policy. Currently, Autodesk supports products on Subscription, up to 3 releases back. This will continue to be the case even after Autodesk stops selling upgrades.

1.14. How can a customer get current if they have an older version of software after February 1, 2015?

Customers who wish to use the latest release after February 1, 2015 will have the option to purchase the latest version at SRP (Suggested Retail Price).

1.15. Can I upgrade my current license of Autodesk software now?

If you already have a legal installed version of Autodesk software and are interested in purchasing a license of a newer version, you may be eligible for an upgrade before February 1, 2015. To qualify for an upgrade to a 2014 version, you must be moving from a 2008 or more recent version.

1.16. Will crossgrades be eliminated?

No. A customer may still purchase a crossgrade from a current version of a product to a current version of a higher valued product for a fee (this is considered an upgrade of current software version). For example, a customer with a current version of AutoCAD LT[®] can cross grade to AutoCAD[®], or a customer with a current version of AutoCAD can crossgrade to Revit[®] or to an AutoCAD[®] Design Suite. Please consult with your Autodesk Reseller for specific current version upgrade -pricing.

Crossgrades remain a great way to serve a customer's expanding software needs for additional functionality.

1.17. What is a crossgrade?

A crossgrade is the purchase of a current version of a new perpetual product line of higher value in exchange for an existing current version perpetual license. Please consult with your Autodesk Reseller for specific current version upgrade pricing.

1.18. How does Autodesk define "higher value product"?

Higher value offerings provide more or higher functionality. They generally have higher suggested retail prices (SRP) than the lesser value offering. Therefore, crossgrades will exist for exchange of products with lower functionality, and, hence, lower SRPs to products with higher functionality and higher SRPs.

1.19. Can a perpetual license be crossgraded to a rental license (e.g. rental plan or cloud service)?

No. At this time, there is no current plan to offer a crossgrade of a perpetual software license into a rental offering.

1.20. Who do I contact if I have additional questions about the upgrade policy change?

Customers that have questions or need more information should contact their Autodesk Authorized reseller or Autodesk sales representative.