

# MOVE TO SUBSCRIPTION

## Frequently Asked Questions – Customers

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

Updated: June 25, 2018 ([see what's new](#))

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**What’s new in this FAQ? Here are latest updates as of June 25, 2018.**

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.

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

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

**3.3** Will I need to switch to a multi-year subscription to get secured pricing?

**4.1** What will my renewal price be in 2020 for seats switched to subscription?

**4.2** What should I expect to pay for my maintenance plan renewal?

## Overview

### 1.1 What is changing for customers with maintenance plans?

We believe that subscribing is the best way for our customers to get the greatest value from our tools and technologies – and will fundamentally change how we deliver extended capabilities and new functionalities through connected services.

Customers with eligible products on maintenance now have 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% in 2019, 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. 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% in 2019, but will remain the same for 2020.

### 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://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 or an industry collection
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 quarterly 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, 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, including setting up your new subscription by assigning named users (single-user) or updating license files (multi-user), you may be permitted to leave your old perpetual license software installed until you are ready to install or deploy the new subscription\*. However, your use and access to that software will no longer be perpetual nor governed by your perpetual license agreement. Instead, your software will be term-based and subject to the applicable subscription terms and conditions. In other words, if you choose to keep using your old perpetual license software instead of the new subscription software, you will still need to abide by your new subscription contract terms and conditions.

You are strongly encouraged to install the new subscription software as soon as possible in order to receive ongoing subscription benefits such as product updates. In some cases, including switching from suites to collections, this will require an uninstall of the original perpetual license software and installation of the new subscription software.

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

\* The exception to the uninstallation requirement is subject to limitations and conditions that are described in the [Move to Subscription Terms and Conditions](#).

## **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 5.9). 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 same subscription to a different subscription product?**

After switching from a maintenance plan to subscription, you will not be allowed to switch that new discounted subscription to a different subscription product. Therefore, it is critical 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?**

No, the term length of your subscription cannot be changed at a later date. The next time you renew, it will be for the same length of time as your original subscription.

For example, if you choose to switch to an annual subscription, the next time you renew, your subscription will be renewed for an additional 1-year term length. If you choose to change term lengths later (i.e. to multi-year), you will need to start a new subscription at full subscription price. Please take this into consideration when deciding on the term length for your new subscription.

## 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.



**3.2 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. *	<p>Our commitment that after the secured pricing period ends, you will continue to get ongoing discounted pricing.</p> <p>This pricing will be lower than maintenance plan renewal pricing and far below the cost of a new subscription.</p>

\* Subject to the impacts of currency price fluctuations.

**3.3 Will I need to switch to a multi-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. Once you have switched from maintenance to subscription, you will not be able to switch term lengths. For more information, see question 2.11.

\* Subject to the impacts of currency price fluctuations.

**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?

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.

## 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).

\* 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 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.

#### 4.2 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

## 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 to an existing subscription contract—provided the subscription contract 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 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.

#### 5.3 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 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.

### **6.8 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.

### **6.9 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.

### **6.10 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.

### **6.11 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](#).