

Autodesk®

FY10 Autodesk Upgrade and Retirement Promotion Frequently Asked Questions for Customers

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1. What is the Autodesk Upgrade and Retirement Promotion?

For a limited time Autodesk will provide discounted pricing on eligible* upgrades, crossgrades, and retroactive Subscription fees from 2007, 2008, and 2009 products.

The Autodesk Upgrade and Retirement Program promotion is a multiphase program for customers using Autodesk 2007, 2008, and 2009 product releases who want to move to the latest Autodesk software release.

The following is an outline of the promotional offer:

Phase	Promo Dates	With Autodesk Subscription	Without Autodesk Subscription (Upgradeable Products Only)
Phase 1	May 11–July 17, 2009	30% off SRP	20% off SRP
Phase 2	July 18–October 16, 2009	20% off SRP	15% off SRP
Phase 3	October 17–January 15, 2010	10% off SRP	N/A

* Upgrades and crossgrades from AutoCAD LT 2007, 2008, 2009 and 2010 software are not eligible for this sales promotion

Only the product price is discounted; the Subscription price is not discounted.

Customers holding licenses of upgradeable products are eligible to purchase upgrades and crossgrades without Autodesk Subscription; however, discount pricing may not be available.

Customers purchasing retroactive Subscription for Subscription-only products are required to purchase Autodesk Subscription.

The list of participating products and promotional terms and conditions may vary by location. Please contact your Autodesk Authorized Reseller to discuss your options or to request a quote.

2. What is the Autodesk Retirement Program?

After March 16, 2010, Autodesk will stop selling upgrades, crossgrades, and retroactive subscription from Autodesk 2007 product releases. This means that upgrade, crossgrade, and retroactive subscription pricing will no longer be available for the retired products and Autodesk will no longer provide technical support, except for existing service packs or maintenance releases that are downloadable from www.autodesk.com.

3. Why does Autodesk retire upgrades from previous releases?

Autodesk is continually adding new functionality to our software products. Many new and improved features are based on feedback from customers who face increasing pressure to get more done in less time. Customers who have already moved to the latest releases say these timesaving tools are worth the cost of upgrading and help them stay ahead of the competition.

One challenge of keeping up with customer demand for new technology is the cost associated with supporting older releases. So, like many other software companies, Autodesk has a policy of supporting products three releases previous to the currently shipping release of that product. This policy enables Autodesk to control the costs of maintaining older releases of our software.

Following our announcement in March 2009 about the release of the Autodesk® 2010 family of products, we are announcing the retirement of Autodesk 2007 product releases. Since we released the Autodesk 2007 products, we have subsequently released Autodesk 2008, Autodesk 2009, and Autodesk 2010 families of products. We believe that upgrading to the current release should more than pay for itself in the productivity gains you may achieve.

4. What products are being retired?

Upgrades, crossgrades, and retroactive Subscription from the following Autodesk 2007 product releases will be retired after March 16, 2010:

Platform Solutions

- AutoCAD LT® 2007*
- AutoCAD® 2007
- Autodesk® Raster Design 2007

* Upgrades and crossgrades from AutoCAD LT 2007 software are not eligible for the retirement promotion

AEC Solutions

- Autodesk® Architectural Desktop 2007
- Autodesk® Land Desktop 2007
- Autodesk® Building Systems 2007
- AutoCAD® Revit® Architecture Suite 9
- Revit® Architecture 9
- AutoCAD® Revit® MEP Suite 2
- AutoCAD® Revit® Structure Suite 4
- Autodesk® Civil 3D® 2007

Geospatial Solutions

- Autodesk Map® 3D 2007

Manufacturing Solutions

- AutoCAD® Mechanical 2007
- AutoCAD® Electrical 2007
- Autodesk® Inventor® Series 11
- Autodesk® Inventor® Professional 11
- Autodesk® Inventor® Routed Systems Suite 11
- Autodesk® Inventor® Simulation Suite 11

Media & Entertainment

- Autodesk® VIZ 2007
- Autodesk® 3ds Max® 9
- *Autodesk Maya Complete 8.5
- *Autodesk Maya Unlimited 8.5
- *Autodesk MotionBuilder 7 & 7.5

The product list may vary by location. Please go to www.autodesk.com or contact your Autodesk Authorized Reseller for more information.

5. What is the retirement date?

March 15, 2010, is the last day to purchase upgrades, crossgrades, and retroactive Subscription from Autodesk 2007 product releases.

6. Who is affected by the retirement?

This change affects only customers holding upgradeable and Subscription-only 2007 product licenses without Autodesk Subscription.

7. What happens if I do not upgrade before the retirement deadline?

Customers holding Autodesk 2007 software licenses have until March 15, 2010, to upgrade to the current release. After the retirement date, Autodesk will no longer sell upgrades from or provide technical support for Autodesk 2007 software. Customers who want to buy the latest release will need to purchase a new license.

Autodesk will continue to recognize our customers' investment in Autodesk software after the retirement date. Many of the retired products will be recognized under the Autodesk® Legacy Program.

8. If I crossgrade to a different product, will I have to pay the difference in subscription prices on the crossgrade?

No. Customers holding either one-year or multi-year subscription contracts that purchase crossgrades, will automatically have their subscription contract migrated to the new product at no charge for the remaining months within the first year. Additional Subscription charges will be applied to the remaining years for any existing multi-year contracts.

9. What products are eligible for the Autodesk Upgrade and Retirement Program promotion?

The promotional discount applies to upgrades, crossgrades, and retroactive Subscription fees from all eligible* Autodesk 2007, 2008, 2009, and 2010 product releases.

Customers crossgrading from product currently on Autodesk Subscription or those who purchase eligible seats with subscription under this promotion may be eligible for the higher promotional discount rate. As mentioned in the response to question 8 above, customers holding either one-year or multi-year subscription contracts that purchase crossgrades, will automatically have their subscription contract migrated to the new product at no charge for the remaining months within the first year. Additional Subscription charges will be applied to the remaining years for any existing multi-year contracts. Only the software price is discounted; the Subscription price is not discounted.

Customers who do not want to purchase Autodesk Subscription may still be eligible for promotional discount pricing, depending on what type of software they are upgrading from:

- Upgradeable products: Upgrades and cross-grades can be purchased without Autodesk Subscription.
- Subscription-only products: Retroactive Subscription fees cannot be purchased without Autodesk Subscription.

The lower promotional discount rate (without Autodesk Subscription) will be applied to upgradeable products only.

* Upgrades and cross-grades from AutoCAD LT 2007, 2008, 2009, or 2010 software are not eligible for this sales promotion

10. Are government customers eligible for the Autodesk Upgrade and Retirement Program promotion?

Yes.

11. Are education customers eligible for the Autodesk Upgrade and Retirement Program promotion?

No, education customers are not eligible to participate in this promotion.

12. Are Autodesk major account customers eligible for the Autodesk Upgrade and Retirement Program promotion?

Yes.

13. Can this discount be combined with any other Autodesk discounts or special offers?

The Autodesk Upgrade and Retirement Program promotion cannot be combined with any other promotional offers. However, purchases may be eligible for financing. Availability of financing and terms and conditions vary by region. Please go to www.autodesk.com or contact your Autodesk Authorized Reseller for more information about financing programs in your area.

14. Where do I find pricing for the Autodesk Upgrade and Retirement Program promotion?

Please contact your Autodesk Authorized Reseller for pricing information or to request a quote.

15. What is Autodesk simplified upgrade pricing?

After March 16, 2010, Autodesk will introduce a new, streamlined upgrade pricing model that changes how Autodesk prices upgrades, crossgrades, and retroactive Subscription fees.

16. How is Autodesk simplified upgrade pricing different from the way Autodesk sells upgrades and crossgrades today?

Today, upgrade and crossgrade prices and retroactive Subscription fees vary depending on which software release you are upgrading from. After March 16, 2010, upgrade and crossgrade prices and retroactive Subscription fees from the three previous software releases will be priced at 50 percent of a full license, no matter which release you are using today.

17. Whom do I contact if I have a question about the Autodesk Upgrade and Retirement Promotion or the Simplified Pricing?

If you have any questions or need more information, please go to www.autodesk.com or contact your Autodesk Authorized Reseller.

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