Autodesk® Subscription

Questions and Answers

This document features frequently asked questions and answers that explain Autodesk® Subscription program benefits, including the Autodesk® 360 cloud platform and cloud-based services.

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1. Autodesk Subscription

1.1 What is Autodesk Subscription?
Autodesk® Subscription helps you maximize the power of your Autodesk design tools. As a Subscription customer, you enjoy access to the latest software releases, technical support, and flexible licensing. In addition, a variety of Autodesk® 360 cloud benefits can help you to increase mobility; streamline collaboration; and visualize, optimize, and share more design options.

1.2 What are the features of the Autodesk Subscription program?
In addition to providing you with fast, convenient access to the latest software releases, Autodesk Subscription includes the following features, which are outlined in more detail later in this document:

- Privileged access to Autodesk 360 cloud-based services
- Flexible licensing rights
- Technical support

1.3 How do I become an Autodesk Subscription customer?
You can become an Autodesk Subscription customer in the following ways:

- Buy Subscription, along with a new software license, on the Autodesk online store.
- Buy Subscription, along with a new software license, through a local Autodesk reseller.
- Add Subscription to your current Autodesk software by contacting a local Autodesk reseller.

For more details on how to subscribe, find a reseller, and access the Autodesk online store, visit: www.autodesk.com/getstartedwithsubscription.

1.4 What is the term of an Autodesk Subscription?
A Standard Autodesk Subscription contract term is one year (12 months). Multiyear contracts of either two years (24 months, two terms) or three years (36 months, three terms) are available.

2. Autodesk 360

2.1 What is Autodesk 360?
Autodesk 360 is a cloud computing platform that provides a broad set of features, cloud services, and products that can help you dramatically improve the way you design, visualize, simulate, and share your work with others anytime, anywhere.

An Autodesk Subscription to a stand-alone product or suite offers privileged access to a variety of Autodesk 360 cloud-based services for rendering, optimization, and analysis. It includes 25 GB of Autodesk 360 cloud-based storage space per seat on Subscription, so you can complete more compute-intensive tasks in the cloud. Cloud storage is increased even further for customers with Premium or Ultimate editions of a suite on Subscription.*

By storing your design documents in the cloud, you can extend your designs beyond the desktop, and work wherever you are most effective. Users can review and comment on 2D and 3D DWF™ or DWG™ files through a web browser or mobile device.

To learn more about the features of Autodesk 360, go to: https://360.autodesk.com/features.

2.2 What Autodesk 360 cloud services or products are available through Autodesk Subscription?
The following cloud services and cloud-enabled products are available through Subscription:

- **Autodesk® 360 Rendering:** Create more photorealistic images and panoramas of your designs in less time.
- **Autodesk® 360 Energy Analysis:** Compare the energy and lifecycle costs of design alternatives and make informed decisions that help you create more sustainable designs.
- **Autodesk® Green Building Studio®:** Optimize energy efficiency and work toward carbon neutrality with multiple design iterations.
- **Autodesk® 360 Optimization for Inventor®:** Test the performance of multiple designs through cloud-based design simulation for Autodesk® Inventor®.
- **Autodesk® 360 Structural Analysis for Revit®:** Extend design models from Autodesk® Revit® to the cloud and analyze them as part of the Building Information Modeling (BIM) process.
- **Autodesk® 360 Infrastructure Modeler:** Make better informed decisions and drive quicker stakeholder buy-in of urban plan designs on the cloud.

To learn more about Autodesk 360 cloud services and products currently available through Subscription, go to: www.autodesk.com/subscription-cloud.

2.3 How much Autodesk 360 cloud storage do I receive when I purchase Autodesk Subscription?
Autodesk Subscription customers receive 25 GB of Autodesk 360 storage space per seat on Subscription.

2.4 What are cloud units and how many do I need?
A cloud unit is a unit of measure that assigns a value for how much cloud capacity is needed to perform different compute-intensive tasks.**

For example, as shown in the table below, if you are interested in rendering a file using Autodesk 360 Rendering cloud service, it will take 5 cloud units to perform the job. The result will be a photorealistic image created in a matter of minutes versus hours of processing time used on your desktop.

Other Autodesk 360 cloud services that require cloud units include Autodesk 360 Optimization for Inventor and Autodesk 360 Structural Analysis for Revit. Current cloud units required are shown below:

Autodesk 360 Cloud Service	Cloud Units Required
Autodesk® 360 Rendering	5 per Rendered Image
Autodesk® 360 Optimization for Inventor®	5 per Optimization Run
Autodesk® 360 Structural Analysis for Revit®	3 per Analysis Run

2.5 How many cloud units do I receive when purchasing Autodesk Subscription?
You receive cloud units for every year of Subscription purchased. Your cloud capacity dramatically increases when you subscribe to a Premium or Ultimate Suite, providing you the most compelling advantages with cloud.

Following are the current cloud unit entitlements per-seat on Subscription:

- Stand-alone Product or Standard Suite: 100
- Premium Suite: 250
- Ultimate Suite: 500

2.6 What happens if I use all of my cloud units? Can I purchase more?
Autodesk is planning to offer the option to purchase more cloud units—on top of what is included with your Subscription to an Autodesk software product—in the future. In the meantime, if you use all of the cloud units included with your Subscription, you can continue using Autodesk$^®$ 360 services—at no extra cost—until the end of your current Subscription contract or until otherwise notified by Autodesk (either directly or through our products or services) that cloud services are available for purchase, whichever happens first.

2.7 Are Autodesk 360 cloud services secure?
Autodesk has been successfully providing secure, robust, and reliable web services for customers around the world for over a decade. The Autodesk 360 cloud is hosted in secure data centers managed according to strict service policies and procedures. We have invested heavily in the security and reliability of the Autodesk 360 platform to keep your work secure, available to you, and backed up regularly. You maintain control over who you grant permissions to and what level of access you want them to have.

For more information about how your interests are protected when using Autodesk 360 cloud services, see: www.autodesk.com/360securitypaper.

2.8 How can I learn more about Autodesk 360 cloud benefits available to Subscription customers?
For more details on how Autodesk Subscription can increase your competitive advantage, the benefits that it provides, and how to subscribe, visit: http://www.autodesk.com/subscription-cloud.

To learn more about Autodesk 360, Autodesk Terms of Service, and the Autodesk Privacy Statement refer to: https://360.autodesk.com.

3. Downloads

3.1 How do I receive software downloads through Autodesk Subscription?
Autodesk Subscription gives you immediate access to the latest software releases. Upgrades for the most current software, both stand-alone products and suites, are available for download on Subscription Center (www.autodesk.com/subscriptionlogin) to Subscription customers worldwide.

In some countries, software upgrades are available only through download online. To learn more about software delivery options and processes, including country-specific details, refer to: www.autodesk.com/downloadfaq.

3.2 What are Subscription product enhancements?
Product enhancements provide early access to new functionality which is released periodically. View the tutorial on this Autodesk Subscription benefit at: www.autodesk.com/downloading-productenhancements.

3.3 When are software product upgrades available for download?
Any full product upgrades released during the year will be available for download on the First Customer Ship (FCS) date for the product. The FCS date varies by product, region, and language.

3.4 Where can I get an Autodesk 360 desktop client?
Subscription Center serves as the central location where you can directly download the desktop client needed to access some of the Autodesk 360 cloud-based services.

3.5 What products are available for download through Autodesk Subscription?
Downloadable versions of all eligible software releases on Autodesk Subscription are available to Subscription customers worldwide on Subscription Center. For more information, visit: http://subscription.autodesk.com/.

4. Flexible Licensing

4.1 What licensing privileges are available through Autodesk Subscription?
With Autodesk Subscription, you can use certain previous and current versions of your Autodesk software, install it on your home and office computer, and use it at multiple locations.

To find out more about licensing privileges through Autodesk Subscription, and how Contract Managers and Software Coordinators can extend licensing rights, see: www.autodesk.com/extendinglicenserights.

5. Technical Support

5.1 Does the Autodesk Subscription program include technical support?
Yes. The Autodesk Subscription program includes Basic Support, which gives you access to community support forums and web-based tracking and management of support cases. You also get one-to-one support for issues requiring privacy as well as access to online support that includes a knowledge base with help documents, tutorials, training videos, and the opportunity to search an extensive collection of Autodesk technical solutions and community support forum threads.

5.2 Am I able to purchase additional technical support?
Yes. As a Subscription Customer, you also have access to purchasing premium levels of technical support, including Autodesk Advanced Support and Autodesk Enterprise Priority Support.

To find out more about support offerings available with Autodesk Subscription, visit: http://usa.autodesk.com/support-offerings.

6. Subscription Management

6.1 How can I manage my Autodesk Subscription benefits?
With such an abundance of offerings, the Autodesk Subscription Center offers administrative tools to help Contract Managers and Software Coordinators manage Subscription benefits. These include:

- **Coverage Report**—for tracking and managing software licenses and seats.
- **Renewal Report**—for receiving updates on contracts set to expire in 90 days or less.
- **User Management Features and Tools**—for controlling which users have access to your Subscription benefits.

To learn how to use the Autodesk Subscription Center so you can get the most from your Subscription benefits, access the tutorial at: www.autodesk.com/subscriptionbenefitguide.

6.2 How do I renew my Autodesk Subscription?
Autodesk Subscription contracts can be renewed from 90 days prior to the expiration date of the contract and up to 364 days after the expiration date of the contract. Early renewals are not permitted. You can renew your Subscription up to 30 days after your contract expiration date without penalty or additional charges. Late renewal processing for contracts that have been expired 31 to 364 days is available for a fee.

Contract Managers and Software Coordinators can view their Subscription renewal status in the Subscription Center. For instructions on how to access Renewal Reports, visit: www.autodesk.com/subscriptionrenewals.

* Excludes AutoCAD LT.

** Consumption rates for cloud units may change from time to time.