Autodesk Subscription



Supplemental Terms and Conditions

For A Premium Support Offering

In addition to the Subscription Terms and Conditions, Your purchase of Subscription with a premium support offering will be subject to the Supplemental terms and conditions set out below.

**1. DEFINITIONS**

**“A premium Support Offering”:** any Autodesk support offering for an Autodesk direct customer that is not Gold support but that includes at least Gold support. It may be referred to in your purchase document(s) as an “uplift” or “premium” support or Subscription.

**2. SUPPORT GRANT.** If a premium Support Offering is included or made available as part of your Subscription, Support may be provided to you as set forth in the Subscription Terms and Conditions, as applicable, and as further described herein. Unless otherwise agreed by Autodesk in writing, premium Support Offerings are available only for qualifying Software listed on the Autodesk Subscription Center or otherwise designated by Autodesk and, unless otherwise designated by Autodesk or listed on the Autodesk Subscription Center, not for any other software programs, demonstration, NFS, NFR, Trial or Evaluation versions. The Support levels below may not be available in your region.

1. (a) The General Terms Applicable to All Support Levels apply to a premium Support Offering.
2. (b) If you are a direct customer and direct telephone support is offered and available in your region, the terms set forth in Exhibit A may apply and such Support may be offered directly to you by Autodesk.
3. (c) You are not limited to any specific number of Users who may submit telephone Support request(s). However, for escalation of support requests, You may designate up to four (4) Named Callers.
4. (d) A premium Support Offering consists of Gold Support and Web Support plus the following:

(i) In addition to telephone support provided during local business hours, commercially reasonable efforts to respond during other times when an Autodesk support center is open, in accordance with the description set forth in Web Support, to telephone calls from Users ~~within~~. Autodesk support centers are currently scheduled to be open from Sunday, 9 pm to Friday midnight, UTC/GMT, excluding holidays, scheduled and emergency maintenance downtimes, however, your specific coverage hours will be calculated based on the time zone of your regional Autodesk support center. Support during these extended hours may not be available in all languages or for all products.

(ii) The designation of one Autodesk Escalation Account Manager (EAM) who will function as a point of escalation between Your Designated Callers and Autodesk product support.

(iii) Delivery of monthly status conference call as designated by Your EAM or otherwise by Autodesk from time to time.



**3. CONSOLIDATION OF TERMS AND CONDITIONS.** So long as Autodesk does not reduce or limit the premium Support Offering that You purchased, Autodesk may, at any time and without additional notice, consolidate these Supplemental Subscription Terms and Conditions into the Autodesk Subscription Terms and Conditions.