

Questions and Answers

Autodesk® Advanced Support is designed to help businesses minimize downtime. It is only available to customers with Autodesk® Subscription.

Contents

1. About Autodesk Advanced Support.....	1
2. Buying Autodesk Support.....	2

1. About Autodesk Advanced Support

1.1 What is Autodesk Advanced Support?

Autodesk Advanced Support is a premium offering designed to help small and medium-sized businesses implement Autodesk® solutions faster, maximize productivity, minimize downtime, and lower the overall cost of ownership. Available to Autodesk® Subscription customers, Advanced Support features unlimited, priority, one-to-one, 24x5, global phone support and online help options, such as an online knowledge base and community support forums.

1.2 What are the benefits of Autodesk Advanced Support?

Autodesk Advanced Support customers receive unlimited 24x5 priority phone support for named callers from senior Autodesk support specialists for the complete Autodesk product portfolio. Other benefits include access to:

- Remote desktop assistance to expedite troubleshooting and issue resolution
- Online, moderated community support forums with the option to escalate forum questions to a one-to-one support request
- A wide range of online help and exclusive support webcasts designed to equip the customer's internal support staff with the tools and skills needed to provide first-level support for Autodesk products
- Tracked support requests and Autodesk responses that enable the customer's entire team to benefit from answers posted to individual users' questions
- API (application programming interface) support

1.3 What happened to the Autodesk Gold Support offering?

Autodesk Gold Support is no longer available. Autodesk Advanced Support has replaced Gold Support.

1.4 What is the difference between Autodesk Advanced Support and Autodesk® Enterprise Priority Support?

Autodesk Advanced Support is a premium-level support offering for small and medium-sized businesses. It provides one-to-one phone access to senior Autodesk support specialists, and many other benefits.

Autodesk Enterprise Priority Support is a premium-level support offering for Autodesk's direct, large enterprise customers, offering the highest priority product support available from Autodesk.

1.5 What proactive services are available to Autodesk Advanced Support customers?

Customers with Advanced Support can access training webcasts, the Autodesk knowledge base, and blogs.

1.6 In which languages is Autodesk Advanced Support available?

Autodesk Advanced Support is always provided in English, and we strive to provide assistance in the languages supported by the individual product during local business hours. For example, Autodesk supports suites in English, German, French, and Japanese.

1.7 What online support options are available with Autodesk Advanced Support?

All customers have access to an online knowledge base and community support forums, where Autodesk staff and experts within the community answer questions submitted by customers.

Customers with Advanced Support have their community forum posts escalated to the Autodesk product support team if the community does not respond to the question within 24 hours.

Customers with Advanced Support can also escalate their community forum posts on demand to the Autodesk product support team. They can also verify if they need any further assistance by indicating if they have received an accepted solution

1.8 How do Autodesk customers access Autodesk Advanced Support?

Named callers can call Autodesk product support or sign in to Subscription Center at <http://www.autodesk.com/subscription> for priority assistance.

1.9 How will existing Autodesk Gold Support customers make the transition to Autodesk Advanced Support?

The change will be made automatically in all of the Autodesk systems. Gold Support customers do not need to take any action.

1.10 How does Autodesk Advanced Support compare with support offerings from Autodesk Authorized Resellers?

Autodesk Advanced Support is designed to complement our resellers' support offerings.

2. Buying Autodesk Support

2.1 Is Autodesk Advanced Support available for all Autodesk products?

Yes, it is available for all Autodesk products for which Subscription is offered.

2.2 Is Autodesk Advanced Support available to all customers?

Autodesk Advanced Support is designed for, and available to, small and medium-sized companies on Autodesk Subscription.

2.3 Can an Autodesk Subscription customer upgrade their support (for example, from Basic to Advanced) before the end of the Subscription period?

Yes. Subscription customers can upgrade their support at any time.

2.4 Can a Subscription customer buy Autodesk Advanced Support at any time after buying their software license?

Yes. Note that the expiration date for Advanced Support will align with the Subscription contract.

2.5 Does the Autodesk support contract start at purchase date, or is it prorated based on the Subscription contract date?

The support contract is prorated to coincide with the Subscription contract.

2.6 Can a customer who does not have a product on Subscription buy Autodesk Advanced Support?

No. Customers must first become an Autodesk Subscription customer. They can then opt to buy Autodesk Advanced Support.

2.7 How much does Autodesk Advanced Support cost?

Support prices are based on the product price. Contact your Autodesk Authorized Reseller or Autodesk sales representative for pricing information.

2.8 Will Autodesk Advanced Support be available on the Autodesk Store?

Except for some products that come bundled with Subscription, Advanced Support is not currently available from the Store.

2.9 Where can I find more information?

To learn more, visit www.autodesk.com/support or contact your Autodesk Authorized Reseller or Autodesk sales representative.

Autodesk is a registered trademark of Autodesk, Inc., and/or its subsidiaries and/or affiliates in the USA and/or other countries. All other brand names, product names, or trademarks belong to their respective holders. Autodesk reserves the right to alter product and services offerings, and specifications and pricing at any time without notice, and is not responsible for typographical or graphical errors that may appear in this document.