

Switching Subscriptions

Frequently Asked Questions – Sales/Partners

This document answers frequently asked questions about switching a subscription.

Do not distribute to customers

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Overview

1.1 What does it mean to “switch your subscription?”

By switching your subscription you are choosing to end your current subscription (forfeiting use of any software and services under that subscription) in order to change to a new subscription giving you access to new software and services.

1.2 When will Autodesk begin providing the ability to switch subscriptions?

On October 12, 2016, Autodesk will provide the option to switch subscriptions for a specific set of products (see question 1.4).

1.3 What are my options if I want to switch my current subscription?

The table below details what can and cannot be switched. Until other switching options are available, you can start a new subscription at the time of renewal.

You can switch:	You cannot switch:
Annual or multi-year subscriptions	Monthly or quarterly subscriptions
Individual product subscription to an industry collection subscription	Perpetual or maintenance plan to subscription
Design & Creation Suite subscription to an industry collection subscription	LT products and LT suites to subscription
Subscriptions purchased from an Autodesk reseller or directly from an Autodesk Sales Representative	Your subscription: <ul style="list-style-type: none">• Term length• Support level• Access type (single- or multi-user)• Billing type (renewable or auto-renewing)
	Auto-renewing subscriptions, with recurring billing

1.4 Will I be able to switch any subscription?

Most annual and multi-year subscriptions can be switched. The Switching Eligibility List defines which products can be switched and can be found in the latest Suggested Retail Pricelist.

1.5 Will I need to switch all of the seats on my current subscription?

No, you will have the option to switch all or a subset of the seats on your current subscription. Note: In order to switch a subset of seats from your current subscription, the current product asset must be split in advance of placing your switch order.

1.6 Will my current contract and renewal date change when I switch to a new subscription?

No, your current contract and renewal date will remain the same after you have switched to a new subscription. Your subscription term length, access type, support level, and billing type will also remain the same.

Pricing, Ordering, and Availability

2.1 When can I switch my current subscription?

Starting October 12, you will be able to switch subscriptions any time after the first 90 days of the initial term of your current subscription.* Suggested Retail Pricing will be available on the October pricelist.

* Design & Creation Suite subscriptions purchased through July 31st, 2016, are exempt from the 90-day restriction.

2.2 How much will I pay in order to switch my subscription?

If you switch from:	Cost
Design & Creation Suites (premium or ultimate), annual or multi-year subscription	No additional cost for the remainder of your subscription term
All other eligible subscriptions with annual or multi-year term lengths	Approximate SRP price difference between the original subscription and the new subscription, prorated for the time remaining in your subscription term Example: If the price of switching is \$1200 and you choose to switch 6 months into your annual subscription, the cost of switching would be \$600

2.3 Will I have to pay the prorated price if switching within 30 days of expiration of my current subscription?

The prorated price may be waived if you switch your subscription within 30 days of expiration of your current subscription and are also renewing for the next term. An order with this waiver cannot be submitted via self-service and must be submitted to Autodesk for processing.

2.4 How can I switch my current subscription?

You will be able to switch your current subscription(s) by contacting an Autodesk Authorized Reseller or Autodesk directly. Switching a subscription is not currently available through the Autodesk Store.

2.5 Should I renew my current subscription, knowing that I want to switch to a new one?

When your subscriptions are eligible for renewal (i.e. up to 90 days prior to contract expiration) and you would like to switch to a new subscription, you should first switch to the new subscription and then renew for the next full term.

Note: Prices quoted are Suggested Retail Prices only. Resellers are free to set their own prices for Autodesk products and subscriptions and services.

Use & Support

3.1 What happens to my original subscription after I switch to a new subscription?

Your original subscription will end; however, you'll have up to 30 days following commencement of your new subscription to access your original products and services to get up and running on the new software and ensure your users have continued access.

3.2 What products can I continue to use from my original subscription once I switch?

You can continue to use products from your original subscription (under the terms of your new subscription) as long as they are included in your new subscription. If not, you must discontinue use within 30 days of commencement of the new subscription.

3.3 What previous versions will I be able to use when I switch my subscription?

For information on use of previous versions, refer to the [Previous Version FAQ](#).

3.4 What happens to my cloud credits after I switch to another subscription?

Any purchased cloud credits on your existing contract will remain unchanged after you switch, and the expiration date for those cloud credits will also remain unchanged.

Software Management

4.1 What will I need to do to set up the new software and users after switching my subscription?

You will need to set up the new software within 30 days following commencement of a switch in order to ensure your users have continued access. Your original subscription will be accessible to you for up to 30 days following commencement of your new subscription to allow time to setup your new software and users (see steps below). There will be a guided tutorial in Autodesk Account to help you through the process.

For subscriptions with single-user access: Assign users to the desktop software and cloud services for the new subscription, and unassign users from the original subscription.

For subscriptions with multi-user access: Replace the license file for your original subscription with a new license file for the new subscription. You will also need to assign users access to cloud services for the new subscription.

Additionally, if you wish to use new desktop software, or a new version of the software that is available in your new subscription, you will need to download and install the new software or version. A new serial number and/or product key may be required upon installing the new software. If a new serial number is required, you will be able to find it in your Autodesk Account.

4.2 Will my named users automatically get assigned to the new subscription after I switch?

No, users from your original subscription will not be assigned automatically to the new subscription. Your Contract Manager (or Software Coordinator) will be required to assign users to the desktop software and/or cloud services for your new subscription.

4.3 How will I know a subscription has been switched?

Administrators will receive an email that contains details of the new subscription and next steps. The original subscription will appear in Autodesk Account with the status 'Switched.'

4.4 What happens to files created using the original subscription after I switch?

Any files created using your original subscription will continue to be available after you switch.

Education

5.1 Will Education customers have the ability to switch their subscriptions?

Qualified academic institutions, students, and educators have free access to Educational Licenses of Autodesk products so there's no reason for them to switch subscriptions – all they need to do is simply request the product they want. For more information, please visit

<http://www.autodesk.com/education/free-software/all>.

Sales/Partner Information

6.1 What discounts will apply when switching a subscription?

Direct Partners: When switching a subscription, the discount will have a similar discount level as a new subscription of the product being switched to by the customer. For example, switching from a Revit subscription to an Architecture, Engineering & Construction Collection subscription will have a similar discount level as purchasing a new Architecture, Engineering & Construction subscription.

Indirect Partners: Contact your Distributor for details.

6.2 When a customer is eligible to switch to a new subscription, can I place an order for a new subscription instead?

Autodesk recommends that you process this as a switch order as it will result in a better customer experience. Placing a switch order allows customers to take full advantage of the guided experience in Autodesk Account to setup and assign users to the software in the new subscription.