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**From:** Autodesk <information@autodeskcommunications.com>  
**Sent:** Tuesday, March 7, 2017 11:27 AM  
**To:**  
**Subject:** [Important Update] Changes to your maintenance plan

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## Important Update

Hello,

We want to take a moment to share the direction Autodesk is heading—some upcoming changes that will affect your maintenance plan—and a special offer to move to subscription that you may want to consider.

We believe that subscribing is the best way for you to get the greatest value from our tools and technologies—and will fundamentally change how we deliver extended capabilities and new functionalities through connected services. That's why we're on a path toward becoming a subscription-only company. We will continue to invest heavily in our subscription offerings, to provide you with greater value through the following benefits:

- **Latest and greatest product capabilities** – Get access to Autodesk's ongoing stream of innovation, updates to core products, cloud services for desktop products, and additional capabilities as soon as they are available, at no additional cost.

- **Access to new industry collections** – Available only through subscription, you'll realize significant savings when you need two or more Autodesk software products.
- **New and improved support** – Enjoy faster response times and the option to receive help by scheduling a call with Autodesk technical support specialists.
- **Simplified administration** – Access tools that streamline deployment and software management when you standardize all of your Autodesk products on subscription.

With our move to subscription, one thing has become clear to us—managing two business models (subscriptions and maintenance plans) is quite costly. To continue supporting maintenance, beginning May 7, 2017, renewal prices will increase by 5% in 2017, 10% in 2018, and 20% in 2019. Also, you should be aware that maintenance plans can now only be renewed for one year at a time.

Now that we've shared the direction we're heading, we'd like to talk to you about a special offer to help you join us on the path toward subscription—one that recognizes your loyalty and the value of your previous investments. Beginning June 2017, you'll be able to move your products on a maintenance plan to a subscription for up to 60% less than the cost of a new subscription. This discount will decrease by 5% in 2018 and another 5% in 2019, so the earlier you switch to a subscription, the less it will cost—and the more you'll save compared to those who wait to move, or choose to stay on maintenance. When you make the switch, you'll also be able to lock in your discounted price for up to three years and continue to receive discounted pricing for as long as you renew.

We know you'll probably have questions. These are big changes that we're prepared to walk you through. Please see the [FAQ](#) for additional details and contact your Autodesk Sales Representative or Autodesk Reseller to discuss the options that best suit your technical and business needs.

Whether you choose to switch to a subscription or renew your maintenance plan, our promise is to continue to provide you best-in-class software, services, and support.

Sincerely,

*Teresa Anania*

Teresa Anania  
Sr. Director, Subscriber Success  
Autodesk

Autodesk, Inc. • 111 McInnis Parkway • San Rafael, CA 94903

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