

Autodesk® Subscription & Support

Frequently Asked Questions and Answers for Customers

This document answers common questions about the new product support severity levels and response times

December 2010

1. What changes are being made to Autodesk's product support policy and processes?

To better address customer issues, Autodesk will begin classifying product support requests according to severity level (standard, urgent, or critical) and will provide Subscription customers with new estimated response times based on severity level and Subscription tier (Subscription, Gold, or Platinum). Beginning December 5, 2010, Subscription customers will need to assign severity levels to each support request they submit.

In addition, Autodesk is implementing a new case closure policy that will improve follow-up communications. We have also made improvements to self-help support to ensure that customers receive predictable, and in some cases faster, responses to support issues.

2. When will these changes take effect?

Autodesk will implement the new product support policy and processes on December 5, 2010 worldwide.

3. How will these changes impact my support experience?

You will now need to assign a severity level to each support request you submit. Additionally, response times may be different from what you have experienced in the past.

The new targeted response times are listed in the table below and apply to both web and telephone support. They are defined by severity and Subscription tier as follows:

Severity Level	Subscription	Gold	Platinum (see note below)*
1 / Critical	4 business hours**	2 business hours	1 extended hour***
2 / Urgent	8 business hours	4 business hours	2 business hours
3 / Standard	16 business hours	8 business hours	8 business hours

** Please Note: The Platinum targets listed in the table above apply only to Platinum Subscriptions purchased after October 24, 2010. The original one **business hour** response target continues to apply for Platinum Subscriptions purchased prior to October 24, 2010, although such Platinum customers will now be required to assign severity levels to their support requests.*

*** "Business hours" are defined as local weekly hours of operation for the assigned Autodesk product support call center, in the customer's region, excluding Autodesk holidays, weekends, and other non-work days applicable to the region.*

**** "Extended hours" are defined as 24 hours per day, seven days per week (Monday through Sunday), 365 days per year, including after-hours periods and Autodesk holidays worldwide. During after-hours periods and/or on holidays, response times may exceed estimated targets in some cases.*

4. How is severity level determined?

Severity level is determined based on the classification guidelines below. These guidelines assess the business impact of the reported technical issue; the more serious the impact, the higher the severity classification—and the quicker the response.

Severity Level	Definition
1 / Critical	An incident that involves total failure of the software to operate, or inability to install or access the software, or inability to access one or more Subscription benefits, resulting in unrecoverable key design data loss or complete interruption of a mission-critical design project, for which no workaround exists.
2 / Urgent	An incident that involves severe impairment of major software functionality or inability to install or access the software, or inability to access one or more Subscription benefits that will result in long-term impairment of productivity. A workaround may be available. Note that an incident that would otherwise qualify as a Severity 1 incident for which a workaround exists would be a Severity 2 incident.
3 / Standard	An incident that has a limited or minor adverse effect on software operation or involves inability to install or access the software, or inability to access one or more Subscription benefits in a manner that does not substantially reduce productivity. A workaround may be available. Severity 3 incidents also include general usage questions regarding software and requests for clarification of the meaning of documentation.

5. Who assigns severity level, and why is it important to get the level right?

If you are a Subscription customer, you will need to select a severity level (standard, urgent, or critical) when you submit a support request. The level is based on Autodesk's definitions.

Accurate selection of severity level is important to ensuring a successful and timely resolution and avoiding unnecessary delays. An incorrect classification may require a Product Support Specialist to spend more time seeking customer clarification and additional information to properly assign the case. If an Autodesk Product Support Specialist elects to change a severity level, the change will be communicated to you by phone. Specialists are committed to working with our customers to ensure that each issue is classified correctly.

6. What happens if I don't receive a response within the stated timeframe?

Autodesk will make reasonable efforts to respond within the stated response times. However, the new response times are not guaranteed by Autodesk. Instead, estimated response times are offered as a convenience to our Subscription customers.

7. What are the benefits of the new case closure policy?

To help secure satisfactory case closure, Autodesk Product Support Specialists will contact you after issue resolution to offer opportunities for iterations. The Specialists will contact each customer at least three times before officially closing a case. Autodesk encourages you to respond to this follow-up communication so cases are not closed prematurely.

8. What types of support does Autodesk offer today?

Autodesk offers the following types of support based on customer needs. Availability of these support services may vary by product, language and/or geography. Please consult your Autodesk representative or reseller for a current list of support services available in your area.

Free, Self-Help Support	Free online support and resources via Autodesk Forums, Autodesk Knowledge Bases, blogs, and Service Pack downloads—plus valuable in-product help designed to get customers started, teach new skills, and answer how-to questions quickly and efficiently. Self-help support is perfect for how-to questions related to product usage, installation, licensing, configuration, and minor troubleshooting. (www.autodesk.com/support)
Per-Incident Support	Troubleshooting and live help from trained Autodesk Product Support Specialists. No annual contract is needed; simply purchase support on a per-incident basis.
Autodesk Subscription	Autodesk® Subscription is a comprehensive software maintenance and support program that provides a variety of advantages and delivers the lowest total cost of ownership for Autodesk software. Autodesk Subscription includes: <ul style="list-style-type: none">- Web support, which provides direct access to Autodesk Product Support Specialists who can troubleshoot issues and help customers with installation and configuration.- Immediate access to upgrades, Subscription Advantage Packs, Web services, or other product enhancements released during the customer's Subscription term.- Flexible software license terms that permit home use, as well as the use of previous versions.- License management tools, including a variety of contract administration tools that make it easier to track and manage software licenses and seats.
Autodesk Gold Subscription	Includes all the benefits of Autodesk Subscription described above, plus priority phone and API support during business hours, worldwide.

**Autodesk Platinum
Subscription** *(available
as of October 24, 2010)*

Autodesk® Platinum Subscription is an exclusive program for customers with global or regional design operations that need consistent, proactive, and dedicated services to optimize their technology investment. Platinum customers benefit from a strategic relationship with Autodesk that includes direct access to worldwide around-the-clock support, design workflow reviews, and a dedicated contact who personally manages and escalates all mission-critical support and licensing issues. *(Note: The Autodesk Platinum Subscription offering described above is a new service level available as of October 24, 2010. All of the features described above are not necessarily included in Platinum Support purchased prior to October 24, 2010. Customers who purchased Platinum Support prior to October 24, 2010 should refer to their service agreement for a description of their support benefits.)*

Autodesk Subscription customers can initiate a product support request online through the Subscription Center at www.autodesk.com/subscriptionlogin.

Subscription customers with Gold or Platinum service agreements can submit product support requests via Subscription Center and also through the toll-free telephone numbers provided to them.

9. What self-help support services are available, and what improvements have been made to self-help support?

In some cases, you may be able to find answers to your support questions quickly and easily through self-help options. Recent improvements have made the Autodesk Knowledge Bases and the Autodesk Forums easier to find and use. The Autodesk Knowledge Bases and Forums, along with a variety of blogs, give you rich, searchable content at any time, day or night.

- **Knowledge Bases:** Customers can search product-specific knowledge bases for answers, hotfixes, tips, and service packs, or browse documentation and online help. (www.autodesk.com/support)
- **Autodesk Forums:** Autodesk Forums offer a fast, easy way to get accurate answers to technical questions. In select Forums, Autodesk Product Support Specialists ensure that Subscription customers receive answers promptly. (<http://forums.autodesk.com>)
- **Blogs:** Autodesk provides links to a variety of blogs offering commentary by product and industry experts—developers, designers, international users, and more—who discuss Autodesk-related issues from a wide variety of perspectives. (www.autodesk.com/blogs)

10. Where can I go for more information about Autodesk product support?

For any questions regarding these updates, please review the information posted on the Autodesk website at www.autodesk.com/support-responsetimes. Information will also be posted on Subscription Center (www.autodesk.com/subscriptionlogin).

If you still have an unresolved question, please submit a support request and an Autodesk Product Support Specialist can assist you.