

Autodesk Subscription Gold Support Customer Frequently Asked Questions

Here are responses to common questions and statements about Gold Support.

What is Autodesk Subscription Gold Support?

Gold Support is telephone support that may be purchased in conjunction with Autodesk Subscription. Gold Support offers:

- Toll-free telephone support Monday-Friday during normal business hours (minimum 9am-5pm)
- Up to four (4) named callers
- Online tracking and management of support requests
- Local language support
- Web Support (included with subscription)

Where is Gold and Platinum Support offered?

Gold Support is available from Autodesk authorized partners in the US and Canada.

Who can purchase Gold and Platinum Support?

Only Autodesk Subscription customers can purchase Gold Support. Gold Support will not be available for Education licenses or Not-for Resale (NFR) licenses.

If I purchase subscription for my products, do I have to purchase Gold Support?

No. Gold Support is optional.

I am already a subscription customer. Can I purchase Gold Support now?

Yes, you may add Gold Support to your contract at any time on a pro-rated basis through the end of your contract.

I am about to renew my subscription contract. Can I purchase Gold Support now?

Yes. Now is a perfect time to add Gold Support to your contract.

I have many different products on my subscription contract. Can I purchase Gold Support for one (or more) but not all of my Autodesk products?

Yes. However, if you purchase Gold Support for a given product, you must purchase it for all licenses of that product within a single Group on your subscription contract. For licenses in other Groups on your subscription contract, you will not be obligated to purchase Gold Support.

I purchased Gold Support but no longer need it. What are my options?

You may decide to return Gold Support within the first 30 days and receive a refund according to the Autodesk standard 30-day refund policy.

How much does Gold Support cost?

Gold Support pricing varies by product. Generally, for products priced between \$500-5000 Gold Support costs \$150 per license. For products priced above \$5000 Gold Support costs \$200 per license. There are some exceptions.

I purchased Gold Support. What now?

After order confirmation, you will receive an email "Welcome Kit" with your Gold Support access numbers. This message will also contain information on how to get started including details on providing support privileges to others in your organization. You'll be up and running in no time.

How soon after buying Gold Support can we use it?

Immediately. Some of your order details and other support entitlement data may take a day or two to propagate into our systems but you can begin using Gold Support as soon as you need help.

During what hours/days will Gold Support be available?

Gold Support is available between the business hours of 9am – 5pm local time.

What kind of response time can I expect when I place a phone support request?

Gold Support is designed to provide you with quality and responsiveness you can count on. During normal business hours and within a target of three (3) minutes your call will be answered by a qualified technician. For Gold Support, after logging your call and depending on the nature and complexity of your request, you should be able to expect a response – if not on that same call – within two (2) hours.

How many people at my company will have access to Gold Support?

When you purchase Gold Support you can designate up to four (4) Named Callers who will be authorized to receive support.

What if I need to have more people access support? What are my options?

You may add more Named Callers for an additional fee.

How many times can we call for support during our contract period?

Unlimited.

What are the types of support issues you will cover?

Standard support services including installation, configuration and trouble-shooting.

In what languages is Gold Support available?

Initially, Gold and Platinum Support will only be available in the US and Canada and, hence, will be provided in English or French.

If I purchase Gold Support, can I still use web support?

Yes. We encourage our customers to access all available online support resources.