

# Questions and Answers

Autodesk® Basic Support is included with Autodesk® Subscription and designed for customers who need a minimal level of product support.

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## 1. About Autodesk Basic Support

### 1.1 What is Autodesk Basic Support?

Autodesk Basic Support is designed for Autodesk Subscription customers who need a minimal level of product support. Basic Support provides access to a range of community support forums, including responses from Autodesk within a stated time period and a comprehensive online knowledge base that includes troubleshooting videos.

### 1.2 What are the benefits of Autodesk Basic Support?

Autodesk Basic Support provides access to:

- Community support forums and web support.
- One-to-one Autodesk support for issues requiring privacy
- Autodesk online support, including a knowledge base with help documents, tutorials, training videos, and the opportunity to search an extensive collection of Autodesk technical solutions and community support forum threads.

### 1.3 What online support options are available with Autodesk Basic 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 Basic 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.

**1.4 How does Autodesk Basic Support compare with support offerings from Autodesk Authorized Resellers?**

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

**1.5 How do Autodesk customers access Autodesk Basic Support?**

Customers access Basic Support through Subscription Center at <http://www.autodesk.com/subscription> and through Autodesk's online community support forums.

## 2. Buying Autodesk Support

**2.1 Is Autodesk Basic Support available for all Autodesk products?**

Autodesk Basic Support is offered for each product on Autodesk Subscription, with the exception of a very small number of products.

**2.2 Is Autodesk Basic Support available to all customers?**

Autodesk Basic Support is available only to customers on Autodesk Subscription. Subscription customers can also choose to purchase premium offerings, such as Advanced Support and Enterprise Priority Support, that provide priority one-to-one support and additional benefits. For more information on Autodesk Subscription go to [www.autodesk.com/subscription](http://www.autodesk.com/subscription).

**2.3 How much does Autodesk Basic Support cost?**

Autodesk Basic Support is included in the price of Autodesk Subscription.

**2.4 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 date.

**2.5 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.

**2.6 Where can I find more information?**

To learn more, visit [www.autodesk.com/support](http://www.autodesk.com/support), or contact your Autodesk Authorized Reseller or Autodesk sales representative

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