

Subscription Licensing FAQ

Frequently asked questions about subscription licensing.

What are my Global Travel Rights if I purchase a subscription?

Subscription plans include Global Travel Rights, which allow you to use your software outside of your country of purchase, as long as the software is purchased in the Home Country. Home Country means an individual subscriber's country of residence or a corporate subscriber's country of incorporation. Consult the [Autodesk Subscription Terms and Conditions](#) for more information.

Does subscription include previous version usage rights?

Subscription does include access to eligible previous versions of your software. Please consult the [Previous Version Eligible Product List](#) to find out if your software is eligible.

Can I convert an existing, perpetual single-user license to a subscription?

No, you cannot convert a single-user license to subscription.

Can I convert a subscription license into a single-user license?

No, you cannot convert a subscription license to a single-user license.

If I purchase a subscription can I also purchase cloud credits?

Yes, as a subscription customer, you can purchase cloud credits through Prokon. See the [cloud credits FAQ](#) for more details about the procurement and use of cloud credits.

Is there a network license option for subscription?

Yes, a network license option for subscription is available, this is called multi-user access.

Are subscription licenses transferable?

No, license transfers are not currently supported.

What happens to expired subscriptions?

If your subscriptions expire, you will need to place an order for a new subscription license(s) to receive a new serial number. You will need to assign single-users for the software again. Late renewals after a subscription agreement have expired are not supported.



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How do I renew my maintenance plan or subscription?

For quarterly, annual and multi-year maintenance plans or subscription purchased through Prokon you will receive renewal notifications 45, 30, and 4 days prior to expiration from Autodesk and our subscription team will contact you with your renewal quotation.

Can I switch products, term lengths or support levels for a subscription plan mid-contract?

No, these changes are not supported mid-contract. These changes require letting your current plan expire and starting a new plan for a different product, term length, or support level.

Where can I go for more information on subscription?

For more information on subscription, visit [Renew & Maintain](#) website page.

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