

Delcam Perpetual Licensing Changes

Questions and answers for Customers

This document features frequently asked questions and answers that explain upcoming changes to perpetual licenses.

<http://www.delcam.com/perpetuallicenses>

Last day to purchase a NEW perpetual license for desktop software products: January 31, 2017

Top 3 Most Frequently Asked Questions

Can I continue to use my existing perpetual licenses?	YES
Can I continue to use and renew my Maintenance Subscription for my existing perpetual license?	YES
How will I be able to purchase products after the end of sale of perpetual licenses?	Via a subscription

Our commitment to you

Throughout this period, we will be working with you to help make this transition from perpetual licenses to subscription as smooth as possible, and to address exceptional situations accordingly. We will provide as much advance notice as we can so that you can anticipate and plan for these changes.

Please refer to the Questions & Answers section below for more detailed information. We will update this Q&A on a regular basis.

Table of Contents

Overview	3
1.1 What is changing?	3
1.2 Who is impacted by these changes?	3
1.3 Why is Delcam discontinuing perpetual licences?	3
1.4 Does this affect existing software purchased under a perpetual licence?	3
1.5 How will this change impact Maintenance Subscription customers?	3
1.6 How will Delcam make this transition easier for customers?	3
 2. Desktop Subscription	 4
2.1 What is Desktop Subscription?	4
2.2 Does Desktop Subscription software have to connect to the internet to work?	4
2.3 What are the key features/benefits of Desktop Subscription licenses?	4
2.4 Is Delcam making any changes to Desktop Subscription as part of this transition?	4
2.5 Will Delcam support previous version rights under Desktop Subscription?	4
 3. Maintenance Subscription	 5
3.1 What is Maintenance Subscription?	5
3.2 What happens if I am a current Maintenance Subscription customer?	5
3.3 What happens if a Maintenance Subscription expires?	5
3.4 How long can current Maintenance Subscription customers remain on Maintenance Subscription?	5
3.5 Will existing Maintenance Subscription customers be able to add additional perpetual licenses under Maintenance Subscription?	5
3.6 What happens if a customer with a perpetual license chooses to discontinue Maintenance Subscription?	5
3.7 What multi-year Maintenance Subscription options will be available?	6

1. Overview

1.1 What is changing?

Delcam will stop the sale of perpetual licences of all its software on January 31st, 2017. The purchase of new licences by both new and existing customers will only be available by subscription after that date.

1.2 Who is impacted by these changes?

Any company or individual who wishes to purchase new software licences from Delcam.

Any customer with an active Maintenance Subscription contract will be able to extend that contract; see section 3 for details on licences, benefits and purchasing options.

1.3 Why is Delcam discontinuing perpetual licences?

With this change, Delcam is following parent company, Autodesk, in its transition to subscription-based products. These licences offer customers a lower entry price, greater choice of tools and the ability to pay-as-you-go. With its shift away from selling perpetual rights to use a specific version of software, Delcam will continually innovate and improve its Desktop Subscription products and supporting services, to allow access from multiple devices at any time, to make them easier to deploy and manage, and to reduce file compatibility issues.

1.4 Does this affect existing software purchased under a perpetual licence?

No. Existing or new perpetual licences purchased up to January 31st, 2017, remain valid. Customers retain their perpetual software licence and can continue to use it in accordance with their perpetual licence agreement. For all software products covered by Maintenance Subscription, they will also continue to receive Maintenance Subscription benefits.

1.5 How will this change impact Maintenance Subscription customers?

Customers with current Maintenance Subscription contracts will retain the option to renew Maintenance Subscription for all Delcam products and to then receive corresponding benefits. The end-of-sale of perpetual licences only impacts the ability to make new purchases of perpetual licences.

1.6 How will Delcam make this transition easier for customers?

Delcam is doing several things to make the transition to Desktop Subscription as smooth as possible for customers:

- Providing the option to purchase Desktop Subscription with immediate effect
- Providing the time needed to assess options and make plans by providing as much in advance notice of changes to come as possible
- Maintenance Subscribers can continue to renew Maintenance Subscriptions and receive/access the benefits of Maintenance Subscription for perpetual licenses
- Autodesk Account will provide a single place for customers to manage all products, subscriptions and services from August 2016

- Providing the ability to lock in the Desktop Subscription rate by introducing the option of a multi-year Desktop Subscription offering

2. Desktop Subscription

2.1 What is Desktop Subscription?

Desktop Subscription gives you access to the same full version of Delcam software as the equivalent perpetual licence - but with a flexible, pay-as-you-go approach for a software budget that is easier to manage. The desktop software application delivered through Desktop Subscription, as well as associated user data, continues to be stored on a local machine.

2.2 Does Desktop Subscription software have to connect to the internet to work?

No. Desktop Subscription software from Delcam can continue to be used without an internet connection if required.

2.3 What are the key features/benefits of Desktop Subscription licences?

Desktop Subscription grants licence holders the right to use the software for a specified period of time with the option to renew their contract. Customers who purchase a Desktop Subscription receive benefits such as Basic Support, options for more advanced support, access to the latest software and prior versions, Global Use rights, and product enhancements. Desktop Subscription provides flexibility through which the user can install the software on multiple devices as the Subscription follows the user and not the user's machine.

2.4 Is Delcam making any changes to Desktop Subscription as part of this transition?

To provide customers with greater purchasing flexibility, Delcam has introduced multi-year (2-year and 3-year) plans for new Desktop Subscription purchases.

2.5 Will Delcam support previous version rights under Desktop Subscription?

Customers with Desktop Subscription purchased before August 1st 2016 may have access to previous version licenses of eligible Delcam software. Customers purchasing Desktop Subscription from August 1st 2016 onwards will have access to previous version licenses going back to this date.

For example, if a customer purchases Desktop Subscription on April 15th 2017 they will have access to previous version licenses released between August 1st 2016 and April 15th 2017.

3. Maintenance Subscription

3.1 What is Maintenance Subscription?

Maintenance Subscription ensures a perpetual licence holder receives benefits such as Basic Support, options for more advanced support, and access to the latest software and product enhancements. A Maintenance Subscription agreement must be applied to each separately purchased perpetual licence.

3.2 What happens if I am a current Maintenance Subscription customer?

Current maintenance customers will continue enjoying the benefits of Maintenance Subscription as long as they continue to renew. Delcam has no plans to stop offering Maintenance Subscription renewals. However, it is important to renew the Maintenance Subscription on time to continue to access the benefits.

3.3 What happens if a Maintenance Subscription expires?

If a Maintenance Subscription is not renewed on time, customers will have to purchase a new Desktop Subscription if they want access to the latest features and functionality.

3.4 How long can current Maintenance Subscription customers remain on Maintenance Subscription?

While Delcam is announcing our plans to discontinue the sale of new perpetual licences, we are not eliminating Maintenance Subscription. Maintenance Subscription customers may continue to renew their Maintenance Subscription contract and receive the appropriate benefits for the foreseeable future.

3.5 Will existing Maintenance Subscription customers be able to add additional perpetual licences under Maintenance Subscription?

No. Once Delcam discontinues the sale of perpetual licences for its products on January 31st, 2017, customers will only be able to **renew** Maintenance Subscription contracts for previously purchased perpetual licences. No **new** perpetual licences may be added to new or existing Maintenance Subscription contracts after the sale of perpetual licences for that product has been discontinued. Customers may purchase Desktop subscriptions for additional licences at a term length that fits their needs.

3.6 What happens if a customer with a perpetual licence chooses to discontinue Maintenance Subscription?

Customers with expired maintenance subscriptions can continue using their perpetual licences. However, they will lose Subscription benefits such as updates, technical product support, flexible licence rights and cloud services. Delcam will be reviewing Subscription renewal policies and changes will be communicated in advance of the effective dates. If a Maintenance Subscription is not renewed, customers will be able to purchase a Desktop Subscription to get the latest features and functionality.

3.7 What multi-year Maintenance Subscription options will be available?

Delcam will continue to provide multi-year Maintenance Subscription options so that customers who have purchased perpetual licences can continue to have access to the most up-to-date software, while locking in the price for the length of their contract.