

## Supplemental Terms and Conditions for Subscribers of former Alias Products

**Support for the Former Alias Products includes the following terms and conditions, which terms and conditions supersede the Support terms and conditions set forth in Section 2.2.1 (d) and (except where noted) Exhibit A of the Subscription Terms and Conditions. Except as set forth below, all other Subscription terms and conditions are in full force and effect.**

### **(1) SUPPORT HOURS:**

The provision of Support to you may vary by product and region. Generally support hours for the Americas, EMEA Australia and New Zealand are as indicated in subsection (a) below. Subscribers in Asia-Pacific (excluding Australia and New Zealand) are directed to contact their local supporting reseller for a detailed description of available support service offerings. Autodesk is not responsible for the support service provided by a reseller.

(a) Subscription with Gold Support hours of operation. Support is generally available from Autodesk during the following hours ("Support Hours"):

Monday – Friday 3am - 10pm EST (9am - 4am CET)  
Saturday and Sunday\* 6am - 6pm EST (12pm to 12am CET)

Note:

- *\*Only installation services will be provided on Saturday and Sunday.*

- *Support hours are subject to change.*

(b) Platinum Support hours of operation. Please refer to Exhibit A of the Subscription Terms and Conditions.

### **(2) NAMED CALLERS:**

If you purchased Gold or Platinum Support to be delivered to you by Autodesk, there is no current limit on the number of Named Callers who are permitted to submit telephone Support requests, although you will be asked to designate Named Callers and telephone Support requests may only be submitted by such Named Callers. Autodesk has the right to restrict the number of Named Callers who submit Support requests and additional fees may apply based on the number of Named Callers that exceed four (4) and/or the volume of Support requests received.

### **(3) SUPPORT LANGUAGES**

Availability of Support in languages other than English is at the sole discretion of Autodesk. Support may be available in German, French, and Italian and additional languages; however availability and hours of Support in such languages may vary.

### **4) EDUCATION PRODUCTS SOLD WITH GOLD SUPPORT**

Educational versions of Former Alias Products sold (or renewed) with Gold Support shall be entitled to the same level of Support as the commercial version of those products.

### **(5) FORMER ALIAS PRODUCTS for the purposes of this document Former Alias Products include, but are not limited to, the following:**

Autodesk® Maya® Complete  
Autodesk® Maya® Unlimited  
Autodesk® MotionBuilder™

Autodesk® AliasStudio™ --  
Autodesk® AutoStudio --  
Autodesk® Studio --  
Autodesk® DesignStudio® --  
Autodesk® SurfaceStudio

Autodesk® ImageStudio Autodesk® PortfolioWall® Autodesk® Showcase™  
Autodesk® Showcase Pro™ Autodesk® DirectConnect JT Autodesk® Direct Connect –  
CAT Autodesk® Direct Connect – Catia Autodesk® Direct Connect - Pro/Engineer  
Autodesk® Direct Connect – UG Autodesk® Power Render

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