

# Flame Family Transition to Named User

## Questions and Answers for Customers

### Overview

On March 2, 2021, Autodesk announced the upcoming launch of new plans based on people and the retirement of plans based on serial numbers for the Flame family of products. Starting November 7, 2021, you will be able to trade in your Flame family maintenance plans and multi-user subscriptions for new named user plans.

### Questions and Answers

#### 1. What's changing and why?

In 2020, Autodesk unveiled new subscription plans based on people and announced the retirement of plans based on serial numbers. While most products in the Autodesk portfolio began the transition to named user last year, a handful of products, including Autodesk® Flame®, Flare, Flame Assist, Lustre, and Flame Premium were excluded from the trade-in program at the time. This approach was taken for these products because more time was needed to develop smooth migration paths for customers. On November 7, 2021, Autodesk will begin the move to named user with the roll out of trade-in offers for Flame Family products. Here's an overview of the changes:

- Starting November 7, 2021:
  - Autodesk will no longer sell new multi-user subscriptions.
  - Maintenance plans will retire and will not be further renewed.
  - New trade-in offers will become available to you at renewal. See Questions 3-5 for more details on trade-ins.
- In line with all Autodesk software, multi-user subscriptions of Flame Family products will retire on August 7, 2022 and will not be further renewed.

#### 2. What do I need to do to transition to named user?

If you have a maintenance plan or subscription with multi-user access, you will be able to transition to a named user plan through trade-in offers at renewal after November 7, 2021.

### 3. What trade-in offers are available for Flame, Lustre, Flare, and Flame Assist maintenance plans?

At renewal, after November 7, 2021, you can trade in one (1) network maintenance seat for two (2) Standard subscriptions at a price similar to what you pay today for your existing seat. You can then renew at an ongoing discount until 2028\*. At the time of trade-in or later, you can also choose to upgrade to a Premium plan for more advanced features, such as single sign-on and detailed user reporting. To learn more about Standard and Premium plans, visit: <https://www.autodesk.com/campaigns/premium-plan>

Here's an overview of network maintenance plan trade-in offers for each product:

Current Maintenance Plan	Standard Plan	Premium Plan
1 Flame seat	2 Flame subscriptions	2 Flame subscriptions <i>(with Premium upgrade cost)</i>
1 Lustre seat	2 Lustre subscriptions	2 Lustre subscriptions <i>(with Premium upgrade cost)</i>
1 Flare seat	2 Flare subscriptions	2 Flare subscriptions <i>(with Premium upgrade cost)</i>
1 Flame Assist seat	2 Flame Assist subscriptions	2 Flame Assist subscriptions <i>(with Premium upgrade cost)</i>

### 4. What trade-in offers are available for Flame Premium?

At first renewal, after November 7, 2021, Flame Premium customers can trade in one (1) network maintenance seat for three (3) Standard Flame subscriptions. **Note that the SKU for this trade-in path mentions a two-for-one offer. Partners can submit these orders via the standard sales processes using a quantity of two (2) seats. Once the order is processed, client services will manually adjust the entitlement from two (2) to three (3) Flame subscriptions within 48 hours of the processed order.** The entitlement change will be visible to the customer within 72 hours of the time the order was placed.

Flame Premium customers who require Lustre also have the option of trading in one (1) network maintenance seat for two (2) Lustre Standard subscriptions. These orders do not involve any manual adjustment from client services.

As with other Flame Family products, you will be able to renew at an ongoing discount until 2028\* and upgrade to a Premium plan for more advanced features.

Here's an overview of trade-in offers:

<b>Current Maintenance Plan</b>	<b>Standard Plan</b>	<b>Premium Plan</b>
1 Flame Premium seat	3 Flame subscriptions	3 Flame subscriptions <i>(with Premium upgrade cost)</i>
1 Flame Premium seat	2 Lustre subscriptions	2 Lustre subscriptions <i>(with Premium upgrade cost)</i>

**5. What trade-in offers are available for Flame, Lustre, Flare, and Flame Assist multi-user subscriptions?**

At renewal, after November 7, 2021, you can trade in one (1) multi-user subscription for two (2) Standard subscriptions at a price similar to what you pay today for your existing seat. You can then renew at an ongoing discount until 2028\* and upgrade to a Premium plan for more advanced features.

Here's an overview of multi-user subscription trade-in offers for each product:

<b>Current Multi-User Subscription</b>	<b>Standard Plan</b>	<b>Premium Plan</b>
1 Flame subscription	2 Flame subscriptions	2 Flame subscriptions <i>(with Premium upgrade cost)</i>
1 Lustre subscription	2 Lustre subscriptions	2 Lustre subscriptions <i>(with Premium upgrade cost)</i>
1 Flare subscription	2 Flare subscriptions	2 Flare subscriptions <i>(with Premium upgrade cost)</i>
1 Flame Assist subscription	2 Flame Assist subscriptions	2 Flame Assist subscriptions <i>(with Premium upgrade cost)</i>

**6. What will customers see in their Autodesk Account when they trade-in a multi-user subscription or maintenance plan?**

Here's an overview of the product name(s) customers will see in their Autodesk Account when they trade-in a multi-user subscription or maintenance plan:

<b>Current Multi-User Subscription</b>	<b>Trade-In Offer</b>	<b>Product Name in Autodesk Account</b>
1 Flame subscription	2 Flame subscriptions	Flame <i>(listed twice to represent 2 Flame subscriptions)</i>
1 Lustre subscription	2 Lustre subscriptions	Lustre <i>(listed twice to represent 2 Lustre subscriptions)</i>
1 Flare subscription	2 Flare subscriptions	Flare <i>(listed twice to represent 2 Flare subscriptions)</i>
1 Flame Assist subscription	2 Flame Assist subscriptions	Flame Assist <i>(listed twice to represent 2 Flame Assist subscriptions)</i>

<b>Current Maintenance Plan</b>	<b>Trade-In Offer</b>	<b>Product Name in Autodesk Account</b>
1 Flame Premium seat	3 Flame subscriptions	Flame – transition <i>(listed three times to represent 3 Flame subscriptions)</i>
1 Flame Premium seat	2 Lustre subscriptions	Lustre – transition <i>(listed twice to represent 2 Lustre subscriptions)</i>

**7. What changes are happening to the Lustre offering?**

On April 14, 2021, new Lustre single-user subscription offerings will become available. At the same time, to align with the regular Autodesk pricing framework for new multi-user subscriptions, pricing for new multi-user subscriptions for Lustre will increase.

**8. Will there be a free 30-day trial for Lustre single-user?**

No, similar to Flare and Flame Assist, there will not be a trial available for Lustre. The only product in the Flame family with a free trial is Flame.

**9. Are there any other licensing changes that will occur with the move to named user?**

Yes, licensing for components, including Burn, Burn for Lustre, WireTap Gateway, and ShotReactor, will be removed as of the 2020.3.2 and 2021.2.2 versions of Flame family products. In order to use these components with named user, you need to upgrade to Flame, Flame Assist, Flare, and Lustre 2020.3.2 or 2021.2.2.

## 10. Which previous versions of Flame family products support named user?

The following previous versions will support named user:

- Flame, Flare, and Flame Assist: 2019 (Mac only), 2020, and 2021 versions
- Lustre: 2020.3.2 and 2021.2.2 versions (following the release of the single-user offering in April)

## 11. Where can I find more information on named user plans?

To learn more about the benefits of named user plans, visit:

<https://www.autodesk.com/campaigns/transition-to-named-user>

*\* Pricing will remain for 7 years with standard increase of 5% every 2 years.*

*\*\* With a trade-in of Flame Premium to Flame pursuant to the Multi-user Trade-in Business Offer Terms (“Offer Terms”), you will receive a Three-for-One Offer Benefit (“Three-for One Offer Benefit”) instead of the “Two-for-One Offer Benefit” described in the Offer Terms. All references to the “Two-for One Offer Benefit” under the Offer Terms is replaced by a Three-for-One Offer Benefit for a trade-in of Flame Premium to Flame, such that a trade-in of each Flame Premium seat will entitle you to three (3) Flame subscriptions, subject to the applicable requirements. A trade-in of Flame Premium to any other offering will be subject to the standard provisions of the Multi-user Trade-in Business Offer Terms and will not be eligible for the Three-for-One Offer Benefit, including but not limited to a trade-in to Lustre. All other terms and conditions of the Offer Terms remaining unchanged. Pursuant to the terms of the License and Services Agreement, you must uninstall and destroy or return to Autodesk, or the reseller from which they were acquired, all copies of the Flame Premium Networked Maintenance Offering and any associated maintenance plan benefits, including but not limited to any Previous Versions, within 120 days after the Qualified Renewal Date.*