

## Advanced Solutions Support Frequently Asked Questions

February 15, 2012

### Who is entitled to FREE phone & email technical support?

- Customers with current subscription contracts
- Customers who have purchased Autodesk software licenses without Subscription who need help with initial license activation or a licensing issue
- Clients with active service engagements
- Companies interested in trying out Advanced Solutions Support may request a Free 30-Day Trial

### When is Support available?

- 8:00 am to 5:00 pm (Eastern) Monday through Friday (excluding holidays)

### How do I contact Support??

- Call 1-877-GET-ASI-1 (1-877-438-2741)
- For General Support (AutoCAD, activation, licensing, registration, Subscription) Dial ext. 2601
- For Manufacturing Support (Inventor, etc.) Dial ext. 2602
- For Architecture, Engineering, Construction (Revit, etc.) Dial ext. 2603
- For Civil & Geospatial (Civil, Civil 3D, Map 3D, etc.) Dial ext. 2604
- Email [Support@AdvancedSolutions.com](mailto:Support@AdvancedSolutions.com)
- Request support at [www.AdvancedSolutions.com](http://www.AdvancedSolutions.com)

### What happens when you call 1-877-GET-ASI-1?

- You will be connected with our Inside Sales team. Inside Sales will create a support case and transfer you to the appropriate technical support team.
- Or you may contact the appropriate support team directly by dialing the proper extension (listed above).

### What happens when you email or request support at [www.AdvancedSolutions.com/support](http://www.AdvancedSolutions.com/support)?

- An email is sent to our Support team. Someone from the team will respond by creating a Support case and proceed to contact the customer by phone to follow up.

### How long does it take to get resolution?

- Support calls are processed in the order in which they are received. Our goal is to contact the client within four (4) hours and resolve the issue as soon as possible.
- Autodesk Gold Support clients receive priority and can expect their initial call to be answered within 3 minutes. Our goal is to resolve Gold Support issues within two (2) hours.
- Case resolution time varies depending on the nature and complexity of the request. The Support team will provide you with an estimate of the time required to resolve the case based on the information received.