



Specific Paths Forward Starting August 7, 2020

Single Product or Collection






What's retiring?		How do I transition?	Where am I now?	How can I upgrade later?
LICENSE TYPE	PRODUCT	TRADE-IN OFFER		
1 Multi-User Subscription	Single Product or Collection	Multi-User Trade-In to Product or Collection	After you trade in, all of your subscriptions will be: <ul style="list-style-type: none"> • On a Standard Plan  • For named users  • To a single product or collection  	Premium Plan
2 Network Maintenance	Single Product	Multi-User Trade-In to Product or Collection		
3 Standalone Maintenance	Single Product	Maintenance Trade-In to Product or Collection		

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Design & Creation Suites



What's retiring?		How do I transition?	Where am I now?	How can I upgrade later?
LICENSE TYPE	PRODUCT	TRADE-IN OFFER		
1 Network Maintenance	Design & Creation Suite	Multi-User Trade-In to Collection	After you trade in, all of your subscriptions will be: <ul style="list-style-type: none"> • On a Standard Plan  • For named users  • To a single product or collection  	Premium Plan
2 Standalone Maintenance	Design & Creation Suite	Maintenance Trade-In to Collection		
3 Single-User Subscription	Design & Creation Suite	Subscription to Collection		

Network maintenance and multi-user subscription customers renewing between May 7 and August 6, 2020



	MAY 7, 2020	AUG 7, 2020
Move to Subscription offer		
Maintenance plans	20% PRICE INCREASE	
Maintenance trade-in for standalone maintenance	APPLIES TO NETWORK MAINTENANCE FOR 3 MONTHS	
Multi-user trade-in for multi-user subscription & network maintenance	<ul style="list-style-type: none"> • If on multi-user subscription, renew • If on network maintenance, take the maintenance trade-in and get a multi-user subscription, then take 2:1 at first renewal after August 7, 2020 	
New multi-user subs & ETR sales		

Customers on 1-year term expiring before August 7



What do I do if the trade-in offer is not yet available and I'm up for renewal?

RECOMMENDATION: Renew your contract for another term and take the trade-in offer at your first renewal following August 7, 2020.



Customers on 2- or 3-year multi-user subscription



What do I do if I have a renewal between February 29 and August 7, 2020?

WHY IS THIS A CORNER CASE? Customers who have a renewal between when multi-year multi-user retires (Feb. 29, 2020) and when the trade-in is available (Aug. 7, 2020) will not be able to renew their multi-year subscription and will not be able to take the trade-in.

STEP 1: Work with reseller to switch to an annual term (reseller opens case in Partner Center).

STEP 2: At first renewal on annual term after Aug. 7, 2020, take trade-in.



Customers with on-time renewals expiring after August 7



The Multi-user 2:1 trade-in offer is tied to where a customer's expiration date falls in relation to August 7.

If a contract expires after Aug. 7, based on the 90-day renewal policy, the customer could renew before Aug. 7 but will be using up their first renewal (since the contract expires after Aug. 7).

RECOMMENDATION: Wait until after Aug. 7 to take the trade-in.

