

September, 2016

Vectorworks Upgrade Policy Changes – FAQ

A message from Vectorworks, Inc. (USA)

Keeping current with Vectorworks software allows you to maximize your efficiency and take advantage of cutting-edge technology. Our subscription program, Vectorworks Service Select, is the most cost-effective way to ensure that you will always have access to the most current version of our software. We have updated our upgrade policy to reflect the continued growth of our subscription program and the advancements of our software.

What has changed about the upgrade policy?

As pre-announced some months ago, on September 14, 2016, Vectorworks, Inc. discontinued the current upgrade options available for licences four or more versions behind the current version. With the release of Vectorworks 2017, the policy change means that users of versions 2013 and prior will be unable to upgrade their licence/s. Users who are designing with one of these older versions will only be able to transition to the current version by purchasing a new licence.

Why has Vectorworks changed the upgrade policy?

Vectorworks software continuously evolves as new hardware and technologies become available. We want to support you and your business as you evolve, as well as help you take advantage of our newest features and latest technologies.

Vectorworks Service Select is the most cost-effective way to ensure that you will always have access to the most current version of our software. Recognising that most of our customers are already on subscription, we have simplified our upgrade options.

Who is impacted by these changes?

Anyone who is currently using a licence four or more versions behind the current version, and who would like to transition to the current version of Vectorworks software, is affected by the change as of September 14, 2016.

What do these changes mean for customers who are still using older versions of Vectorworks software?

Customers who have purchased a licence of an older version will be able to continue using that version of software indefinitely or as long as their hardware allows. Those who wish to move to the latest version of Vectorworks software may do so only by purchasing a new licence.

Page 1 of 2 (FAQs continue on next page)

Is this change global?

Yes. This policy will affect upgrade purchases globally.

When did the new upgrade policy become effective?

The new policy was pre-announced in June and became effective on September 14, 2016.

What upgrades have been eliminated?

An upgrade will no longer be offered for customers with a licence four or more versions behind the current version. This means that when Vectorworks 2017 is released, for example, users of versions 2013 and prior will be unable to upgrade their licence/s. This policy change applies across all product lines. Vectorworks Service Select members will continue to receive access to the latest version of their software each year, as part of their subscription benefits.

What products are covered by this policy change?

All Vectorworks software products are covered by this policy change.

Does the upgrade change affect Vectorworks Service Select customers?

This upgrade policy change does not affect software licences that are active on a Service Select subscription. However, Service Select customers with "parked" licences of older versions will be affected. Any parked licence that is four or more versions behind the current version may not be upgraded as of September 14, 2016. If you wish to activate an older- version licence on your contract after this date, you must purchase a new licence.

What is a parked licence? (Service Select customers)

Older-version licences owned by Service Select customers but not active on a Vectorworks Service Select contract are considered "parked." Parked licences and their assigned users are not eligible for the benefits of Vectorworks Service Select. Customers may un-park and add new licences to their contract at any time.

I own an older-version licence of Vectorworks. What are my options?

Please contact OzCAD for current pricing on a new licence.