



Subject: Submission
Date: Friday, 1 June 2012 9:57:18 PM
Attachments: [JAWS-SMA-Renewal-Form.pdf](#)

House Of Representatives Standing committee On Infrastructure And Communications

Inquiry into IT Pricing

I am visually impaired and cannot read print. To overcome this disability I have used a computer fitted with a screen reading program that gives me complete independence to use a computer in the same way as a sighted person. This program is called 'JAWS' (Job Access with Speech) and is produced and distributed by Freedom scientific in America.

This program is quite expensive and is subject to regular updates. A new version is produced about every 9-12 months. It is important to keep up to date with this software to gain advantage of improvements and fixes. To keep costs down I purchase a 'Software Maintenance Agreement'(SMA) which cost me in December 2011 \$205 which gives me two upgrades. There are two options to purchase an SMA, To date I have arranged purchase through Vision Australia as I have been a client since 1965. The other option is to deal direct with the Australian agent, Quantum Technologies in Sydney.

My complaint is very simple. If I lived in America the cost would be considerably less. In America the cost of an SMA was in December last year \$120, I paid to Vision Australia \$205. Given that at the time the Australian dollar was about parity with the American dollar I find the price difference hard to accept. I wrote to Vision Australia earlier this year about this matter and they pointed the finger of blame at Quantum Technologies and Freedom Scientific.

Another issue is that if a JAWS user does not renew a SMA prior to the 31st

December prior to the next upgrade an additional fee is imposed. In America it was in December 2011 \$60, in Australia the additional fee was about \$100. I have attached a copy of the American SMA renewal form downloaded from the Freedom Scientific web site last December.

I have not had any recent experience with other screen reading programs to know if a price difference also applies to other screen reading products.

I look forward with interest to the outcome of this enquiry.

Regards,

Barry Napthine



Submission 025
Received 01/06/2012

SMA Renewal Form for United States Customers **JAWS** for Windows

Prices for SMA renewal orders received before December 31, 2011, are as follows:

SMA Renewal for JAWS Professional Edition - \$200

SMA Renewal for JAWS Standard Edition - \$120

If you renew your SMA after December 31, 2011, but before the release of JAWS 14 (scheduled for Quarter 3, 2012), please add \$60 to the listed renewal price.

This pricing is only valid for single user licenses. Please call Freedom Scientific Sales for SMA pricing for site, district, and enterprise licenses.

To purchase your SMA, contact your local authorized **Freedom Scientific Dealer** or complete the enclosed form (electronically available from the JAWS Headquarters at www.FreedomScientific.com), and return it to Freedom Scientific along with payment. After you fill out the form, mail it to the address below or fax it to (727) 803-8001 (attention: Sales).

JAWS Serial Number: _____

Name: _____

Street: _____ **Apt:** _____

City: _____ **State:** _____ **Zip:** _____

Total Order Amount: _____ **Note:** Customers in the following states, must add applicable sales tax: AL, CA, CT, FL, KY, MA, TN, TX, WA

Please include your contact information in case Freedom Scientific needs to contact you:

Phone: _____ **E-mail:** _____

☐ Select this check box if you would like to receive future SMA renewal notices by e-mail.

Payment

Method:

(choose one)

☐ Credit Card

☐ Money Order

☐ Check / Check #: _____

☐ VISA ☐ MC ☐ AmEx Acct #: _____ Exp: _____

Return form to:

Freedom Scientific BLV Group
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