



Committee Secretary
Standing Committee on Infrastructure and Communications
House of Representatives
PO Box 6021
Parliament House
CANBERRA ACT 2600

Dear Sir,

OVER PRICED COMPUTER SOFTWARE

I noticed in last week's newspaper that the MD of Adobe Australia appeared before the committee and claimed that the higher price for their software was a result of the cost of doing business in Australia. I think he is a little careless with the truth.

Last year I wanted to upgrade my Adobe Acrobat and Adobe Photoshop Elements and went to their web site for the price and to order the upgrades,. When I put in my address it directed me to their Australian site and the price increased two and a half times.

However this wasn't the end of my annoyance with Adobe, when the software arrived it had been posted from Singapore and I was billed from Dublin. The price included GST which I believe, that as the good were supplied from overseas and also billed from overseas it shouldn't have been applied.

To further compound my annoyance my credit card provider added 2 ½ % surcharge to the cost for an overseas transaction.

I spent nearly three months communicating with Adobe trying to either receive a refund on GST as it was an overseas transaction or if it was as they claimed an Australian transaction a refund on the overseas transaction surcharge on my credit card.

I don't think I need to tell you their response to all my communications, it was basically the "Upholsterer's Farewell" together with a two fingered salute.

It's time the Government did something prevent these overseas companies ripping off the Australian public.

Yours Sincerely

Graeme Kitney