

**From:** Kevin Danher  
**Sent:** Friday, 25 May 2012 3:44 PM  
**To:** Committee, Reps (REPS)  
**Subject:** Submission overcharging Aussies for software

Hi

why is it that if I want to purchase from Autodesk.com:

Australian version of 3dsmax 2013 ELECTRONIC download costs AUD 5,175.00 [https://store.autodesk.com.au/store?Action=DisplayPage&Locale=en\\_AU&SiteID=adsk&id=QuickBuyCartPage](https://store.autodesk.com.au/store?Action=DisplayPage&Locale=en_AU&SiteID=adsk&id=QuickBuyCartPage)  
USA US\$3,495 <http://usa.autodesk.com/3ds-max/how-to-buy/>

Interestingly, other software vendors such as E-onsoftware <https://secure.e-onsoftware.com/buy/?page=2>  
their pricing is a flat US\$1495

If I was to purchase from Autodesk (in Aussie dollars) and need support I would choose the support option here; <http://www.autodesk.com.au/adsk/servlet/home?siteID=1170888&id=1990859> \*note Australian site. Then: I choose technical support from the dropdown list and am directed to this page: <http://south-apac.autodesk.com/adsk/servlet/index?siteID=1157326&id=9297662> I then choose my product (3dsmax) from the link on the page and the site informs me- *Product Support is available on*

*the Autodesk USA site.* When I click the icon for my product, I get this website: <http://usa.autodesk.com/adsk/servlet/ps/index?siteID=123112&id=5585571&linkID=9241177> USA.

There seems no justification for this gouging of Australians when, clearly, the product is electronic in format and support from Australian customers is directed to the USA anyway.

Thanks to the Minister for this opportunity.

Sincerely  
Kevin Danher

QLD