



Dear Sir,

I have a submission in regard to the HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON INFRASTRUCTURE AND COMMUNICATIONS enquiry into IT pricing.

I have recently been approached by Symantec to Auto renew my subscription to Norton Internet Security and have discovered it is not only \$10+ cheaper and with extensive rebates for additional purchase of Tools ver 15 to order the software new from the Symantec website.

The pricing Difference in Australia and the US International site is shown in the following screenshots from their websites and on the US site the pricing is close to half that in Australia at current currency pricing.

AUSTRALIA

The screenshot shows the Norton Australia website with a navigation bar at the top containing 'Norton', 'Business', 'Partners', 'Store', and 'About Symantec'. Below the navigation bar is a banner that reads: 'We've reserved a special price for returning visitors like you. As a thank you for trusting Norton to protect your Stuff, you can save 15% when you buy before 10/31/2012. Use Coupon Code SYMANTEC15US.' Below the banner, two product boxes are displayed. The first is for 'Norton Internet Security', priced at \$69.99 (1 Year) and \$134.99 (2 Years). The second is for 'Norton 360™', priced at \$79.99 (1 Year) and \$154.99 (2 Years). Both products include a 'Buy Now' button. At the bottom of the screenshot, a badge indicates '60 DAY MONEY-BACK GUARANTEE' and text states 'Symantec offers a money-back guarantee within 60 days of purchase.'

US INTERNATIONAL

The screenshot shows the Norton US International website. The top navigation bar includes 'My Norton Account', 'United States', and a search bar. Below the navigation bar is a video player for 'Norton 360 6.0 Product Tour'. To the right of the video player, four product boxes are displayed. The first is 'Norton 360 Version 6.0 Premier Edition' priced at \$99.99. The second is 'Norton 360' priced at \$49.99. The third is 'Norton Internet Security' priced at \$49.99. The fourth is 'Norton AntiVirus' priced at \$49.99. Each product box includes a 'Buy Now' button. The pricing for the US International site is significantly lower than the Australian site.

All prices referred to are for digital download from the same servers and even on the Australian site the pricing is strange on differing pages on the same site the pricing can differ and the price of auto renewal is higher than the new purchase.

Thank You
Kevin Cobley