

I am Jessa, a self-taught Independent Repair technician.

I hold Apple repair certifications and have fixed thousands of Apple products.

But, I am not Authorized by Apple to repair any of them.

Manufacturer authorized repair is another way to say *manufacturer controlled* repair.

Your options for manufacturer controlled repair with Apple are surprisingly limited.

For example, Apple offers no service for:

Cracked glass, bad battery, or any repair at all for all iPads

They won't replace a bad headphone jack on your iPhone.

They won't even pop in a new battery to help you retrieve your photos if your phone is dead.

A recent study by Nathan Proctor from the Public Interest Research Group shows that 78% of repairs that Independent Repair providers do are NOT OFFERED by manufacturer-controlled authorized repair centers.

The corporate Apple policy is that they will not refer repairs that they simply don't do to people like me. Even if that means that someone will lose their precious data trapped on a dead device.

Recently I repaired a MacBook for a local woman. She had her unfinished novel on the MacBook when a glass of water accidentally spilled onto it.

Apple refused to repair the MacBook to save her data--even though they could have simply taken out the drive and handed it to her, or read the drive in another machine---all very straightforward solutions to her problem.

Authorized Apple repair simply does not exist for this common problem.

Her only option was independent repair. We can help her today, but only with heavy reliance on parts, tools and information of unknown origin or quality. Our ability to help her in the future is threatened by the increasing prevalence of software locks pairing parts so that they can not be replaced.

In order to repair this MacBook, I had to use schematics that “fell off a truck” in China. These schematics are like a map of a city-showing me what streets are connected to what, but not any of the magic of how they are *functionally* interrelated. It is like looking at a model of a kidney to do a surgery--completely different than building a kidney from scratch.

This MacBook had a dead chip that I needed to replace. I had to order the chip from China and hope that what they sold me was the correct one. I would like to buy a new chip from Apple, but they will not sell to me.

Once they even confiscated \$2000 worth of my chips at the US border because they were coming to me from China packaged together with my own Apple screens that I had sent to be professionally refurbished. CBP sent the package to Apple who deemed these authentic refurbished screens ‘contraband’ and threw them away.

I employ a small team of 6 former stay at home moms and one Dad. We recover data from dead devices sent to us from all over the world. But there are a lot of things that we can’t do and it’s getting worse.

We have already lost the ability to repair:

We can’t give you a new home button on an iPhone 7 because the part is software locked to the device and only Apple can re-pair a new one.

We can’t fix a single drop of water killing your flood illuminator on iPhone X, which makes your FaceID not work because the part is software locked to

the device and only Apple can re-pair a new one.

We can't change your battery on iPhone Xs and up without Apple taking away your battery health information, even with an OEM battery from another iPhone.

Today, we can't change your iPhone screen without losing TruTone function unless we use a fancy programmer from China to copy the serial number to the new screen. Apple has added this new software pairing this year, before it never existed.

We think that support of the right to repair is important, because we simply believe in protecting the ability of shops like me to do what we've already been doing. Stand up against the monopolization of repair by the manufacturers, a part is a part. Say no to software locks on parts. We don't want to see a world where you can't change the batteries in your own remote control because they have a serial number paired to the TV.

Thank you for your favorable support of this bill, and please reach out to me with any further questions.

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