

Chair Holvey and Members of the Committee

My name is Romain Griffith, my partner and I run Hyperion Computerworks in the Garden Home neighborhood of Southwest Portland.

Three of us serve our local community by offering everything from hands-on tutoring to device repairs. I am here in support of HB 2698.

Right to repair is important to us because it puts choice in the hands of the consumer - whether that's fixing something themselves or choosing where to get it fixed.

Many of our clients come to us after receiving outrageous quotes from "authorized" repair shops, or after being told repairs aren't offered for their device that hasn't even reached the end of its life.

Access to parts, schematics, and diagnostic software would greatly improve the quality of repairs we can deliver. Sometimes, the only resource we have to figure out how a less common computer comes apart is a shaky low quality video from someone who clearly doesn't know what they're doing. With very recent devices, we're left to figure it out on our own because very few of these systems have needed out-of-warranty repairs.

We actually looked into becoming an authorized repair provider for Apple, expecting to find coursework and testing based on repair knowledge.

Instead, we found that we would have to open a line of credit that starts at \$100k, and that there would be monthly sales quotas for new computer systems.

For a company that claims to care about the ecology, the emphasis was not on repairs at all.

This directly contradicts the public perception of what an "authorized repair" even is, to a point of being downright misleading.

Ultimately, it was not a financially viable option for us - their products make up a smaller portion of the repairs we perform, and our business does not have an emphasis on sales.

These major companies already have the tools and resources available. They keep them from the public in order to protect profits, which comes at the expense of our ecology due to unnecessary electronics waste or energy-intensive recycling processes.

It would be absurd to be forced to take your car to the dealership for repairs or a routine oil change - it's universally accepted that's where you'll get a bad deal. Why should your phone or computer be any different?

Thank you for your time.