

Hello, my name is Peter Brown and I am the owner of Bolt Computers in Portland, Oregon. I write to you because I have personally witnessed a transformation of the computer market over the last decade morph into an insidious cancer: The active measures that computer manufacturers have been taking to willfully prevent end users from repairing their own equipment. Did you know that no one but Apple can repair a Macbook made during and after the year 2018?

Every mac made from 2018 onwards has something called a T2 security chip. Apple claims that it does a lot of things for your computer, which it does. One thing it does is prevent your mac from booting up if you replace any part, even if that part came from Apple. This could be the keyboard, the trackpad, the battery, the screen, not just parts that are concerning security but parts that could be readily installed in a macbook and bring it back to life. I have customers reach out to me every week and ask what I can do for them and if they have a macbook 2018 or newer, I tell them there is nothing that I can do.

You may rightfully say, why not join the Apple Authorized Service center? They can perform repairs. I hate to say this but the Apple Authorized Service center is a joke. It authorizes you to mail apple broken macbooks and for Apple to use their own software to bypass the security lock on the product in question. If you become an authorized service center, you might as well sell your soldering irons because they forbid you contractually to perform board level repairs. For example, replacing a single component on a motherboard can very often restore the full functionality of the machine and have a customer happy for a few hundred dollars. You would be forbidden to repair any Apple product in this manner if you are an Apple Authorized Service provider, among other stifling limitations needlessly imposed on you.

We aren't seeing this threat approaching us, it's been here for years. The question is, should we listen to the lobbyists who assure us that this is about security, or ingenuity in the marketplace? Or should we listen to the citizens of the state who are ensconced in the issue? Call any random computer shop and ask them what's going on. This is a big deal for everyone who uses computers that they pay for. This is akin to Ma Bell before it was broken up. I ask you all to please consider supporting house bill 2698.