



February 8, 2024

Letter of Support for Digital Right to Repair Legislation, SB 1596

The Service Industry Association is the leading trade association representing businesses engaged in the support, maintenance and repair of high-technology equipment for business, industry and government. Our over 400 members collectively employ roughly 300,000 service professionals in North America, Europe and Asia/Pacific.

Nearly every data center or cloud hosting facility in the western world makes use of independent repair services provided by our members either directly or as agents of other repair providers including OEMs. The same OEMs that hire our members to do their skilled work then actively promote that hiring independents will create danger and risk -- when in fact they could not support their own repair contracts without us. We are their arms and legs but are blocked from competition.

SB 1596 will restore the option of competition to equipment owners of all kinds - from the individual consumer to the largest cloud hosts. Our members will have to provide excellent service in order to compete in a free market and we welcome the opportunity. We believe that competition makes all businesses sharper, more attentive to their customers, and drives innovation at every level. We urge you to pass this essential legislation on behalf of equipment owners everywhere.

Sincerely,

A handwritten signature in black ink that reads "Claudia J. Betzner". The signature is written in a cursive style with a large, stylized initial "C".

Claudia J Betzner, Executive Director  
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San Diego, CA 92106 USA