

Right To Repair Submission

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I want to take a moment to thank the commission for looking into right to repair and I hope my insight into the mobile phone industry can shed some light on the issue. I have been working in the mobile phone industry for over ten years doing repairs and accessories. The past three years we have seen mobile phone companies such as Apple and Samsung hinder the industries ability to fix their phones. They have accomplished this by placing digital encryption locks on their parts making it difficult to change these parts as the phone will either not work properly or display a message stating that a non-original part has been used which in turn makes consumers return the phone to the manufacturers for repair. The issue with this is that the manufacturers have control over the price they can charge and when compared to the price we will charge, it is significantly higher. I will provide you with some examples of this below:

Example 1

The iPhone 12 series has seen the highest level of digital encryption placed on any phone. This is clearly shown by the fact that the rear facing camera on the iPhone 12 cannot be replaced because if it was the camera app on the phone would not work properly to the extent that the camera on the phone would be useless. The placement of a digital encryption on the rear camera and removing the mobile phone repair industry ability to change the camera, it will force all consumers to take the phone back to the manufacturer for repair.

Now this is where it gets interesting as Apple don't actually repair any rear camera on there mobile phones but force the consumer to pay for a replacement phone if the phone is out of warranty or if the camera was damaged by means that the warranty policy doesn't cover. If Apple deem this it will cost the consumer \$939 to replace a iPhone 12 Pro Max, \$859 for a iPhone 12 Pro, \$699 for a iPhone 12 and \$629 for a iPhone 12 Mini (These prices are present on the Apple website and I have attached link, it comes under the heading "Other damage Out of Warranty" <https://support.apple.com/en-au/iphone/repair/service>)

If this digital encryption wasn't placed on the rear camera and the mobile phone repair industry could repair the rear camera it will be significantly cheaper than that of the price Apple is charging. Due to Apple placing this lock on the camera it has made it hard to get a price on what I will charge customers but I will provide insight into what I charged for the previous model, the iPhone 11 series. The camera on the iPhone 12 series has improved slightly but prices for the iPhone rear camera have been slight similar over the past three years with only increases of twenty to thirty dollars between the upgraded models. For the iPhone 11 Pro and Pro Max I charge \$240 and \$220 for the iPhone 11.

The price Apple wants to charge consumers and the price the mobile phone industry can charge customers is a major difference and not to forget that is it worth paying for an entire replace if only your back camera doesn't work ?

Example 2

Apple introduced Face ID on the iPhone X model and it has been present on ever phone they have released since except for the iPhone SE 2020. Face ID allows the consumer to register their Face as a security feature which in turns allows them to use their face to unlock their phone and use other features on the phone. The phone simply scans their face as they look it. A digital encryption Apple have placed on this by linking the top ear speaker to the Face ID. What this means is the top speaker is linked to the Face ID so that if the top speaker cable is damaged in anyway the Face ID will stop working. This has been seen by the mobile phone industry as an attempt by Apple to hinder our ability in repairing these phones.

This is due to the fact that most consumers refuse to fix the top speaker with us after they have notified that they will lose the Face ID after replacing the speaker to top speaker flex. The consumer can go to Apple and replace the top ear speaker flex but Apple will only do this by changing the entire screen and they can code the new top ear speaker so the Face ID will work, even if your new screen is good they will still need to replace it. If you were to compare the prices Apple will charge you \$519 for a iPhone 11 Pro Max screen which in turn will also replace the speaker. We charge consumer \$140 as we only change the top ear speaker flex and still use the consumers good screen.

I hope my insight into the issue in the mobile phone industry can shed some light for the Right to Repair Commission.