

Dear Sir / Madam,

### **Submission: Protect Our Right To Repair**

The right to repair is fundamental to making technology accessible to people. For many people, their hardware purchase will likely be the single most expensive item that they purchase in any given year (probably second only to rent/mortgage). [Vehicle purchases are usually rare and done once on average every 5 – 7 years].

Despite prices of electronics having dropped in several years, the ability of devices to last is also dropping. Primarily, life cycles of electronics today are calculated in single digit years.

What is worse, manufacturers often refuse to repair devices, or charge exorbitant prices to discourage repair. Australia only fairs better than the rest of the world due to stronger consumer laws. Even then, manufacturers sometime take underhanded tactics to push for obsolescence.

A prime example is the litany of Apple devices littering my household. Among us we have iPhones, iPads, MacBooks, etc. All of these devices are still working (the iPad is almost 10 years old by now) save for one issue – Apple has stopped providing software support for most of the devices.

Worse, Apple in fact has stopped providing hardware support for these electronics that still clearly work for their original purpose, discourages us from opening them up to repair specific components that fail, fail to make spare parts available.

All of these devices have components that have varying lifespan but in essence, a mobile phone or laptop is so powerful today that it will easily last half a decade before the hardware becomes close to obsolete. My 5 year old iPhone 6 forexample can still make calls and text and use all the usual apps but has long since stopped receiving active updates from Apple. Worse, I was also one of the victims of the “battery-gate”, swearing I could feel my phone slow down as it “aged”. We now know that this was deceitful behaviour and has since been remedied by Apple.

I wish to point out that I am not picking on Apple. There are many more manufacturers that are guilty of these egregious behaviour. However, for companies like Apple to be so brazen in some of their past behaviour beggars belief.

Understandably we cannot force companies to keep supporting their products for decades. Importantly however, we mustn't also allow them to stop small businesses, repair shops and individual owners from repairing their devices. Often times, these thousand-dollar devices can be repaired with a single dollar component, easily purchase-able online. We must not allow them to brick (disable) devices that have been repaired, as Apple now does. And we definitely must not allow them to brick devices prematurely just because they want us to buy a newer device.

I hope you will take into consideration of this submission.

With regards,  
Chironjit  
A concerned techie