



October 12, 2025

Letter of Support for the Digital Fair Repair Act - HB 301

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 under their label then argue that independent repair businesses cannot be trusted to provide competitive options.

We welcome the opportunity to provide competitive repair service options for all equipment owners of all kinds - from the individual consumer to the largest cloud hosts. Our members provide excellent service in order to compete in a free market. 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, reading "Claudia J. Betzner". The signature is written in a cursive, flowing style.

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