

Hello There! My name is Mark Gibbs, founder and owner of BrainWave Computers in Beaverton Oregon. Thank you for reading my testimony in support of HB2698.

I will get straight to the point. I have been in information technology as a profession for over 25 years in every aspect of the field. I have owned my own computer repair shop and managed IT service provider company for 12 years. We have over 11000 tickets in our online ticketing system just since 2017 for repairs and service requests. We know devices, we know repair, and we know security. Repair in no way provides any additional “keys” or “doors” into a computer, phone, table, or networking device by installing the exact same part in the same fashion and manner as it was when it was new.

House Bill 2698 does not make a way for hackers or someone who is interested in causing harm, stealing data, or other malicious intent that does not already exist. These doors are already opened for them through other tools and means that are available today and already in use around the world. To expound even further, many of these “security features” aren’t even secure to begin with. I can bypass a Windows 10 computer password in less than 5 minutes by using a genuine Windows 10 install USB and nothing else.

Additionally, I would like to state that if a telecommunications company is claiming that an infected device can bring down their whole network, then I am genuinely concerned that their current network security and protections are grossly inadequate. At all three of my computer repair locations we regularly plug in computer and connect devices infected with ransomware, malware, viruses, trojans, spyware, keyloggers, and other hacking tools, to clean them and repair them for our customers with zero impact to our internal network. Claiming that us repairing a phone and then connecting it to our network would bring down the entire thing is spoken out of complete ignorance for the way modern technology works.

I ask that you support HB2698 because it will provide the people you represent with more options for better and more affordable repairs on the devices that we rely on, now more than ever. Having 4 children that homeschool, I can express how important it is to be able to fix things when they break and not have to wait 3-6 months for an OEM company to repair it.

In closing, I would like to speak to the fact that by supporting HB2698, you are supporting local small businesses and mom and pop shops that do this because we have a passion for helping people with technology. We are asking for a better way to provide better service to moms and dads trying to save pictures that are lost on their broken device, or grandma trying to get her older phone working so she can call her grandkids. We are trying to fix your \$1399.99 phone that you dropped two weeks later and broke the camera, but Apple can’t fix it for 3 months. I am asking you to consider the consumers, consider our customers which would include you and your families.

Thank you and God Bless.

Mark Gibbs

BrainWave Computers

