

## **Service Industry Association IT Hardware Maintenance Bill of Rights**

**Support of transferrable special purpose software licenses:** Hardware sold with special purpose software (that which is not functional on other platforms) should be transferrable at minimal costs with the hardware regardless of age or ownership.

**Support of open competition for hardware service (break-fix):** Users shall be entitled to select hardware break-fix support from any vendor of its choosing, at any time, and for any term, including the option to have no hardware service agreement. Choice of a hardware service agreement shall not be a requirement for software support, including operating system, special purpose software, or application support.

**Support of microcode and firmware:** Users shall be entitled to updates to microcode and/or firmware updates made available by the manufacturer as a requirement of service or to keep the product up to specifications (as in EC level changes). Such updates shall be available regardless of equipment ownership, age, media or status as to software support or active warranty coverage by the OEM.

**Support of training and education:** Users shall not be prevented from buying, at reasonable price, any documentation, toolkits, test or calibration equipment, or spare parts needed to keep their equipment in service. Tech support resources available for OEM service personnel shall be also available to any trained technician along with access to parts and documentation.

**Support of finance and leasing:** Users may finance or lease equipment without any change in the service contract between the service provider and the user. The same terms and conditions of service shall be made available regardless of the equipment owner including end of lease transportation, recertification or other specific requirements not demanded of the original end user.

**Support of clear recertification or qualifications for manufacturer's maintenance:** Buyers and sellers of used equipment shall be entitled to a reasonable set of fees and expectations for recertification of used equipment unrelated to the status of any software license, ownership, location, or timing of reinstallation. Policies and fees shall be set forth within the original sales agreement.

**Support of secondary market service:** Equipment that is recertified for maintenance shall be turned over in such a mode as to permit service by an independent provider. Lock codes or service mode keys shall be the property of the equipment owner and fully transferrable.

**Support of Original Parts:** OEMs shall accept for service, upon reasonable prices and terms, any machine that can satisfactorily run OEM diagnostic tests and has not been physically altered and contains genuine manufacturer parts.