**Female 19**

*Where did you get your phone?*

It was bought in an EE shop.

*How many phones have you owned?*

I’ve always had people’s second hand phones and this is the first phone I’ve had from new. I feel so bad…6.

*Do you still have any of your old ones?*

Yes I recycled the first 2 and the rest I’ve kept as a back-up but I’ve usually had to get a new phone because they’ve died.

*So why have you kept those in particular?*

The other 3 are sat in a box. One of them is faulty and I’ve kept the other two as a back up just in case the phone I have fails me as it’s been since I’ve been at university.

*So how did you recycle the other two phones?*

There was a website that my Mum found and she sent them in the post but that was a couple of years ago.

*Where do you think they went to?*

I would have thought they’d be recycled for parts but I think they’d go somewhere in the UK. I think they’d be taken apart for their working parts and different metals.

*How much of the phone can be recycled?*

70%?

*The other 30% what do you think happens to that?*

Maybe if it’s worn down metals or materials that can’t be re-used, thrown away? I suppose if it’s things like plastics they could be melted down and made into something else.

*Thoughts on PSS*

I think it’s a really good idea, I think particularly phones but this is the first phone I’ve bought from new for the past 5 years and my worry is what’s going to happen when it dies because I kind of feel like some of them aren’t made to last, or the materials inside die before the phone really should. I think that’s a really good idea, I would definitely do it. My only worry is, if different companies were responsible for different materials in the phone and if they took them out and something went wrong then would they be liable? So I don’t know whether that could be a bit confusing but I really like the idea of it. I think that in terms of getting phones to last longer I think it’s a really good idea, I would definitely be interested in doing it.

*Where would be the most convenient place to take your phone to get it fixed*

I would say the nearest city would be convenient. I wonder if people would happily send it in the post because this was sent in the post recorded delivery and my concern was what if it gets lost even though it was sent recorded delivery so I would rather take it in than send it in the post just for peace of mind that it's arrived and it’s all safe. I would happily walk into an apple shop and trust them 100% but I know they’d probably charge more than some of the parts are worth but I suppose that’s a bit of a risk that you’d take. I’d happily go into the mobile provider’s shop, probably as equal as apple. I think if I’d bought the phone from EE then I’d happily take it back into their shop as you have already come to that trust that you’ve taken out a contract or bought from them already so I would probably go with EE actually. I wouldn’t take it into a repair shop.

*Concerns about leaving phone*

No.

*How would map change*

I’d be interested to see whether the remanufacturing of the parts would happen in the UK or they’d have to be shipped back off to China again because then I suppose you’ve got more loops and circuits going around the process. I think it would be a service that would be quite good if you had people with the skills to do it in the UK but realistically I suppose if you’ve got it being manufactured in China and it’s cheaper to source out there and they’ve already got their materials and I suppose if they’re the ones that are making it in the first place then I guess it does make sense for it to go back to China but it just seems quite an extravagant process. Say you have four materials that you need changing in the phone so it goes around four times, it’s quite a lot of air miles. I think that would be my thing, whether it gets remanufactured in the UK or it goes back to where it was manufactured in the first place.