**Female 24**

*Where did you get your phone?*

I got it from the Apple store

*How many phones have you owned?*

7

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

I think I still own all of them apart from the one that I can’t find because I gave it to my baby sister as a toy.

*So why have you kept those in particular?*

Partly sentimentality as I don’t like to throw anything away, I’ve had them a long time, they’re useful partly because then if my phone breaks I have a back up phone to put a sim into. I always say when I go to a festival I’m going to stick my sim in an old phone so it’s useful. I have thought about selling them occasionally but now because technology moves on so quick, like an S1 now you’d get like £30 for it so it doesn’t seem worth it and it’s more useful to have it, even if it’s as a toy to play games on.

*Thoughts on PSS*

I can see two sides to the argument so definitely if you’re leasing the parts you’re going to have much more incentive to give them back and I’m guessing that I’m not the only person that holds on to old phones because they’re useful to have around. I have lots of technology sitting there not being recycled and not being used so then it’s someone’s responsibility to actually take those parts and do something with them that would work. But it would be the issue of not replacing the outer shell so much that people would, I mean people are used to phone turn around being very quick, they say every year or every two years you can get the new phone. I have friends who get the new iPhone every time it comes out because it’s new and shiny and it’s not scratched so getting them to understand that it’s got upgraded insides, I’m not sure whether people would necessarily understand that. You could force them to phase it in. Camera, as long as that’s included because people want a good camera on their phone now and good tech. Personally I probably wouldn’t mind because the only reason I upgrade my phone every two years really is because it starts to get slow and laggy and as long as the outer shell is good and it has a decent sized screen there’s not that much need to change it. It just depends whether, so say your phone broke so I smashed it and it’s all cracked, would they be able to take the inner bits out of your phone and put it in a new shell? Then you wouldn’t be able to hold on to it for sentimental reasons, it is useful to have a back up phone but you can buy a cheap back up phone. I know a lot of people who go to festivals and they say ‘I’m going to use my back up phone’ but long term I can’t see why it would be a problem.

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

Probably somewhere like a supermarket because my contract is with Tesco and that’s really convenient as it’s open all the time you can just go into Tesco. I would guess most people would say the phone shop in town, you just want somewhere to leave it while they’re doing it. I wouldn’t want to have to travel very far to have to do it, so not like a shop that’s only in London or something and I wouldn’t want to send it off as you’d be without your phone.

*Concerns about leaving phone*

As long as they were reputable and had good reviews. I imagine that it would have to be built into some kind of terms and conditions or policy that there’s some liability that if you come back and they say we’ve not got your phone, you’ve got some legal way, it can’t just be like the signs that say ‘any valuables left at your own risk’ it needs to be like if you don’t give it back then you’re in trouble but I think most people are pretty used to that now, you leave it at phone shops and they fix it.

*How would map change*

I’m not sure if more things would have to be local because if you’re swapping parts then it's a long process to get them from manufacturers that are in China through to different things. From my non understanding I would guess that the components are all made in separate places and then they’re assembled into the phone because I think that some of the bits that are in my phone are also going to be in an iPhone or HTC so it’s not necessarily phone specific, so they would all perhaps skip all of the middle section so wherever they’re made they’re shipped out and each country would have a stock pile of the different components. But if you’re looking at leasing then you’re probably looking at a quicker turn around of the components so it would need to be, they don’t want to stock pile too many as they won’t be relevant anymore, but you could just cut out the assembly bit and ship them to places, they’d have to have warehouses, like Samsung have warehouses here perhaps that have all their parts.