**Female 23**

*Where did you get your phone?*

I got it online through Tesco

*How many phones have you owned?*

7

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

Yeah including the one that I use, I’ve got at least three of them. They’re just sitting in a drawer somewhere at home.

*So why have you kept those in particular?*

I’ve got the most recent one that I had before this one and the one before that, I’ve kept those because they’re on the same network that this one is so I’ve kept those as spares in case anything goes wrong with this one.

*What did you do with the other phones you’ve owned?*

One of them broke so I think I just chucked that one out. One of them I gave to my Mum because her phone broke and another one I sent off to one of these things that you can get cashback for it.

*Thoughts on PSS*

I think that’s a great idea. I mean the only reason I ever get a new phone is because my contract is coming to an end and I get a free phone with it so I think oh well I might as well get a new one, like this one I’ve got now, I love it. I get on really well with it and it’s really easy to use so like if someone sort of said to me you can keep this phone but we’ll upgrade the bits like if you need a new battery or whatever I’d be more than happy with that. From my point of view it makes more sense from a waste point of view and it also means that you don’t have to learn how to use a new phone. I mean most of the phones I’ve had have been Samsungs so they all work in the same sort of way but I know people who have gone from a Samsung to an iPhone or windows phone or something and stupid things, like the back button, is in a different place and they really struggle with it. So I think that’s a great idea.

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

Probably the shop where I bought it. I mean I know I got mine online but I know I could go into Tesco and get one there so me having a Tesco phone it would be easier for me to go in there and say I need a new battery or whatever.

*Concerns about leaving phone*

Erm, not necessarily no. I think I’d probably take the memory card and possibly the sim card out just because it’s got things like contact details and photos and that sort of thing, not even from a personal data point of view just in case something went wrong and all my photos got wiped or something. I'd probably be happier if I could take the memory and sim card out but other than that I’d be happy with it.

*How would map change*

I suppose even if the components were still made in the same place, rather than it all being put together into one phone and coming over to the UK like they might just send individual components over to the UK and they’d be in a warehouse somewhere or some sort of service centre and then you’d send a request for a new camera or something or a new screen and then it would come directly from that warehouse rather than having the whole phone come over.