**Female 21**

*Where did you get your phone?*

I bought it from a shop

*How many phones have you owned?*

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

One was completely broken so I don’t have that one. I just gave it to my Dad and he disposed of it. He might have given it to one of those take back schemes.

*What do you think happens to the phone?*

They probably do recycling so take it for parts and then get rid of the rest of it. I think it happens all over the world so there’s a recycling scheme for every country.

*How much of the phone do you think is able to be recycled?*

Plastics 10% and metals 30%.

*What happens to the rest of it?*

Incineration. I’d say the majority is incinerated, probably in the UK. I think the WEEE directive do that.

*So why have you kept all of your old ones?*

In case I need to use it again or I lose this one then I still have a mobile phone I can use and put a sim card in.

*Thoughts on PSS*

I didn’t realise that you can recycle a lot of it. Can you? As there are a lot of different materials in the phone. Because you’d only be able to get such a small amount of metal, would the whole process be expensive for a consumer? So it would be like a brand new phone essentially. Are the parts designed to be lasting or designed to be obsolete? I think it’s a good scheme, it would work I just think it would need a very clear system because it could be confusing for certain people. It make sense to do that because like you say everyone just keeps their phones in their drawers and when they feel like it buy a new phone. I feel like the way phones are progressing now there isn’t a lot more they can do to a phone unless putting it on a watch or putting it in glasses or something like that so if mobile phones continue to remain this sort of shape then that would be good but if someone invents like the newest phone then people would want to go to that so you'd have to look at ways of doing the electronics for that.

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

It would be good if for example you have different contract providers, if there was some negotiation where you’re working with all of them so you could just go into the O2 shop because I’m on O2 and they’d just sort it out so it would kind of be sponsored with them.

*Concerns about leaving phone*

No immediate concerns. I would be more comfortable if it was with a shop like O2 because you trust them but anything else, any other sort of shop probably not, because they already have all of your details and everything so it’s one less hassle of giving all of your details.

*How would map change*

Perhaps the manufacturing wouldn’t be in China because of the costs and it would take a very long time if you had to give it to them. I’d say probably still the same. I’d say all of the parts would still come from there. It doesn’t seem very sensible to create a new factory here and then make all the parts again if you’re already able to do it in another country.