**Male 25**

*Where did you get your phone?*

I got on the telephone via an upgrade with my provider

*How many phones have you owned?*

5

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

One of them, one of them broke and the other two I put them in recycling.

*How did you recycle them?*

I went to the Nokia store and they had a recycling box.

*What did you do with the one that broke?*

That’s still at home at my parent’s place.

*Thoughts on PSS*

I think about the cost, when it comes to leasing the parts, the minutes depend on how much you want to talk and you have various options but when it comes to the internal parts it depends on how costly things are so I don’t know how they’d set a standard. So if overall if it was the same cost it sounds interesting because you could upgrade it as many times as you liked. But then again how would that work because there are phones that are bigger or smaller than the others and if I had the same outer casing I would have to keep the same size but changing things inside so that could be a problem if I wanted a bigger one or if I say the previous one was really heavy and this one was lighter and much smaller, I wanted something smaller so I could still upgrade it but it would still be something heavier than I wanted. Other than that the concept sounds interesting and it could be something I would buy into if this outer casing thing was explained to me.

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

I’d rather send it to them and they could do it and they could send it back to me. Instead of me going there physically every single time I wanted something done. That could be an option and where they maybe give a replacement phone, depending on how long it would take. If it was the battery and it would only take 1 or 2 hours then I guess you could go there and get it done but if it’s a major upgrade so takes a couple of days and I’m guessing they’d have other orders so maybe a couple of weeks then if they give me a replacement phone and I send this to them. It’s like when you sell laptops and phones online on one of those sites, you send them your laptop, they evaluate the whole thing, buy your laptop and send you the money so.

*Concerns about leaving phone*

Not really because it would be a contract. Because it’s a contract I’d be able to trust the company and the post, I don’t really think the post would do anything with it. I’ve sent a passport with them so I don’t really think it would be a problem.

*How would map change*

Those countries might be affected I’m guessing because they’ll only have demand from their country. Right now they’re producing, you order from the UK and it comes from China, you order from other parts of the world and it still comes from China so if there is a lease thing with the company here then they would probably have to scale down to something that just served the people over there. The same with each country. I’m guessing each country would have its own factory where it could manufacture the parts. That way that would be affected so I’m guessing they wouldn’t be very happy. Recycling, I think every country would have their own thing so if it’s in the UK then it would be done in this country so there would be a decrease in the import and exports.