**Female 19**

*Where did you get your phone?*

I got it from the Apple store

*How many phones have you owned?*

I’ve had a few hand me downs. So I think 5 or 6

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

Yes I keep the one before because if I go to a festival or something like that I’ve got it. Actually I’ll say 6 because I also have a really really cheap one if I need to make calls and I’m in a festival area as well.

*So why have you kept those in particular?*

I have one as a back up, my main one and then I have one because when I was in Denmark I had one for calls because I bought my own sim that was there on a Denmark network.

*What did you do with the others?*

The earlier one I threw away but most of them I gave back because I did an exchange and I’d feel bad throwing them away.

*So what do you think the shop did with the phone?*

One of the ones I gave back was in good condition so I’d hope they’d have re-sold it as a refurbished one but I’m not quite sure. I think some of them will have been thrown away but I’d hope that they’d recycle it, like dismantle it.

*Where do you think the dismantling happens?*

I mean initially you’d think the UK but I doubt it actually. Actually no, I think it’s Nigeria. I think they send things to Lagos. I think they send the old electronic parts for them to disassemble. So yeah actually I think they go away.

*So how do you think they get there?*

It’s probably going to be cargo.

How much of the phone do you reckon can be recycled?

I reckon quite a lot could be but whether or not it is or not is another issue so I’m going to say ideally 80%

OK and what happens to the other 20%?

It gets thrown away. But actually I think it might be different so it might be a reduced amount that gets recycled. So things like copper they’d probably try and get hold of because they know it will sell quite well but the plastic I imagine they don’t recycle and it’s just thrown away.

*Thoughts on PSS*

So the consumer would keep the exterior? I don’t know if people would want that because I think people would want to keep updating the look of it but I sort of see where you’re coming from. But also the company wouldn’t pay, so if we paid a monthly fee I think they’d have to put up the price every time they have an upgrade, or they’d want to just because new things cost more. But I think it could work but there would be certain things like getting the company to do, would be interesting to see. I would say that I would, I mean I was actually thinking after this one I’m going to see what the Google modular phone is like and I was looking at the Fair phone but I want to wait until it’s a bit more established before I get it so I would be interested in it but I’m not sure if it’s because I’ve been exposed to these sorts of things so I think you’d have to sell it very well I think.

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

Well I guess my local shop or send it back free post. I think even that now, because most companies like Amazon and clothing companies give you free postage so if it’s free postage and packaging I’d be more likely to post it than take it back.

*Concerns about leaving phone*

Depends if it was in a shop then I think I’d be happy with that because I know they’ve got laws to abide by. I’d be happier going to a company than someone, not on the street but…

*How would map change*

I think that the actual raw materials may not change initially because I feel like it’s more about the consumer side so us not disposing of it so I feel like the raw materials wouldn’t change as much until you could develop further but in terms of the recycling stage I’d hope that this would be reduced or go into other things because I know they get money for that but they throw a lot more away so I would say the consumer side, I’d hope it would be reduced down to the UK but the raw materials side I think there would be a long way to go. There must be a reason why the majority of the phones have got cadmium in them because it’s causing a lot of wars.