**Female 20**

*Where did you get your phone?*

An online retailer

*How many phones have you owned?*

4

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

No. I recycled them all.

*How did you recycle them?*

Envirophone or Mazuma mobile an online one where they send you the packaging and you send them the phone and they give you money for it.

*What do you think they do with the phone?*

I’m never quite sure. If it’s in good working condition then possibly send it to people less fortunate who can’t afford one or if it’s not in working condition then send it to somewhere where it can be taken apart so the parts can be used for something.

*Where would this be happening?*

Giving it to someone less fortunate I really couldn’t say because it wouldn’t be somewhere like Africa because then they’d have to give entire villages them so they could communicate with each other because just one person with a phone and 1000 people without a phone is useless so maybe more like maybe working class or poorer people in the UK.

It’s probably going to go back to the factories to be taken apart. I don’t know really. I mean there are places in the UK that could do it but I don’t know what they’d do with the parts. I’ve no idea really.

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

Probably about 50% of it.

*What happens to the rest of it?*

Just got to be thrown away maybe.

*Thoughts on PSS*

Well I guess there are two reasons why I’d upgrade a phone, one because it’s like getting so slow, my last one was barely usable so you couldn’t really do anything with it so that would be like an internal processor issue and the second reason is that there are just newer nicer editions. So your idea would combat the first issue but I don’t know if it would combat the second issue. But then you do also want the new model because you’re so annoyed at how slow and rubbish your current model is. I think it is a good idea but would you be able to replace the screen? Because that’s like a common damage issue as when they’re dropped they get damaged really easily. Although I think that as well people are used to have a new phone every like 2 years so keeping one for 5 years people might think, I don't know. I think it's a good idea though, it’s quite a good idea.

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

Just like a local phone shop but I’d drive a bit further if I knew I was getting something substantial replaced. But yeah just like a local phone shop if they were able to do that.

*Concerns about leaving phone*

As long as the entire phone was backed up. That’s the only issue losing what’s on the phone. So as long as it’s backed up because if anything happened to it then they’d probably be liable for it anyway so as long as the stuff on it is backed up then I wouldn't have an issue with that.

*How would map change*

So it would massively decrease from China and massively increase in China. I don’t know if the separate factories is right anyway as I wouldn’t;’t be surprised if everything could be made in just one factory because all of the components are really small anyway but I presume there would be a lot less to do in the factories and then once it’s shipped it will never see the factory again, so once this individual phone is shipped the leasing company will never have to communicate with the factory about this phone again so I guess a lot of the process will shift round to the UK.