**Male 23**

*Where did you get your phone?*

The 1+1 website

*How many phones have you owned?*

5

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

I have all of my old ones

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

Back-ups really in case the new one failed. I’ve seen the advert on TV where you can sell your phone for scrap but I’ve never thought it’s worth it because they’re so old.

*Thoughts on PSS*

It sounds like a good idea and I like that I don’t have to get used to a new phone every year because if the case is the same then it’s always going to feel the same and it kind of works how a computer would. The only issue is how much would that cost compared to just having a new phone every 2 years on a contract? If it’s the same amount it sounds like a good idea.

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

I guess you'd need like somewhere on the high street like the Apple stores are. Somewhere I can hand my phone in go away and come back in half an hour and it’s done.

*Concerns about leaving phone*

I might be concerned because of everything my phone knows about me so the whole privacy concern. So giving it away to someone for half an hour for them to do what they liked with it so that’s a little bit of a concern yeah. It might be a barrier. I think it would be a barrier yeah. I’d have less concerns given assurances they couldn’t access my data but I’d still be sceptical.

*How would map change*

I’m not sure it would because the components are still going to be produced and swapped out whenever and it’s just the case and screen that are going to stay the same so maybe the plastic or case factories aren’t as active but the ones that make the internal components are still going to be going as much.