**Female 20**

*Where did you get your phone?*

I bought it second hand off eBay.

*How many phones have you owned?*

9 or 10

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

Probably about half of them?

*So why have you kept those in particular?*

I’ve kept a couple in case this one breaks so I’ve got something to fall back on and then the other ones I just never really got round to disposing of them so I’ve still got them. I sold the others on or gave them to family. I’ve never thrown any in the bin I’ve always passed them on.

*Once they’d used them what do you think they did with them?*

I’d hope they’d recycle them properly but I’m not too sure.

*So what do you think happens to them when they’re recycled?*

I would assume they take it apart and use it for other things like the wiring and stuff they might melt it down and stuff like that. The parts could be used to make other electronics, not necessarily phones.

*Where in the world is this happening?*

I want to say in the UK but I think it’s probably all sent to China where it’s taken apart and put back together again.

*Thoughts on PSS*

That sounds quite good especially because with iPhones it tends to be the stuff inside them that goes. I mean obviously with mine I’ve smashed the front and I’d love to get that fixed but it’s really expensive to get individual parts fixed so if you did it that way it would be a lot easier for consumers to have phones that work better more of the time. Also if you give it back to them at the end, I have back up phones just in case mine breaks so I don’t know how I’d feel about that but at the same time if yours breaks you can go and get it fixed so I don’t know. But I know that a lot of people have loads of mobile phones just sitting in drawers and stuff not doing anything so it’s probably more useful to have somewhere to take them when you’re done with them.

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

I think supermarkets would be a good place because obviously you’ve got different network providers have different shops but not all network providers have shops in every town but you can guarantee that there will be a Tesco or and Asda in every town or a Post Office so it’s accessible to everyone. Because if someone’s phone breaks they don’t want to have to wait days and drive miles to go and get it fixed.

*Concerns about leaving phone*

No, I wouldn’t have any problem with that.

*How would map change*

I feel like some of the manufacturing would be based more in the UK unless it’s cheaper to do it overseas but initially it might be kept in the UK just to make sure it all works properly for an initial testing period and then you wouldn’t have to get all the new materials because you’d have them from the recycled phones.