









1. Email

	Response Count
	1,229
answered question	1,229
skipped question	0



2. Gender

		Response Percent	Response Count
Male		31.2%	384
Female		68.8%	845
	answered question		1,229
	skipped question		0



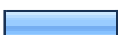



3. Age group

		Response Percent	Response Count
18 or below		1.9%	23
19-25		11.9%	146
26-35		33.1%	407
36-45		28.9%	355
46-55		16.4%	202
56 or above		7.8%	96
	answered question		1,229
	skipped question		0







4. Have you ever sold or recycled your mobile phones?

		Response Percent	Response Count
Yes		55.9%	687
No		44.1%	542
		answered question	1,229
		skipped question	0







5. How many "not in use" mobile phones do you have?

		Response Percent	Response Count
0		36.2%	445
1		33.0%	405
2		17.7%	218
3		7.6%	94
4		2.5%	31
5 or more		2.5%	31
		answered question	1,229
		skipped question	0

6. Why do you have mobile phones that are not in use? (you can choose more than 1 choice)

		Response Percent	Response Count
Data contained on mobile (phone numbers, photos, etc.)		13.8%	170
As a backup in case current one breaks or get lost		39.2%	482
Low trade-in value		27.4%	337
Don't know what to do with them		10.9%	134
Don't have "not in use" mobile phones		32.0%	393
Other (please specify)		3.5%	43
		answered question	1,229
		skipped question	0

7. How have you disposed of previous mobile phones?

		Response Percent	Response Count
Keep it		17.3%	213
Trade in for a new phone		7.8%	96
Sell to mobile phone buyers / recycling companies		35.3%	434
Give to anyone in needs		23.4%	287
Throw away		5.6%	69
Donate to charities / organizations		10.5%	129
		answered question	1,229
		skipped question	0

8. How often do you change your mobile phone?

		Response Percent	Response Count
Less than 1 year		2.2%	27
Every year		9.4%	115
Every 1.5 years		13.8%	169
Every 2 years		39.6%	487
Every 3 years		11.6%	143
More than 3 years		23.4%	287
answered question			1,229
skipped question			0

9. Why do you buy a new mobile phone if your current one is still working? (you can choose more than 1 choice)

		Response Percent	Response Count
Want the latest technology / features		47.8%	587
Keep up with the latest trend		13.8%	170
Promotional offers make it easy to buy a new one		23.8%	293
Feels good to be amongst the first to own the latest model		4.6%	56
Don't like the current mobile		20.8%	256
Other (please specify)		12.4%	152
answered question			1,229
skipped question			0

10. What would be the best method for you to sell or recycle your old mobile phone(s)?

		Response Percent	Response Count
Get cash back		55.4%	681
Get gift cards (if price value is higher than cash)		18.9%	232
Donate to charities / organizations		9.4%	115
Give to anyone in needs		12.9%	159
Won't sell / recycle		2.8%	34
Other (please specify)		0.7%	8
answered question			1,229
skipped question			0



11. What are your concerns in regard to selling or recycling mobile phones? (1 - most concern; 6 - least concern)

	1	2	3	4	5	6	Rating Average	Rating Count
Selling / recycling price	36.0% (443)	16.4% (202)	13.2% (162)	12.7% (156)	10.5% (129)	11.1% (137)	2.79	1,229
Payment method	13.8% (169)	19.0% (233)	21.1% (259)	17.4% (214)	15.0% (184)	13.8% (170)	3.42	1,229
Payment processing time	10.8% (133)	18.0% (221)	18.9% (232)	19.8% (243)	16.2% (199)	16.4% (201)	3.62	1,229
Ease of selling / recycling process	21.0% (258)	21.6% (266)	16.9% (208)	13.3% (164)	13.0% (160)	14.1% (173)	3.18	1,229
Trade in service	9.7% (119)	13.0% (160)	15.0% (184)	16.7% (205)	22.5% (276)	23.2% (285)	3.99	1,229
Customer service	8.7% (107)	12.0% (147)	15.0% (184)	20.1% (247)	22.9% (281)	21.4% (263)	4.01	1,229
answered question								1,229
skipped question								0

12. To what extent do you believe that discarded mobile phones represent a potential hazard to the environment and one's health?

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Rating Average	Rating Count
Intensifying pollution problems	17.1% (210)	45.6% (561)	11.4% (140)	2.0% (24)	23.9% (294)	2.30	1,229
Accumulation will cause serious environmental problem	15.6% (192)	46.2% (568)	12.7% (156)	2.0% (25)	23.4% (288)	2.29	1,229
Causing health problems	9.8% (120)	38.9% (478)	21.2% (261)	3.2% (39)	26.9% (331)	2.01	1,229
Would hasten the saturation of landfills	14.7% (181)	45.8% (563)	13.9% (171)	2.6% (32)	22.9% (282)	2.27	1,229
Frequent replacement causes rapid accumulation	15.4% (189)	48.6% (597)	12.6% (155)	2.0% (24)	21.5% (264)	2.34	1,229
Eventually huge expenses to handle growing mass of discarded mobile phones	15.2% (187)	44.6% (548)	14.2% (174)	2.4% (30)	23.4% (287)	2.25	1,229
answered question							1,229
skipped question							0

13. Have you ever used a secondhand mobile phone?

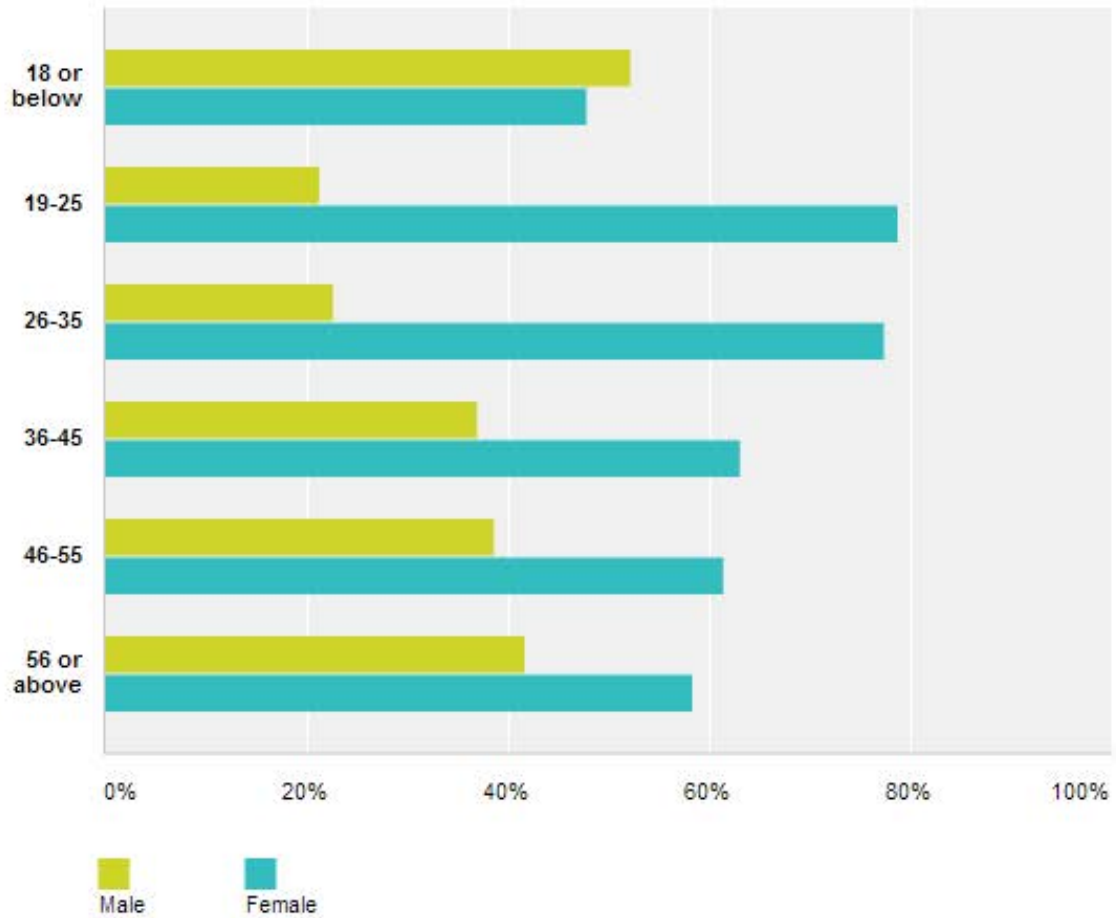
		Response Percent	Response Count
Yes		50.2%	617
No		49.8%	612
answered question			1,229
skipped question			0

14. Which percentage of the original price offer would make you buy a secondhand mobile phone that functioned normally?

		Response Percent	Response Count
>=90%		3.7%	45
80-89%		5.9%	73
70-79%		15.0%	184
60-69%		17.7%	218
<60%		34.3%	422
Won't buy a second hand mobile phone		23.4%	287
		answered question	1,229
		skipped question	0

Gender

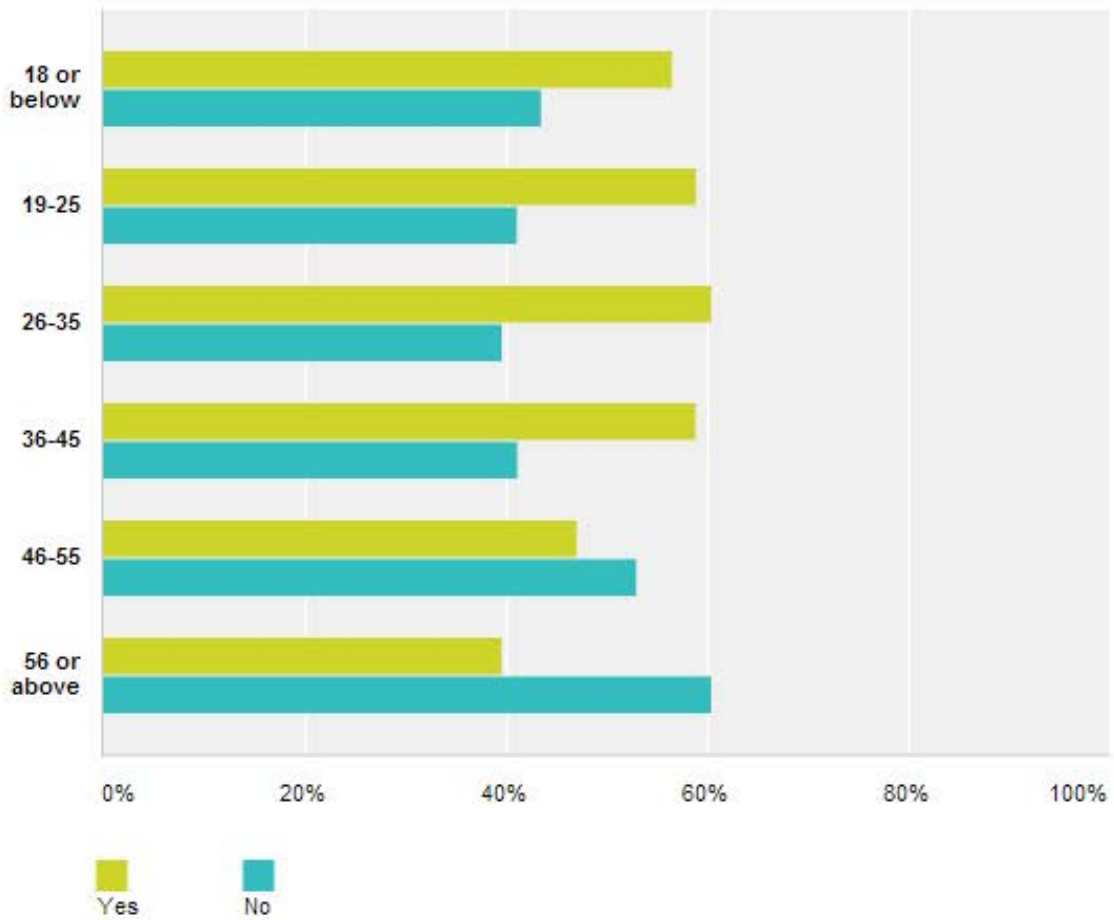
Answered: 1,229 Skipped: 0



	Male	Female	Total
18 or below	52.17% 12	47.83% 11	23
19-25	21.23% 31	78.77% 115	146
26-35	22.60% 92	77.40% 315	407
36-45	36.90% 131	63.10% 224	355
46-55	38.61% 78	61.39% 124	202
56 or above	41.67% 40	58.33% 56	96
Total Respondents	384	845	1,229

Have you ever sold or recycled your mobile phones?

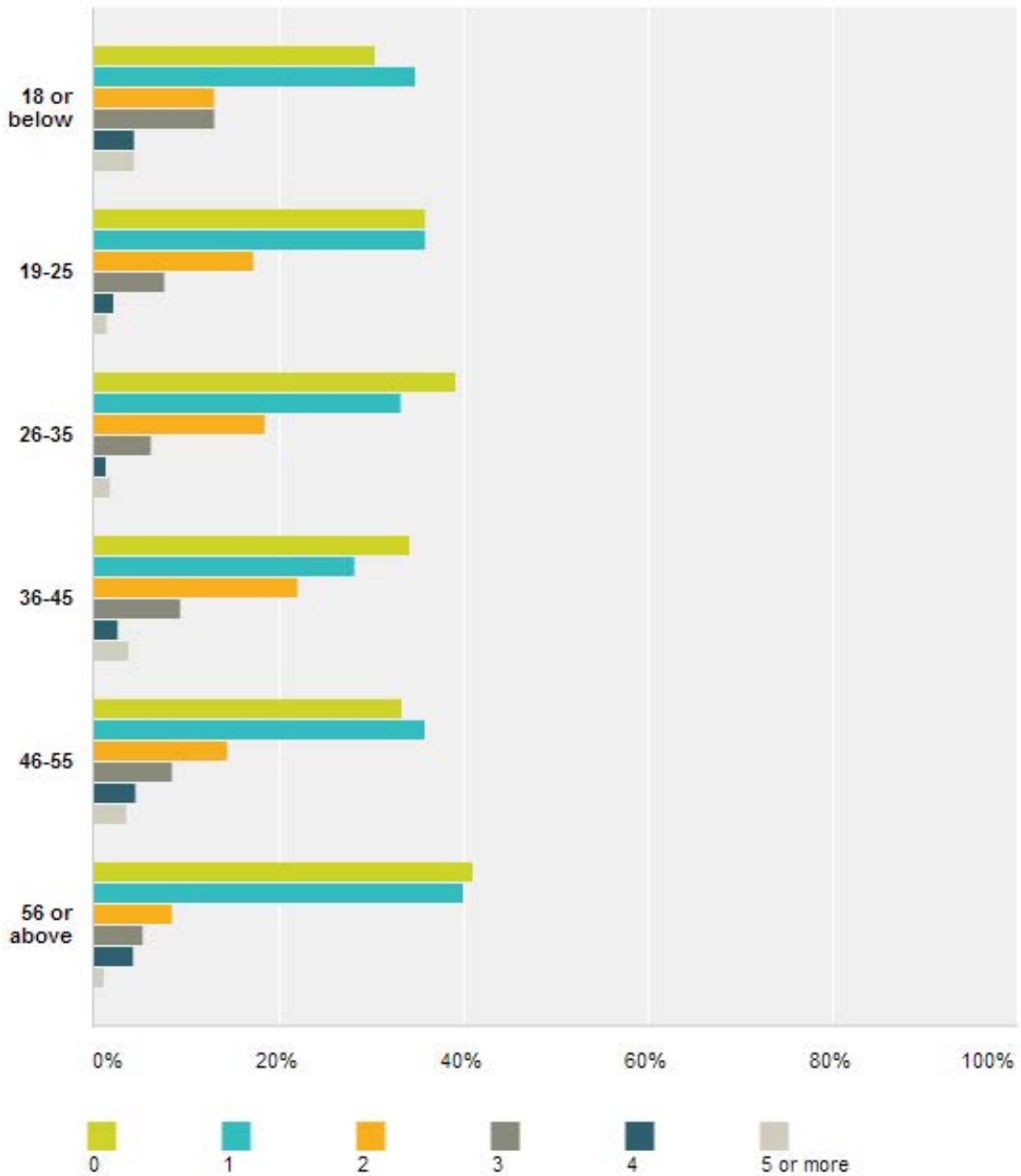
Answered: 1,229 Skipped: 0



	Yes	No	Total
18 or below	56.52% 13	43.48% 10	
19-25	58.90% 86	41.10% 60	
26-35	60.44% 246	39.56% 161	407
36-45	58.87% 209	41.13% 146	355
46-55	47.03% 95	52.97% 107	202
56 or above	39.58% 38	60.42% 58	96
Total Respondents	687	542	1,229

How many "not in use" mobile phones do you have?

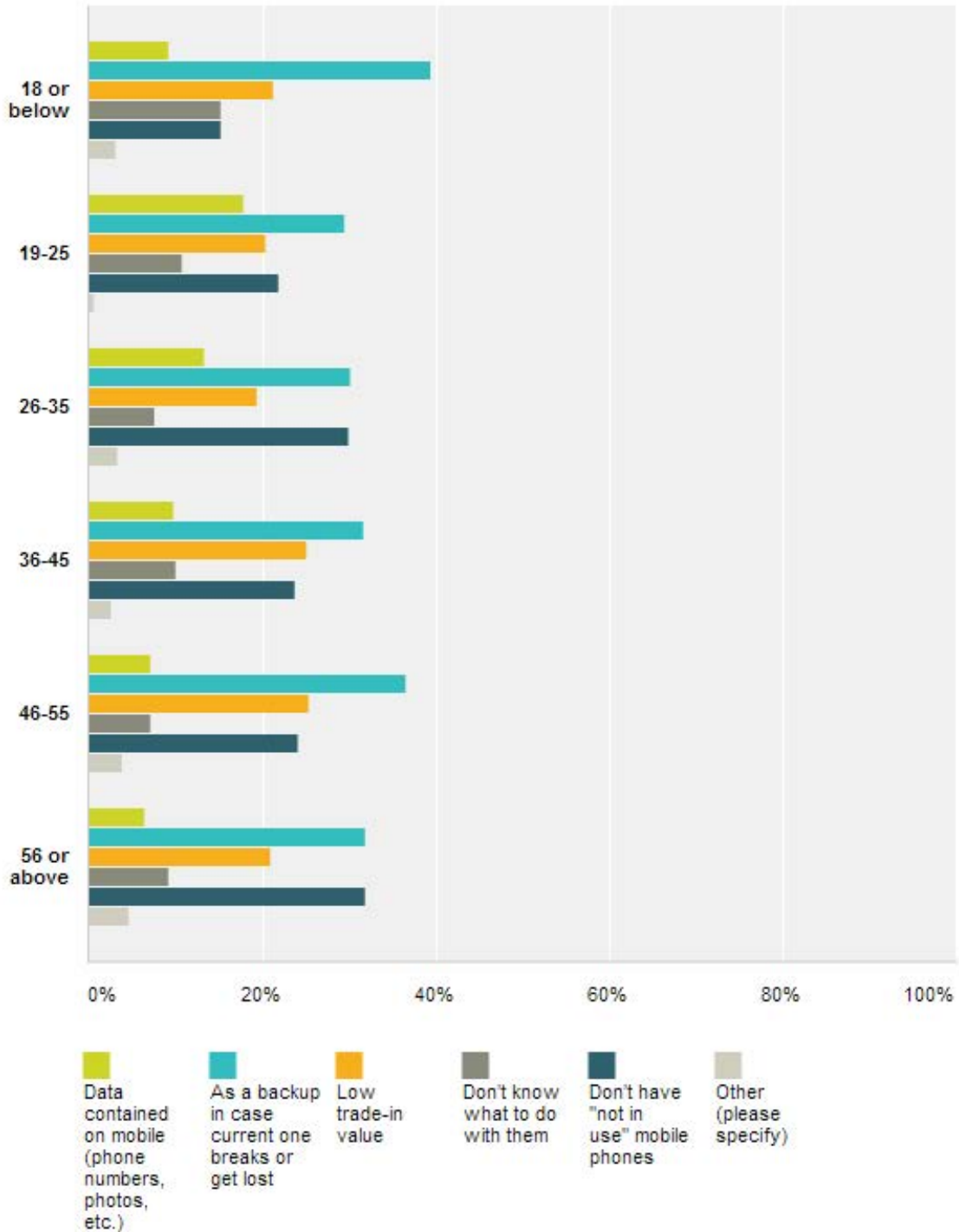
Answered: 1,229 Skipped: 0



	0	1	2	3	4	5 or more	Total
18 or below	30.43% 7	34.78% 8	13.04% 3	13.04% 3	4.35% 1	4.35% 1	23
19-25	35.86% 52	35.86% 52	17.24% 25	7.59% 11	2.07% 3	1.38% 2	145
26-35	39.16% 159	33.25% 135	18.47% 75	6.16% 25	1.23% 5	1.72% 7	406
36-45	34.18% 121	28.25% 100	22.03% 78	9.32% 33	2.54% 9	3.67% 13	354
46-55	33.33% 67	35.82% 72	14.43% 29	8.46% 17	4.48% 9	3.48% 7	201
56 or above	41.05% 39	40% 38	8.42% 8	5.26% 5	4.21% 4	1.05% 1	95
Total Respondents	445	405	218	94	31	31	1,224

Why do you have mobile phones that are not in use? (you can choose more than 1 choice)

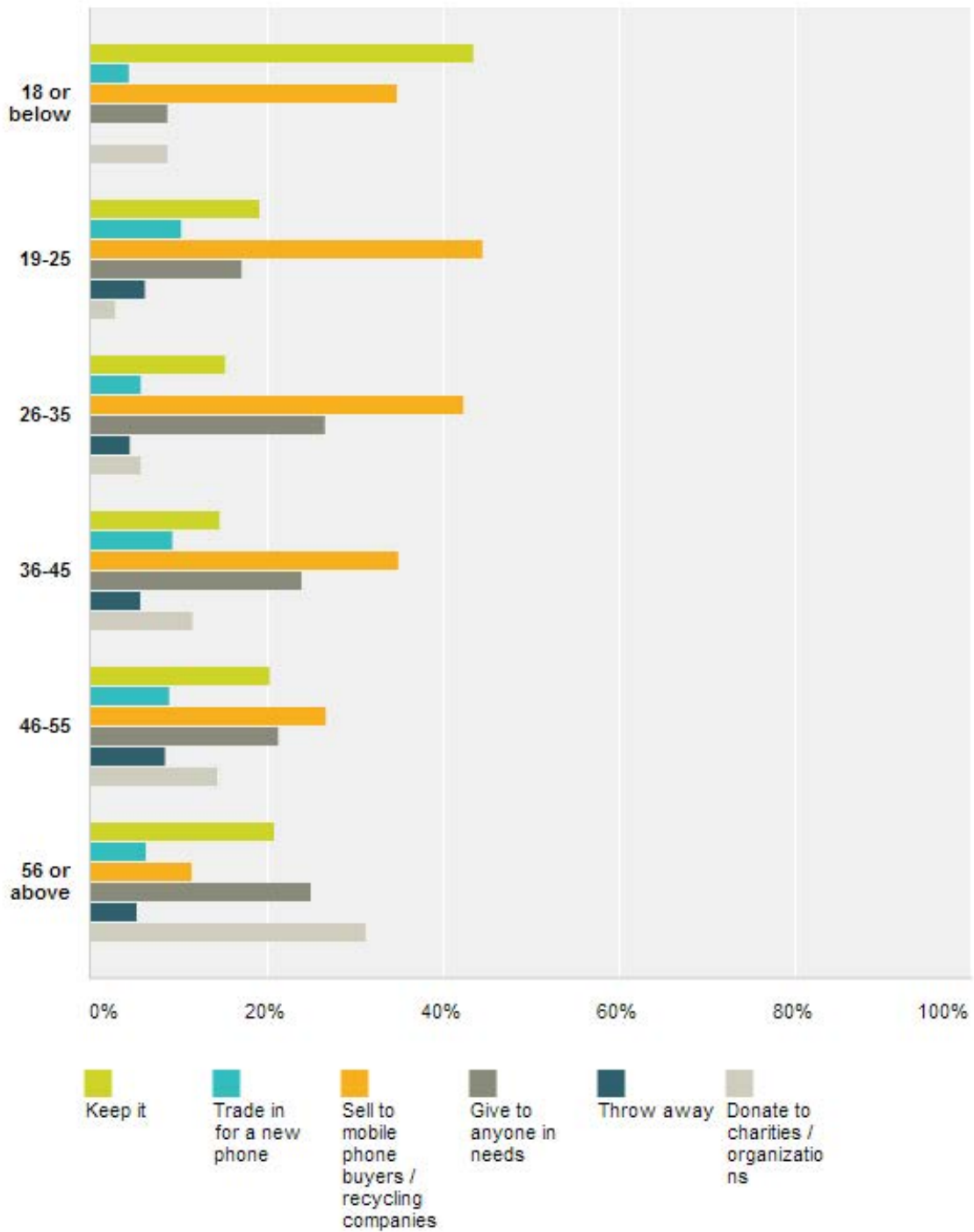
Answered: 1,229 Skipped: 0



	Data contained on mobile (phone numbers, photos, etc.)	As a backup in case current one breaks or get lost	Low trade-in value	Don't know what to do with them	Don't have "not in use" mobile phones	Total Respondents
Q3: 18 or below	9.09% 3	39.39% 13	21.21% 7	15.15% 5	15.15% 5	33
Q3: 19-25	17.77% 35	29.44% 58	20.30% 40	10.66% 21	21.83% 43	197
Q3: 26-35	13.21% 65	30.08% 148	19.31% 95	7.52% 37	29.88% 147	492
Q3: 36-45	9.71% 43	31.60% 140	25.06% 111	9.93% 44	23.70% 105	443
Q3: 46-55	7.05% 17	36.51% 88	25.31% 61	7.05% 17	24.07% 58	241
Q3: 56 or above	6.36% 7	31.82% 35	20.91% 23	9.09% 10	31.82% 35	110
Total Respondents	170	482	337	134	393	1,516

How have you disposed of previous mobile phones?

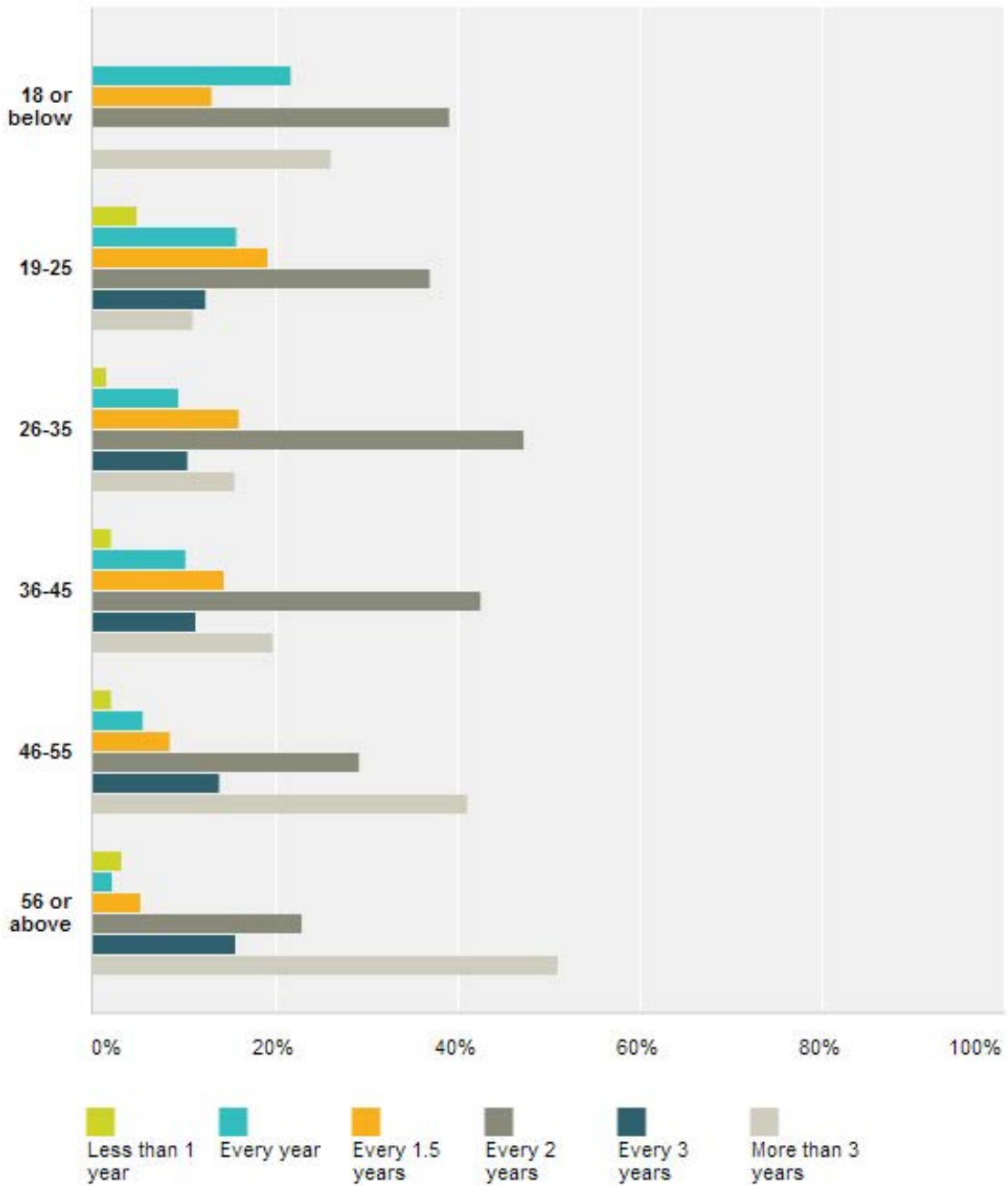
Answered: 1,229 Skipped: 0



	Keep it	Trade in for a new phone	Sell to mobile phone buyers / recycling companies	Give to anyone in needs	Throw away	Donate to charities / organizations	Total
18 or below	43.48% 10	4.35% 1	34.78% 8	8.70% 2	0% 0	8.70% 2	23
19-25	19.18% 28	10.27% 15	44.52% 65	17.12% 25	6.16% 9	2.74% 4	146
26-35	15.27% 62	5.67% 23	42.36% 172	26.60% 108	4.43% 18	5.67% 23	406
36-45	14.65% 52	9.30% 33	34.93% 124	23.94% 85	5.63% 20	11.55% 41	355
46-55	20.30% 41	8.91% 18	26.73% 54	21.29% 43	8.42% 17	14.36% 29	202
56 or above	20.83% 20	6.25% 6	11.46% 11	25% 24	5.21% 5	31.25% 30	96
Total Respondents	213	96	434	287	69	129	1,228

How often do you change your mobile phone?

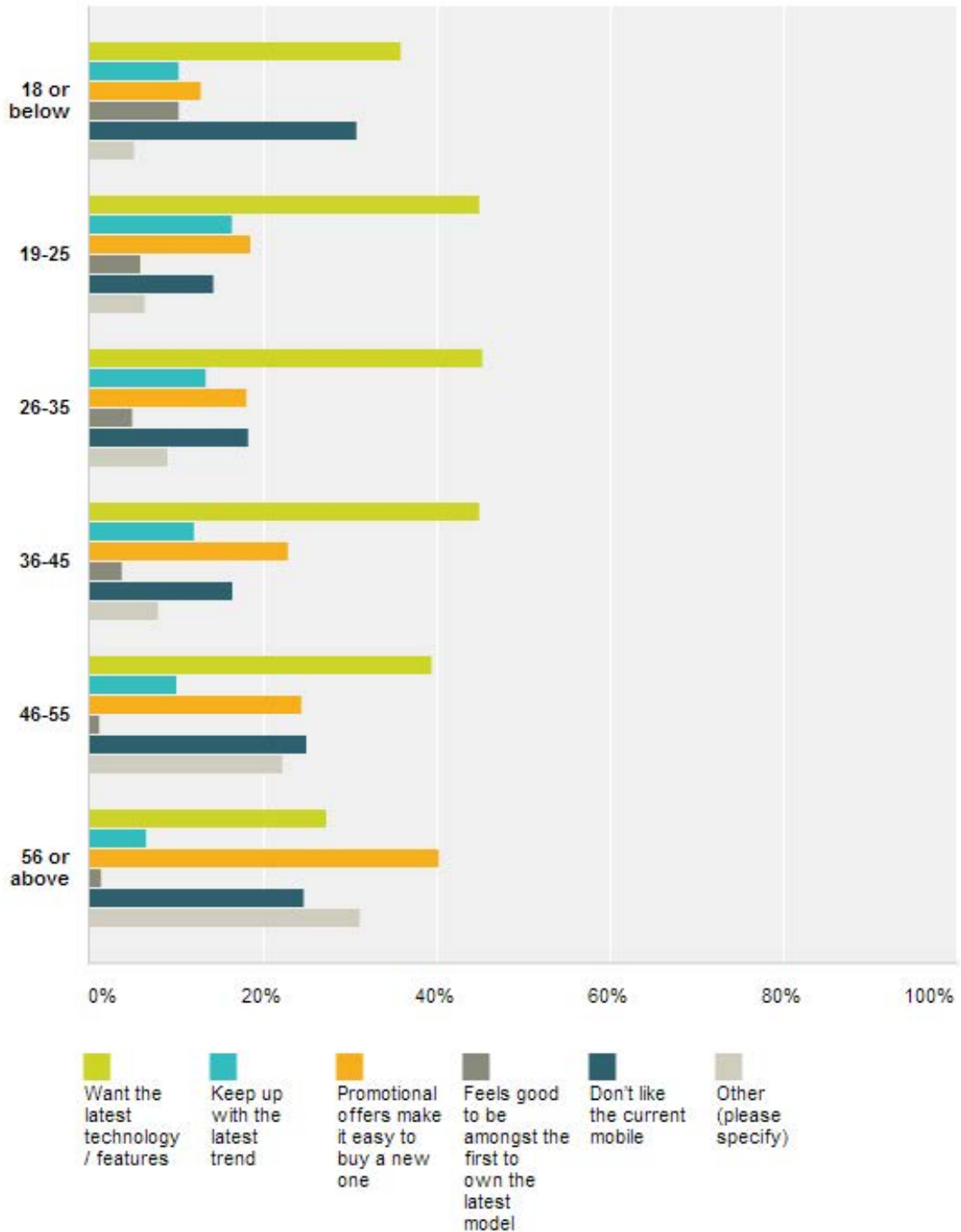
Answered: 1,229 Skipped: 0



	Less than 1 year	Every year	Every 1.5 years	Every 2 years	Every 3 years	More than 3 years	Total
18 or below	0% 0	21.74% 5	13.04% 3	39.13% 9	0% 0	26.09% 6	23
19-25	4.79% 7	15.75% 23	19.18% 28	36.99% 54	12.33% 18	10.96% 16	146
26-35	1.48% 6	9.36% 38	16.01% 65	47.29% 192	10.34% 42	15.52% 63	406
36-45	1.97% 7	10.14% 36	14.37% 51	42.54% 151	11.27% 40	19.72% 70	355
46-55	1.98% 4	5.45% 11	8.42% 17	29.21% 59	13.86% 28	41.09% 83	202
56 or above	3.13% 3	2.08% 2	5.21% 5	22.92% 22	15.63% 15	51.04% 49	96
Total Respondents	27	115	169	487	143	287	1,228

Why do you buy a new mobile phone if your current one is still working? (you can choose more than 1 choice)

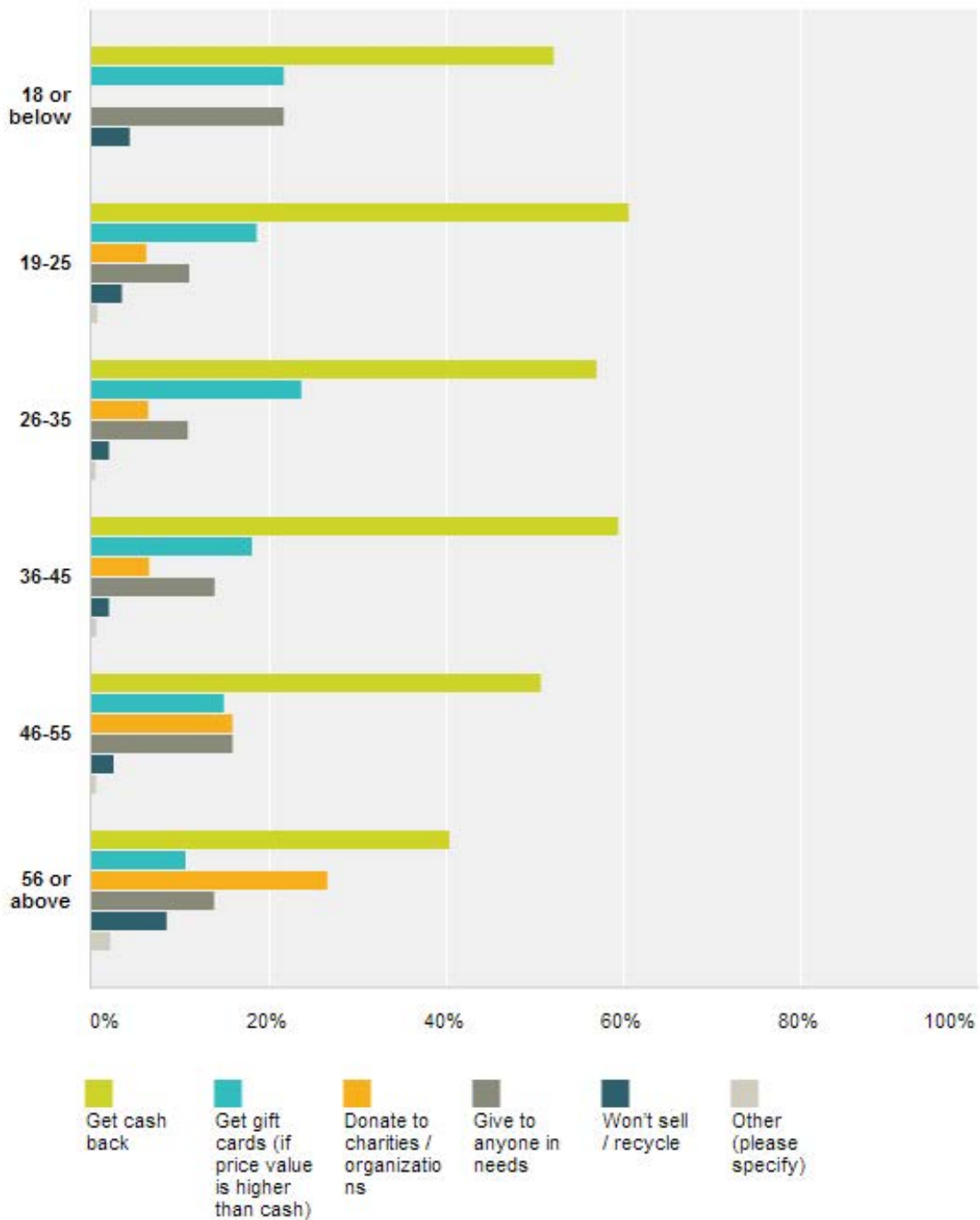
Answered: 1,229 Skipped: 0



	Want the latest technology / features	Keep up with the latest trend	Promotional offers make it easy to buy a new one	Feels good to be amongst the first to own the latest model	Don't like the current mobile	Total Respondents
18 or below	35.90% 14	10.26% 4	12.82% 5	10.26% 4	30.77% 12	39
19-25	44.97% 85	16.40% 31	18.52% 35	5.82% 11	14.29% 27	189
26-35	45.32% 213	13.40% 63	18.09% 85	4.89% 23	18.30% 86	470
36-45	44.96% 183	12.04% 49	22.85% 93	3.69% 15	16.46% 67	407
46-55	39.44% 71	10% 18	24.44% 44	1.11% 2	25% 45	180
56 or above	27.27% 21	6.49% 5	40.26% 31	1.30% 1	24.68% 19	77
Total Respondents	587	170	293	56	256	1,362

What would be the best method for you to sell or recycle your old mobile phone(s)?

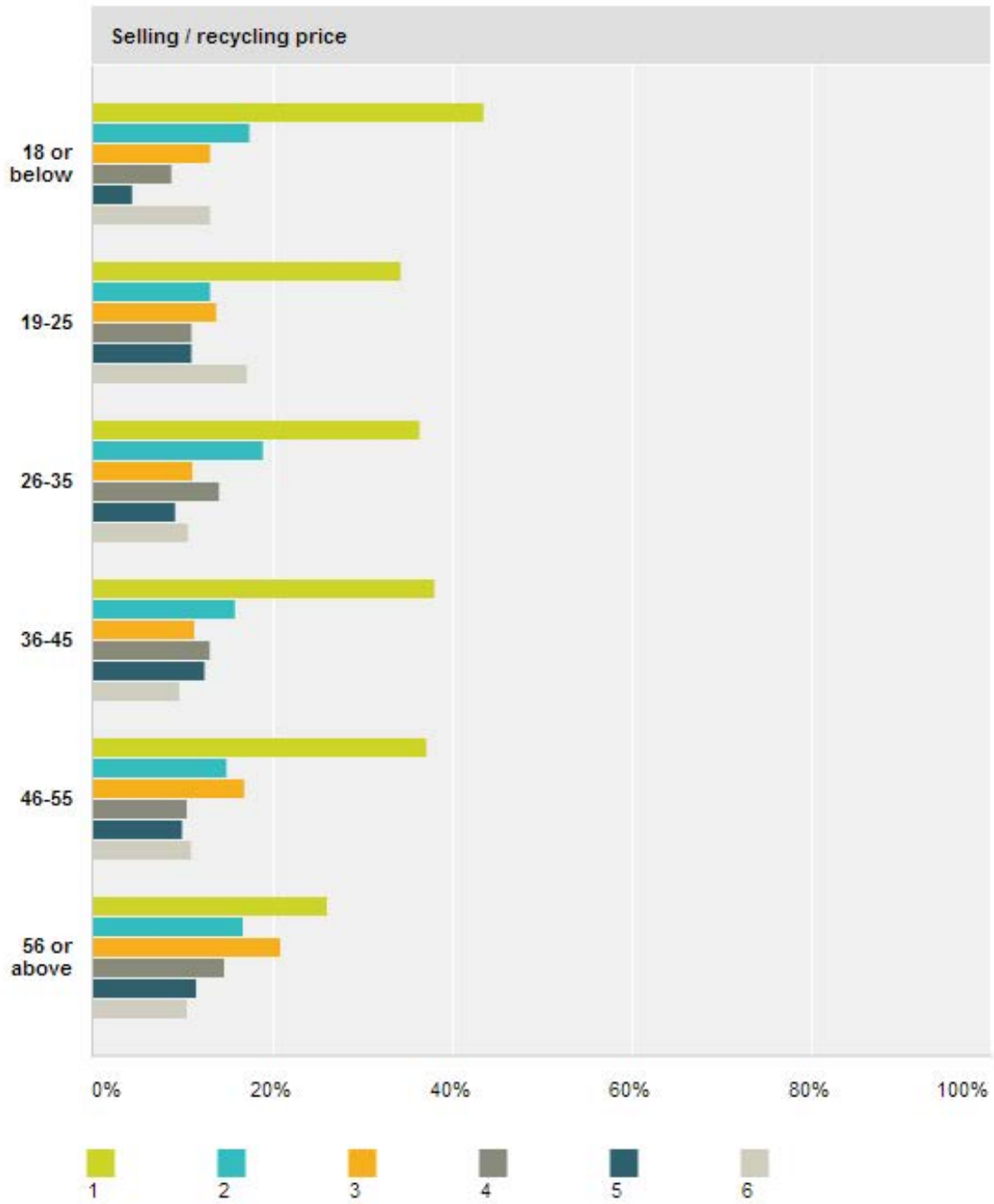
Answered: 1,229 Skipped: 0

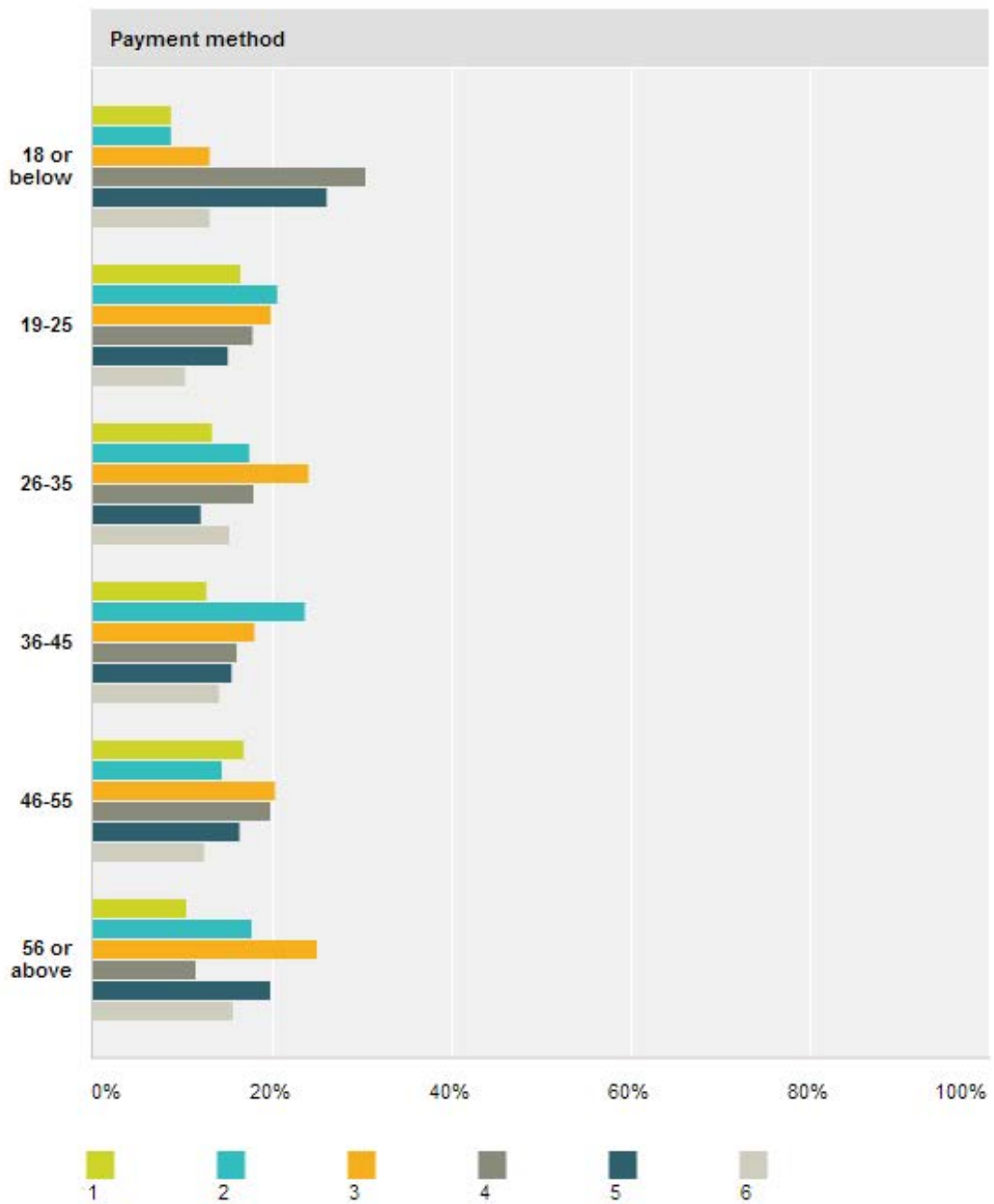


	Get cash back	Get gift cards (if price value is higher than cash)	Donate to charities / organizations	Give to anyone in needs	Won't sell / recycle	Total
18 or below	52.17% 12	21.74% 5	0% 0	21.74% 5	4.35% 1	23
19-25	60.69% 88	18.62% 27	6.21% 9	11.03% 16	3.45% 5	145
26-35	57.04% 231	23.70% 96	6.42% 26	10.86% 44	1.98% 8	405
36-45	59.49% 210	18.13% 64	6.52% 23	13.88% 49	1.98% 7	353
46-55	50.75% 102	14.93% 30	15.92% 32	15.92% 32	2.49% 5	201
56 or above	40.43% 38	10.64% 10	26.60% 25	13.83% 13	8.51% 8	94
Total Respondents	681	232	115	159	34	1,221

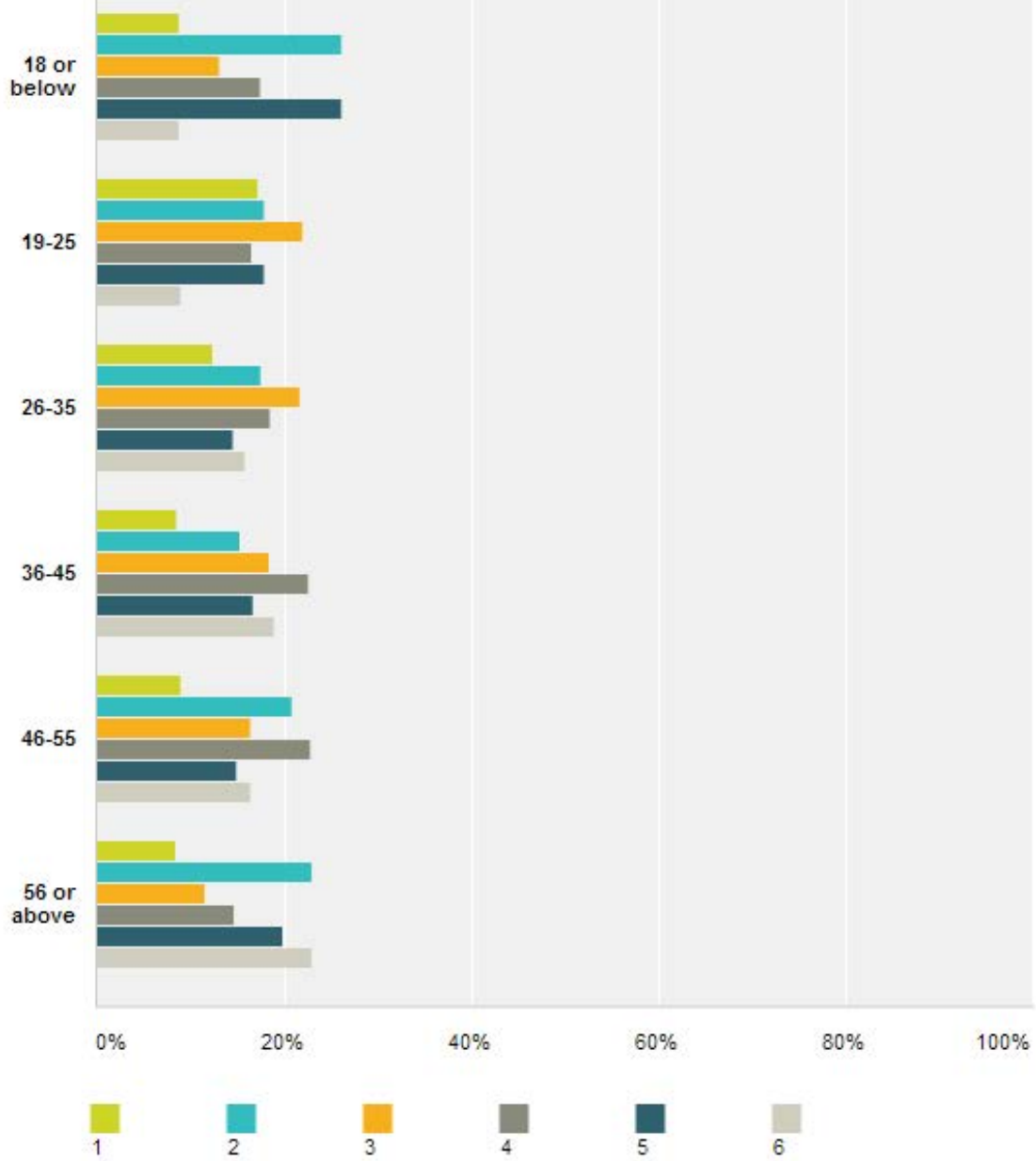
What are your concerns in regard to selling or recycling mobile phones? (1 - most concern; 6 - least concern)

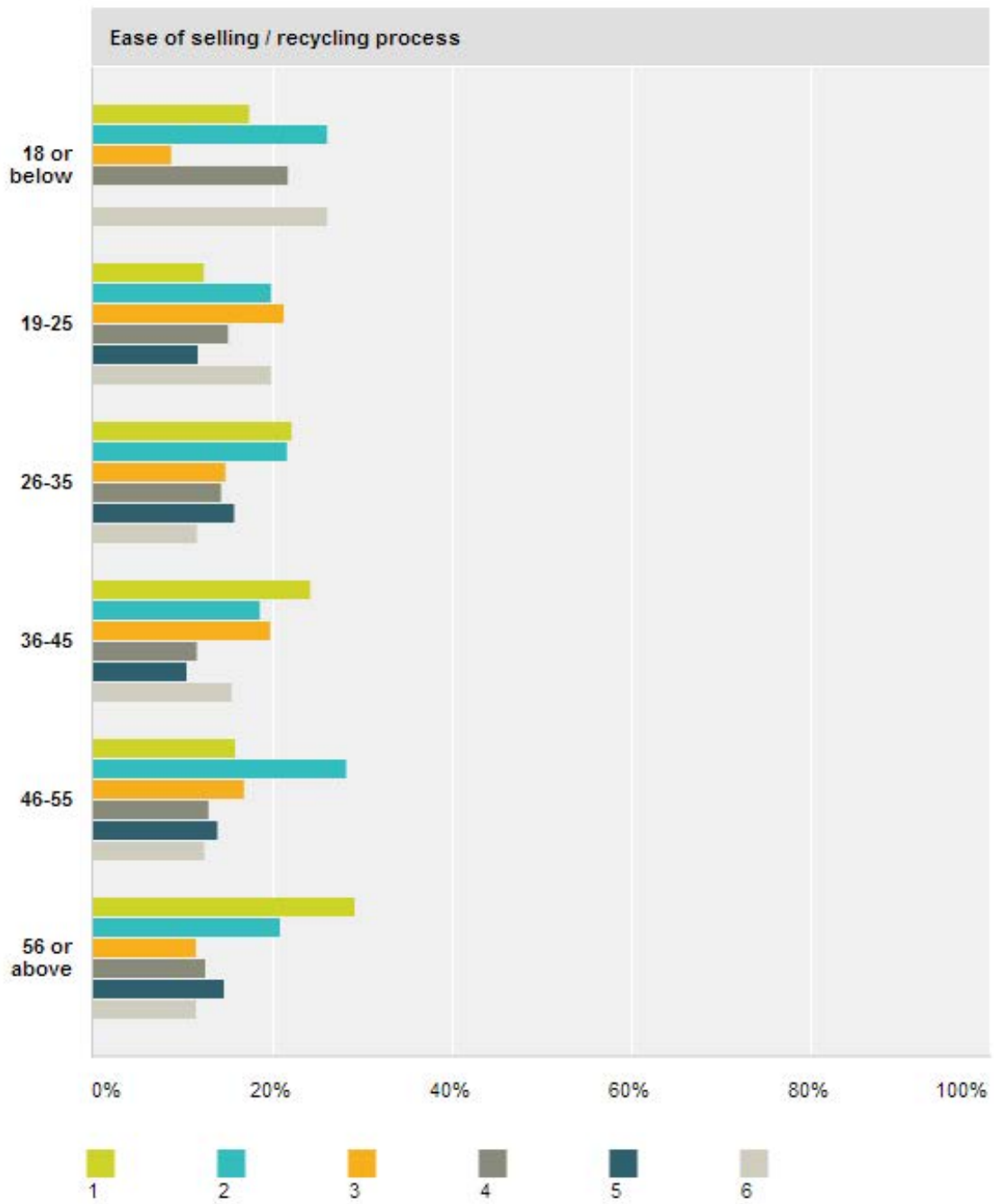
Answered: 1,229 Skipped: 0

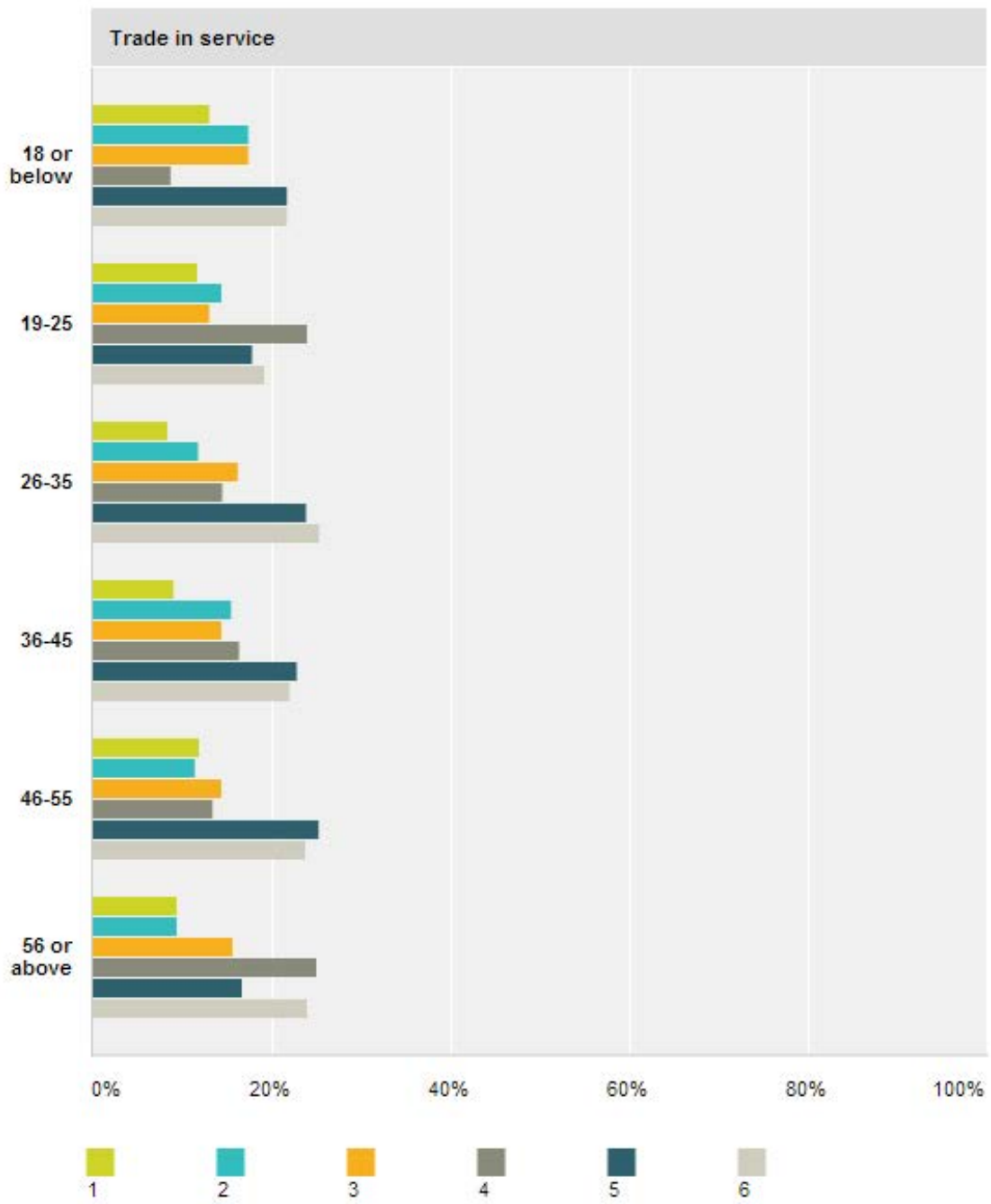


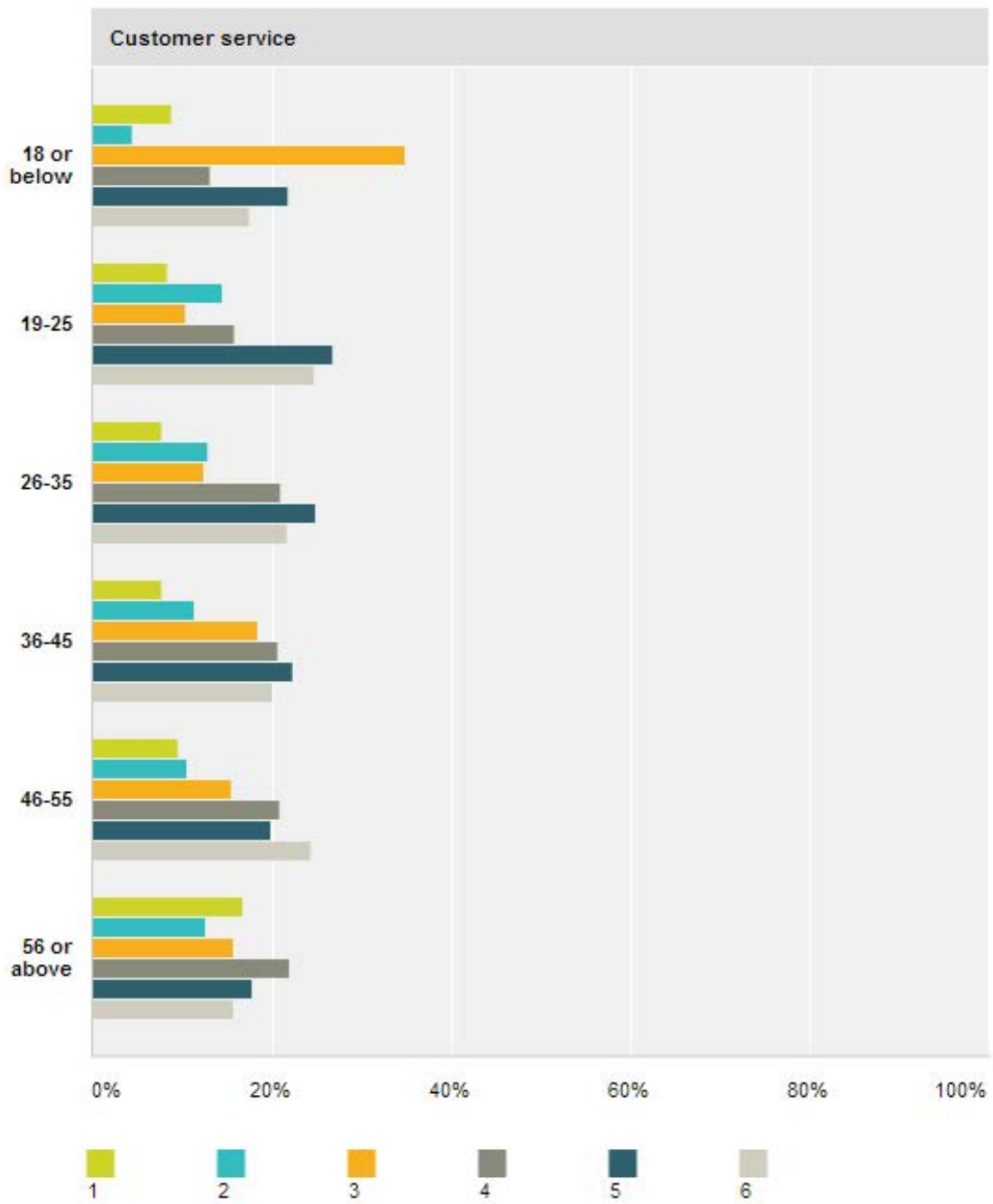


Payment processing time







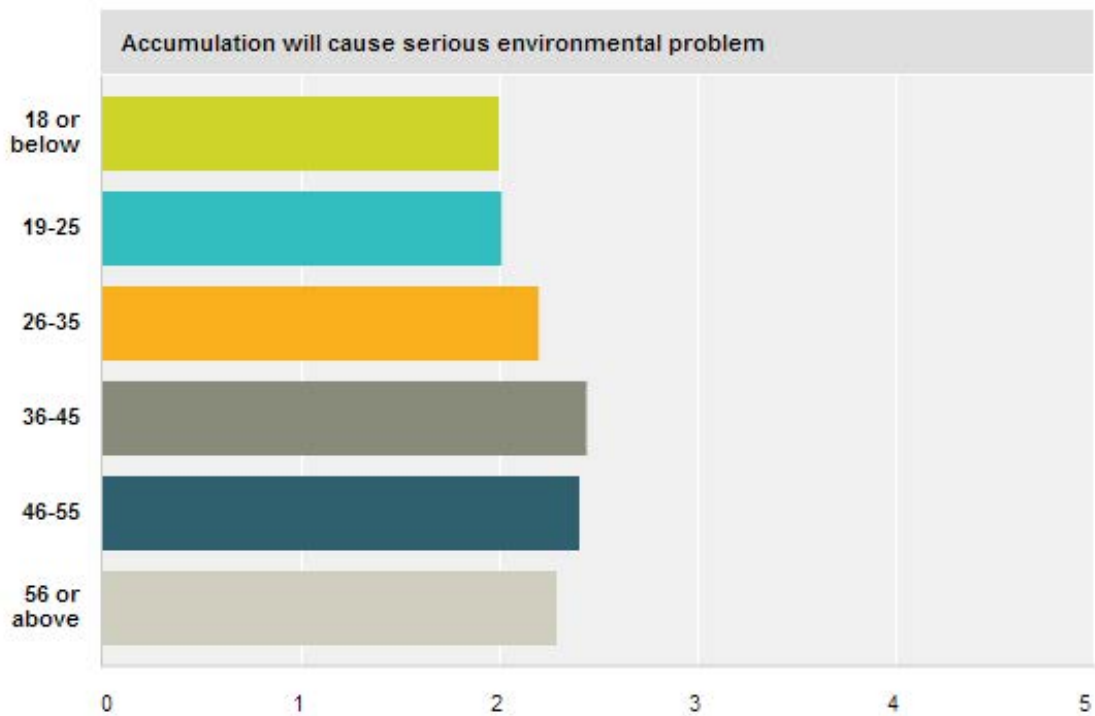
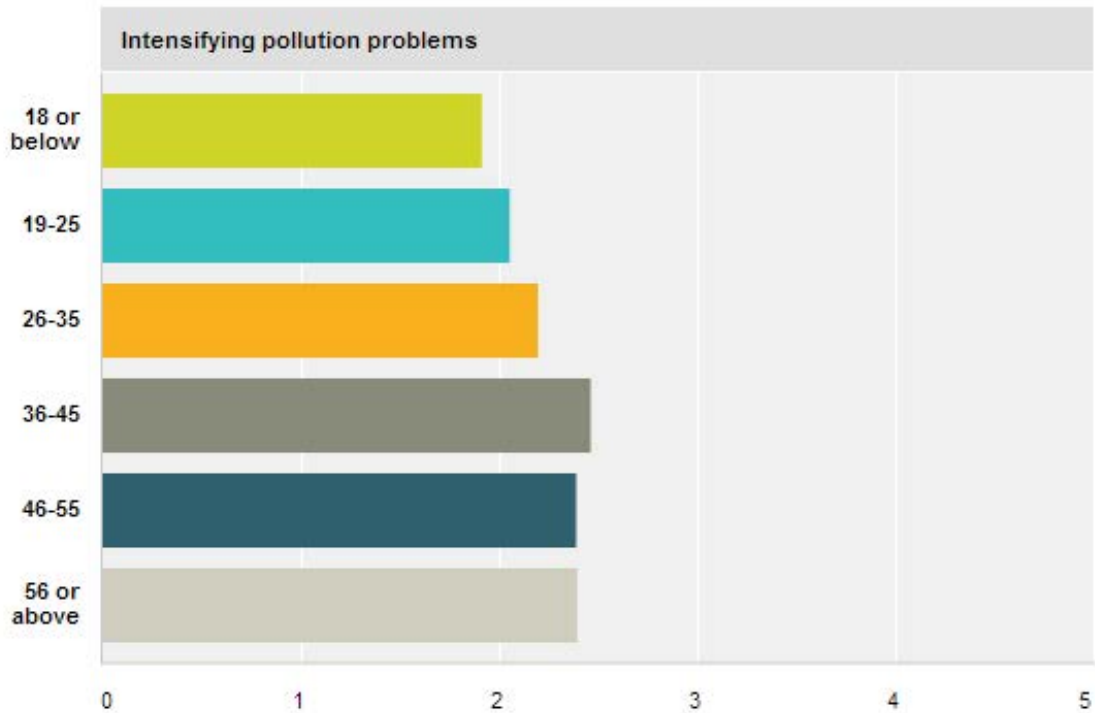


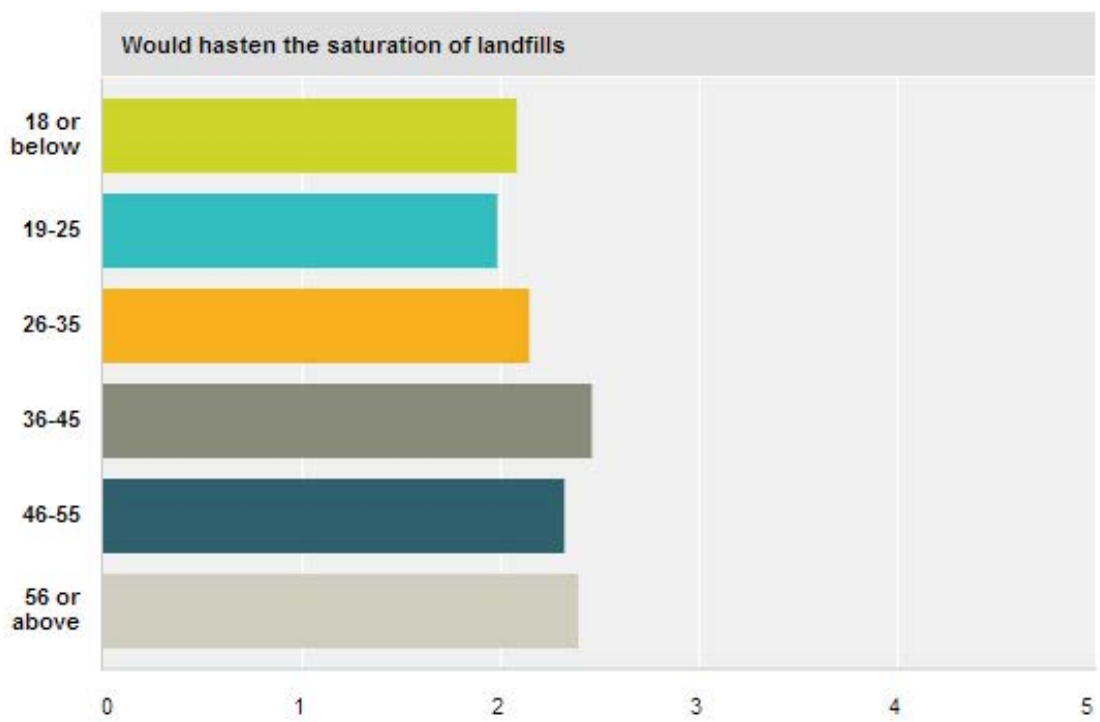
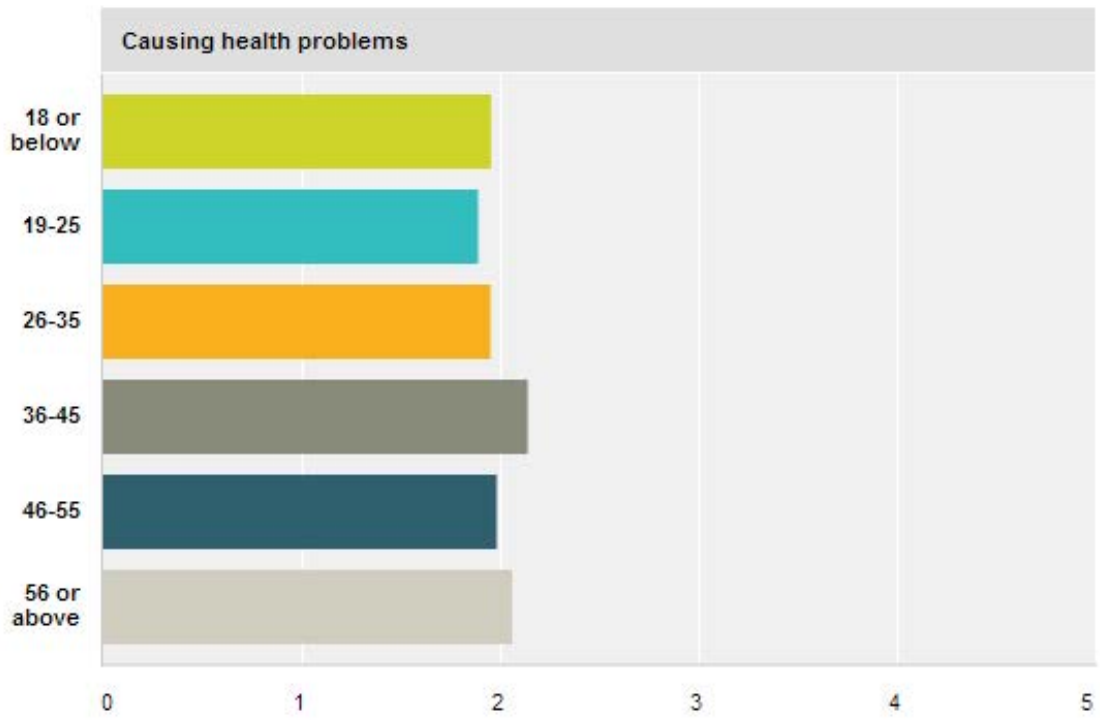
Selling / recycling price							
	1	2	3	4	5	6	Total
18 or below	43.48% 10	17.39% 4	13.04% 3	8.70% 2	4.35% 1	13.04% 3	23
19-25	34.25% 50	13.01% 19	13.70% 20	10.96% 16	10.96% 16	17.12% 25	146
26-35	36.36% 148	18.92% 77	11.06% 45	14.00% 57	9.09% 37	10.57% 43	407
36-45	38.03% 135	15.77% 56	11.27% 40	12.96% 46	12.39% 44	9.58% 34	355
46-55	37.13% 75	14.85% 30	16.83% 34	10.40% 21	9.90% 20	10.89% 22	202
56 or above	26.04% 25	16.67% 16	20.83% 20	14.58% 14	11.46% 11	10.42% 10	96
Payment method							
	1	2	3	4	5	6	Total
18 or below	8.70% 2	8.70% 2	13.04% 3	30.43% 7	26.09% 6	13.04% 3	23
19-25	16.44% 24	20.55% 30	19.86% 29	17.81% 26	15.07% 22	10.27% 15	146
26-35	13.27% 54	17.44% 71	24.08% 98	17.94% 73	12.04% 49	15.23% 62	407
36-45	12.68% 45	23.66% 84	18.03% 64	16.06% 57	15.49% 55	14.08% 50	355
46-55	16.83% 34	14.36% 29	20.30% 41	19.80% 40	16.34% 33	12.38% 25	202
56 or above	10.42% 10	17.71% 17	25% 24	11.46% 11	19.79% 19	15.63% 15	96
Payment processing time							
	1	2	3	4	5	6	Total
18 or below	8.70% 2	26.09% 6	13.04% 3	17.39% 4	26.09% 6	8.70% 2	23
19-25	17.12% 25	17.81% 26	21.92% 32	16.44% 24	17.81% 26	8.90% 13	146
26-35	12.29% 50	17.44% 71	21.62% 88	18.43% 75	14.50% 59	15.72% 64	407
36-45	8.45% 30	15.21% 54	18.31% 65	22.54% 80	16.62% 59	18.87% 67	355
46-55	8.91% 18	20.79% 42	16.34% 33	22.77% 46	14.85% 30	16.34% 33	202
56 or above	8.33% 8	22.92% 22	11.46% 11	14.58% 14	19.79% 19	22.92% 22	96

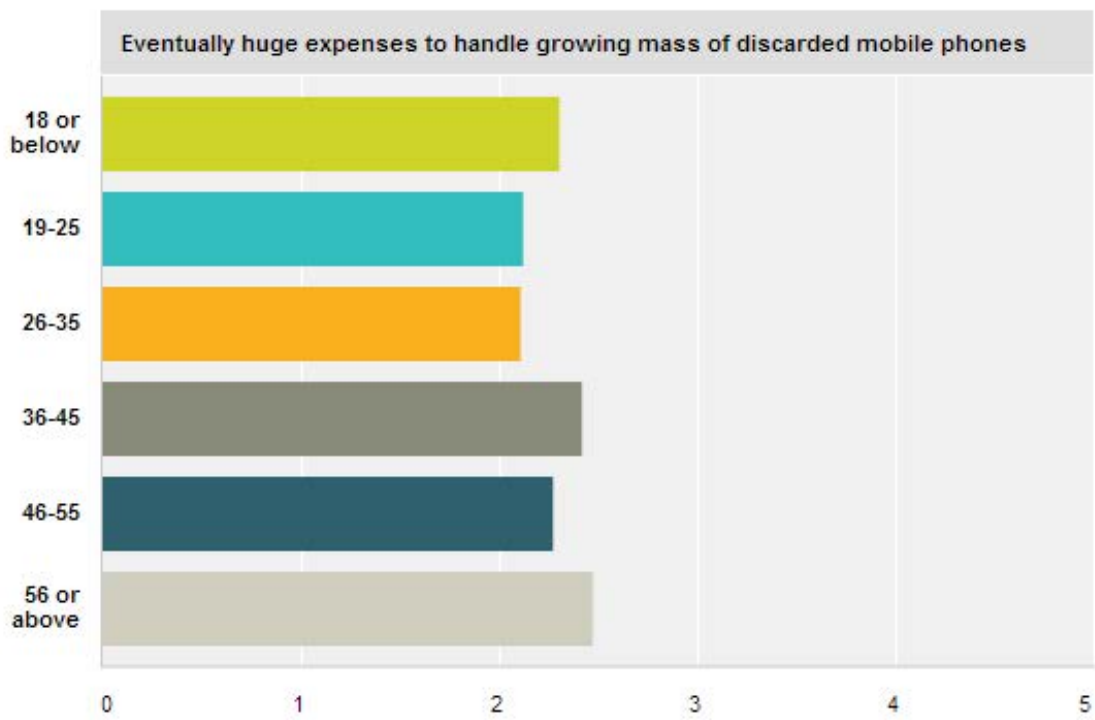
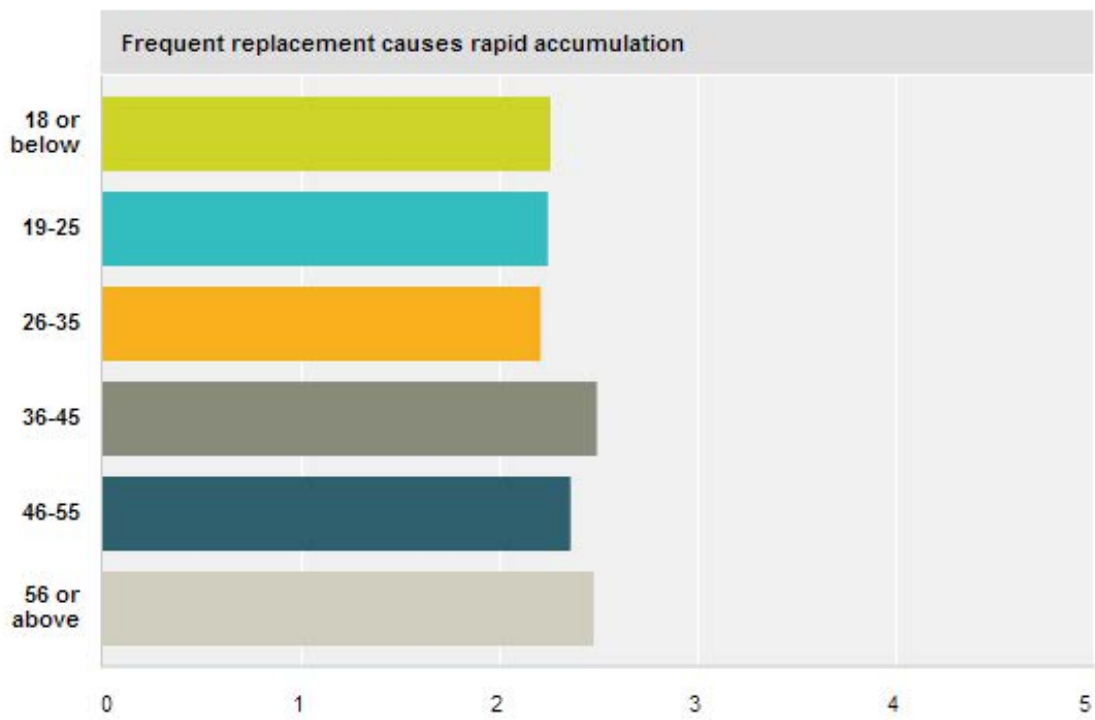
Ease of selling / recycling process							
	1	2	3	4	5	6	Total
18 or below	17.39% 4	26.09% 6	8.70% 2	21.74% 5	0% 0	26.09% 6	23
19-25	12.33% 18	19.86% 29	21.23% 31	15.07% 22	11.64% 17	19.86% 29	146
26-35	22.11% 90	21.62% 88	14.74% 60	14.25% 58	15.72% 64	11.55% 47	407
36-45	24.23% 86	18.59% 66	19.72% 70	11.55% 41	10.42% 37	15.49% 55	355
46-55	15.84% 32	28.22% 57	16.83% 34	12.87% 26	13.86% 28	12.38% 25	202
56 or above	29.17% 28	20.83% 20	11.46% 11	12.50% 12	14.58% 14	11.46% 11	96
Trade in service							
	1	2	3	4	5	6	Total
18 or below	13.04% 3	17.39% 4	17.39% 4	8.70% 2	21.74% 5	21.74% 5	23
19-25	11.64% 17	14.38% 21	13.01% 19	23.97% 35	17.81% 26	19.18% 28	146
26-35	8.35% 34	11.79% 48	16.22% 66	14.50% 59	23.83% 97	25.31% 103	407
36-45	9.01% 32	15.49% 55	14.37% 51	16.34% 58	22.82% 81	21.97% 78	355
46-55	11.88% 24	11.39% 23	14.36% 29	13.37% 27	25.25% 51	23.76% 48	202
56 or above	9.38% 9	9.38% 9	15.63% 15	25% 24	16.67% 16	23.96% 23	96
Customer service							
	1	2	3	4	5	6	Total
18 or below	8.70% 2	4.35% 1	34.78% 8	13.04% 3	21.74% 5	17.39% 4	23
19-25	8.22% 12	14.38% 21	10.27% 15	15.75% 23	26.71% 39	24.66% 36	146
26-35	7.62% 31	12.78% 52	12.29% 50	20.88% 85	24.82% 101	21.62% 88	407
36-45	7.61% 27	11.27% 40	18.31% 65	20.56% 73	22.25% 79	20% 71	355
46-55	9.41% 19	10.40% 21	15.35% 31	20.79% 42	19.80% 40	24.26% 49	202
56 or above	16.67% 16	12.50% 12	15.63% 15	21.88% 21	17.71% 17	15.63% 15	96

To what extent do you believe that discarded mobile phones represent a potential hazard to the environment and one's health?

Answered: 1,229 Skipped: 0







Intensifying pollution problems						
	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total
18 or below	21.74% 5	26.09% 6	8.70% 2	8.70% 2	34.78% 8	23
19-25	17.81% 26	37.67% 55	9.59% 14	2.05% 3	32.88% 48	146
26-35	15.97% 65	44.47% 181	10.32% 42	1.97% 8	27.27% 111	407
36-45	16.90% 60	49.86% 177	13.80% 49	1.69% 6	17.75% 63	355
46-55	16.83% 34	49.01% 99	11.39% 23	1.98% 4	20.79% 42	202
56 or above	20.83% 20	44.79% 43	10.42% 10	1.04% 1	22.92% 22	96
Accumulation will cause serious environmental problem						
	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total
18 or below	17.39% 4	39.13% 9	4.35% 1	4.35% 1	34.78% 8	23
19-25	12.33% 18	44.52% 65	7.53% 11	3.42% 5	32.19% 47	146
26-35	14.74% 60	44.47% 181	13.27% 54	1.23% 5	26.29% 107	407
36-45	15.49% 55	49.86% 177	15.49% 55	1.69% 6	17.46% 62	355
46-55	16.34% 33	50.99% 103	9.90% 20	2.48% 5	20.30% 41	202
56 or above	22.92% 22	34.38% 33	15.63% 15	3.13% 3	23.96% 23	96
Causing health problems						
	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total
18 or below	8.70% 2	43.48% 10	13.04% 3	4.35% 1	30.43% 7	23
19-25	10.96% 16	35.62% 52	17.81% 26	2.74% 4	32.88% 48	146
26-35	10.07% 41	35.87% 146	22.11% 90	3.19% 13	28.75% 117	407
36-45	9.01% 32	42.25% 150	24.23% 86	2.82% 10	21.69% 77	355
46-55	9.41% 19	39.60% 80	19.31% 39	3.47% 7	28.22% 57	202
56 or above	10.42% 10	41.67% 40	17.71% 17	4.17% 4	26.04% 25	96

Would hasten the saturation of landfills

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total
18 or below	21.74% 5	30.43% 7	13.04% 3	4.35% 1	30.43% 7	23
19-25	17.12% 25	36.30% 53	8.22% 12	4.79% 7	33.56% 49	146
26-35	12.78% 52	44.72% 182	14.25% 58	0.98% 4	27.27% 111	407
36-45	15.77% 56	49.86% 177	16.06% 57	1.69% 6	16.62% 59	355
46-55	11.88% 24	51.49% 104	12.87% 26	4.95% 10	18.81% 38	202
56 or above	19.79% 19	41.67% 40	15.63% 15	4.17% 4	18.75% 18	96

Frequent replacement causes rapid accumulation

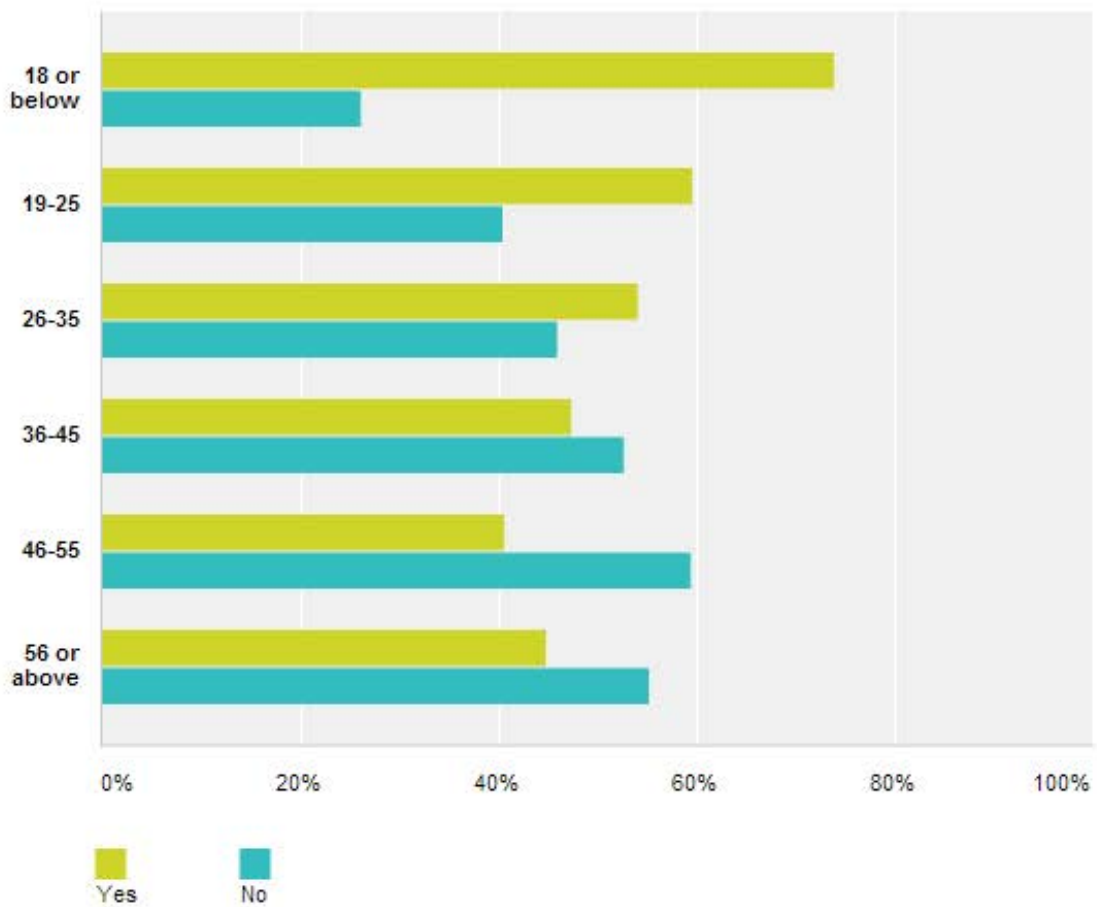
	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total
18 or below	21.74% 5	39.13% 9	8.70% 2	4.35% 1	26.09% 6	23
19-25	20.55% 30	41.78% 61	6.85% 10	3.42% 5	27.40% 40	146
26-35	14.25% 58	45.45% 185	13.27% 54	1.23% 5	25.80% 105	407
36-45	13.80% 49	54.93% 195	14.37% 51	0.85% 3	16.06% 57	355
46-55	15.35% 31	48.51% 98	12.87% 26	3.47% 7	19.80% 40	202
56 or above	16.67% 16	51.04% 49	12.50% 12	3.13% 3	16.67% 16	96

Eventually huge expenses to handle growing mass of discarded mobile phones

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total
18 or below	26.09% 6	34.78% 8	8.70% 2	4.35% 1	26.09% 6	23
19-25	18.49% 27	38.36% 56	10.27% 15	2.74% 4	30.14% 44	146
26-35	13.79% 56	41.38% 168	14.78% 60	1.97% 8	28.08% 114	406
36-45	14.65% 52	49.30% 175	16.90% 60	1.69% 6	17.46% 62	355
46-55	13.93% 28	46.77% 94	13.43% 27	4.48% 9	21.39% 43	201
56 or above	18.95% 18	49.47% 47	10.53% 10	2.11% 2	18.95% 18	95

Have you ever used a secondhand mobile phone?

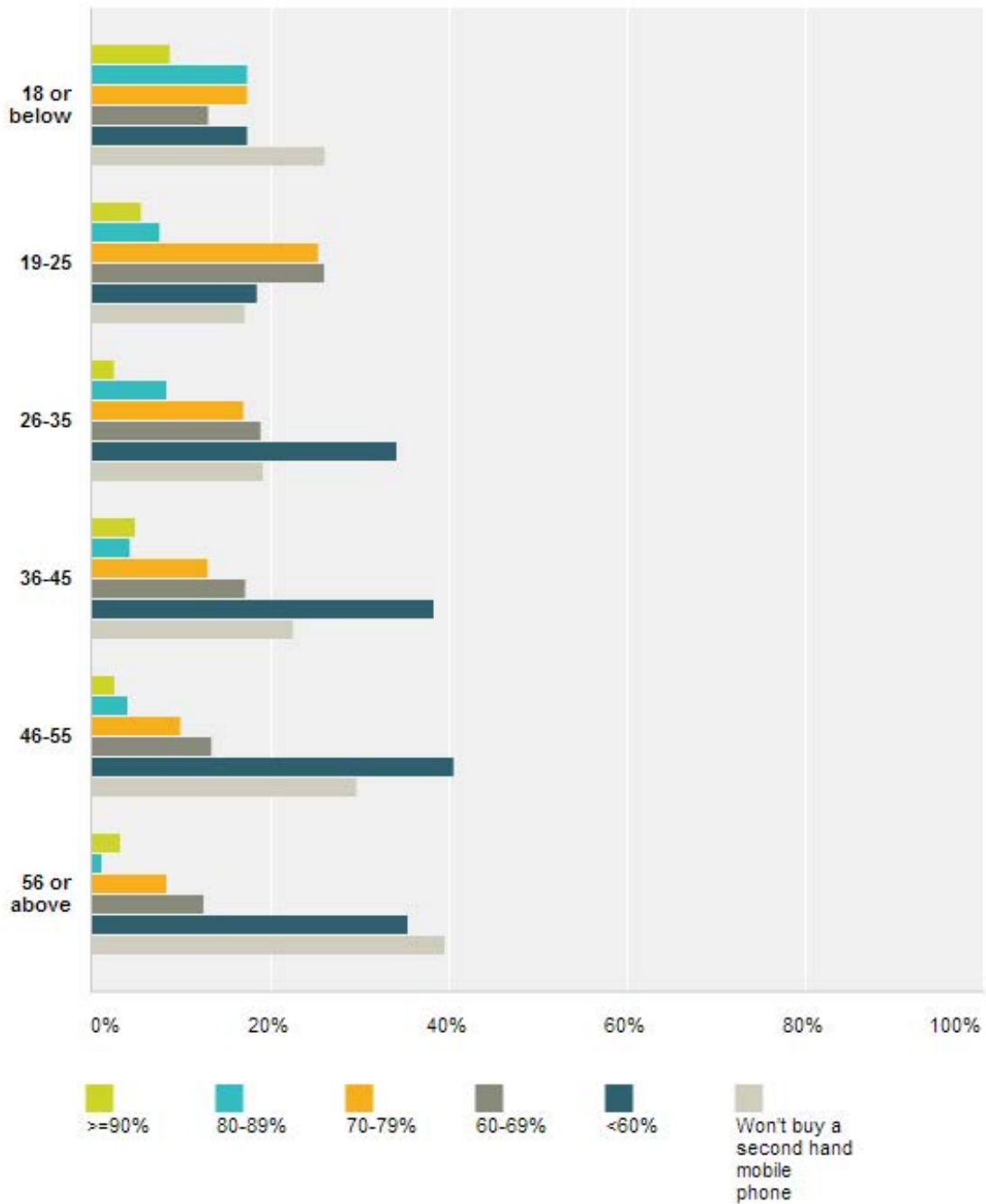
Answered: 1,229 Skipped: 0



	Yes	No	Total
18 or below	73.91% 17	26.09% 6	23
19-25	59.59% 87	40.41% 59	146
26-35	54.05% 220	45.95% 187	407
36-45	47.32% 168	52.68% 187	355
46-55	40.59% 82	59.41% 120	202
56 or above	44.79% 43	55.21% 53	96
Total Respondents	617	612	1,229

Which percentage of the original price offer would make you buy a secondhand mobile phone that functioned normally?

Answered: 1,229 Skipped: 0



	>=90%	80-89%	70-79%	60-69%	<60%	Won't buy a second hand mobile phone	Total
18 or below	8.70% 2	17.39% 4	17.39% 4	13.04% 3	17.39% 4	26.09% 6	23
19-25	5.48% 8	7.53% 11	25.34% 37	26.03% 38	18.49% 27	17.12% 25	146
26-35	2.46% 10	8.35% 34	16.95% 69	18.92% 77	34.15% 139	19.16% 78	407
36-45	4.79% 17	4.23% 15	12.96% 46	17.18% 61	38.31% 136	22.54% 80	355
46-55	2.48% 5	3.96% 8	9.90% 20	13.37% 27	40.59% 82	29.70% 60	202
56 or above	3.13% 3	1.04% 1	8.33% 8	12.50% 12	35.42% 34	39.58% 38	96
Total Respondents	45	73	184	218	422	287	1,229

Top Dollar Mobile (www.topdollarmobile.co.uk) is a Mobile Phone Recycler which allows customers to Sell Mobile Phone or Recycle Mobile Phones for Cash. We accept Old, Used, Working or Non-Working Mobile Phones, Smartphones or Tablets.