Recycle My Cell

2022 Annual Report

(Final Report for the Recycle My Cell Program)

Submitted to: **British Columbia Ministry of Environment & Climate Change Strategy**
Director, Extended Producer Responsibility Programs

Prepared by: **Canadian Telecommunications Association**
(formerly Canadian Wireless Telecommunications Association or CWTA)
180 Elgin Street, Suite 1100
Ottawa ON, K2P 2K3

June 29, 2023

Table of Contents

Executive Summary 1

1. Overview 3

2. Rescinding of the RMC program 3

3. Public Education Materials and Strategies 3

4. Collection System and Facilities 5

4.1 Drop-off locations 5

4.2 Mail-back 5

5. Product Environmental Impact Reduction, Reusability and Recyclability 5

5.1 Handset manufacturers and improving product life cycle management 5

5.2 Processor members and certifications 6

6. Pollution Prevention Hierarchy and Product / Component Management 6

7. Product Sold and Collected and Recovery Rate 9

7.1 Product sold 9

7.2 Volume of cellular devices collected 10

7.3 Recovery rate 11

8. Summary of Deposits, Refunds, Revenues and Expenditures 11

9. Comparison of Key Performance Targets 11

10. Plan Performance 11

Consumer Awareness 11

11. Conclusion 12

Appendix A 13

Appendix B 14

Appendix C 16

Appendix D 20

Appendix E 30

Appendix F 40

Appendix G 41

Appendix H 42

Executive Summary

Products within plan	Mobile devices that were primarily manufactured to connect to a cellular or paging network.
Program website	Recycle My Cell – www.recyclemycell.ca

Recycling Regulation Reference	Summary (5-bullet maximum)
Part 2, section 8(2)(a) Public Education Materials and Strategies Refer to Section 3 for details.	▪ Joint BC steward initiatives (including Recyclepedia, BC Recycles website, and BC Recycling pamphlet). ▪ Continued social media presence. As a result of the continued impacts of Covid-19 and the decision to rescind the program plan, many of the activities normally undertaken to promote RMC (outreach to depots and local governments; events, including the Earth Month Challenge) were put on hold.
Part 2, section 8(2)(b) Collection System and Facilities Refer to Section 4 for details.	▪ In 2022, there were 353 permanent drop-off locations (24 of 29 Regional Districts) as of December 31st. This is a net increase of 21 locations. o 320 carrier return-to-retail; o 33 RMC branded (third-party and depots). ▪ Participating locations included in the RMC database collect all devices regardless of make, model or condition in order to provide consumers with the convenience that they seek. ▪ RMC offers a free mail-back option which allows any consumer with access to Canada Post services the ability to return their devices.
Part 2, section 8(2)(c) Product Environmental Impact Reduction, Reusability and Recyclability Refer to Section 5 for details.	▪ The trend toward multi-functional devices which eliminate the need for multiple individual devices has continued within the wireless industry. ▪ Program members use certified third-party processors to manage their materials. ▪ Product Management – auditor review of processor standards and data to verify accuracy.
Part 2, section 8(2)(d) Pollution Prevention Hierarchy and Product / Component Management Refer to Section 6 for details.	▪ Of the volume of cellular devices audited, 63.6% were sent for reuse and 36.4% were sent for recycling. ▪ While it is understood that reuse is the preferred method for dealing with recovered product, in the case of wireless devices, the amount of product that can be refurbished for reuse is dependent on many factors that are not controllable. These factors include the condition of the phone at time of recovery and the technology that is required for its use. ▪ Carriers encourage reuse of devices through initiatives such as trade-in and upgrade programs.
Part 2, section 8(2)(e) Product Sold and Collected and Recovery Rate Refer to Section 7 for details.	▪ Product sold – 154,348 (estimated). ▪ Product collected (all initiatives) – 24,901 (estimated).

Recycling Regulation Reference	Summary (5-bullet maximum)
Part 2, section 8(2)(e.1)	▪ Not applicable to Recycle My Cell.
Part 2, section 8(2)(f) Summary of Deposits, Refunds, Revenues and Expenses	▪ Not applicable to Recycle My Cell.

Priority Stewardship Plan Targets (as agreed with ministry file lead)	
Increase awareness of cell phone recycling nationally to 80% by 2015.	Targets have expired as such will not be reported against.
100% customer satisfaction with the Recycle My Cell program (nationally).	Targets have expired as such will not be reported against.

1. Overview

The Canadian wireless telecommunications industry, under the auspices of the Canadian Wireless Telecommunications Association's (CWTA) Recycling Committee, operated Recycle My Cell (RMC), a free national cellular phone recycling program. The members of CWTA include, among others, wireless service providers, wireless handset manufacturers and processors.

Recycle My Cell served as the cell phone recycling stewardship program in British Columbia since its formal regulatory approval within the province until the end of December 2022.

This report has been prepared by CWTA and is submitted on behalf of the following stewards:

- Bell (including The Source and Virgin Mobile);
- Freedom Mobile (including Shaw); and
- Rogers Communications (including FIDO and Rogers Wireless).[1]

Samsung Electronics Canada Inc. participated voluntarily in Recycle My Cell.

2. Rescinding of the RMC program

At a CWTA Board of Directors' meeting held in 2022, the decision to rescind the Recycle My Cell Stewardship Plan was made. Further to this, CWTA staff were directed to take all necessary steps to wind-down the program by the end of December 2022. CWTA undertook a series of actions that included scaling back growth related activities and actively communicated with impacted partners and stakeholders to ensure that an orderly transition was made. CWTA also took steps to ensure that all its stewards maintained regulatory compliance as of January 2023.

3. Public Education Materials and Strategies

In 2022, RMC continued to work within the province to increase program awareness and usage. However, once the decision to rescind the program was made and all relevant stakeholders notified, RMC switched its focus to ensuring that proper communication was in place for the wind-down.

Consumer Engagement[2]

- *Social media*
  CWTA maintained a Facebook page and a Twitter account for the promotion of the Recycle My Cell program. RMC's Facebook page was used to provide timely information, promote cell phone recycling in general, as well as support various events in which RMC was a participant.

- *RMC website*
  CWTA maintained a mobile friendly website (www.recyclemycell.ca and www.recyclemoncell.ca) that served as a central hub for the program. The website was routinely updated to ensure accuracy.

[1] See Appendix A for program specifics for member initiatives.
[2] See Appendix B for Samples.

The site provided information including drop-off locations, steps to remove personal information from devices prior to recycling them, as well as a link to mail-back options.

In 2022, the RMC website had 5,447 database searches for recycling locations in BC (based on defined criteria entered at time of search).

Information about the wrap-up of Recycle My Cell was also posted on the page.

- *Designated email address and toll-free number*
  Consumers with additional questions about the program were able to contact RMC representatives: via email (info@recyclemycell.ca / info@recyclemoncell.ca) or via a toll-free number (1-888-797-1740). Stakeholders are still able to contact RMC representatives with any questions that they may have via email.

Stakeholder Engagement

- *Stakeholder relations*[3]
  CWTA was an active participant within the Stewardship Agencies of BC (SABC), including serving on various work groups and sitting on the SABC executive, until the end of 2022

  This joint initiative of the BC Stewards provides information to BC residents concerning all approved programs within the province through vehicles like BCrecycles.ca, the RCBC Recyclepedia and app, as well as British Columbia's Recycling Pamphlet.

- *Recycle My Cell branded program*
  Third-party locations, such as municipal waste depots, not-for-profit organizations, and other parties not affiliated with current RMC members, were encouraged to serve as drop-off locations simply by registering with CWTA.

  At program wrap-up, there were 33 RMC branded drop-off locations in BC; the majority of these are depots. CWTA communicated with all locations to identify the necessary steps in submitting collected materials.

- *Stakeholder promotion and third-party websites*
  Recycle My Cell continued to receive positive support within the province from relevant waste management stakeholders (including RCBC and various third-party locations). RMC information was included on their websites where feasible.

Member Engagement[4]

- *Promotional materials and websites*
  Participating carriers continued to have marketing plans in place that supported their various initiatives, including those for trade-in or upgrades. This will remain the case going forward.

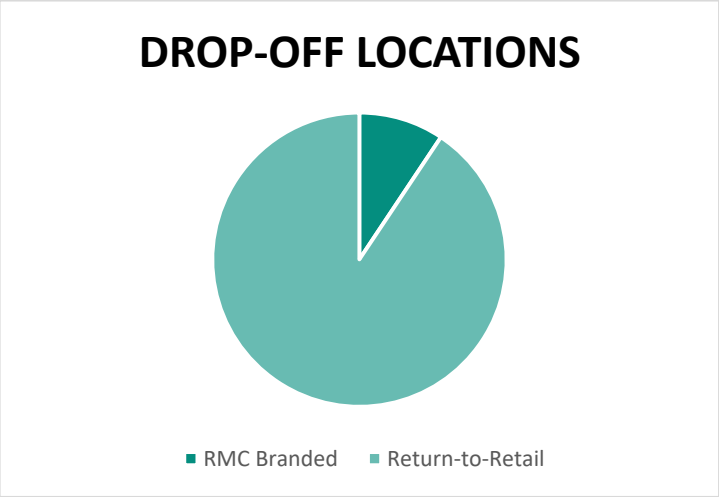
[3] See Appendix C for samples.
[4] See Appendix D for Samples.

- *Staff training*
  Carriers continued to foster program awareness internally with their staff so that they were able to provide accurate information to their customers.

4. Collection System and Facilities

4.1 Drop-off locations

In 2022, there were 353 permanent drop-off locations (in 24 of 29 Regional Districts) across British Columbia.[5] This was a net increase of 21 locations over 2021.



Return-to-retail was the primary model for collection drop-off sites. It was felt that the most effective method for cell phone recovery is simply dropping off an existing device(s) when a new one is purchased.

4.2 Mail-back

In instances where a drop-off location was not available, RMC offered a mail-back option which allowed any consumer in the province – with access to Canada Post service – the ability to return their devices and accessories conveniently and easily at no cost to themselves.

5. Product Environmental Impact Reduction, Reusability and Recyclability

5.1 Handset manufacturers and improving product life cycle management

RMC handset manufacturers continued their efforts to eliminate or to reduce the environmental impacts of a product throughout its life cycle.

The continued trend toward sophisticated and multi-functional devices, which eliminates the need for multiple individual devices, has continued within the tech industry and is well exemplified with the smart phone. Today's wireless device does more than ever before and does so within smaller and more efficient designs.

In addition to providing multi-function devices, RMC handset manufacturers carry on their efforts to eliminate or to reduce the environmental impacts of a product throughout its life cycle, and to deliver on sustainability and "social value" promises made to their customers.

[5] See Appendix E for list of locations.

5.2 Processor members and certifications

All processors involved with the RMC program in British Columbia held multiple certifications, including ISO, R2 and/or verification under Electronic Products Recycling Association's (EPRA) Recycler Qualification Program (RQP).

6. Pollution Prevention Hierarchy and Product / Component Management

Section 7.2 identifies the volume of cellular devices collected through the RMC programs as 24,901 devices. Of the volume of cellular devices audited, 63.6% were sent for reuse and 36.4% were sent for recycling.[6]

Devices that were identified for reuse are not audited; components that have a market or value are not likely to end up in landfill. Devices that are in scope for the audit are those that have been identified for "recycle".

Recycled devices that were audited flowed through two processors that hold valid certifications: 78.95% of devices flowed through processors that have been verified to the R2, and the remaining 21.04% flowed through processors that have been certified to the RQP standard.

Reuse: While it is understood that reuse is the preferred method for dealing with recovered product, in the case of wireless devices the amount of product that can be reused is dependent on many factors that are not controllable. These factors include the condition of the phone at time of recovery and the technology that is required for its use. As such, to reintroduce phones into the market that do not meet those criteria or that are not supported on technology in a given market do more harm than good. For this reason, phones that do not meet reuse criteria will continue to be sent for responsible recycling.

Devices that are deemed reusable have their data wiped and are sold via auction to third-parties. These phones may be commingled with devices collected via non-program participants.

Carriers do encourage the reuse of devices through initiatives such as trade-in and upgrade programs.

In addition, many carriers also have specific plans and incentives for consumers that already have devices and "bring" them when they switch their service provider. These "Bring Your Own Device" programs encourage consumers to reuse devices they already own.

Recycle: Devices destined for recycling are handled based on the general practices of the primary processor. In all instances the batteries are removed from the device and the remaining material is either further dismantled, or shredded in entirety (minus the backing), before being sent to approved downstream processors.

Once the material reaches its downstream processor it can either be separated further into its various components and consolidated with other like materials and sent further downstream, or sent in its original shredded state to be smelted.

[6] This represents all devices recovered in BC.

The material from RMC participating programs may be commingled with other non-program materials. Commingling of materials occurs often in order to gain efficiencies for shipping purposes, and to ensure viable and competitive pricing for materials. This is a standard business practice employed by processors.

In order to validate data concerning end-fate of materials, the RQP and ERS must be used in conjunction with processor "mass balancing" to bring reliance. The mass balance exercise identifies the amount of material received by the processors and the resulting materials and their subsequent downstream processors. Information for the mass balance reporting is provided directly by the processors.

As noted, devices have value whether they are sent for reuse and sold as working devices, or shredded and sold for precious metal recovery. Each stream has legitimate and robust markets for the materials and processors have a monetary incentive to ensure that the material ends up where it is intended to.

Table 1a: R2-verified primary processor

Material / Component	% of Material Stream	Recycling Process Description - Processor A	Disposition
Other (Mixed Metals) – shredded cell phone	100%	Phones destined for recycling are shredded and sent downstream for precious metal recovery.	Refining
	100.00%		

Table 1b: RQP-verified primary processor

Material / Component	% of Material Stream	Recycling Process Description - Processor B	Disposition
Other (Mixed Metals) – shredded cell phone	100%	Phones destined for recycling are shredded and sent downstream for precious metal recovery.	Refining
	100%		

Table 1a identifies the components and the processing end-fates for the 78.95% (of the 36.4% of material destined for recycling) sent to R2-verified primary processors.[7] The remaining 21.04% (of the 36.4% of material destined for recycling), identified in Table 1b, was sent to an RQP-verified primary processor.

The percentage of material stream presented above is based on Mass Balance reports for RMC material handled at a national level. For the purposes of clarity, the third-party audit cannot confirm that

[7] See Appendix F for a chart identifying acceptable processes and end-fates.

material specifically recovered via RMC was sent to the various processing end-fates. Once the material is separated and/or shredded it can no longer be tracked as belonging specifically to RMC. While it is possible to confirm the volumes that were received, and to trace the volumes of material that were sent to their respective downstream processors as an aggregate, it is not possible to attribute specific volumes to a respective program.

Based on data provided by the primary processor all elements of suggest that the commingled RMC material is dealt with in the manner that is identified.

Table 2a: R2-verified primary processor

Component (% of component sold/transferred for processing that is treated under each processing pathway) **Processor A**						
	Transfer to direct processor in BC	Transfer to direct processor elsewhere in North America	Transfer to direct processor outside North America	Multi-step processing in BC	Multi-step processing elsewhere in North America	Multi-step processing outside North America
Other Mixed Metals – (shredded Cell phones)					100%	

Table 2b: RQP-verified primary processor

Component (% of component sold/transferred for processing that is treated under each processing pathway) **Processor B**						
	Transfer to direct processor in BC	Transfer to direct processor elsewhere in North America	Transfer to direct processor outside North America	Multi-step processing in BC	Multi-step processing elsewhere in North America	Multi-step processing outside North America
Other Mixed Metals – (shredded Cell phones)						100%

Table 2a and 2b identifies the components and the verified processing pathway for the primary processors.

Based on data provided by the primary processors, all elements suggest that the commingled RMC material is dealt with in the manner that is identified.

Table 3: Primary processors conformance levels

Estimated Conformance Levels – Processor A and B[1]					
	Reuse	Recycle	Recycle: Metal Recovery	Landfill	Other Waste Disposal
Other (Shredded			100%		

Table 3 identifies the estimated conformance levels for the primary processors.

Note:

[1] All material collected via RMC is commingled with other similar material types before being sent to secondary processing streams. It is impossible to verify the exact contents of material streams at this point; therefore the conformance levels are estimations. However, based on data provided by the primary processors, all elements of the R2 and RQP audit processes suggest that the commingled RMC material is dealt with in the manner that is identified.

[2] Some of the material (aluminum, plastic, and steel) captured in 'other' may be recycled before metal recovery occurs.

Since RMC material is commingled at the primary processors, and not tracked independently, the estimated conformance level is based on CWTA's understanding of the various processes employed by each primary processor and their downstream processors.

7. Product Sold and Collected and Recovery Rate

7.1 Product sold

For the purpose of annual reports, "Product Sold" is the estimated number of all mobile devices attributed to CWTA manufacturer members[8] that are ***distributed*** into BC by identified stewards.

Data collected for CWTA does not track inter-store (nation-wide) transfers, or what happens to unsold products, etc. Estimates are included where actual data is not available.

In 2022, a total of 154,348 devices were reported as having been distributed into BC. This total includes devices sent directly into a province and devices sent to distribution centres:

- 153,812 are estimated to have been directly distributed to locations within the province that were affiliated participating carrier locations. This includes the carrier's corporate stores, sales directly to a customer (Web and phone), as well as third-party retailers.
- 536 are estimated to have been shipped into BC from distribution centres for various third-party retailers. It is difficult to determine an actual quantity for this category since the third-party does not provide that information to the carrier.

[8] Data provided in this report is exclusive to product distributed by manufacturers that are members of CWTA, and as such is a subset of the total devices that are distributed in to the province. Data concerning devices made by OEMs that are not members of CWTA are not included in this report. (It is expected that this data may be reported by other stewardship agencies.)

This data is reported to by a third-party that has been secured for the purpose of aggregating information provided to it by carriers; this is done in order to maintain confidentiality.

It is important to note that this quantity does not reflect the actual quantity that was sold to an end user, or that might become available for collection in the future.

7.2 Volume of cellular devices collected

Devices collected by members

RMC data represents the results of consumer facing recovery initiatives that collect devices that are considered to be at the end of their useful life, as well as devices collected through trade-in or upgrade programs. These devices are collected via return-to-retail and participating third-party locations.

RMC members' also recover devices that are returned to them for a variety of reasons including buyer's remorse or damage; this data is captured under the category of "Other Member Initiatives".

In 2022, participating RMC members collected 24,901 devices.

The volume of cellular devices "collected" is the estimated sum total of all Program Products collected by a permanent collection facility.

Quantification of Product Collected is based on:

- Reports generated by the Processors/Consolidation Centres and potentially Reverse Logistics Centres/Warehouses Collection Facilities during the Reporting Period and include delineation of products by province of origin to the carriers or CWTA directly for some parts of the program.
    - These reports are generated from their individual inventory programs for the Reporting Period.
    - Consolidated values for each product category are reported by quantity and end fate (whether reused or recycled) per product type.
- Internal carrier collection programs (e.g., trade-ins, warranty repairs, etc.).

Products Collected from unknown origin are accounted for using either an estimate based on products returned that are of known origin, or attributed to the province in which the Carrier is headquartered. In the instance where amount is estimated the following process is used:

- The amount of material collected from known origins is determined for each province. An aggregate total is also determined for Canada. Based on this information, the percentage of product recovered specifically from BC is determined. For example, if 12 devices were recovered from BC and a total of 100 devices were collected nationally, the percentage coming from BC would equal 12%.
- The amount of material collected from unknown origin (where boxes are received at Processors/Consolidation Centres without a unique identifying number, or those collected via mail-back) are aggregated into a total quantity received. The known percentage (in this case 12%) would then be attributed to the aggregate of unknown origin to determine the estimate of what may have originated from BC.

RMC data represents the results of consumer facing recovery initiatives that collect devices that are considered to be at the end of their useful life, as well as devices collected through Trade-in or Upgrade programs. These devices are collected via return-to-retail and participating third-party locations.

Programs included in this category in 2022 were:

- Bell (includes Virgin Mobile):
  - Bell Blue Box
  - Bell Trade-in Program
- Freedom Mobile:
  - Freedom Mobile Trade-in
  - Shaw
- Fido:
  - FidoTRADE
- Rogers:
  - Rogers Recycling Program
  - Rogers Trade Up Program
- The Source:
  - The Source Trade-up Program

In addition, phones collected through RMC third-party locations are also accounted for here.

An estimated allocation has been made for each Regional District; where data is provided as a breakdown it is included.[9]

Devices collected by other programs
There were, and continue to be, many not for profit organizations across the country that actively encourage Canadians to donate unwanted mobile devices in order to generate funds from recycling and reusing the devices. In addition, there are also 'for profit' ventures that collect phones by providing incentive – either directly to consumers or to their collectors – to do so. Data from these initiatives is not available.

7.3 Recovery rate
Reporting on a recovery rate is not applicable per the currently approved product stewardship plan.

8. Summary of Deposits, Refunds, Revenues and Expenditures

This section is not applicable to Recycle My Cell.

9. Comparison of Key Performance Targets

Targets included in the approved RMC plan have expired and, as such, will not be reported against.

10. Plan Performance

Consumer Awareness

[9] See Appendix G for estimated recovery in Regional Districts.

CWTA did not commission its Annual National Cell Phone Recycling Study in 2022.

As awareness targets have expired, and the program ceased operation in December 2022, reporting on consumer awareness and recycling habits is not included here.

11.Conclusion

CWTA and its members would like to thank stakeholders and ministry staff for their support of the program.

Since the program's inception in 2009, CWTA and its members strove to increase program usage amongst consumers and worked diligently to minimize the impact of their products at the end-of-life.

Appendix A

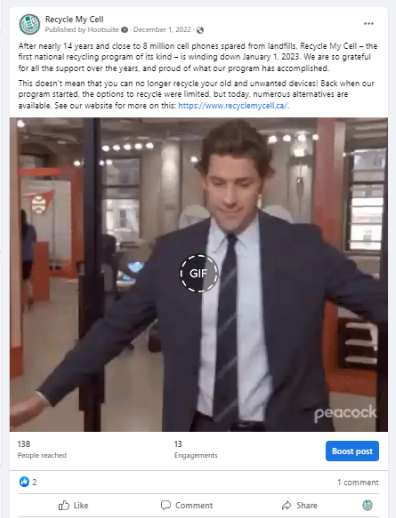
Program Specifics for Member Initiatives

Steward	Program	Location	Devices Accepted	Consumer Incentive
Bell	Bell: Blue Box	Accepted at any Bell Aliant or Bell store, The Source locations, Virgin Mobile stores and participating dealer locations. Mail-back label available on website.	All mobile devices as defined by this program from any manufacturer or carrier. Generally $0-value devices.	Net proceeds from the program go to World Wildlife Fund to support the Re-generate Canada initiative.
	Bell: Bell Trade-in Program	Accepted at any Bell Aliant or Bell store, Virgin Mobile stores and participating dealer locations.	All mobile devices as defined by this program from any manufacturer or carrier.	Trade-in value to customer.
	The Source: The Source Trade-up Program	Accepted at all participating locations.	All mobile devices as defined by this program from any manufacturer or carrier.	Trade-in value to customer.
	Virgin Mobile: Recycle Me	Accepted at all participating locations, or via mail-in.	All mobile devices as defined by this program from any manufacturer or carrier. Generally $0-value devices.	Net proceeds from the program go to World Wildlife Fund to support the Re-generate Canada initiative.
	Virgin Mobile: Trade-in Program	Accepted at all participating locations.	All mobile devices as defined by this program from any manufacturer or carrier.	Trade-in value to customer.
Freedom Mobile	Freedom Mobile Trade-in	Accepted at all participating locations.	All mobile devices as defined by this program from any manufacturer or carrier.	Trade-in value to customer.
Rogers	Fido: FidoTRADE	Accepted at all participating locations.	All mobile devices as defined by this program from any manufacturer or carrier.	Trade-in value to customer.
	Rogers Recycling Program	Accepted at all participating locations.	All mobile devices as defined by this program from any manufacturer or carrier. Generally $0-value devices.	
	Rogers: Trade Up Program	Accepted at all participating locations.	All mobile devices as defined by this program from any manufacturer or carrier.	Trade-in value to customer.

Appendix B

Consumer Engagement Samples (Facebook & Twitter)

RMC Facebook Page (sample of posts)

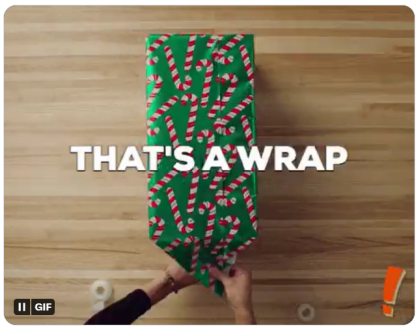


RMC Twitter Page (sample of posts)

Recycle My Cell @RecycleMyCell · Dec 13, 2022

Our program is wrapping up & will end operations as of Jan 1. The good news? You can still recycle your old devices!

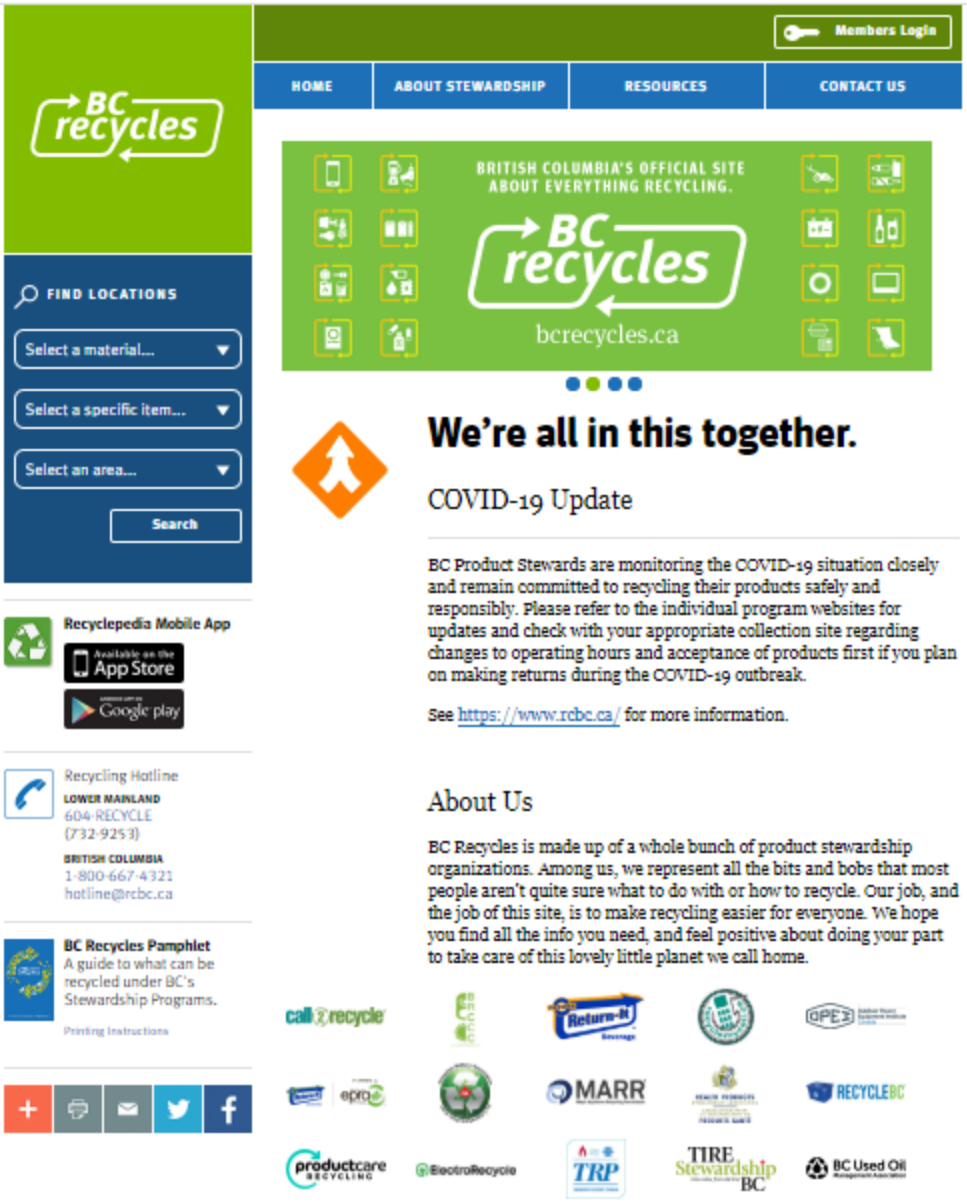
There are many alternatives, including carrier programs & community organizations that also do this work. For more info, see our website: recyclemycell.ca.



Appendix C

Stakeholder Engagement

BC Recycles (Stewardship Agencies of British Columbia website)



Who We Are

Product stewardship is an environmental management strategy guided by the principle that whoever designs, produces, sells, or uses a product takes responsibility for minimizing that product's environmental impact.

By diverting recyclable materials from the landfill, we can reduce the need to develop new landfill sites. The diverted materials can be reused and we can save the energy needed to produce new products from raw materials.

BC product stewards have committed to recycling their products safely and responsibly. By returning your products to the appropriate collection sites, you can guarantee a safe and responsible recycling process.

FIND LOCATIONS

Select a material...

Select a specific item...

Select an area...

Search

Recyclepedia Mobile App

Available on the App Store

Google play

Recycling Hotline

LOWER MAINLAND
604-RECYCLE
(732-9253)

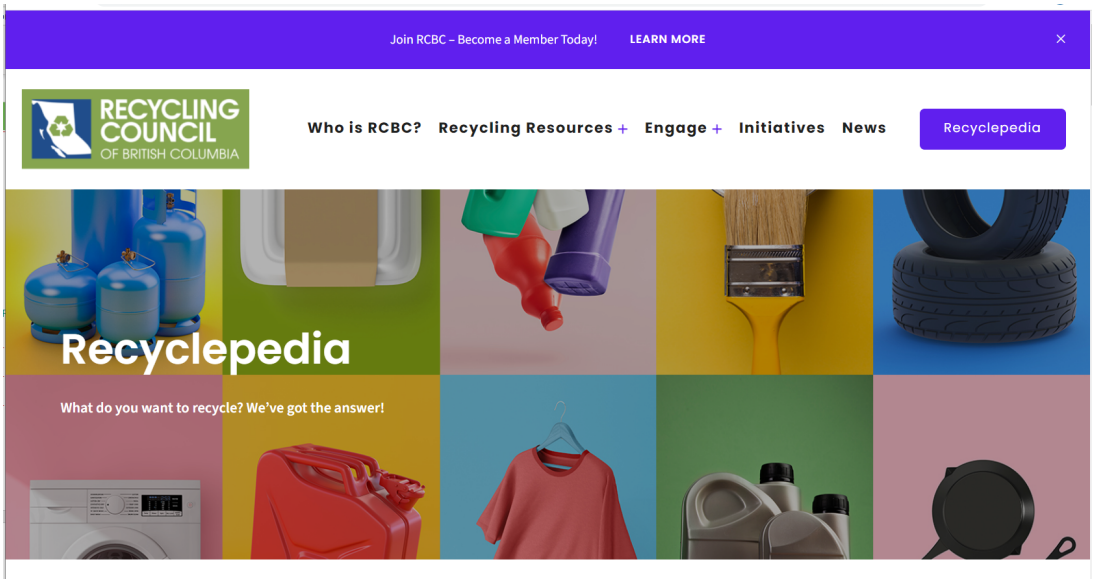
BRITISH COLUMBIA
1-800-667-4321
hotline@rcbc.ca

BC Recycles Pamphlet
A guide to what can be recycled under BC's Stewardship Programs.
Printing Instructions

STEWARD	WHAT THEY RECYCLE	MORE INFO
call2recycle	**BATTERIES** *www.call2recycle.ca* Consumer batteries weighing less than 5 kilograms.	▶ Plans ▶ Annual Report
BRCCC	**BEER CONTAINERS** *www.envirobeerbc.com* Refillable glass beer, cider & cooler bottles and metal beverage alcohol cans.	▶ Plans ▶ Annual Report
Return-It Beverage	**BEVERAGE CONTAINERS** *www.return-it.ca* Used beverage containers such as aluminum cans, plastic & glass bottles, other metal cans, drink boxes and cartons. Alcohol containers such as wines, spirits, liqueurs and non-refillable beer, cider and cooler bottles.	▶ Plans ▶ Annual Report
recyclemycell.ca	**CELL PHONES** *www.recyclemycell.ca* Cell phones and their batteries. All types of cell phones are accepted regardless of size, make, model or age.	▶ Plans ▶ Annual Report
	ELECTRICAL OUTDOOR POWER	▶ Plans

BC Stewards Pamphlet

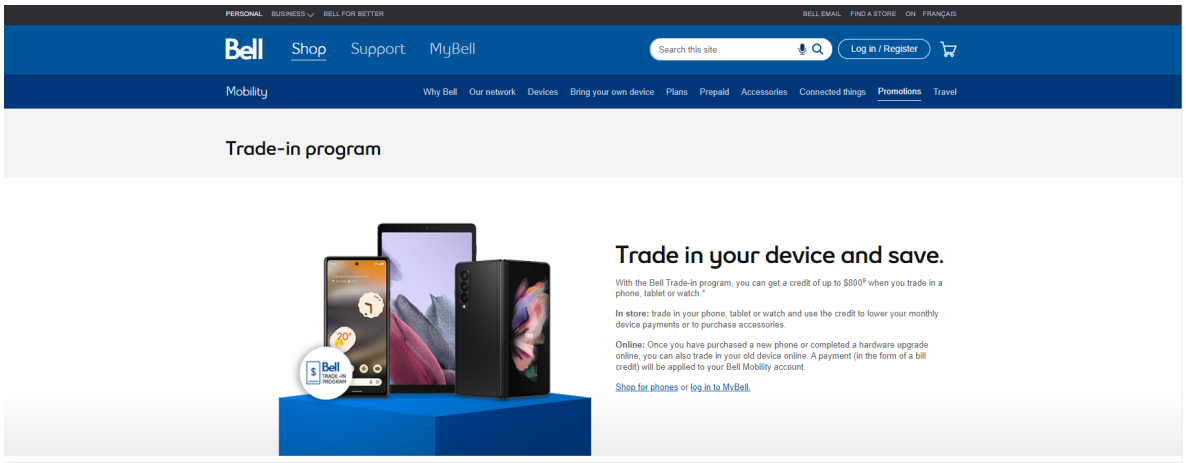
RCBC Recyclepedia

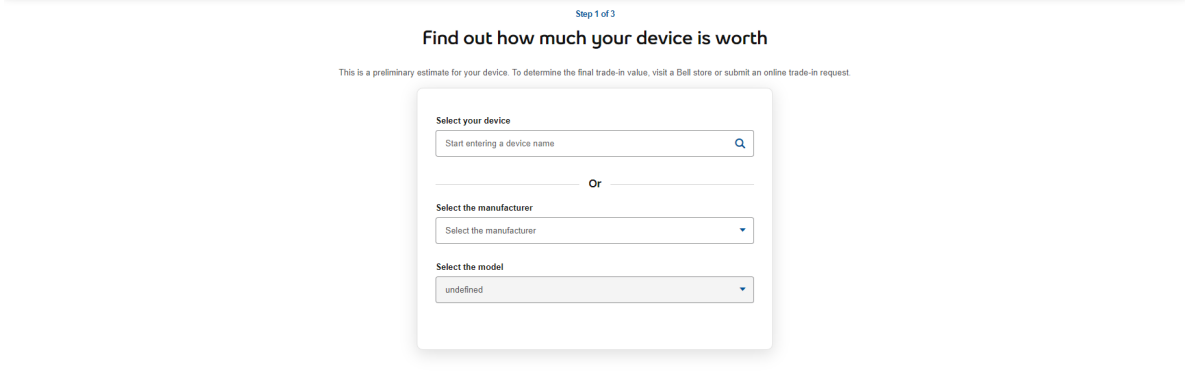


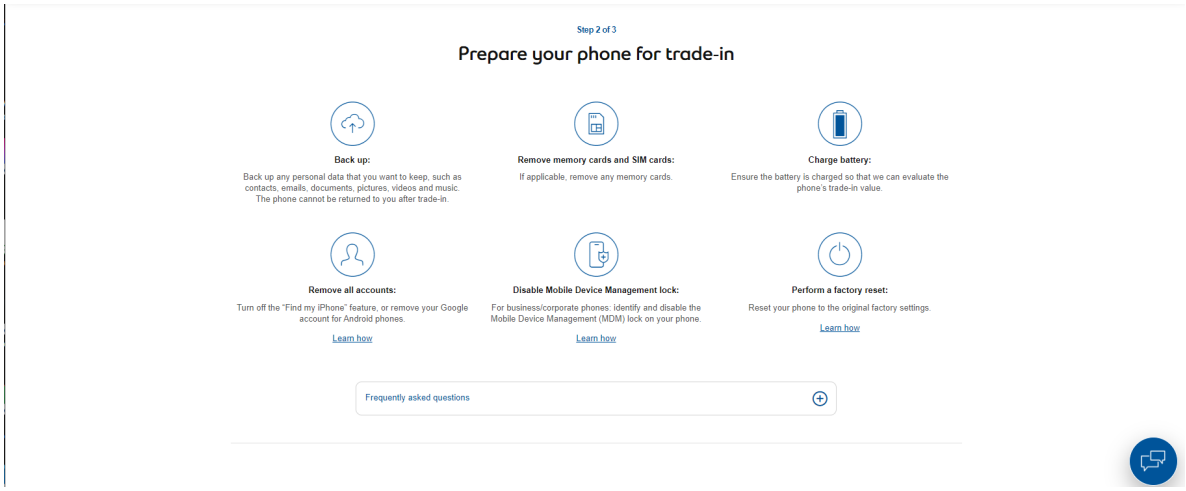
Appendix D

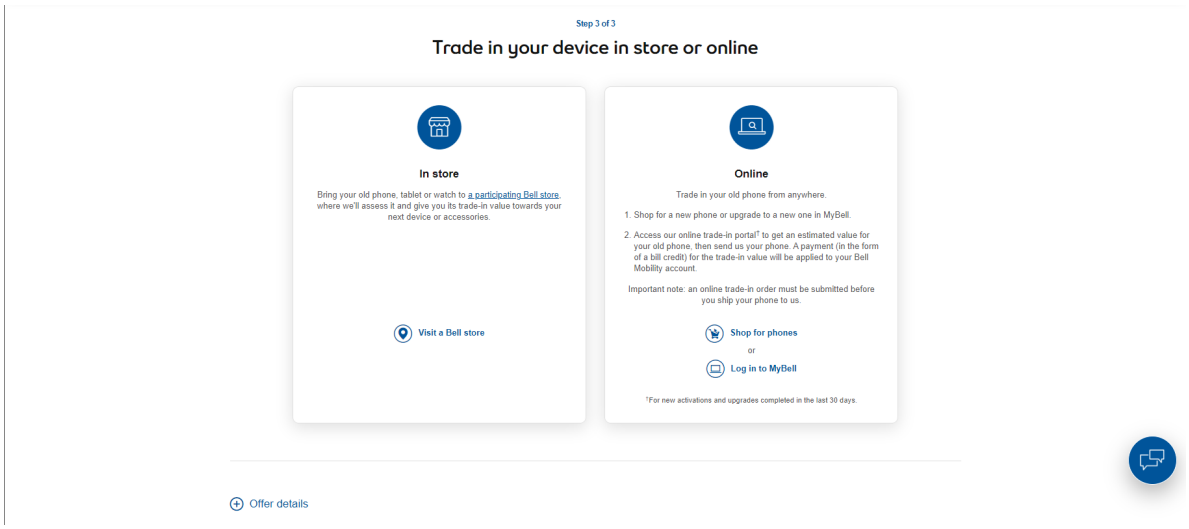
Member Engagement

Bell Trade-in program

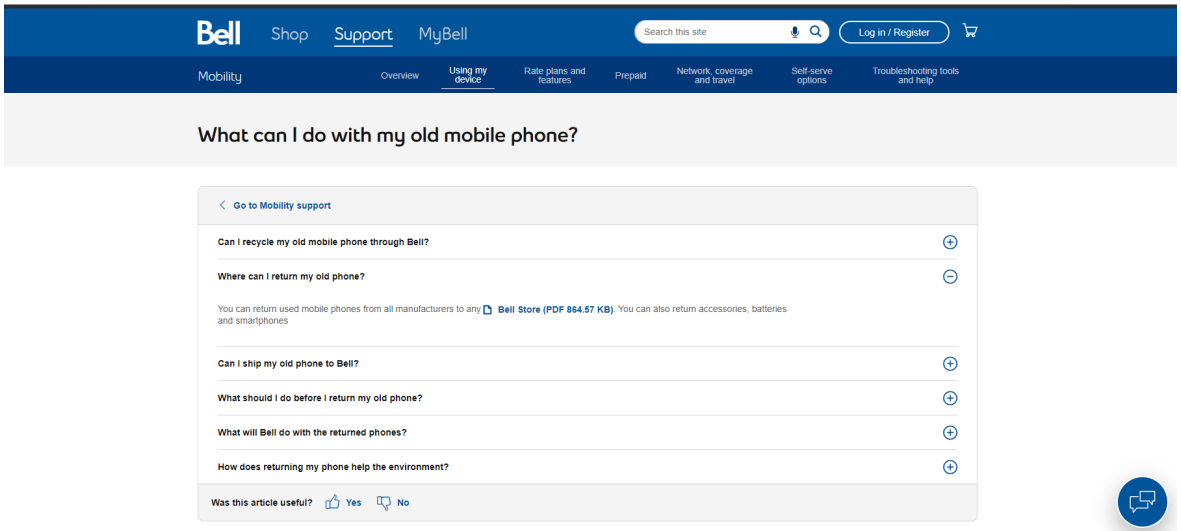




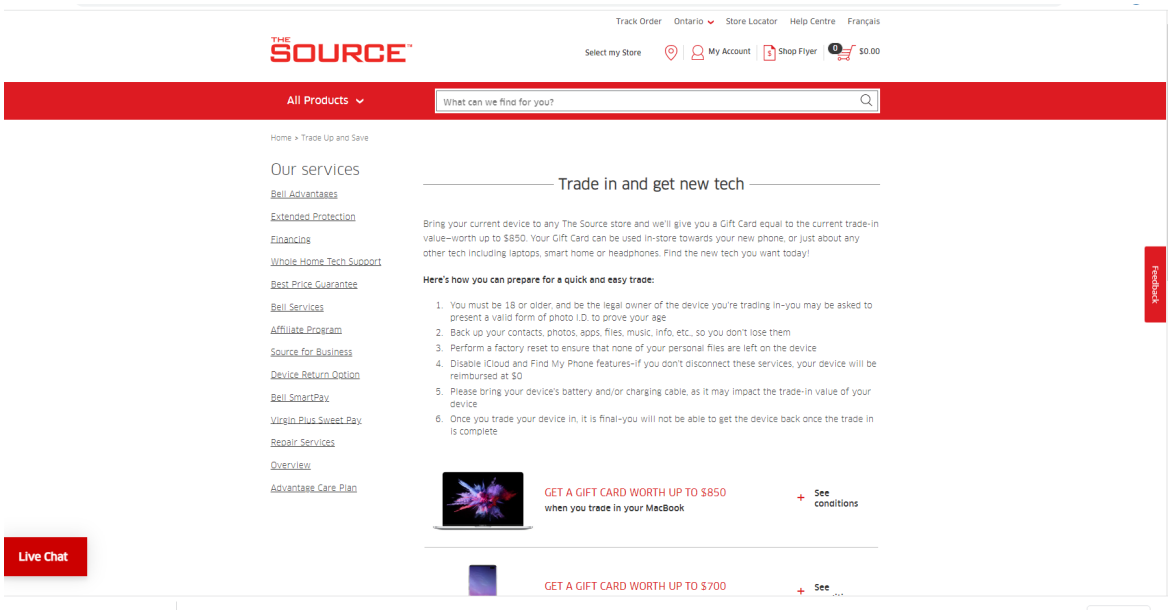




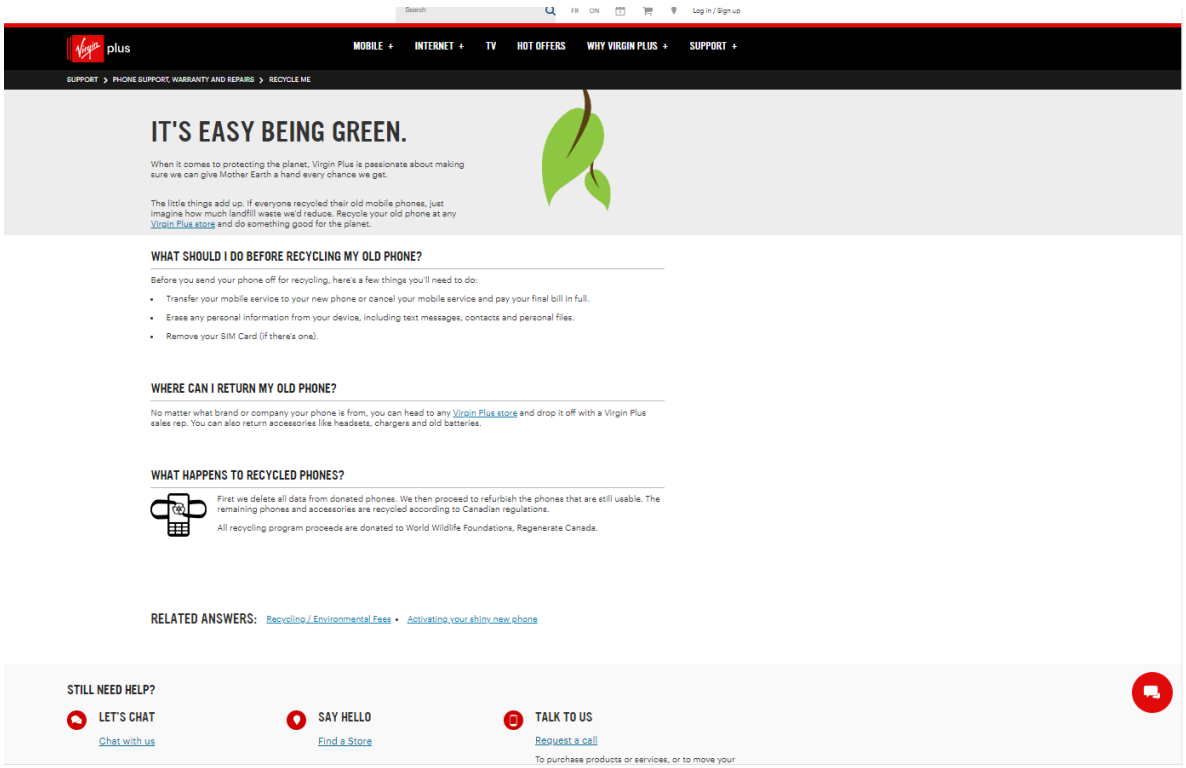
Bell: Bell blue box program



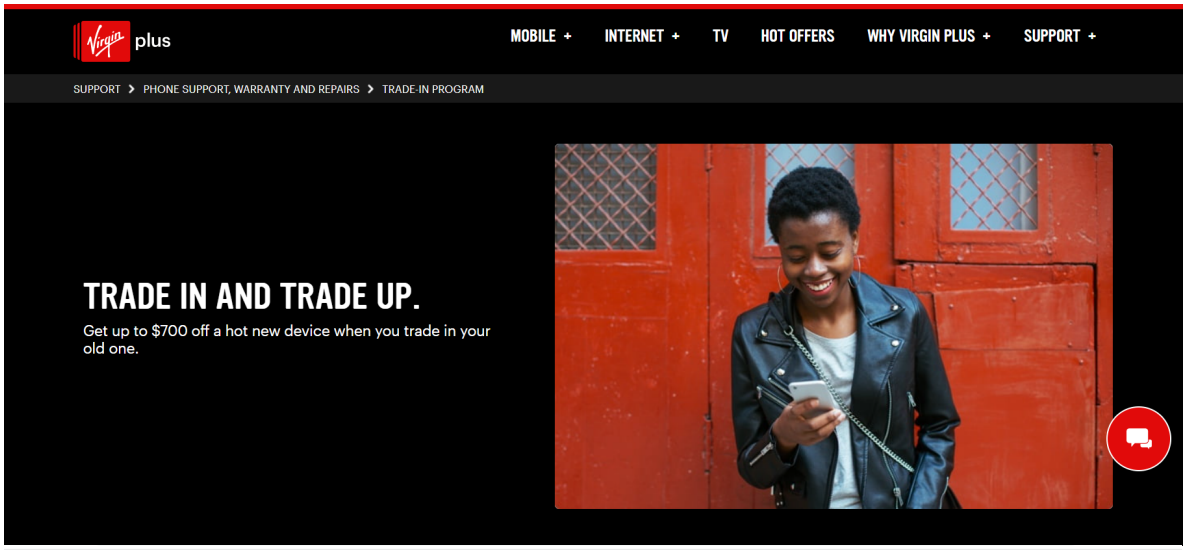
The Source: The Source Trade-up program



Virgin Mobile: Virgin Mobile Recycle program



Virgin Mobile: Virgin Mobile Trade-in program



HOW IT WORKS:

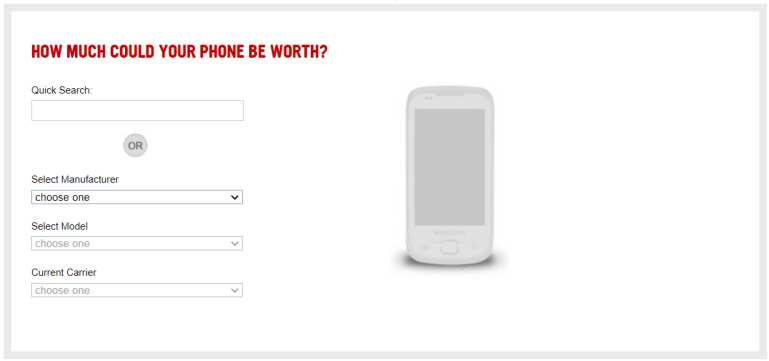
- Use our tool below to get a rough estimate for how much your device is worth.
- **In store:** trade in your device and use the credit to lower your monthly device payment or purchase accessories. Find a store
- **Online:** Once you have purchased a new phone or completed a hardware upgrade online, you can also trade in your old device online. A payment (in the form of a bill credit) will be applied to your Virgin Plus account. Shop for phones or log in to My Account

Heads up: The below tool provides a preliminary estimate for your device. To determine the final trade-in value, visit a Virgin Plus store or submit an online trade-in request.

WHAT YOU NEED TO DO BEFORE TRADING IN:

- Back up your personal info and reset your device.
- Remove your SIM card and memory card.
- Charge the battery.

If you're already a Member, check if you're eligible then head to your nearest Virgin Plus store or start an online trade-in.



Good to know:

- You have to be 18 years of age or older.
- You have to be the legal owner of the device that you want to trade in.
- Maximum 1 device per trade-in.
- For new activations and upgrades completed in the last 30 days.
- $700 trade-in value based on trading an iPhone 12 Pro Max 512 GB.

GOT QUESTIONS? WE CAN HELP.

- What is the Virgin Plus Trade-in program?
- How do I trade in my device?
- When I trade in my old phone, do I need to include the phone charger or accessories?
- Can I trade in more than one phone at a time?
- When can I trade in my phone?
- How long does the trade-in estimate last?
- What devices are accepted for trade in?
- Do I need to do anything before sending my phone to you?
- Once I have traded in my phone, is it possible to get it back?

Freedom Mobile: Freedom Mobile Trade-in program

LET US UPGRADE YOU

Bring in your old device and you could save up to $500 on your next phone purchase without worrying about trying to sell it on your own. Not to worry, if your device doesn't have a trade-in value, we'll safely recycle it.

HOW TO TAKE ADVANTAGE OF THE TRADE-IN PROGRAM

VISIT A STORE

Bring in a device and we'll let you know if it's eligible for a trade-in credit towards your new phone.

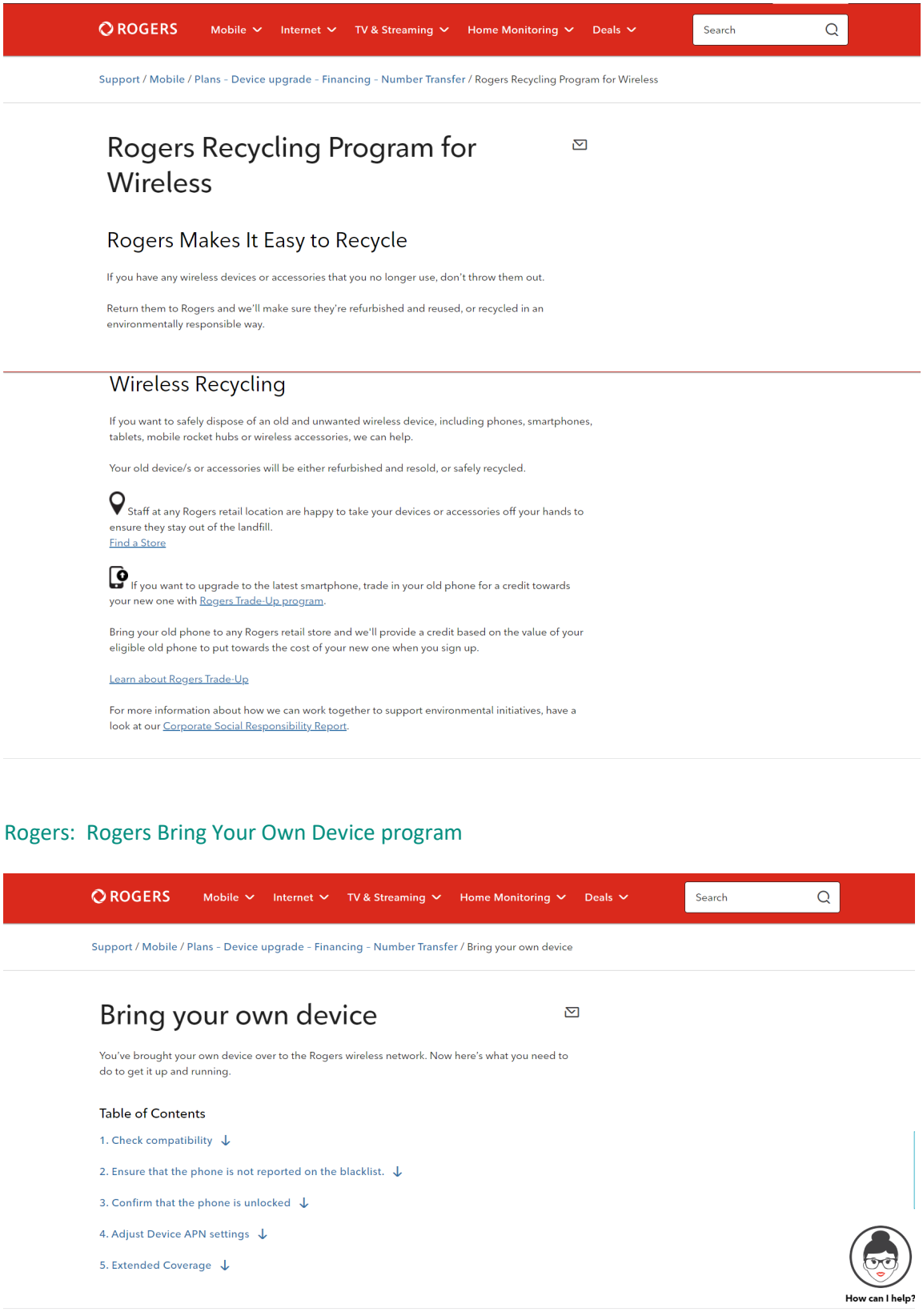
BACKUP AND RESTORE YOUR DEVICE

Ensure you backup your device, remove your SIM, memory card and restore your device to factory settings. If you need assistance, our reps can help at your local Freedom Mobile store.

SEE WHAT YOUR PHONE IS WORTH

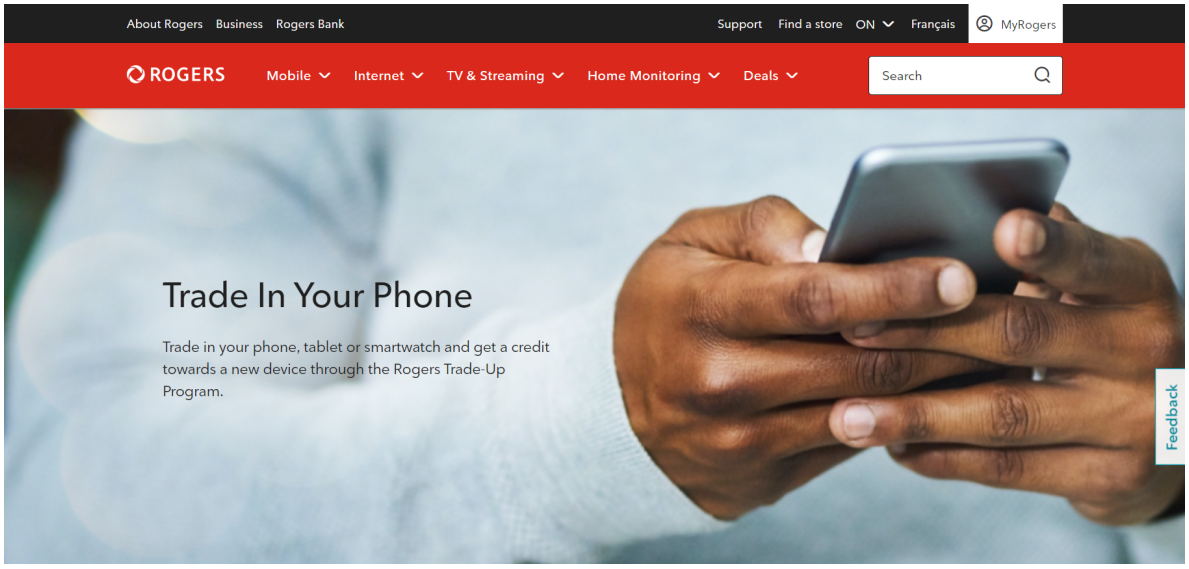
Use your full trade-in credit towards the purchase of a new smartphone and accessories. See Trade-in Terms & Conditions[12].

Rogers: Rogers Recycling program



Rogers: Rogers Bring Your Own Device program

Rogers: Rogers Trade-Up program



How it works

1 Get a quote

You can visit our online trade-in site to get a quote for trading in your device. Once you accept the quote, we'll email you a label that you can print and use to send your device to us. You can also visit a Rogers store to get your quote.

Get a quote online

2 Prepare your device

Before trading in your device, you'll need to back up its data and remove all personal account info (e.g.: Find My iPhone). You can keep any memory cards that remain.

3 Trade in your device

If you're trading in your device online, mail us your device within 30 days of accepting your online quote. You will need your Rogers account number and your mobile number to complete the trade. If you're trading in your device in-store, simply bring the device with you.

4 Enjoy your trade-in credit!

If you trade in your device online, a credit for the value of your trade-in will be applied to a future bill. If you trade in your device at a Rogers store, the value of your trade-in can be used to lower your monthly financing payments for your new device, or can be applied to a future bill or as an in-store credit towards a purchase of new accessories.

Ready to trade in your phone?

Visit your local Rogers store* or log into MyRogers and go to "Repair or trade in device" to get started.

Start here

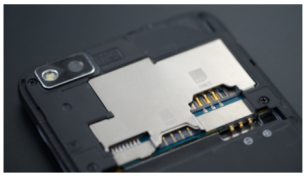
How to prepare your old phone before you trade it in

Back up your stuff

Save your photos, apps, files and contacts.

Reset your phone

Do a factory reset to remove your personal data.



Save your memory card

Remove any memory cards from your phone. You

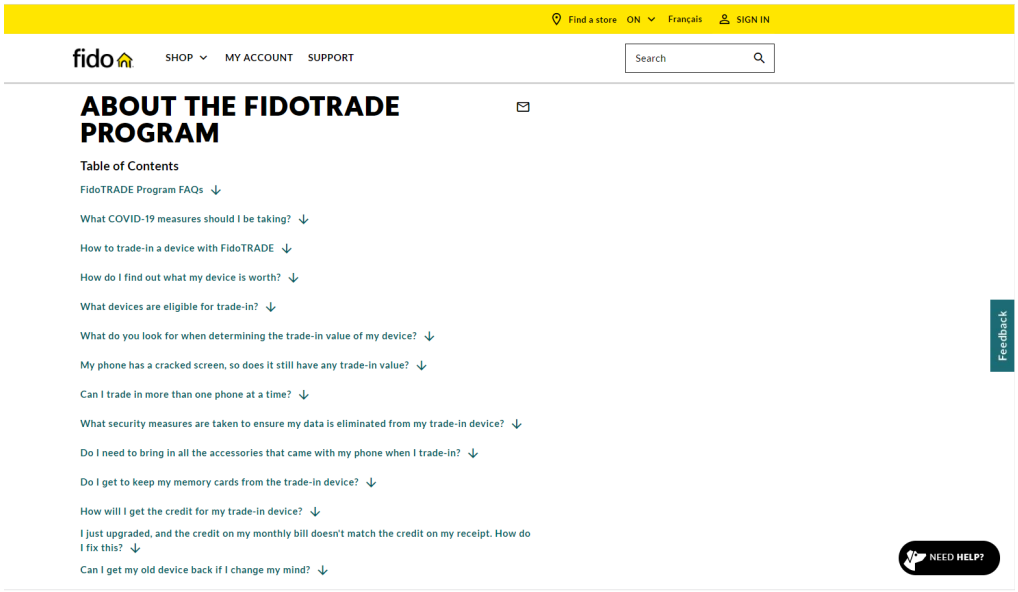
Frequently asked questions

- Where can I trade in my device?
- What COVID-19 measures should I be taking?
- How do I find out what my device is worth?
- What devices are eligible for trade-in?

View more FAQs >

See full details

Fido: FidoTrade program



Appendix E

List of Drop-off Locations in British Columbia (as of December 31)

Program/Location Name		Community	Regional District
Bell	The Source	100 Mile House	Cariboo
RMC	Gold Trail Recycling Ltd.	100 Mile House	Cariboo
Bell	Smart Wireless	Abbotsford	Fraser Valley
Bell	Smart Wireless	Abbotsford	Fraser Valley
Bell	Smart Wireless	Abbotsford	Fraser Valley
Bell	uConnect Wireless	Abbotsford	Fraser Valley
Bell	Bell	Abbotsford	Fraser Valley
Bell	The Source	Abbotsford	Fraser Valley
Bell	Virgin Mobile	Abbotsford	Fraser Valley
Freedom/Shaw	Freedom Mobile	Abbotsford	Fraser Valley
Freedom/Shaw	Freedom Mobile	Abbotsford	Fraser Valley
Freedom/Shaw	Shaw	Abbotsford	Fraser Valley
RMC	Abbotsford Mission Recycling Program	Abbotsford	Fraser Valley
RMC	Regional Recycling	Abbotsford	Fraser Valley
Rogers	Fido	Abbotsford	Fraser Valley
Rogers	Fraser Valley Wireless	Abbotsford	Fraser Valley
Rogers	Sky-Net Wireless Inc.	Abbotsford	Fraser Valley
Rogers	Kinetic Wireless	Abbotsford	Fraser Valley
Rogers	Rogers	Abbotsford	Fraser Valley
Rogers	Wireless World Solutions	Abbotsford	Fraser Valley
Bell	Bell	Burnaby	Metro Vancouver
Bell	The Source	Burnaby	Metro Vancouver
Bell	Virgin Mobile	Burnaby	Metro Vancouver
Bell	Bell	Burnaby	Metro Vancouver
Bell	Bell	Burnaby	Metro Vancouver
Bell	Bell	Burnaby	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Burnaby	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Burnaby	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Burnaby	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Burnaby	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Burnaby	Metro Vancouver
Freedom/Shaw	Shaw	Burnaby	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Burnaby	Metro Vancouver
Freedom/Shaw	Shaw	Burnaby	Metro Vancouver
RMC	Regional Recycling	Burnaby	Metro Vancouver
Rogers	Pepper Wireless	Burnaby	Metro Vancouver
Rogers	Inspire Wireless	Burnaby	Metro Vancouver

Rogers	Fido	Burnaby	Metro Vancouver
Rogers	Rogers	Burnaby	Metro Vancouver
Rogers	Fido	Burnaby	Metro Vancouver
Rogers	Rogers	Burnaby	Metro Vancouver
Rogers	Rogers	Burnaby	Metro Vancouver
Rogers	Fido	Burnaby	Metro Vancouver
Rogers	Prime Communications	Burnaby	Metro Vancouver
Rogers	Fido	Burnaby	Metro Vancouver
Rogers	Rogers	Burnaby	Metro Vancouver
Bell	The Source	Campbell River	Strathcona
Freedom/Shaw	Shaw	Campbell River	Strathcona
Rogers	Kinetic Wireless	Campbell River	Strathcona
Bell	The Source	Castlegar	Central Kootney
Bell	Connects Wireless	Castlegar	Central Kootney
Bell	Virgin Mobile	Chilliwack	Fraser Valley
Bell	Bell	Chilliwack	Fraser Valley
Bell	Bell	Chilliwack	Fraser Valley
Rogers	Sky-Net Wireless Inc.	Chilliwack	Fraser Valley
Rogers	Fraser Valley Wireless	Chilliwack	Fraser Valley
RMC	City of Colwood	Colwood	Capital
Bell	Orange Wireless	Coquitlam	Metro Vancouver
Bell	Bell	Coquitlam	Metro Vancouver
Bell	Virgin Mobile	Coquitlam	Metro Vancouver
Bell	Celltown Communications	Coquitlam	Metro Vancouver
Rogers	Fido	Coquitlam	Metro Vancouver
Rogers	Rogers	Coquitlam	Metro Vancouver
Bell	Team Wireless	Courtenay	Comox Valley
Freedom/Shaw	Shaw	Courtenay	Comox Valley
Rogers	Sky-Net Wireless Inc.	Courtenay	Comox Valley
Rogers	Kinetic Wireless	Courtenay	Comox Valley
Bell	The Source	Cranbrook	East Kootney
Bell	Bell	Cranbrook	East Kootney
Freedom/Shaw	Shaw	Cranbrook	East Kootney
Rogers	Rogers	Cranbrook	East Kootney
Bell	The Source	Creston	Central Kootney
Bell	Software Emporium	Dawson Creek	Peace River
Bell	The Source	Dawson Creek	Peace River
Bell	The Source	Delta	Metro Vancouver
Bell	Bell	Delta	Metro Vancouver
RMC	Get Cell Repair	Delta	Metro Vancouver
Rogers	Wireless World Solutions	Delta	Metro Vancouver
Rogers	Fraser Valley Wireless	Delta	Metro Vancouver
Rogers	Sky-Net Wireless Inc.	Delta	Metro Vancouver

Bell	The Source	Duncan	Cowichan Valley
Rogers	Sky-Net Wireless Inc.	Duncan	Cowichan Valley
Rogers	Kinetic Wireless	Duncan	Cowichan Valley
RMC	Enderby Return-It Recycling Depot	Enderby	North Okanagan
Bell	The Source	Fernie	East Kootney
Bell	Bell	Fort St. John	Peace River
Bell	The Source	Fort St. John	Peace River
RMC	Gibsons Recycling Depot	Gibsons	Sunshine Coast
Bell	The Source	Golden	Columbia-Shuswap
Bell	The Source	Invermere	East Kootney
Bell	Bell	Kamloops	Thompson-Nicola
Bell	The Source	Kamloops	Thompson-Nicola
Bell	Virgin Mobile	Kamloops	Thompson-Nicola
Bell	Bell	Kamloops	Thompson-Nicola
Bell	The Source	Kamloops	Thompson-Nicola
Freedom/Shaw	Freedom Mobile	Kamloops	Thompson-Nicola
Freedom/Shaw	Shaw	Kamloops	Thompson-Nicola
Rogers	Fraser Valley Wireless	Kamloops	Thompson-Nicola
Bell	Connects Wireless	Kelowna	Central Okanagan
Bell	The Source	Kelowna	Central Okanagan
Bell	Bell	Kelowna	Central Okanagan
Bell	Virgin Mobile	Kelowna	Central Okanagan
Freedom/Shaw	Freedom Mobile	Kelowna	Central Okanagan
Freedom/Shaw	Shaw	Kelowna	Central Okanagan
Freedom/Shaw	Freedom Mobile	Kelowna	Central Okanagan
Rogers	Fraser Valley Wireless	Kelowna	Central Okanagan
Rogers	Fido	Kelowna	Central Okanagan
Rogers	Fraser Valley Wireless	Kelowna	Central Okanagan
Bell	Bell	Langford	Capital
Bell	Virgin Mobile	Langford	Capital
Rogers	Rogers	Langford	Capital
Bell	Bell	Langley	Metro Vancouver
Bell	The Source	Langley	Metro Vancouver
Bell	Virgin Mobile	Langley	Metro Vancouver
Bell	Cell-Talk Wireless	Langley	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Langley	Metro Vancouver
Freedom/Shaw	Shaw	Langley	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Langley	Metro Vancouver
Rogers	Fido	Langley	Metro Vancouver
Rogers	Rogers	Langley	Metro Vancouver
Rogers	Fraser Valley Wireless	Langley	Metro Vancouver
Bell	The Source	Maple Ridge	Metro Vancouver
Bell	Bell	Maple Ridge	Metro Vancouver

Freedom/Shaw	Freedom Mobile	Maple Ridge	Metro Vancouver
RMC	Haney Bottle Depot	Maple Ridge	Metro Vancouver
Rogers	Sky-Net Wireless Inc.	Maple Ridge	Metro Vancouver
Rogers	Fraser Valley Wireless	Maple Ridge	Metro Vancouver
Rogers	Fraser Valley Wireless	Maple Ridge	Metro Vancouver
Bell	Smart Wireless	Mission	Fraser Valley
RMC	Abbotsford Mission Recycling Program	Mission	Fraser Valley
Rogers	Kinetic Wireless	Mission	Fraser Valley
Bell	Bell	Nanaimo	Nanaimo
Bell	Bell	Nanaimo	Nanaimo
Bell	The Source	Nanaimo	Nanaimo
Bell	Virgin Mobile	Nanaimo	Nanaimo
Freedom/Shaw	Freedom Mobile	Nanaimo	Nanaimo
Freedom/Shaw	Freedom Mobile	Nanaimo	Nanaimo
Freedom/Shaw	Shaw	Nanaimo	Nanaimo
RMC	Blackapple Cellular	Nanaimo	Nanaimo
RMC	Regional Recycling	Nanaimo	Nanaimo
RMC	Regional Recycling	Nanaimo	Nanaimo
Rogers	Kinetic Wireless	Nanaimo	Nanaimo
Rogers	Sky-Net Wireless Inc.	Nanaimo	Nanaimo
Rogers	Kinetic Wireless	Nanaimo	Nanaimo
Bell	Bell	Nelson	Central Kootney
Bell	The Source	Nelson	Central Kootney
Bell	The Source	New Westminster	Metro Vancouver
Bell	Virgin Mobile	New Westminster	Metro Vancouver
Freedom/Shaw	Freedom Mobile	New Westminster	Metro Vancouver
Freedom/Shaw	Freedom Mobile	New Westminster	Metro Vancouver
RMC	Mobile Zone Communication Inc	New Westminster	Metro Vancouver
RMC	Queensborough Landing Return - It Ltd.	New Westminster	Metro Vancouver
Rogers	Pepper Wireless	New Westminster	Metro Vancouver
Rogers	Prime Communications	New Westminster	Metro Vancouver
Rogers	Wireless World Solutions	New Westminster	Metro Vancouver
Bell	Pyramid Wireless	North Cowichan	Cowichan Valley
Bell	Nextgen Communications	North Vancouver	Metro Vancouver
Bell	The Source	North Vancouver	Metro Vancouver
Bell	Bell	North Vancouver	Metro Vancouver
Bell	Virgin Moblie	North Vancouver	Metro Vancouver
Freedom/Shaw	Freedom Mobile	North Vancouver	Metro Vancouver
Freedom/Shaw	Freedom Mobile	North Vancouver	Metro Vancouver
Rogers	Prime Communications	North Vancouver	Metro Vancouver
Rogers	Prime Communications	North Vancouver	Metro Vancouver

Rogers	Prime Communications	North Vancouver	Metro Vancouver
Rogers	Rogers	North Vancouver	Metro Vancouver
Rogers	Wireless World Solutions	North Vancouver	Metro Vancouver
Bell	The Source	Oliver	Okanagan-Similkameen
RMC	T2 Market Ltd.	Oliver	Okanagan-Similkameen
Bell	The Source	Osoyoos	Okanagan-Similkameen
Bell	The Source	Parksville	Nanaimo
Bell	The Source	Penticton	Okanagan-Similkameen
Bell	Virgin Mobile	Penticton	Okanagan-Similkameen
Bell	Bell	Penticton	Okanagan-Similkameen
Freedom/Shaw	Freedom Mobile	Penticton	Okanagan-Similkameen
Rogers	Fraser Valley Wireless	Penticton	Okanagan-Similkameen
Bell	Bell	Pitt Meadows	Metro Vancouver
Bell	The Source	Powell River	qathet
RMC	Sunshine Disposal and Recycling	Powell River	qathet
Bell	The Source	Prince George	Fraser-Fort George
Bell	Bell	Prince George	Fraser-Fort George
Bell	Virgin Mobile	Prince George	Fraser-Fort George
Freedom/Shaw	Freedom Mobile	Prince George	Fraser-Fort George
Freedom/Shaw	Shaw	Prince George	Fraser-Fort George
Rogers	Fraser Valley Wireless	Prince George	Fraser-Fort George
Bell	The Source	Prince Rupert	North Coast
Rogers	Fraser Valley Wireless	Prince Rupert	North Coast
Bell	Connects Wireless	Quesnel	Cariboo
Bell	The Source	Revelstoke	Columbia-Shuswap
Bell	The SIM Shop	Richmond	Metro Vancouver
Bell	Bell	Richmond	Metro Vancouver
Bell	Mobile DNA	Richmond	Metro Vancouver
Bell	Virgin Mobile	Richmond	Metro Vancouver
Bell	Bell	Richmond	Metro Vancouver
Bell	The Source	Richmond	Metro Vancouver
Bell	Lucky Mobile	Richmond	Metro Vancouver
Bell	Stage-E Wireless	Richmond	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Richmond	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Richmond	Metro Vancouver
Freedom/Shaw	Shaw	Richmond	Metro Vancouver
Freedom/Shaw	Shaw	Richmond	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Richmond	Metro Vancouver
RMC	Regional Recycling	Richmond	Metro Vancouver
Rogers	Pepper Wireless	Richmond	Metro Vancouver
Rogers	Inspire Wireless	Richmond	Metro Vancouver
Rogers	Pepper Wireless	Richmond	Metro Vancouver
Rogers	Rogers	Richmond	Metro Vancouver

Rogers	Fido	Richmond	Metro Vancouver
Bell	Bell	Saanich	Capital
Bell	Bell	Saanich	Capital
Bell	Connects Wireless	Salmon Arm	Columbia-Shuswap
Bell	The Source	Salmon Arm	Columbia-Shuswap
Freedom/Shaw	Shaw	Salt Sping Island	Capital
Bell	The Source	Sechelt	Sunshine Coast
RMC	Village of Silverton	Silverton	Central Kootney
RMC	Village of Slocan	Slocan	Central Kootney
Bell	The Source	Smithers	Bulkley-Nechako
Bell	The Source	Sooke	Capital
Rogers	Fraser Valley Wireless	South Surrey	Metro Vancouver
Rogers	Fraser Valley Wireless	South Surrey	Metro Vancouver
RMC	District of Sparwood	Sparwood	East Kootney
RMC	District of Sparwood	Sparwood	East Kootney
Bell	Connects Wireless	Squamish	Squamish-Lillooet
Rogers	Prime Communications	Squamish	Squamish-Lillooet
Bell	The Source	Summerland	Okanagan-Similkameen
Bell	Bell	Surrey	Metro Vancouver
Bell	Virgin Mobile	Surrey	Metro Vancouver
Bell	The Source	Surrey	Metro Vancouver
Bell	Bell	Surrey	Metro Vancouver
Bell	Virgin Mobile	Surrey	Metro Vancouver
Bell	Bell	Surrey	Metro Vancouver
Bell	Bell	Surrey	Metro Vancouver
Bell	G1 Wireless	Surrey	Metro Vancouver
Bell	Smart Wireless	Surrey	Metro Vancouver
Bell	Bell	Surrey	Metro Vancouver
Bell	uConnect Wireless	Surrey	Metro Vancouver
Bell	Bell	Surrey	Metro Vancouver
Bell	Bell	Surrey	Metro Vancouver
Bell	uConnect Wireless	Surrey	Metro Vancouver
Bell	A1 Wireless	Surrey	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Surrey	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Surrey	Metro Vancouver
Freedom/Shaw	Shaw	Surrey	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Surrey	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Surrey	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Surrey	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Surrey	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Surrey	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Surrey	Metro Vancouver

RMC	Digi-Tech Computing	Surrey	Metro Vancouver
RMC	Freedom Wireless Ltd.	Surrey	Metro Vancouver
RMC	Newton Bottle Depot	Surrey	Metro Vancouver
RMC	Regional Recycling	Surrey	Metro Vancouver
RMC	Semiahmoo Bottle Depot	Surrey	Metro Vancouver
Rogers	Pepper Wireless	Surrey	Metro Vancouver
Rogers	Inspire Wireless	Surrey	Metro Vancouver
Rogers	Fido	Surrey	Metro Vancouver
Rogers	Rogers	Surrey	Metro Vancouver
Rogers	Fido	Surrey	Metro Vancouver
Rogers	Sky-Net Wireless Inc.	Surrey	Metro Vancouver
Rogers	Kinetic Wireless	Surrey	Metro Vancouver
Rogers	Sky-Net Wireless Inc.	Surrey	Metro Vancouver
Rogers	Kinetic Wireless	Surrey	Metro Vancouver
Rogers	Wireless World Solutions	Surrey	Metro Vancouver
Rogers	Sky-Net Wireless Inc.	Surrey	Metro Vancouver
Rogers	Kinetic Wireless	Surrey	Metro Vancouver
Rogers	Wireless World Solutions	Surrey	Metro Vancouver
Bell	The Source	Terrace	Kitimat-Stikine
Bell	The Source	Trail	Kootenay Boundary
Bell	Bell	Tsawwassen	Metro Vancouver
Rogers	Rogers	Tsawwassen	Metro Vancouver
Rogers	Fido	Tsawwassen	Metro Vancouver
Bell	NextGen Mobile	Vancouver	Metro Vancouver
Bell	Virgin Mobile	Vancouver	Metro Vancouver
Bell	Bell	Vancouver	Metro Vancouver
Bell	Virgin Mobile	Vancouver	Metro Vancouver
Bell	Bell	Vancouver	Metro Vancouver
Freedom/Shaw	Shaw	Vancouver	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Vancouver	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Vancouver	Metro Vancouver
Freedom/Shaw	Shaw	Vancouver	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Vancouver	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Vancouver	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Vancouver	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Vancouver	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Vancouver	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Vancouver	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Vancouver	Metro Vancouver
Freedom/Shaw	Freedom Mobile	Vancouver	Metro Vancouver
RMC	City of Vancouver	Vancouver	Metro Vancouver
RMC	Get Cell Repair	Vancouver	Metro Vancouver
RMC	PC Galore Consignment Ltd.	Vancouver	Metro Vancouver

RMC	Regional Recycling	Vancouver	Metro Vancouver
Rogers	Pepper Wireless	Vancouver	Metro Vancouver
Rogers	Sky-Net Wireless Inc.	Vancouver	Metro Vancouver
Rogers	Pepper Wireless	Vancouver	Metro Vancouver
Rogers	Rogers	Vancouver	Metro Vancouver
Rogers	Fido	Vancouver	Metro Vancouver
Rogers	Pepper Wireless	Vancouver	Metro Vancouver
Rogers	Pepper Wireless	Vancouver	Metro Vancouver
Rogers	Prime Communications	Vancouver	Metro Vancouver
Rogers	Prime Communications	Vancouver	Metro Vancouver
Rogers	Fido	Vancouver	Metro Vancouver
Rogers	Pepper Wireless	Vancouver	Metro Vancouver
Rogers	Prime Communications	Vancouver	Metro Vancouver
Rogers	Rogers	Vancouver	Metro Vancouver
Rogers	Rogers	Vancouver	Metro Vancouver
Rogers	Fido	Vancouver	Metro Vancouver
Rogers	Rogers	Vancouver	Metro Vancouver
Rogers	Fido	Vancouver	Metro Vancouver
Rogers	Pepper Wireless	Vancouver	Metro Vancouver
Bell	Bell	Vernon	North Okanagan
Bell	The Source	Vernon	North Okanagan
Freedom/Shaw	Freedom Mobile	Vernon	North Okanagan
Freedom/Shaw	Shaw	Vernon	North Okanagan
Rogers	Fraser Valley Wireless	Vernon	North Okanagan
Bell	The Source	Victoria	Capital
Bell	Bell	Victoria	Capital
Bell	Virgin Mobile	Victoria	Capital
Bell	The Source	Victoria	Capital
Bell	Bell	Victoria	Capital
Bell	Virgin Mobile	Victoria	Capital
Bell	The Source	Victoria	Capital
Bell	Bell	Victoria	Capital
Bell	Virgin Mobile	Victoria	Capital
Freedom/Shaw	Freedom Mobile	Victoria	Capital
Freedom/Shaw	Freedom Mobile	Victoria	Capital
Freedom/Shaw	Freedom Mobile	Victoria	Capital
Freedom/Shaw	Freedom Mobile	Victoria	Capital
Freedom/Shaw	Shaw	Victoria	Capital
Freedom/Shaw	Freedom Mobile	Victoria	Capital
Freedom/Shaw	Shaw	Victoria	Capital
RMC	Alpine Recycling	Victoria	Capital
Rogers	Rogers	Victoria	Capital
Rogers	Rogers	Victoria	Capital

Rogers	Fido	Victoria	Capital
Rogers	Fido	Victoria	Capital
Rogers	Rogers	Victoria	Capital
Rogers	Fido	Victoria	Capital
Rogers	Rogers	Victoria	Capital
Rogers	Fido	Victoria	Capital
Rogers	Rogers	Victoria	Capital
Rogers	Fido	Victoria	Capital
Bell	Bell	West Vancouver	Metro Vancouver
Bell	Virgin Mobile	West Vancouver	Metro Vancouver
Bell	The Source	West Vancouver	Metro Vancouver
Rogers	Prime Communications	West Vancouver	Metro Vancouver
Rogers	Fido	West Vancouver	Metro Vancouver
Rogers	Fraser Valley Wireless	Westbank	Central Okanagan
RMC	Regional Recycling	Whistler	Squamish-Lillooet
Rogers	Fraser Valley Wireless	Whistler	Squamish-Lillooet
Bell	Connects Wireless	Williams Lake	Cariboo

Number of Locations in Regional Districts (as of December 31)

Regional District	Locations in 2021	Locations in 2022	Variance
Alberni-Clayoquot	0	0	0
Bulkley-Nechako	1	1	0
Capital	35	35	0
Cariboo	3	4	+1
Central Coast	0	0	0
Central Kootenay	6	7	+1
Central Okanagan	10	11	+1
Columbia-Shuswap	3	4	+1
Comox Valley	3	4	+1
Cowichan Valley	3	4	+1
East Kootenay	7	8	+1
Fraser Valley	23	26	+3
Fraser-Fort George	6	6	0
Greater/Metro Vancouver	176	187	+11
Kitimat-Stikine	2	1	-1
Kootenay Boundary	1	1	0
Mount Waddington	0	0	0

Nanaimo	14	14	0
North Okanagan	6	6	0
Northern Rockies	0	0	0
Okanagan-Similkameen	9	9	0
Peace River	3	4	+1
qathet (Powell River)	2	2	0
North Coast (Skeena-Queen Charlotte)	2	2	0
Squamish-Lillooet	3	4	+1
Stikine Region	0	0	0
Strathcona	3	3	0
Sunshine Coast	2	2	0
Thompson-Nicola	9	8	-1
Provincial Total	**332**	**353**	**+21**

Appendix F

Material Disposition Hierarchy, and Acceptable Processes and Points of Final Disposition

		Disposition Hierarchy			Acceptable Processes & Points of Final Disposition							
		Material Recovery Required	Energy recovery Permitted	Other disposition Permitted	Manual dismantling and material separation	Mechanical material separation	Extraction / purification / refinement	Smelting to reclaim metal	EFW Incineration (use of material as an energy substitute)	Landfill	Hazardous Waste Landfill	Export to a non-OECD/EU country for processing
Electronic Scrap	EOLE	★			✓	✓	×	×	×	×	×	×
	Components (hard drives, chips, etc.)	★			✓	✓	✓	✓	×	×	×	×
	Wires / Cables	★			✓	✓	✓	✓	×	×	×	×
	Circuit Boards	★			✓	✓	✓	✓	×	×	×	×
	Metal / plastic laminates	★			✓	✓	✓	✓	×	×	×	×
Non Hazardous	Metal	★							×	×	×	×
	Mixed Metals	★							×	×	×	×
	Metal dusts (bag house)	★							×	×	×	×
	Non-leaded Glass	★						×	×	×	×	×
	Plastic		★	★				×			×	✓
	Mixed Plastics		★	★				×			×	✓

In accordance with the Disposition Hierarchy material recovery is always preferential over other disposition methods for all materials but only required where indicated with an '★'.

Where the use of the material for energy recovery, or other disposition methods is permitted, they are indicated with an '★'.

Process/application not permitted under the ERS	×
Process/application is permitted under the ERS & subject to on-site audit	✓
Process/application is permitted under the ERS & subject to document review and verification	

Appendix G

Known Product Recovered in Each Regional District

Regional District	Amount Recovered
Alberni-Clayoquot	1
Bulkley-Nechako	5
Capital	1,409
Cariboo	91
Central Kootenay	66
Central Okanagan	290
Columbia-Shuswap	141
Comox Valley	104
Cowichan Valley	67
East Kootenay	117
Fraser Valley	4,340
Fraser-Fort George	281
Greater/Metro Vancouver	10,783
Kitimat-Stikine	4
Kootenay Boundary	4
Nanaimo	327
North Okanagan	415
Okanagan-Similkameen	130
Peace River	7
qathet (Powell River)	5
North Coast (Skeena-Queen Charlotte)	9
Squamish-Lillooet	33
Thompson-Nicola	325
UNKNOWN**	5,948
Provincial Total	**24,901**

"Unknown" includes devices received via mail-back and instances where RD was not able to be traced.

Appendix H

PwC Independent practitioner's reasonable assurance report on on select performance indicators as presented in CTA's Annual Report to the Director, of the British Columbia Ministry of Environment & Climate Change Strategy

Independent practitioner's reasonable assurance report on on select performance indicators as presented in CTA's Annual Report to the Director, of the British Columbia Ministry of Environment & Climate Change Strategy

To the Management of Canadian Telecommunications Association (CTA) formerly known as Canadian Wireless Telecommunications Association

We have undertaken a reasonable assurance engagement on the subject matter detailed in Appendix A as presented in CTA's Annual Report to the Director (the Report) of the British Columbia Ministry of Environment & Climate Change Strategy (the Ministry) as hosted on the CTA website[1] for the year ended December 31, 2022.

Management's responsibility
Management is responsible for the preparation of the subject matter in accordance with the sections 8(2)(b), 8(2)(d) and 8(2)(e) of the British Columbia Recycling Regulation 449/2004 (the criteria) detailed in Appendix A. Management is also responsible for such internal control as management determines necessary to enable the preparation of the subject matter that is free from material misstatement, whether due to fraud or error.

Our responsibility
Our responsibility is to express a reasonable assurance opinion on the subject matter based on the evidence we have obtained. We conducted our reasonable assurance engagement in accordance with Canadian Standard on Assurance Engagements (CSAE) 3000, *Attestation Engagements Other than Audits or Reviews of Historical Financial Information*. This standard requires that we plan and perform this engagement to obtain reasonable assurance about whether the subject matter is free from material misstatement.

Reasonable assurance is a high level of assurance, but is not a guarantee that an engagement conducted in accordance with this standard will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of users of our report. The nature, timing and extent of procedures selected depends on our professional judgment, including an assessment of the risks of material misstatement, whether due to fraud or error, and involves obtaining evidence about the preparation of the subject matter in accordance with the applicable criteria.

Our reasonable assurance procedures included, but were not limited to the following:

- making enquiries to obtain an understanding of the overall governance and internal control environment and risk management processes relevant to the management and reporting of the Report;
- analytical reviews and trend analysis of reported data;

[1] The maintenance and integrity of the CTA website (https://canadatelecoms.ca/programs/) is the responsibility of CTA; the work carried out by PricewaterhouseCoopers LLP does not involve consideration of these matters and, accordingly, PricewaterhouseCoopers LLP accepts no responsibility for any changes that may have occurred to the reported information or criteria since they were posted on the website.

PricewaterhouseCoopers LLP
PwC Tower, 18 York Street, Suite 2500, Toronto, Ontario, Canada M5J 0B2
T: +1 416 863 1133, F: +1 416 365 8215, ca_toronto_18_york_fax@pwc.com

"PwC" refers to PricewaterhouseCoopers LLP, an Ontario limited liability partnership.

- testing the processes, documents and underlying data on a sample basis;
- recalculating quantitative data on a sample basis as it pertains to the subject matter information; and
- evaluating the presentation and disclosure of the subject matter in the Report.

We believe the evidence we obtained is sufficient and appropriate to provide a basis for our opinion.

Our independence and quality management
We have complied with the relevant rules of professional conduct/code of ethics applicable to the practice of public accounting and related to assurance engagements, issued by various professional accounting bodies, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

The firm applies Canadian Standard on Quality Management 1, *Quality Management for Firms that Perform Audits and Reviews of Financial Statements, or Other Assurance or Related Services Engagements,* which requires the firm to design, implement and operate a system of quality management, including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Opinion
In our opinion, CTA's subject matter as presented in the Report for the year ended December 31, 2022 has been prepared, in all material respects, in accordance with the applicable criteria.

Emphasis of matter
We draw your attention to Appendix B, which describes why certain items required by the Assurance Requirements have been excluded. Our opinion is not modified in respect of this matter.

Purpose and restriction of use
The subject matter has been prepared in accordance with the applicable criteria to report to the Ministry. As a result, the subject matter may not be suitable for another purpose. Our report is intended solely for CTA.

We acknowledge the disclosure of our report, in full only, by CTA at its discretion, to the Ministry without assuming or accepting any responsibility or liability to the Ministry or any other third party in respect of this report.

/s/PricewaterhouseCoopers LLP

Chartered Professional Accountants

Toronto, Ontario
June 29, 2023

Appendix A
Subject matter and applicable criteria

1. The location of collection facilities, and any changes in the number and location of collection facilities from the previous report in accordance with Section 8(2)(b) of the Recycling Regulation, as presented on pages 3, 7, and Appendix E of CTA's 2022 Annual Report to the Director.

Result:

The number of permanent drop-off locations is 353. This is a net increase of 21 locations from the previous year. Appendix E of the report lists all drop-off locations in British Columbia by Program/Location Name, Account, Community and Regional District.

Reference: pages 3, 7, and Appendix E of CTA's 2022 Annual Report to the Director.

Method of reporting:

- Reporting Period: January 1, 2022 to December 31, 2022.
- The number of Permanent Collection Facilities is reported in the Annual Report and consists of the number of Collection Facilities that were listed in the Recycle My Cell searchable database. The information recorded in this database is generated based on data updates provided by Carriers and non-carrier registrations. CTA has worked with Carriers to generate data collection procedures detailing the types of drop-off locations which should be included or excluded in the reported data.
- Temporary, Processors/Consolidation Centres, and Reverse Logistics Centres/Warehouse Collection Facilities may be identified and reported to CTA by Program Participants. These are compiled separately and may only be disclosed as a total number in the Annual Report.
- The change in number and/or location of Permanent Collection Facilities is derived from the net difference from the previous year.

Definitions:

- In B.C. Reg. 449/2004, collection facility" means (c) in respect of a product within the empty oil container product category, electronic and electrical product category, tire product category or packaging and printed paper product category, a collection facility established by the producer.
- "Collection Facilities" are one of the following types of locations that are active as of December 31, 2022

    1. Permanent – Carrier identified retail locations and franchisees, or other approved third party operators (e.g. non-affiliated retail stores, libraries, municipal centres, etc.) that host Recycle My Cell collection boxes year round. These locations are accessible by consumers and included in the Recycle My Cell searchable database;

2. Temporary – Carrier identified locations, or other third party operators (e.g. schools, offices, etc.) that host collection boxes for a limited period of time, seasonal drives and challenge-based drives or other limited temporary collection activities. These locations are not included in the Recycle My Cell searchable database;
3. Processors/Consolidation Centres – Facilities that receive Program Products via recovery mechanisms (product that is recovered via Mail-backs or delivered by couriers). These locations are not accessible by consumers; or
4. Reverse Logistics Centres/Warehouses – Facilities where Program Products under warranty are returned. These locations are not accessible by consumers.

- "Collection Facilities" are not Canada Post or courier service providers (e.g., FedEx) locations.
- "Program Participants" include carriers, manufacturers and processors as identified in the Annual Report.
- "Program Products" are all products included in the program as listed in the currently approved product stewardship plan. These include:
  a. "Mobile devices":
     - Cellular phones (with and without batteries)
     - Smartphones (with and without batteries)
     - Pagers
     - Wireless PDAs
     - Air cards;
  b. Accessories (all additional parts that may come with the phone including chargers, headsets, cables, etc.); and
  c. Cellular phone and Smartphone batteries.

2. The description of how recovered product was managed in accordance with the pollution prevention hierarchy in accordance with 8(2)(d) of the Recycling Regulation as presented on pages 3, and 8-11 of CTA's 2022 Annual Report to the Director.

Result:

- Of the volume of cellular devices audited (24,901), 63.6% were sent for reuse and 36.4% were sent for recycling.
- The dispositions of materials/components as outlined in Table 1a and 1b, page 9.
- The end fate descriptions as outlined in Table 2a, 2b, and 3, pages 10-11.

Reference: pages 3, and 8-11 of CTA's 2022 Annual Report.

Method of reporting:

- Reporting period: January 1st to December 31st, 2022.

- Processor selection is a business decision made by Program Participants based on a short list of accepted processors that maintain specific certifications and provide required services.
- CTA has opted to use primary processors that are approved by the Recycler Qualification Office (RQO) or certified by the Responsible Recycling (R2) standard.
    - The devices sent for recycling are handled by RQO-approved or R2-certified processors.
    - Confirmation that Primary Processors have sufficient environmental and safety oversight was done by viewing the RQO approval or R2 certification documentation for the 2022 reporting year.
- The downstream material flows and expected end fates of materials are based on information provided by the RQO-approved processors and supporting process documents.

Definitions:

The Pollution Prevention Hierarchy includes the following:

- "Reuse" – Wireless devices and batteries that can be resold or donated as a complete unit.
    - The Program Product may or may not be refurbished.
    - Program Products can be resold both within and outside the BC market.
- "Recycle" includes:
    - Wireless devices that cannot be Reused as a complete unit.
    - Wireless devices that have been broken down and harvested for parts (e.g. plastic).
    - Any commodities that are captured from the recycling process, such as through metal recovery.
- "Metal Recovery" relates to a recycling process where any element of the Program Product is extracted for next use (e.g. circuit boards are smelted and broken down to separate commodities).
- "Energy Recovery" relates to processing activities where any element of the Program Product is harvested to create energy.
- "Waste" includes any residual material from Program Products not captured in the three streams above (may include comingled packaging, etc.) and may go to landfill.
- "Other waste disposal" includes other approved and commercially-viable end fates not captured in the four streams above.
- "End fate" is defined as final processed state of each material commodity before reuse in another product or shipment to landfill.

3. The total amount of the producer's product sold and collected and the recovery rate as presented on pages 3, 8, 12 and Appendix G of CTA's 2022 Annual Report to the Director.

Results:

Total amount of producer's product collected in 2022 is 24,901 devices.

Note: Please see Appendix B to which describes why the total amount of the producer's product sold and the recovery rate have been excluded.

Reference: pages 3,8,12 and Appendix G of CTA's 2022 Annual Report.

Method of reporting:

- Reporting period: January 1st to December 31st, 2022.
- Quantification of Product Collected is based on:
  - Reports generated by the Processors/Consolidation Centres and potentially Reverse Logistics Centres/Warehouses Collection Facilities during the Reporting Period
    - These reports are generated from their individual inventory programs for the Reporting Period and are broken down by province of origin.
    - These reports include delineation of products by province of origin to the carriers and non-carrier members.
    - Consolidated values for each product category are reported by quantity and end fate per product type.
    - Product Collected includes carrier internal initiatives such as warranty repairs, devices returned because of buyer's remorse or damage, etc.
- Products Collected from unknown origin are accounted for using an estimate based on products returned that are of known origin, or attributed to the province in which the Carrier is headquartered. In the instance where amount is estimated the following process is used:
  - The amount of material collected from known origins is determined for each province. An aggregate total is also determined for Canada. Based on this information, the percentage of product recovered specifically from BC is determined. For example, if 10 devices were recovered from BC and a total of 100 devices were collected nationally, the percentage coming from BC would equal 10%.
  - The amount of material collected from unknown origin (where boxes are received at Processors/Consolidation Centres without a unique identifying number, or those collected via mail-back) are aggregated into a total quantity received. The known percentage (in this case 10%) would then be attributed to the aggregate of unknown origin to determine the estimate of what may have originated from BC.
- Products Collected can be reported as the number of units and is dependent on the identified end fate of the product type.

Definitions:

- "Program Products" are all products included in the program as listed in the currently approved product stewardship plan. These include:
  - "Mobile devices":
    - Cellular phones (with and without batteries);
    - Smartphones (with and without batteries);
    - Pagers;

        - Wireless PDAs; and
        - Removable External Air cards.
    - Accessories (all additional parts that may come with the phone including chargers, headsets, cables, etc.); and
    - Cellular phone and Smartphone Batteries.
- Products not included in the program:
    - Cordless phones;
    - Regular batteries (rechargeable or single use);
    - Tablets; and
    - PDAs without integrated cellular connectivity, laptop computers and answering machines.
- “Product Collected” is the estimated sum total of all Mobile Devices collected by any Collection Facility.

Appendix B

Exclusions
CTA has not reported the recovery rate for the year in accordance with 8(2)(e) of the Recycling Regulations for the year ended December 31, 2022 as the approved stewardship plan does not outline the requirement to report recovery rates. If the stewardship program does not report a recovery rate in the approved plan, assurance for producers' product sold data is not required as outlined in the Assurance Requirements.

CTA has not reported its performance for the year in relation to approved targets in their approved stewardship plans under 8(2)(b), (d) and (e) in accordance with 8(2)(g) of the Recycling Regulation for the year ended December 31, 2022 as CTA is not required to report this to the Director as there are no targets set in the approved stewardship plan for these sections applicable to the reporting year.