

# Recycle mobiles today, do good for tomorrow.

## Who is MobileMuster?

- The product stewardship program of the telecommunications industry established in 1998.
- Accredited by the Federal Government.
- Free and secure mobile phone recycling program in Australia managed to the highest environmental standard (AS5377, R2 Responsible Recycling, ISO 9001, 14001, 27001, 28000, OHSAS 18001 and TAPA).
- Recycles all mobile phones, chargers, accessories, wearables and wifi dongles.
- Provides a collection network of over 3,000 drop off points across the country along with a free post back option.
- Voluntarily funded by all the major handset manufacturers and network carriers.

## **Fundamental objectives**

**Environmental:** keeping mobiles out of landfill and optimising resource recovery.

**Accessible:** delivering an efficient collection network Australia wide.

**Safe and secure:** all the devices are dismantled and any data left on them is destroyed in the recycling process.

**Social:** creating awareness and educating the community on repair, reuse and recycling.

## Why recycling matters

### **Carbon neutral**

When you recycle with MobileMuster it is 100% carbon neutral. MobileMuster is committed to reducing its carbon emissions and where necessary offsetting emissions associated with the product stewardship program. It means that all our operations have net zero carbon impact. MobileMuster is the first product stewardship program in Australia to achieve certification under Climate Active.

### **Environmental benefits**

The environmental benefit of recycling mobile phones is gained from avoiding future greenhouse gas emissions, saving energy, protecting the environment and conserving natural resources.

Recycling improves air quality by reducing the demand for power used in the mining, refining, processing and shipping of raw materials. Through recycling we also prevent potentially hazardous materials from entering the environment.

### **Circular economy**

MobileMuster helps to develop the circular economy in Australia. Specifically, we believe our role is to enhance the collection system of unwanted phones, support repair and reuse programs to increase the lifespan of mobiles, improve the material recovery in the recycling process and reduce the number of phones in storage.



## **Partnership with local councils**

Local councils have contributed to over 34.5 tonnes of mobile phone components for recycling to date.

We partner with nearly 400 councils around Australia reaching 18 million residents who help to recycle tonnes of mobile phones each year. Local governments are more than ever the first point of contact for residents and small businesses who want to recycle tricky items like mobile phones.

MobileMuster runs a number of campaigns every year to motivate people to recycle their unused mobile phones and we recognise the top collecting councils from around the country. We can support you with:

- Free collection units
- Posters and stickers
- Annual Recycling Certificates
- Education resources for schools and community groups.

## **Frequently asked questions**

### **What happens to my mobile phone?**

Phones and accessories are sent to our certified recycling facilities in Australia where they are dismantled. The components are sorted into glass, plastics and metals so they can be processed further by shredding, crushing, heating and smelting techniques to maximise resource recovery with the lowest environmental impact.

### **What happens to data stored on the phone?**

MobileMuster recycles everything collected; nothing is resold. We encourage all consumers to delete or transfer their data from the device before recycling. Otherwise, any data left on the phone is destroyed in the recycling process.

### **What can mobile phone waste be turned into?**

Over 95% of the resources used to make mobile phones can be recovered through the recycling process such as precious metals, glass and plastic. The resources are then returned to the supply chain and used in the production of new products.



## **Book a collection**

- Put your mobile phones and accessories into a sturdy box. Fill the box with packaging material to minimise movement during transportation and seal the box securely.
- Keep batteries within devices where possible. Any loose batteries need to have their terminals sealed with tape over them. If there is more than one, they need to be secured with rubber bands, top to tail, and put in a plastic bag before putting them in the box.
- Do not include swollen, damaged or leaking batteries.
- Book a pickup online at [bookings.mobilemuster.com.au](https://bookings.mobilemuster.com.au) or by calling 1800 249 113.
- Once the booking has been confirmed, you will receive a shipping notice for each box via email. Print them off and attach to the boxes.

**For additional support call 1800 249 113  
or email [mobilemuster@amta.org.au](mailto:mobilemuster@amta.org.au)**



**[mobilemuster.com.au](https://mobilemuster.com.au)**

MobileMuster is the Government accredited stewardship scheme of the mobile phone industry, an initiative of the Australian Mobile Telecommunications Association (AMTA).