



**MobileMuster is the telecommunications industry's product stewardship program. It is accredited by the federal government and is 100% carbon neutral.**

### What we do

- Provide a **free and secure recycling program** for mobile phones & accessories, and other e-waste such as modems, landline phones, smart home tech and wearables.
- Ensure the recycling program meets the **highest environmental standard**.
- Provide a collection network of **thousands of drop-off points** Australia-wide.
- Partner with charities to **incentivise consumers** to recycle.
- Raise awareness of **reuse options** and recycling of unused mobile phones, as well as a range of e-waste.

### How we do it

- Major handset manufacturers and network carriers voluntarily fund the program to enable a free recycling scheme for Australians.
- Partner with councils, retail stores, repair stores, schools, and other organisations to ensure an accessible network, there is a MobileMuster drop-off point within 10km for most of the Australian population.
- Offer rewards and recognition to top collecting sites to encourage greater recycling.
- Roll out annual campaigns as well as an 'always on' social media activity to build trust in the program, promote our partners, and educate consumers about the benefits of recycling.

### Why we do it

Recycling our end-of-life mobile phones keeps these products out of landfill and maximises resource recovery.

- **Reduce** the need to extract and use raw materials, saving our natural resources in the process.
- **Improve** air quality by reducing demand for power used in mining, refining, processing, and shipping of raw materials.
- **Prevent** pollution and minimise hazardous waste going to landfill.

### What we collect



All makes and models of mobile phones, including their chargers and accessories.



Mobile wireless internet devices.\*



Smart watches, smart pens, tracking tags, and VR headsets.\*



Modems, home landline phones, and TV streaming devices.\*



Apple, Amazon, and Google smart speakers and smart digital hubs.\*

\*Accepted at Optus, Telstra, and Vodafone stores.

### Safe, secure, trusted

MobileMuster recycles everything collected through the program; nothing is reused or resold. Any data left on phones is destroyed during the recycling process.

Recycle the right way.



Australian  
Government  
Accredited  
Product  
Stewardship  
Scheme

## Tackling frequently asked questions

### What happens to mobile phones collected for recycling?

Mobile phones, accessories, and other accepted e-waste by MobileMuster are transported to one of two recycling facilities in Sydney and Melbourne. Products are dismantled manually with components separated into streams – circuit boards, metal, glass, plastics, and batteries.

Some plastics and metals are processed in Australia. Circuit boards, batteries, and other plastics are processed by our global e-waste recycler in their facility in Singapore. These materials are recovered and used in the manufacture of a range of products, including mobile phones, glass bottles, recycled plastic park benches, other electronics, mobile phone batteries, and jewellery.

None of the mobile phones we collect are reused or resold.

### What happens to the data that may still be on a phone when it's recycled?

Consumers are encouraged to delete or transfer data they want to keep from the device before dropping it off for recycling, and MobileMuster offers guides on how to do this on our website.

However, any data left on the phone is completely destroyed during the recycling process.

### If a mobile phone contains so many precious metals, including gold and silver, is MobileMuster making money off the phones we drop off?

No. MobileMuster is a not-for-profit program and continues to invest millions of dollars to enhance the scheme. The monetary value of materials recovered from phones to-date is in fact, a fraction of what has been spent on collecting, processing and promoting the scheme.

### Do mobile phones end up in developing countries for recycling and how does MobileMuster ensure that recycling occurs at the highest environmental standard?

Everything collected through the MobileMuster program is dismantled in Australia. Some materials are processed and recycled in Australia, while others are done overseas, including Singapore, where there is the appropriate infrastructure, capacity, and market demand.

MobileMuster believes in transparency and accountability, so we ensure that our recycling partner maintains the relevant accreditation and regular audits are conducted on the recycling process.

The full list of FAQs can be found at: [mobilemuster.com.au/faqs](https://mobilemuster.com.au/faqs)

### What your partnership with MobileMuster offers

MobileMuster supports our retail partners and repair stores with:

- Free collection units;
- Free pick-up and recycling service;
- Access to promotional resources including posters and stickers;
- Annual recycling certificates; and
- Participation in our rewards program that honours high achieving collectors.

## All you need to know about running a collection point

### Collecting MobileMuster electronic waste

- All registered stores have a site ID which is used when booking in pick-ups.
- Promotional resources can be downloaded from our website.
- Collection units should be visible and in a secure location in your shop where it can be monitored by staff.
- Once you unit is full, book a pick-up at [bookings.mobilemuster.com.au](https://bookings.mobilemuster.com.au)
- You can order MobileMuster shipping boxes on the MobileMuster [website](https://mobilemuster.com.au).

### Booking in a collection

- **Box** all items up, ensuring nothing can fall out during transporting and by following our [packing guidelines](#). Do not include damaged, swollen, or leaking batteries.
- **Complete** the online [booking form](#) which will require your site ID.
- Once your booking has been confirmed you will receive labels from MobileMuster. **Print** the labels and attach them to each box.

Book a pick up



Order boxes

