



**Recycle My Cell
2010 Annual Report**

**Submitted to the British Columbia
Ministry of Environment**

June 2011



Contents

1.	Executive Summary	4
2.	Introduction	5
3.	Performance Indicators	5
3.1.	Awareness	6
3.1.1.	Annual survey figures on consumer awareness and propensity to participate in a mobile device recycling program	6
3.1.2.	Web site traffic and call volume to toll-free number	11
3.1.3.	Activities to increase the level of awareness	11
3.2.	Quality of Service	11
3.2.1.	Target community and partner satisfaction	11
3.2.2.	Number and nature of complaints	12
3.2.3.	Activities to improve customer satisfaction	12
3.3.	Participation and Accessibility	13
3.4.	Post-collection Management	13
4.	Product Distributed into the Province and Product Collected	14
4.1.	Product Distributed	14
4.2.	Product Collected	16
4.2.1.	Volume of devices collected through RMC	16
4.2.2.	Volume of devices collected through other member initiatives	16
4.2.3.	Volume of devices collected by other programs	17
5.	Processor Members and Certifications	18
5.1.	FCM Recycling	18
5.2.	GEEP Inc.	19
5.3.	GREENTEC	20
5.4.	ReCellular, Inc.	20
5.5.	Sims Recycling Solutions	21
6.	Handset Members and Improving Product Life Cycle Management	22
7.	Recycle My Cell program awareness activities	24
7.1.	Corporate program activities	24
7.2.	CWTA initiatives	25
8.	Donation to Charity	30
9.	Conclusion	30
	Appendix A	32
	Appendix B	47
	Appendix C	49
	Appendix D	50
	Appendix E	51
	Appendix F	53
	Appendix G	56
	Appendix H	57
	Appendix I	61
	Appendix J	62
	Appendix K	68
	Appendix L	73

Appendix M	74
Appendix N	75
Appendix O	77

1. Executive Summary

The Canadian wireless telecommunications industry, under the auspices of the Canadian Wireless Telecommunications Association's (CWTA) Recycling Committee, operates 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.

RMC leverages existing programs operated by wireless service providers and manufacturers; these corporate programs collect, transport, reuse and recycle mobile devices and accessories. Where no other option exists these programs properly dispose of the products.

Responsible recycling and refurbishment takes place with the assistance of certified processors including: FCM Recycling, *Global Electric Electronic Processing (GEEP) Inc.*, *GREENTEC*, *ReCellular, Inc.* and *Sims Recycling Solutions*.

In 2010, 68,453 devices were recovered within the province: 35,494 devices were recovered by RMC through the program's 586 collection sites and the use of postage paid mailing labels; 24,159 devices were recovered through RMC members' internal refurbishment and reuse programs; and 8,800 were recovered by Call2Recycle.

The participating recycling programs that are part of Recycle My Cell raised over \$400,000 for local and national charitable organizations last year.

CWTA conducted a national baseline survey in 2009 to determine consumer awareness and propensity to participate in a mobile device recycling program, as well as to collect baseline data on performance indicators that may be used to track the program's performance within the province. In 2010, CWTA conducted a follow-up survey to compare the results. Overall the number of consumers surveyed that know about the RMC program in BC has increased over last year. In addition, there has also been an increase in the number of residents that reported recycling their phones as well as an increased inclination to recycle their phones among those currently storing them.

CWTA, and its participating members, have undertaken various promotional activities to raise awareness about cell phone recycling. Initiatives that will continue to promote RMC include:

- Sponsorship of events like Waste Reduction Week in Canada;
- Participation at local trade shows and fairs;
- RMC on stakeholder Web sites;
- Promotional materials (including recovery boxes, brochures, posters, tent cards and banner/button ads) for municipal and other third-party sites;
- News Canada stories for inclusion in newspapers or Web sites;

- Press releases highlighting latest developments regarding RMC;
- Paid advertising to support specific events;
- Public service announcement; and
- Joint steward initiatives.

2. Introduction

Recycle My Cell received regulatory approval as a cell phone recycling stewardship program in BC on November 10, 2009. Since then CWTA and its members have worked to establish RMC as the program of choice for consumers by offering a free, convenient and environmentally responsible method for disposing of their unwanted wireless devices.

CWTA is pleased to provide this annual report on the program's status in BC for the 2010 calendar year. This report is submitted on behalf of the following producers: Bell, Hewlett-Packard (Canada) Co.¹, Motorola Mobility, Nokia, Research In Motion, Rogers Communications Inc., Samsung, Sony Ericsson, TELUS and WIND Mobile.

CWTA has provided information concerning:

- An evaluation of approved performance indicators including: *Awareness* as well as *Quality of Service* measure;
- The amount of cellular devices distributed into the province by RMC-member manufacturers; and
- The volumes of cellular devices collected through RMC and via other means.

The CWTA has also provided additional information concerning several items of interest, including:

- Information about processors associated with RMC, including the certifications each holds;
- Information concerning the product life cycle management efforts made by handset manufacturers;
- RMC program awareness activities; and
- Amount of funds donated to charities.

3. Performance Indicators

As part of its approved stewardship plan, CWTA noted that several performance indicators could be reported on to gauge the program's performance.

The intent of targets and use of performance indicators is to allow for the comparison of the program's performance from year to year. The expectation is

¹ Hewlett-Packard (Canada) Co. assigned CWTA to act as its agent in 2011. A letter has been sent to the Ministry.

that a successful program is able to meet the targets that are set for it on a consistent basis. This is feasible only if the targets are based on complete data, are realistic and can be impacted in some way by the behavior of the steward.

An evaluation of two performance indicators – *Awareness* and *Quality of Service* – is included below. Both indicators were included and approved as part of the original plan.

CWTA notes that it is currently evaluating the use of *Product Collection*, *Participation and Accessibility* and *Post-collection Management* as additional performance indicators for the program. Based on use in other jurisdictions where RMC currently operates, CWTA believes these could provide relevant information concerning the program and its ability to divert identified materials from landfill. In addition, CWTA believes that use of these combined metrics may provide a more relevant measure of the program's success than the use of a recovery rate. Targets for these indicators will be included as part of the CWTA's annual reporting commitment once approved.

3.1. Awareness

The Awareness target included in the plan noted an intention to increase awareness of cell phone recycling among cell phone owners/intenders nationally to 60% by September 2010 and to 80% by 2015.

Awareness can be evaluated using 2 indicators: the percentage of the population aware of the program as determined by an annual survey; and Web site traffic and call volume to the toll-free RMC number.

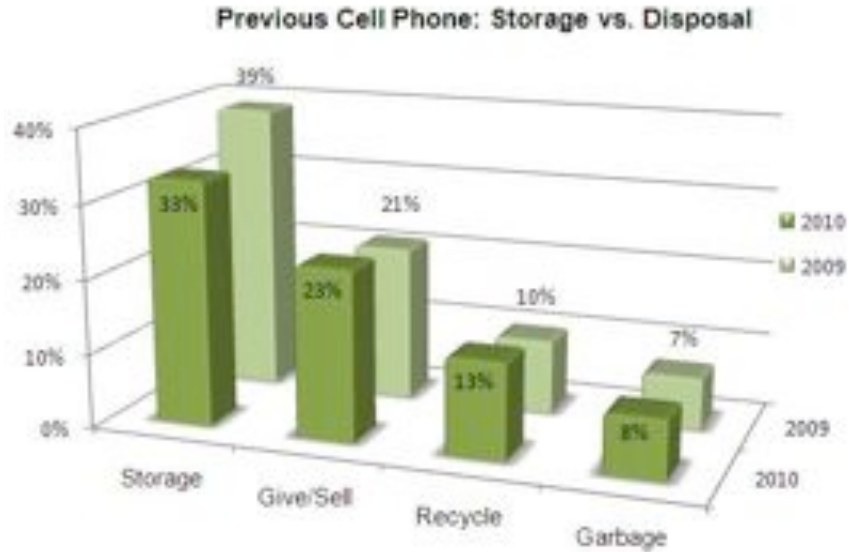
3.1.1. Annual survey figures on consumer awareness and propensity to participate in a mobile device recycling program

In November 2010, CWTA commissioned Quorus Consulting Group to conduct a national survey to follow up on how Canadians deal with unused cell phones.

Over 4,000 Canadians, 18 years and older, with a minimum of 400 respondents in each province, were contacted to participate in this telephone survey.

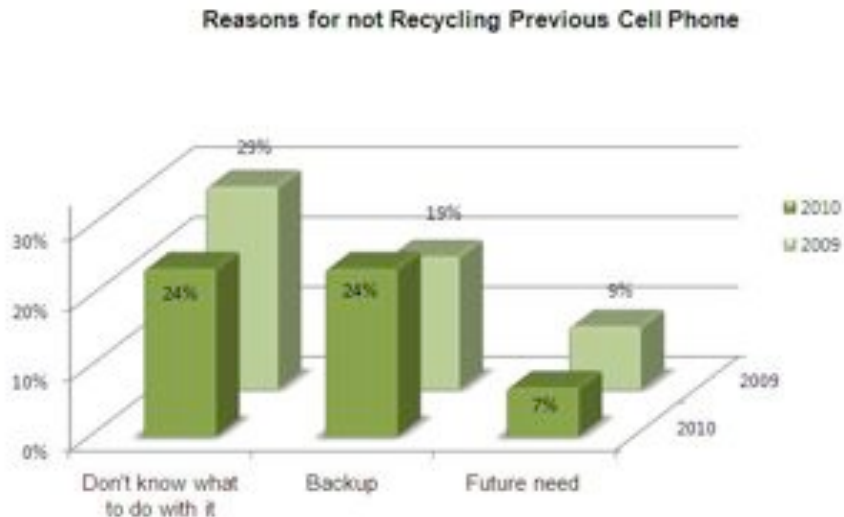
Survey results for 2010 indicate a national awareness level of 48%. While the national average did not meet the established target, it is important to consider that 54% of BC respondents were aware of cell phone recycling programs. The results in BC are above the national average and up 8 percentage points over last year's provincial results. In addition, 12% of BC respondents were aware of RMC specifically (up 3 percentage points from last year).

The graphs presented below provide a snapshot concerning the habits of consumers as they related to cell phone recycling in BC. Results shown compare 2009 and 2010 data.



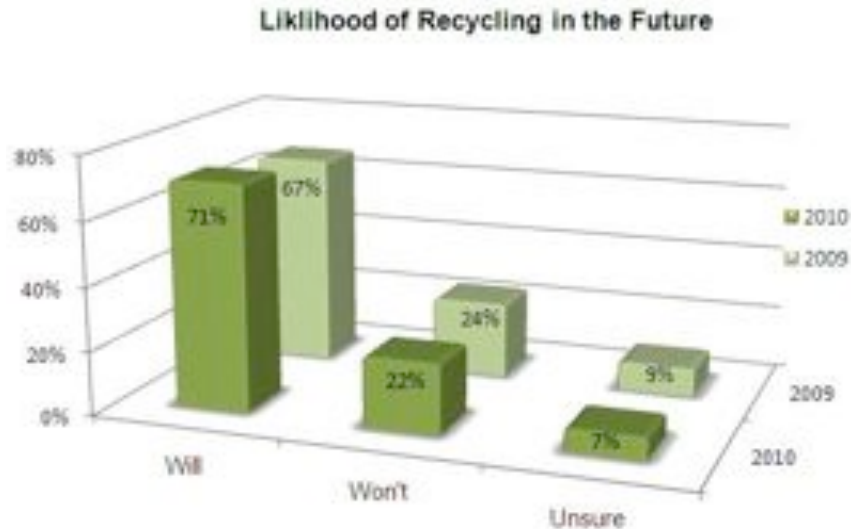
The data indicates that 13% of BC respondents recycled their last phone (an increase of 3 percentage points), 23% gave it away or sold it and 8% threw it out. In BC 33% of residents simply store their old cellular phone which is a decrease of 6 percentage points over the previous year. Fewer people are holding on to their phones and more people are recycling them over the previous year.

The majority of unwanted cell phones within BC are being kept from entering the landfill in some manner.



The data indicates that 24% of BC residents with a cell phone in storage reported not knowing what else to do with their phone (down 5 percentage points), 24% were keeping it as a backup (an increase of 5 percentage points) and 7% were keeping it for a future need (a decrease of 2 percentage points).

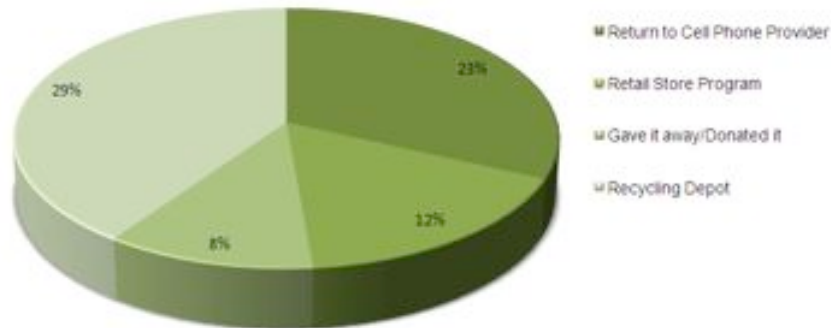
While people better understand what to do with cell phones there is still an opportunity to work more closely with organizations responsible for waste management and recycling within the province to promote recycling options that exist within the province.



The data indicates that 71% of BC respondents who are currently storing an old cell phone would be willing to recycle it or return it to a cell provider, 22% said they would not recycle or return it, and 7% did not know. People willing to recycle went up 4 percentage points over the previous year, people who won't recycle, as well as people who are unsure, went down by 2 percentage points.

There is a growing appetite among consumers to responsibly deal with their used cell phones which represents an opportunity for programs like RMC to turn 'intenders' into 'doers'. It is important to note though that in an environment where multiple programs exist the willingness to recycle on the consumer's part may not correlate with an increased collection on the steward's part.

Top 4 Ways B.C. Residents Recycled Their Cell Phones



The data indicated that 23% of BC respondents returned their devices to cell phone providers (an increase of 4 percentage points), with another 12% recycling theirs through a retail store program (down 17 percentage points from last year). 8% of respondents said they gave away or donated their old phone. Recycling through depots in general is up 3 percentage points this year to 29%. Recycling depots include municipal depots as well as electronic recycling facility depots and unspecified depots.

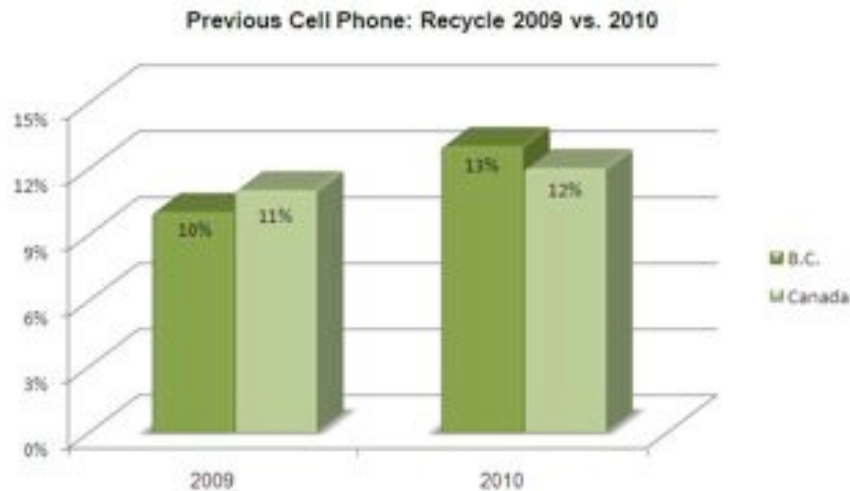
With the increased profile on recycling in BC it is not surprising that residents would expect to recycle their materials through a depot. The RMC-branded collection program was developed for use by such organizations and can be easily set up within established depots.

In order to better understand the overall impact from 2009 to 2010, the following comparisons were made between BC and Canada:



54% of BC respondents are aware of recycling programs for cell phones in general, which is above the national average and up 8 percentage points over last year. 12% of BC residents were aware of RMC when asked, up from 9% in 2009. Data was not collected to gauge the awareness level of other recycling programs at the provincial level.

RMC is making positive strides within the province in terms of increasing program awareness.



The data indicates that 13% of BC respondents recycled their phone in 2010, up 3 percentage points over the previous year. The message for how to effectively deal with cell phones is reaching consumers.

3.1.2. Web site traffic and call volume to toll-free number

To provide on-going support to the RMC program, the CWTA maintains a Web site that serves as the central hub for the program. Information about recycling, member programs, and collection sites is readily available to consumers via this site. Consumers can also call a toll-free number (1-888-797-1740) for information.

Web site traffic and call volume (January to December 2010)

- RMC Web site logged 23,276 unique visits.
- 3,056 database searches initiated in BC (based on postal code entered at time of search).
- 51 calls to the RMC toll-free number originated from BC.

While the number of database searches and calls may prove to be beneficial in determining the level of interest and awareness in RMC within the province it is important to note that this figure may not correlate to the number of recovered devices reported.

3.1.3. Activities to increase the level of awareness

The CWTA will continue to work with its members to raise the level of awareness concerning cell phone recycling both nationally and within the province. Specific examples of initiatives that CWTA plans to undertake are included in Section 7.

3.2. Quality of Service

The Quality of Service target included in the original plan noted an intention to reach 100% customer satisfaction with the Recycle My Cell program.

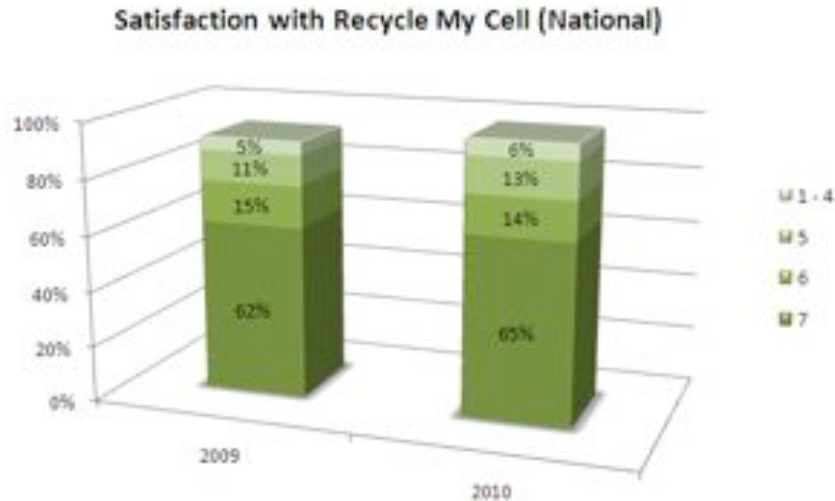
Quality of Service can be evaluated using 2 indicators: the target community and program partner's satisfaction as determined by survey results; and the number and nature of complaints made.

3.2.1. Target community and partner satisfaction

Ensuring that consumers find the recycling experience satisfactory is just as important as ensuring they know how and where to recycle their phones. Consumers are more likely to repeat a behavior that they perceived as positive.

RMC partners work with their respective collection locations to ensure they are aware of their recycling program, as well as the program's affiliation with RMC. The goal of educational efforts aimed at front line staff is to facilitate and simplify the recycling process.

The vast majority (92%) of those who recycled their phone through RMC reported being satisfied with the experience. Those responding *extremely satisfied* (rating of 7) went up to 65% in 2010, a 3 percentage point increase.



Currently no plans for a survey of retailer participants have been contemplated. Communication between the CWTA and its brand owner and community partners is on-going. Any issues that are identified by either group are dealt with appropriately and in a timely manner.

3.2.2. Number and nature of complaints

In 2010 CWTA received 18 emails that were identified as coming from BC residents; of those the following issues were reported:

- 1 noted that the location they took their phone to did not participate in the program.
- 2 noted that the location they took their phone to did not accept accessories.

The store managers for the locations in question were contacted by their respective carrier representatives and provided with information concerning the program and their involvement in it as a drop-off location. Consumers were contacted and provided with correct information and help in returning their devices.

The remaining emails were inquiries about the RMC program in general or solicitations from media outlets and event producers.

3.2.3. Activities to improve customer satisfaction

The CWTA will continue to work with its members to ensure that cell phone recycling remains an easy and convenient method for recycling at the retail level. Specific examples of initiatives that have been undertaken are included in Section 7.

3.3. Participation and Accessibility

The use of Participation and Accessibility as a performance measure is currently being discussed.

In general terms, program accessibility can be evaluated by determining the population within a certain proximity to drop-off locations.

Currently, the vast majority of British Columbians, more than 80%, live within 15km of a RMC collection point. In addition, where no retailer exists, consumers have access to 4 different pre-paid mail back options accessible through recyclemycell.ca.

It should be noted that in 2010, there were 586 collection sites in BC². The number of drop-off locations correlates to the number of corporate retail locations in the province. Where there is the ability to use a cell phone there is a retailer and therefore a means to recycle it.

3.4. Post-collection Management

The use of Post-collection Management of materials as a performance measure is currently being discussed.

At the most basic level, all phones that are collected by the RMC program are diverted from landfill whether through reuse, recycling or energy recovery.

Products that are recovered through the RMC member programs, either through the drop-off network or via mail-back options, are sent to the certified processors identified earlier. These processors have internal guidelines and processes in place that are used to sort the material into three categories: resalable devices; recyclable devices and accessories; and batteries.

Reuse - When possible, as is consistent with established recycling and reuse practices of cell phone carriers and manufacturers around the world, damaged products are refurbished, and products that meet the following functionality requirements for resale are reintroduced into the market:

- Powers up;
- Display present with no cracks, bleeding of pixels or chips;
- Display functions;
- No external corrosion or water damage;
- No exposed circuit board; and
- Places a call (analog or digital).

² A list of current drop-off locations is located in Appendix A.

Product recyclers take it upon themselves to advertise the qualified products and sell them at discounted rates. Phones are resold into the BC marketplace where there is no restriction in place to do so. Phones that cannot be resold into BC because of restrictions are sold into other markets. It is important to note that there is a well established market for refurbished phones in other countries and only those phones that meet defined criteria are shipped for reuse; phones at their end-of-life are sent downstream to approved partners in developed OECD countries for recycling.

Recycling - Handsets not suitable for reuse are sent to approved downstream processors where they are either disassembled for harvesting spare parts or ground down for the recovery of precious metals.

Of those phones entering the recycling process, 96% of the original input by weight is material that is diverted from landfill and destined for recycling, reclamation and energy recovery.

Energy Recovery - The 4% of the product that is not recyclable is mainly made up of plastics that are found in most cell phones; this material is recovered as fuel/energy in the precious metal refining process.

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, including 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.

Device manufacturers continue to take steps to improve the recyclability of their devices and processors continually refine their processes to reduce the amount of non-recoverable material associated with the recycling of cell phones and accessories.

4. Product Distributed into the Province and Product Collected

The Regulations note a requirement to report on the product “sold” and collected within the province. It is understood that this data is traditionally used to determine the recovery rate for a stewardship program; CWTA does not currently report on this measure.

4.1. Product Distributed

The reporting of product “sold” data is still relatively new to producers that operate under the RMC banner. CWTA and its members understand the amount

of producers' product "sold" to mean all devices that are brought into the province, regardless of whether they result in a sale to an end-customer.

Currently only Ontario has a similar requirement in place but under that model producers report directly to an Industry Funding Organization, based on a defined cascading obligation, following a set of established rules and processes³.

CWTA has been working closely with its members to develop a methodology for the provision of product distributed data in BC. While the original view was to develop a complementary process to the one in place for Ontario, it became clear that the differences between regulatory frameworks would bring challenges.

After careful consideration, members agreed that the responsibility for reporting should fall to the manufacturer members that participate in the RMC program and that have assigned CWTA to act as their agent⁴.

The use of the manufacturer as the reporting agent is premised on the notion that the data provided to them by carriers could be added to any product that they distributed directly thus providing a more complete picture (i.e. including Mobile Virtual Network Operators or third-parties not covered by RMC). Reporting by the manufacturer also lessens the potential of a double count by ensuring that only one member of a chain holds the responsibility for provision of data; this is especially important in cases where the carrier has assigned CWTA as the agent while manufacturers that supply them with product have assigned another organization to fulfill the same role on their part. In addition, this approach allays the fears of carriers concerning the release of highly confidential data and provides the manufacturer with information that is valuable to their operations.

In 2010, a total of 877,229 devices were reported as having been distributed into BC. This total includes devices sent directly into a province and devices sent to distribution centres:

- 779,295 are estimated to have been directly distributed to locations within the province that were affiliated with Bell, Rogers, TELUS and Wind Mobile. This includes the carrier's corporate stores, sales directly to a customer (Web and phone), as well as third-party retailers.
- 97,934 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.

It is important to note that this quantity represents the total amount of product that was reported as distributed into the province and does not reflect the actual

³ If the manufacturer is resident in Ontario it reports the data, if it is not resident, the obligation falls to the first importer (the carrier).

⁴ These manufacturers include Hewlett-Packard (Canada) Co., Motorola Mobility, Nokia, RIM, Samsung and Sony Ericsson.

quantity that was sold to an end user, or that might become available for collection in the future. In fact, a portion of this product may not remain in the province since it can be re-distributed to other provinces, or dealt with as described in Section 4.2.2. CWTA is working with its members to determine how best to account for this.

Given that this is the first year that members have been required to report on product distributed, and the inherent challenges associated with compiling this data, CWTA recognizes that further refinement of the process will be required based on feedback from participating RMC members, and Ministry observations on the data provided.

Further exploration is also required to determine how to most effectively incorporate non-RMC brand owners in the process so that a common reporting methodology exists and a more accurate accounting of product is available. Depending on what the overall goals of this data collection exercise are, this may require the support of the Ministry, as well as cooperation from other stewards who are currently operating as agents for the remaining handset manufacturers.

4.2. Product Collected

The use of Product Collection as a performance measure is currently being discussed. For the purposes of this annual report, CWTA is providing a reporting of the volume of devices that were recovered as required by the Regulations. In total, through all means identified below, **68,453** devices were recovered within the Province in 2010.

4.2.1. Volume of devices collected through RMC

In 2009 members of CWTA's recycling program recovered **42,520** devices in BC; **33,396** through RMC drop-off locations and another **9,124** (estimated) using the mail-back option offered by several RMC partners.

In 2010, members recovered **35,494** devices; **26,721** devices through RMC drop-off locations and another **8,773** (estimated) using the mail back option. This is a decrease of 16.52%.

Of the devices recovered through RMC, it is estimated that 86% were sent for recycling while 14% were sent for refurbishment and reused.

In order to provide a fuller picture of the program's performance, CWTA notes the following in terms of product collection within the province.

4.2.2. Volume of devices collected through other member initiatives

RMC data currently represents the results of consumer facing recovery initiatives that collect devices that are considered to be at the end of their useful life by their owners. These are devices that are meant to be recycled.

CWTA, with its members, has begun to investigate how to incorporate data regarding other diversion methods employed internally for devices that are returned to members by other means. These returned devices typically originate as a sale to a consumer who then returns them because of buyer's remorse or because the devices are defective or damaged but still under warranty. Since these returns usually involve newer model devices they are not considered to be at the end of their useful life.

Phones that are returned to a carrier (via this process) are triaged to make sure they are functioning properly. Those that are defective are sent back to the manufacturer who is responsible for recycling the devices properly. Those that can be reused are refurbished as necessary and enter one of several possible streams:

- Sold internally to employees;
- Sold as a refurbished device through the carrier;
- Sold in bulk to a third-party via auction;
- Used internally as a customer 'loaner' for warranty programs; or
- Used for customer retention purposes.

Based on data available for 2010, it is estimated that an additional **24,159** devices were diverted from entering the recycling stream within the province as a result of refurbishment and reuse efforts within participating members' organizations.

CWTA will continue to work with its members to more accurately identify the means in which these devices are recovered by each and to more accurately define the quantities that this represents. This work will serve as an important step in ascertaining the amount of product that is actually available for potential collection and will help to quantify the amounts being diverted from landfill.

4.2.3. Volume of devices collected by other programs

While RMC has been formally recognized as a cell phone steward within the province it is not the only program that has received this designation. Call2Recycle has also been formally recognized in a similar fashion.

RMC currently participates in a data sharing arrangement with Call2Recycle. The Call2Recycle collection system employs a combination return-to-retail/depot model and works in conjunction with their battery recovery program. In 2010, Call2Recycle reported collecting **8,800** devices since the official launch of their program in July (15,306 devices were collected over the course of the year).

The chart below summarizes the collections from RMC, other diversion initiatives of RMC members and Call2Recycle.

Cell phone recovery in BC - 2010		
Program	Method	Quantity (units)
Recycle My Cell	Drop-off locations	26,721
	Mail-back	8,773
RMC member internal initiatives	Various	24,159
Call2Recycle	Drop-off locations	8,800⁵ (since program launch)
Total		68,453

In addition, third-party organizations increasingly see value in used mobile devices. There are 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 some sort of incentive – either directly to consumers or to their collectors – to do so. Data for these ventures is not currently being reported.

5. Processor Members and Certifications

All of the processors involved with the RMC program are ISO certified and/or certified under Electronic Product Stewardship Canada's (EPSC) Recycling Vendor Qualification Program, meaning they have an environmental management system in place which ensures accountability and knowledge of the associated environmental impacts.

Information concerning FCM Recycling, GEEP Inc., GREENTEC, ReCellular, Inc. and Sims Recycling Solutions is included below. It should be noted that FCM Recycling does not currently process any material collected in BC.

5.1. FCM Recycling

FCM Recycling, a recycler of electronic equipment at the forefront of industry standards and regulations, is based in Lavaltrie, Quebec with customers from all over central and eastern Canada, as well as the northeastern United States. Their industrial facilities are outfitted with modern equipment to receive, separate and recycle end-of-life electronic material.

FCM Recycling is certified and abides by EPSC⁶ standards. EPSC has developed standards that have been incorporated into the legislation of several provinces.

- In Quebec, FCM Recycling has been certified by the Quebec Ministry of the Environment as an e-waste recycling and shredding facility.

⁵ Data for Call2Recycle supplied by the Rechargeable Battery Recycling Corporation of Canada.

⁶ See <http://www.epsc.ca/rvqp.html> for further information concerning the EPSC certification process.

- In Nova Scotia, FCM Recycling has been certified under the EPSC's Recycling Vendor Qualification Program and Electronics Recycling Standard (ERS). In addition they serve as a Primary Vendor for the Atlantic Canada Electronics Stewardship program; all downstream processors are also subject to the RVQP to ensure the highest levels of adherence to environmental, occupational health and safety, export and other standards.

FCM recycles end-of-life electronic goods such as cell phones. Once the item is received, FCM Recycling disassembles the equipment, separates metals from plastics, and processes the material to obtain pieces that are less than one inch in diameter. These are then sent to a refiner. At the refinery, the pieces are melted down to obtain what is called "secondary-primary material". This can then be used in exactly the same way as if it were raw material to make new consumer and industrial goods.

With proper recycling, e-waste is processed into raw material that becomes new consumer and industrial goods.

5.2. GEEP Inc.

"The mission of Global Electric Electronic Processing Inc. (GEEP) is to work collaboratively with clients to maximize their return on excess and end-of-life inventory in an environmentally safe manner with a zero landfill objective."

Every incoming load is weighed with documented scale tickets and bar-coding before a computer controlled inventory and destruction/recycling process takes over. Web based customer support is available for inventory control and sale of excess and refurbished products.

GEEP is ISO 9001⁷ and ISO 14001⁸ certified. The processing method (refurbishment, resale or destruction) is determined by the client and the destruction of all proprietary products is documented. Hazardous waste separation, registration and regulatory compliance is also documented and environmental, health and safety policies and emergency response and fire prevention plans are also in place. GEEP is fully insured, including its environmental policies, and has a stated corporate objective of a zero landfill contribution. GEEP is a division company of the *Barrie Metals* group of companies, with locations in Canada, the United States of America and Asia. It has one of the largest, most comprehensive, state-of-the-art processing facilities of e-waste globally.

⁷ See Appendix B for GEEP certificate

⁸ See Appendix C for Greentec certificate

5.3. GREENTEC

GREENTEC is a leading provider of environmentally responsible cell phone and electronic waste disposal solutions. Specializing in reverse logistics and third-party services for retailers, manufacturers and consumers, GREENTEC operates THINK RECYCLE - an environmental fundraising program that collects, recovers and recycles over 200,000 cell phones each year, from over 12,000 locations.

GREENTEC's vast network of aftermarket buyers allows them to maximize value return on a broad selection of makes and models. As such, they operate one of the largest retail cell phone recycling programs in Canada.

Cell phones shipped to GREENTEC are evaluated for reuse or recycling by an industry-leading Production Ready sorting process. GREENTEC offers payment on items suitable for resale, though customers may choose to make charitable donations in lieu of accepting payment.

To ensure information security, all traces of personal and corporate information are destroyed. Cell phones that are not suitable for reuse are dismantled and harvested for parts. GREENTEC's ISO 14001 registered recycling processes make plastics and metal recovery possible. Downstream partners are audited to ensure no materials are sent to landfill or shipped to developing countries.

The company also offers secure destruction whereby cell phones are ground down and destroyed in accordance with local environmental, health and safety regulations and Electronic Recycling Standards. GREENTEC can provide a video of the destruction process and a certificate of destruction.

GREENTEC has been trusted by clients worldwide since 1995. Their zero-landfill policy, certified downstream processing, government-approved processes and ISO 14001 registration ensure corporate responsibility toward protecting the environment.

5.4. ReCellular, Inc.

While ReCellular has the direct relationship with the carriers for the development of their respective recovery programs it does not physically process any product in Canada. ReCellular has selected Sims Recycling Solutions, located in Brampton Ontario, as its designated recycling partner to process all wireless devices and accessories that are collected in Canada.

ReCellular's comprehensive commitment to environmental protection has won numerous national and local awards. All devices and accessories that cannot be reused are recycled and the company recycles thousands of tons of electronic scrap every year. With millions of dollars donated to charities, tens of millions of devices recycled or reused and customers in more than 40 countries, ReCellular

has developed a global network dedicated to finding the most responsible solutions for the handset industry.

ReCellular routinely processes used electronic products, such as cellular telephones and accessories. The majority of this product is recycled through resale. Their processing also generates some waste from un-sellable material, such as obsolete handsets, batteries, chargers, cigarette lighter adapters and leather cases. Certified smelters contracted nationwide help provide them with the optimum return for scrap products, and assure complete disposal of the material with little to no impact on the environment. No e-waste goes to landfills or incinerators directly or through intermediaries. No electronic scrap is shipped to "underdeveloped countries". ReCellular's certified recycling partners are likewise prohibited from sending e-waste to any country not belonging to the *European Union* or the *Organization of Economic Cooperation and Development* (OECD), as directed by the *Basel Convention*.

The ReCellular environmental management plan is also ISO 14001⁹ certified and includes internal audits requested by management, periodic random quality checks, and annual revisions to its environmental policies. These internal procedures were developed to change and improve with the evolving technological and social issues of the future.

All partners that ReCellular utilizes to recycle mobile devices are carefully and extensively evaluated to ensure environmental compliance. Recycling facilities interested in accepting non-functional mobile devices and batteries must first complete an environmental risk evaluation form provided by ReCellular. This is an extensive document that questions recycling vendors' processes and procedures. All of the forms submitted are diligently reviewed by ReCellular's internal environmental staff.

5.5. Sims Recycling Solutions

Located in Brampton, Canada's premier recycler provides the utmost in security and asset management of end-of-life electronics. Sims manually de-manufactures materials in their work cells where batteries, bulbs and other hazards are removed and sorted before electronics are completely shredded and separated.

100% of all electronic hardware is recycled; no hardware goes to landfill or to illegal export. In addition, Sims Recycling Solutions conducts full physical audits of all downstream vendors, tracking materials to their final resting place

Sims Recycling Solutions also leads the industry in the secure management and destruction of all electronic materials. They hold an ISO 14001¹⁰ certification, are

⁹ See Appendix D for ReCellular certificate

¹⁰ See Appendix E for Sims certificates

the only electronics recycler in Canada registered to the OHSAS 18001:2007 standard for health and safety and are an approved recycler through the EPSC recycling program, and their process has been approved by the Royal Canadian Mounted Police. In addition, the federal government has designated Sims as a Controlled Goods Processor. They have the highest approval for secure destruction and recycling in the industry.

6. Handset Members and Improving Product Life Cycle Management

RMC handset manufacturers have, in 2010, made continuous efforts to eliminate or to reduce the environmental impacts of a product throughout its life cycle.

Handset manufacturers have been working together as part of the GSM Association to implement a cross-industry standard for a universal charger for new mobile phones. The adoption of Micro-USB as the common universal charging interface will allow the industry to potentially eliminate up to 51,000 metric tons of duplicate chargers world-wide. The universal charger will also have a higher efficiency rating. In addition to reducing waste and saving energy, a common charger will also provide improved consumer convenience since they will be able to use the same charger for future handsets.

RMC member companies have also worked with their global partners toward ensuring the products that they manufacture do not contain conflict minerals. Tantalum powder and its derivatives are sometimes used in the production of components that are found in a wide range of consumer electronic products, including capacitors found in mobile handsets. The wireless industry around the world, including Canada, has a ten-year record of proactive engagement and due diligence in ensuring that tantalum used in the manufacture of mobile handsets originates from non-conflict-zone suppliers (i.e., is mined in countries such as Canada, Australia, the United States, Brazil, Thailand and Russia).

At the industrial level, since 2001 it has become common industry practice internationally for handset manufacturers to require third-party suppliers to confirm (subject to regular audits) that they do not source material from conflict-zones (including, but not limited to, tantalum extracted from conflict areas of the Democratic Republic of Congo). Efforts are also being made to use substitutes for tantalum based components where possible.

At the multilateral level, CWTA represents handset manufacturers who are engaged with the *Global e-Sustainability Initiative (GeSI)* a Brussels-based multi-lateral industry and NGO forum committed to achieving sustainability objectives through innovative technology. GeSI encourages greater supply-chain transparency among manufacturers, metal smelters and the mining industry in general. Many of these companies are also involved with the Washington D.C.-based *Electronic Industry Citizenship Coalition (EICC)*, which promotes an

industry code of conduct for global electronics supply chains to improve working and environmental conditions world-wide.

CWTA strongly believes that all companies involved in providing wireless services and/or products to Canadians have a responsibility to ensure that their operations adhere to highest possible standards of environmental sustainability and responsibility throughout the supply chain.

Some examples of individual initiatives that have been taken include:

- Sony Ericsson released two new greener cell phones in 2010. Both new phones, the Sony Ericsson Elm and Sony Ericsson Hazel have eco-friendly features such as recycled plastics, are free from hazardous material, and offer lower power consumption.

Sony Ericsson's GreenHeart portfolio is a continued effort to reduce the overall environmental impact of the phone without compromising on design, features or quality. It involves eliminating the use of unwanted substances from the product design and manufacturing process, replacing paper manual with an in-phone version, using recycled plastic in phone case and keypad, using energy efficient displays and waterborne paints, minimising the packaging and developing some of the most efficient chargers in the world.

- Motorola Mobility is reducing the environmental footprint of its products by finding ways to cut impacts at each stage of the lifecycle - design, manufacture, distribution, use and end-of-life. Based on lifecycle studies, the company found that most of the carbon footprint of its mobile phones is from manufacturing so by using less energy-intensive materials, such as recycled plastic, lifecycle impacts can be reduced. Motorola worked with one of its key plastic vendors to formulate a new recycled plastic that takes 20 percent less energy to make than standard plastic, saves thousands of water bottles from going to landfill and creates a market for waste materials. In 2009, this new material was used in the MOTO™ W233 Renew, the world's first mobile phone made of plastic from recycled water bottles. Since then, Motorola has launched another six products containing the material, including the Motorola CITRUS™ and SPICE™ in 2010, the company's first green smartphones with the latest in eco-design. The devices are also energy efficient, CarbonFree® Certified, and PVC- and BFR-free.
- Nokia's policy is to improve across the range and across the lifecycle of its devices by using bio-materials such as bio-paints and bio-plastics. Bio-plastics account for up to 49 per cent of the structural plastic part of Nokia phones. Biomaterials are made from vegetable oil rather than crude oil, and have a much lower environmental impact. Nokia also developed the C6-01 the first mobile device in the industry to use 75 per cent recycled content.

- Samsung has continued its “eco” line of phones with the Reclaim™ and Evergreen™ models. Reclaim™ is made from 100% biodegradable, renewable source corn-based bioplastic, without any PVCs, flame retardants, mercury, lead, or cadmium. Evergreen™ is made with 70% recycled materials and has an energy efficient charger. Both phones come in packaging that is made from at least 80% recycled materials, and can be further recycled. In September 2010, Samsung was selected from the Carbon Disclosure Leadership Index (CDLI). The CDLI highlights companies which have displayed the most professional approach to corporate governance in respect of climate change disclosure policies.

7. Recycle My Cell program awareness activities

Since RMC is an umbrella program, the promotion of cell phone recycling occurs in two ways: through activities of participating members in relation to their corporate programs and through CWTA.

7.1. Corporate program activities

Corporate recycling programs have included consumer awareness campaigns in the past and the extent of corporate marketing for cellular phone recycling has not diminished with the implementation of CWTA’s program and awareness initiatives.

Promotional materials: Over the course of 2010 wireless carriers have continued to build program awareness by placing RMC branding on corporate marketing materials like in-store posters and tent cards¹¹. Each participating carrier continues to have its own marketing plans in place.

Web sites: In addition, carriers continue to increase the visibility of recycling programs by ensuring that the information is readily accessible to customers upgrading their phones via corporate Web sites.

Participating manufacturers also include RMC branding on their corporate Web sites. This identifies their corporate programs as a participant in the national industry-wide initiative.

Staff training: Carriers continue to foster program awareness internally with their staff so that they are able to provide accurate information to their customers. This is done with regular reminders via internal Web sites and blogs.

¹¹ See Appendix F for samples of corporate posters / tent cards and Web sites.

Bell, for example, has produced an on-line training module¹² that each new store associate in Atlantic Canada is required to complete as part of their training. They expect to expand the initiative in the future to include all associates.

7.2. CWTA initiatives

CWTA reviews the results of its annual survey to ascertain trends in consumer awareness and behavior concerning cell phone recycling. Based on those results CWTA works to devise program promotion initiatives with the goal of increasing the level of awareness concerning cell phone recycling. In addition to new initiatives, CWTA also continues to promote the program with methods that have shown positive results.

Sponsorship of events: Waste Reduction Week (WRW) in Canada was developed in 2001 by a coalition of 13 recycling councils and sister organizations from across Canada and is delivered each October by the same group. The program's goal is to inform Canadians about the environmental and social ramifications of wasteful practices. WRW uses its "take action" messaging to empower all Canadians to adopt more environmentally-conscious choices by providing Canadians with information and ideas to reduce waste in all facets of daily living thereby creating solutions to the many environmental challenges we face.

In 2010, Recycle My Cell was the sole national sponsor for Waste Reduction Week in Canada lending support to the groups' two key initiatives – the "Ease My Load" campaign and the "Recycle My Cell Challenge".

Ease My Load

The mascot for this year's campaign was Atlas who had been happy to shoulder the burdens of the earth for thousands of years but who now needed help to deal with the amount of waste that was being produced.

From October 18 until November 15, "Ease My Load" Campaign participants were asked to download a cut-out of Atlas from the Waste Reduction Week in Canada website and incorporate him into their everyday waste reduction activities.

Participants were then encouraged to take pictures of their activity in order to share their stories with others.

Recycle My Cell Challenge

To tie in CWTA's sponsorship of Waste Reduction Week, and to encourage participation among students at a secondary and post-secondary level, the "Recycle My Cell Challenge" was developed. From October 18 until November 30, the Challenge was open to all secondary schools and post-secondary

¹² See Appendix G for the introductory page to Bell's on-line training module.

institutions across Canada. The challenge was to recycle as many old wireless devices as possible, including cell phones, smartphones, wireless PDAs, pagers, accessories and cell phone batteries.

Schools were informed of the Challenge through a national press release¹³, contest details on the Waste Reduction Week in Canada Web site and through each of the councils; how this information was conveyed by the councils would differ based on the approach preferred by each region. In BC the school challenge was promoted on the Recycling Council of BC (RCBC) Web site. Secondary schools and post-secondary institutions in each province and territory were able to register via www.wrwcanda.com or their provincial/territorial Waste Reduction Week partner.

Recycle My Cell provided the school with the supplies needed to easily set up a Recycle My Cell collection site.

Greentec, the RMC processor, ensured that all schools had a unique identifier in order to track the receiving shipment and allocate the correct number of collected phones to the corresponding school.

Upon closing of the Challenge on November 30, 2010, participating schools were able to arrange to have the phones picked up for processing for free.

The winning school in each participating province or territory won a cash donation. In addition, Recycle My Cell partners teamed up to provide a wireless device to the winning school to be awarded by the school to a student deemed the most deserving based on their environmental commitment and initiative.

Overall **3,854** cell phones were recovered by the 70 schools¹⁴ that participated in the school challenge across the country. In BC, six schools took up the challenge; CWTA is optimistic that with continued support from RCBC future challenges will see an increased interest from local students.

Waste Reduction Week Promotional Activities

In order to promote¹⁵ the launch of Waste Reduction Week in Canada activities, CWTA staff and members attended Waste Reduction Week launch events across the country. Organizers in BC opted against holding specific launch events due to budgetary and timing restrictions.

Activities of other councils included:

- In Ontario the Recycling Council of Ontario (RCO) organized a breakfast with the Minister of Environment at the MTS Allstream Center Toronto

¹³ See Appendix H for press releases.

¹⁴ See Appendix I for results.

¹⁵ See Appendix J for promotional materials to support Waste Reduction Week in Canada and BC.

where CWTA staff had a seat at the minister's table. The RMC public service announcement was unveiled during the breakfast. RMC info and a collection box were provided to collect phones.

- In addition, RCO also hosted the Waste Minimization Award Night. RMC had a seat at the minister's table. The event attracted 300 people. RMC was included in all signage, PR and given the opportunity to have an information booth.
- In Newfoundland and Labrador, the Multi Materials Stewardship Board organized a launch event at Mount Pearl Senior High School with the Minister of Environment. Bernard Lord, President and CEO of CWTA, attended the event and was given an opportunity to speak.
- In Alberta the Recycling Council of Alberta launched Waste Reduction Week in the province with a screening of the Clean Bin Movie at a Calgary high school and at Mount Royal University; the Recycle My Cell Challenge was officially launched by both schools as well.
- In the province of Saskatchewan Waste Reduction Week kicked-off with an Art show in Saskatoon, featuring sculptures made from recycled material. RMC was recognized at the event as the national sponsor.

The Recycle My Cell Challenge was also promoted via press releases (issued by the CWTA, Waste Reduction Week and provincial councils), the Waste Reduction Week in Canada Web site (with approximately 54,000 visits logged) and on Facebook (with approximately 12,795 hits) and via twitter.

Participation at local trade shows and exhibitions: CWTA piloted the use of trade shows and exhibitions to promote Recycle My Cell to consumers in two provinces in 2010.

From August 20 to September 6, CWTA participated as an exhibitor at the Pacific National Exhibition (PNE) in Vancouver,¹⁶ British Columbia and the Atlantic Eco-Expo in Halifax, Nova Scotia from September 17 -19. RMC representatives were on hand to provide information about the program and cell phone recycling.

Interest in the program shown at both events was very positive. CWTA plans to explore involvement in similar events across the country as they are an excellent opportunity for concentrated exposure in front of a targeted audience.

In addition, RMC attendance at the PNE was included in several on-line publications and Web sites including:

- CTVNews.ca
- MingPaoVan.com
- TDWaterhouse.ca
- EcoLog.com
- SolidWasteMag.com
- Yahoo.com

¹⁶ See Appendix K for Pacific National Exhibition "Green Scene" presence.

- TradingMarkets.com

Recycle My Cell branded program: In an effort to increase the number of drop-off locations hosted by municipalities and community groups and to provide more visibility to the program the CWTA developed a generic recovery program that was not affiliated with any of the carrier's corporate programs. In June 2010 CWTA officially signed a contract with Greentec Inc. to manage the back end of the Recycle My Cell branded collection program. Third-party locations, such as municipal waste depots, not for profit organizations and other parties not affiliated with current RMC members, can serve as drop-off locations simply by registering with CWTA.

Once the registration is approved, locations receive all the elements that they require for phone recovery (postage paid boxes, posters and pamphlets) as well as information concerning the most frequently asked questions about the program and cell phone recycling.

The Recycle My Cell branded program currently has 61 locations across Canada, eight of which are located in BC. Cell phones collected through the program are accounted for in the collection totals in Section 4.

Social Media: CWTA developed a Facebook page for RMC that was used to promote the various events that RMC was part of. A plan is being developed to more effectively use Social media to engage those with an interest in environmental issues and causes.

YouTube video: CWTA developed a public service announcement¹⁷ in both French and English to promote Recycle My Cell. This PSA has been posted to YouTube and also provided to relevant waste management contacts within each province for their information and use.

On-going Initiatives

RMC Web site: To provide on-going support to the RMC program, the CWTA maintains a Web site (www.recyclemycell.ca/www.recyclemoncell.ca) that serves as the central hub for the program. Information about the RMC recovery program, recycling, member programs, current collection sites and steps to clear personal information is readily available to consumers via this site. This site also includes links to the mail-back options that are in place through member programs. Consumers with additional questions about the program are encouraged to contact RMC representatives via an email address that has been established for this purpose (info@recyclemycell.ca / info@recyclemoncell.ca).

¹⁷ See <http://www.youtube.com/user/canadianwireless#p/u/0/gNacWvxVP4E> to view PSA.

Stakeholder Web sites: CWTA continues to work with relevant waste management stakeholders in BC (including RCBC¹⁸) to ensure that RMC information is included on their Web sites. CWTA believes that the most effective way to ensure residents of BC are aware of the program is to have information included in areas where a resident is likely to look for it.

Recycle My Cell is being supported by Pitch-in Canada¹⁹ as the cell phone recycling program that they promote to interested organizations. Recycle My Cell replaces the program that Pitch-in Canada ran until September 2010.

Toll-free number: Consumers without Internet access can call a toll-free number (1-888-797-1740) operated by CWTA staff to access information about RMC.

Promotional materials: Promotional materials (recovery boxes, brochures, tent cards and posters²⁰) were also developed for use at municipal and community sites that support the Recycle My Cell recovery program, at dealer sites that do not run their own program and wherever else such materials may be required.

The bilingual brochure provides details about the RMC program, including the Web site address and toll-free number for those requiring further information. The 5"x7" bilingual tent card or 11"x17" poster (available in either English or French), identifies the municipal site or dealer site as a RMC drop-off location and includes the Web site address.

This material is updated regularly to reflect changes made to the program.

News Canada stories: CWTA continues to use News Canada as a valuable tool for program promotion. News Canada is a paid service that provides articles, free of charge, for use by publications and Web sites. This has shown to be an effective way of including the Recycle My Cell story in community newspapers and on Web sites that often look for content from external sources. These story pick-ups are then monitored and tracked by News Canada and that information is provided to the CWTA.

In 2010, News Canada stories appeared in the North Thompson Star/Journal, Metro, Vancouver Courier (East side), Vancouver Courier (West side) and Lake Country Calendar.

Press releases: CWTA develops and distributes both targeted and national press releases to coincide with activities that RMC participates in. As an example, participation at the PNE was highlighted through a targeted media release, while support of Waste Reduction Week was announced in a national release. In

¹⁸ See Appendix L for RCBC Recyclepedia.

¹⁹ See Appendix M for Pitch-in Canada Web page.

²⁰ See Appendix N for samples of the RMC brochure, tent card and posters.

addition, announcements regarding the number of phones that have been recovered are issued to coincide with Earth Day.

Television: Recycle My Cell was featured on “Canada AM This Morning”²¹ as part of a lengthy segment on various ways of recycling different types of electronics.

Paid advertising: CWTA developed and ran RMC ads in select markets, including in Vancouver²², to coincide with Earth Day. As well other paid advertisements such as ads placement in the National Geographic Magazine of Canada and Hill Times are used to inform stakeholders and decision makers within all levels of the government of the program.

Joint Steward Initiatives: CWTA actively participates in joint initiatives with other stewardship agencies operating within BC. These initiatives are meant to provide consumers with information about all recycling programs available to them within the province.

8. Donation to Charity

A donation to participating charities is made for each device returned through the various member recycling programs. Some of the charities benefiting from proceeds include: World Wildlife Fund, Tree Canada, Food Banks Canada, Jour de la Terre Québec, Green Action Centre and the Provincial Association of Transition Houses of Saskatchewan, as well as many other local charities across the country.

In 2010, the participating recycling programs that are part of Recycle My Cell raised over \$400,000 for local and national charitable organizations.

9. Conclusion

The CWTA and its members are committed to providing residents of BC with a free, convenient and accessible method to dispose of their unwanted wireless devices and accessories. With 586 RMC locations operational within the province returning a cell phone for recycling is easy.

RMC members continue to make efforts in developing strategies for greener products and minimizing the impact of their products at their end-of-life. Whether reused or recycled, phones kept out of local landfills help preserve the integrity of the environment and also help build the green economy and support the work of local and national charities.

²¹ See <http://www.ctv.ca/CTVNews/CanadaAM/20100503/keep-it-can-it-100503/> to view the Canada AM segment.

²² See Appendix O for examples of paid ads.

We continue to be appreciative of the support shown by the government of BC and in the growing relationships with stakeholders within the province. The CWTA and its members look forward to many successful years of this partnership.

Appendix A

List of drop-off locations in British Columbia				
Bell Canada	The Media Monkey (100 Mile House)	100 MILE HOUSE	BC	V0K 2E0
TELUS Dealer	K.S.M. Communications Ltd.	100 MILE HOUSE	BC	V0K 2E0
Bell Canada	Smart Wireless Solutions (Abbotsford)	ABBOTSFORD	BC	V2T 5T4
Bell Canada	Bell (South Fraser Way)	ABBOTSFORD	BC	V2T 5N7
Bell Canada	A1 Wireless (Abbotsford)	ABBOTSFORD	BC	V2T 1X4
Bell Canada	Mac Station (Abbotsford)	ABBOTSFORD	BC	V2T 3S5
Bell Canada	Bell (Sevenoaks Shopping Centre)	ABBOTSFORD	BC	V2S 5A1
Bell Canada	Virgin Mobile - Sevenoaks Shopping Centre	ABBOTSFORD	BC	V2S 5A1
Bell Canada	Celluland (Abbotsford)	ABBOTSFORD	BC	V2S 3N3
Rogers Wireless	Rogers Plus	ABBOTSFORD	BC	V4X 2M9
Rogers Wireless	Rogers Plus	ABBOTSFORD	BC	V2T 4W1
Rogers Wireless	Rogers Wireless	ABBOTSFORD	BC	V2T 5N7
Rogers Wireless	Rogers Wireless	ABBOTSFORD	BC	V2T 4M5
Rogers Wireless	Fido	ABBOTSFORD	BC	V2T 1X1
Rogers Wireless	Fido	ABBOTSFORD	BC	V2T 1V6
Rogers Wireless	Rogers Plus	ABBOTSFORD	BC	V2S 2C7
TELUS Dealer	Western Mobile Communications Inc.	ABBOTSFORD	BC	V2S 2C7
TELUS Dealer	Apex Communications Inc.	ABBOTSFORD	BC	V2S 2A6
TELUS Dealer	Freeway Communications Inc.	ABBOTSFORD	BC	V2T 6K8
TELUS Dealer	PCS Wireless Communications Ltd	ABBOTSFORD	BC	V2S 5A1
TELUS Dealer	Clearwest Solutions Inc.	ABBOTSFORD	BC	V2T 2X2
TELUS Dealer	Tac Mobility	ABBOTSFORD	BC	V2T 1X4
TELUS Dealer	Tom Harris Cellular Ltd.	ALDERGROVE	BC	V4W 2Z7
TELUS Dealer	Bowen Technology Shop	BOWEN ISLAND	BC	V0N 1G0
Bell Canada	Bell (Marine Way Market)	BURNABY	BC	V5J 0A2
Bell Canada	Bell (Metropolis)	BURNABY	BC	V5H 4P1
Bell Canada	Times Telecom (Crystal Mall I)	BURNABY	BC	V5H 4M1
Bell Canada	Virgin Mobile - Metrotown	BURNABY	BC	V5H 4M1
Bell Canada	Virgin Mobile - Metrotown	BURNABY	BC	V5H 4M1
Bell Canada	Times Telecom (Crystal Mall I)	BURNABY	BC	V5H 4J2
Bell Canada	Newcom Wireless (Kingsway)	BURNABY	BC	V5H 2B1
Bell Canada	Times Telecom (Metropolis At Metrotown)	BURNABY	BC	V5H 2A9
Bell Canada	Bell (Metrotown)	BURNABY	BC	V5H 2A9
Bell Canada	In Touch Wireless (Burnaby)	BURNABY	BC	V5E 0A6
Bell Canada	Virgin Mobile - Brentwood Town Centre	BURNABY	BC	V5C 3Z6
Bell Canada	Bell (Brentwood Town Centre)	BURNABY	BC	V5C 3L6

Bell Canada	Bell (Brentwood Town Centre - Kiosk)	BURNABY	BC	V5C 2Z6
Bell Canada	Celltown Communications Inc. (Burnaby)	BURNABY	BC	V5A 4Y6
Bell Canada	Mac Station (Burnaby)	BURNABY	BC	V5A 3H4
Bell Canada	Bell (Lougheed Mall)	BURNABY	BC	V3J 1N4
Bell Canada	Virgin Mobile - Lougheed	BURNABY	BC	V3J 1N4
Bell Canada	Solo Cart (Lougheed Mall)	BURNABY	BC	V3J 1N4
Chatr	Chatr	BURNABY	BC	H3B 4G
Dropbox	Telecommunications Workers Union	BURNABY	BC	V5H 4A6
Rogers Wireless	Rogers Plus	BURNABY	BC	V3J 0A9
Rogers Wireless	Rogers Plus	BURNABY	BC	V5J 4K2
Rogers Wireless	Fido	BURNABY	BC	V5H 2H9
Rogers Wireless	Fido	BURNABY	BC	V5H 2E9
Rogers Wireless	Rogers Wireless	BURNABY	BC	V5E 2V1
Rogers Wireless	Rogers Wireless	BURNABY	BC	V5C 6N3
Rogers Wireless	Rogers Plus	BURNABY	BC	V5B 1S2
Rogers Wireless	Fido	BURNABY	BC	V3N 4R7
TELUS Dealer	Apex Communications Inc.	BURNABY	BC	V5H 2C3
TELUS Dealer	Edmonton Cellular Sales Ltd.	BURNABY	BC	V5C 3Z6
TELUS Dealer	Easylink Communications Ltd.	BURNABY	BC	V3N 4R7
TELUS Dealer	Connect	BURNABY	BC	V3J 1N4
TELUS Dealer	Connect	BURNABY	BC	V5H 4M1
TELUS Dealer	CellCity Communications	BURNABY	BC	V5H 2A9
TELUS Dealer	CellCity Communications	BURNABY	BC	V5H 4P1
TELUS Dealer	PCS Wireless Communications Ltd	BURNABY	BC	V5J 0A3
TELUS Dealer	Pacific Coastcom Communications Inc.	BURNABY	BC	V5A 3H4
TELUS Dealer	Pacific Coastcom Communications Inc.	BURNABY	BC	V5C 6P3
TELUS Dealer	Norquip Services Ltd.	BURNABY	BC	V5J 1P1
TELUS Dealer	Connect	BURNABY	BC	V5H 4P1
TELUS Dealer	The Group Connect Ltd.	BURNABY	BC	V5H 4P1
TELUS Dealer	RC's Sack Of Stuff	BURNS LAKE	BC	V0J 1E0
Bell Canada	Pure Wireless (Campbell River)	CAMPBELL RIVER	BC	V9W 8C9
Rogers Wireless	Rogers Wireless	CAMPBELL RIVER	BC	V9W 8C9
TELUS Dealer	Quinsam Radio Communications Ltd.	CAMPBELL RIVER	BC	V9W 2E4
TELUS Dealer	Quinsam Radio Communications Ltd.	CAMPBELL RIVER	BC	V9W 8C9
TELUS Dealer	North Island Communications Inc.	CAMPBELL RIVER	BC	V9W 2E5
Bell Canada	Bell (Castlegar)	CASTLEGAR	BC	V1N 1G9
Rogers Wireless	Rogers Wireless	CASTLEGAR	BC	V1N 3K3
TELUS Dealer	Andres Audiotronic	CASTLEGAR	BC	V1N 2W8
Bell Canada	The Edge Wireless (Chase)	CHASE	BC	V0E 1M0
TELUS Dealer	Cardinal Telecom (2000) Inc	CHETWYND	BC	V0C 1J0
Bell Canada	A-Plus Digital Services (Chilliwack)	CHILLIWACK	BC	V2R 4E3
Bell Canada	Virgin Mobile - Cottonwood	CHILLIWACK	BC	V2R 1A1
Bell Canada	Bell (Cottonwood Mall)	CHILLIWACK	BC	V2R 1A1

Rogers Wireless	Rogers Wireless	CHILLIWACK	BC	V2R 1A1
Rogers Wireless	Rogers Plus	CHILLIWACK	BC	V2P 7V2
TELUS Dealer	Apex Communications Inc.	CHILLIWACK	BC	V2R 3C7
TELUS Dealer	Can Talk Wireless Solutions Inc.	CHILLIWACK	BC	V2P 2M6
TELUS Dealer	PCS Wireless Communications Ltd	CHILLIWACK	BC	V2R 1A1
TELUS Dealer	Clearwest Solutions Inc.	CHILLIWACK	BC	V2R 4E7
Bell Canada	One Touch Wireless (Cloverdale)	CLOVERDALE	BC	V3S 6K7
Bell Canada	Celltown Communications Inc. (Coquitlam)	COQUITLAM	BC	V3K 3V8
Bell Canada	Student Phones (Coquitlam)	COQUITLAM	BC	V3K 3P3
Bell Canada	Virgin Mobile - Coquitlam Centre	COQUITLAM	BC	V3B 8A9
Bell Canada	Bell (Coquitlam)	COQUITLAM	BC	V3B 5R5
Bell Canada	Times Telecom (Henderson Place)	COQUITLAM	BC	V3B 5R5
Rogers Wireless	Rogers Wireless	COQUITLAM	BC	V3K 3V8
Rogers Wireless	Rogers Plus	COQUITLAM	BC	V3K 3P1
Rogers Wireless	Rogers Plus	COQUITLAM	BC	V3J 3R3
Rogers Wireless	Rogers Plus	COQUITLAM	BC	V3E 3J7
Rogers Wireless	Rogers Plus	COQUITLAM	BC	V3B 1C2
Rogers Wireless	Rogers Wireless	COQUITLAM	BC	V3B 7K5
TELUS Dealer	Apex Communications Inc.	COQUITLAM	BC	V3C 3L8
TELUS Dealer	Easylink Communications Ltd.	COQUITLAM	BC	V3B 2P5
TELUS Dealer	Connect	COQUITLAM	BC	V3B 5R5
TELUS Dealer	CMS Cellular Mobile Services Ltd.	COQUITLAM	BC	V3K 3T3
TELUS Dealer	Cartunes Sound & Cellular	COQUITLAM	BC	V3B 5R5
TELUS Dealer	Cartunes Sound & Cellular	COQUITLAM	BC	V3B 1B8
TELUS Dealer	Progressive Wireless Solutions Inc.	COQUITLAM	BC	V3B 1C5
Bell Canada	Pure Wireless (Courtenay)	COURTENAY	BC	V9N 1N3
Bell Canada	Visual Sound Store (Courtenay)	COURTENAY	BC	V9N 2J6
Rogers Wireless	Rogers Wireless	COURTENAY	BC	V9N 2L8
Rogers Wireless	Rogers Plus	COURTENAY	BC	V9N 2K6
TELUS Dealer	Tom Harris Cellular Ltd.	COURTENAY	BC	V9N 2K6
TELUS Dealer	CMS Cellular Mobile Services Ltd.	COURTENAY	BC	V9N 3R6
Bell Canada	Bell (First Pro Cranbrook)	CRANBROOK	BC	V1C 3S8
Bell Canada	East Kootenay Wireless (Cranbrook)	CRANBROOK	BC	V1C 7H2
Rogers Wireless	Rogers Wireless	CRANBROOK	BC	V1C 3S8
Rogers Wireless	Rogers Plus	CRANBROOK	BC	V1C 6S3
TELUS Dealer	Andres Audiotronic	CRANBROOK	BC	V1C 3T5
TELUS Dealer	Kootenay Communications	CRANBROOK	BC	V1C 4C9
TELUS Dealer	Mitech Communications Inc.	CRANBROOK	BC	V1C 3S8
Bell Canada	Lectron Enterprise (Creston)	CRESTON	BC	V0B 1H0
TELUS Dealer	Kootenai Photo Supplies (1981) Ltd.	CRESTON	BC	V0B 1G6
Bell Canada	Bell (Dawson Mall)	DAWSON CREEK	BC	V1G 4K6
Bell Canada	Three Monkeys (Dawson Creek)	DAWSON CREEK	BC	V1G 3W3
Bell Canada	Bell (Dawson Creek)	DAWSON CREEK	BC	V1G 2Y6

Bell Canada	City Furniture (Dawson Creek)	DAWSON CREEK	BC	V1G 2B5
Rogers Wireless	Rogers Wireless	DAWSON CREEK	BC	V1G 3T6
Rogers Wireless	Rogers Wireless	DAWSON CREEK	BC	V1G 3T6
TELUS Dealer	D.C. Digital Audio Connections Ltd.	DAWSON CREEK	BC	V1G 2B9
TELUS Dealer	Petron Communications Ltd.	DAWSON CREEK	BC	V1G 1W3
TELUS Dealer	Gearjammer Electronics Ltd.	DAWSON CREEK	BC	V1G 4E9
Bell Canada	Bell (Scottsdale)	DELTA	BC	V4E 2A9
Bell Canada	One Touch Wireless (Delta)	DELTA	BC	V4E 2A6
Rogers Wireless	Rogers Wireless	DELTA	BC	V4P 6P7
Rogers Wireless	Rogers Wireless	DELTA	BC	V4K 1W3
Rogers Wireless	Rogers Plus	DELTA	BC	V4E 3G3
TELUS Dealer	Luminus Solutions Inc.	DELTA	BC	V4C 6P5
TELUS Dealer	Connect	DELTA	BC	V4E 2A9
TELUS Dealer	CMS Cellular Mobile Services Ltd.	DELTA	BC	V4L 2A9
Bell Canada	Vi Cellular (Duncan)	DUNCAN	BC	V9L 1T3
Rogers Wireless	Rogers Wireless	DUNCAN	BC	V9L 6X2
TELUS Dealer	Cowichan Sound & Cellular Ltd.	DUNCAN	BC	V9L 6C7
TELUS Dealer	Cowichan Sound & Cellular Ltd.	DUNCAN	BC	V9L 1V2
Bell Canada	Crosscircuit Electronics (Elkford)	ELKFORD	BC	V0B 1G0
Rogers Wireless	Rogers Wireless	FERNIE	BC	V0B 1M0
Rogers Wireless	Rogers Wireless	FERNIE	BC	V0B 1M0
Bell Canada	City Furniture (Fort Nelson)	FORT NELSON	BC	V0C 1R0
Bell Canada	Northwestel (Fort Nelson)	FORT NELSON	BC	V0C 1R0
TELUS Dealer	Wireless Edge Mobility Center Inc.	FORT NELSON	BC	V0C 1R0
TELUS Dealer	E & A Electronics	FORT ST. JAMES	BC	V0J 1P0
Bell Canada	Bell (Fort St. John)	FORT ST. JOHN	BC	V1J 5Z2
Bell Canada	City Furniture (100th Ave -Fort St. John)	FORT ST. JOHN	BC	V1J 4M6
Bell Canada	Bell (Totem Mall - Kiosk)	FORT ST. JOHN	BC	V1J 1Y6
TELUS Dealer	D.C. Digital Audio Connections Ltd.	FORT ST. JOHN	BC	V1J 3X6
TELUS Dealer	Petron Communications Ltd.	FORT ST. JOHN	BC	V1J 6N2
TELUS Dealer	Trojan Industries Ltd.	FORT ST. JOHN	BC	V1J 6L8
TELUS Dealer	Custom Communications (1990) Corp.	FORT ST. JOHN	BC	V1J 5Z2
TELUS Dealer	Par 3 Sports-In-Motion Ltd.	FRASER LAKE	BC	V0J 1S0
TELUS Dealer	Suncoast Cellular	GIBSONS	BC	V0N 1V4
TELUS Dealer	J.Thomas Heating & Electric Ltd	GIBSONS	BC	V0N 1V7
Bell Canada	East Kootenay Electronics (Golden)	GOLDEN	BC	V0A 1H0
TELUS Dealer	Taks Home Furnishing Co. Inc.	GOLDEN	BC	V0A 1H0
TELUS Dealer	J.J.C. Holdings Ltd.	GRAND FORKS	BC	V0H 1H0
TELUS Dealer	Tower Communications Ltd.	HOUSTON	BC	V0J 1Z0
TELUS Dealer	Mike S Audio Video Ltd	HOUSTON	BC	V0J 1Z0
TELUS Dealer	Selkirk TV & Appliance Ltd.	INVERMERE	BC	V0A 1K0
Bell Canada	Bell (Lansdowne Village)	KAMLOOPS	BC	V2C 1Y3
Bell Canada	Bell (910 Columbia St)	KAMLOOPS	BC	V2C 1L2

Bell Canada	Virgin Mobile - Aberdeen Mall	KAMLOOPS	BC	V1S 1J2
Bell Canada	Bell Aberdeen Mall/Kiosk (Kamloops)	KAMLOOPS	BC	V1S 1J2
Rogers Wireless	Rogers Plus	KAMLOOPS	BC	V2C 6L2
Rogers Wireless	Rogers Wireless	KAMLOOPS	BC	V2C 6M1
Rogers Wireless	Rogers Wireless	KAMLOOPS	BC	V1S 1J2
TELUS Dealer	Andres Audiotronic	KAMLOOPS	BC	V2C 1Y3
TELUS Dealer	Andres Audiotronic	KAMLOOPS	BC	V1S 1J2
TELUS Dealer	Andres Audiotronic	KAMLOOPS	BC	V2C 5N8
TELUS Dealer	Walco Radio & Electronics	KAMLOOPS	BC	V2H 1E6
TELUS Dealer	George Ewert O/A George S Cellular-Sound-Security	KAMLOOPS	BC	V2C 1A6
TELUS Dealer	Bwireless	KAMLOOPS	BC	V1S 1T7
TELUS Dealer	PCS Wireless Communications Ltd	KAMLOOPS	BC	V2B 3H9
TELUS Dealer	PCS Wireless Communications Ltd	KAMLOOPS	BC	V2C 6R6
Bell Canada	Kootenay Lake Computers	KASLO	BC	V0G 1M0
Bell Canada	Bell (Orchard Park Mall)	KELOWNA	BC	V1Y 6H2
Bell Canada	Virgin Mobile - Orchard Park Shopping	KELOWNA	BC	V1Y 6H2
Bell Canada	Connects Wireless	KELOWNA	BC	V1Y 6E7
Bell Canada	Pro Wireless (Kelowna)	KELOWNA	BC	V1Y 6G6
Bell Canada	Bell (Dilworth Shopping Centre)	KELOWNA	BC	V1X 4H9
Bell Canada	Bell (Britanico Rd)	KELOWNA	BC	V1V 1V7
Bell Canada	UBC Bookstore (Kelowna)	KELOWNA	BC	V1V 1C5
Rogers Wireless	Rogers Wireless	KELOWNA	BC	V1Y 6H2
Rogers Wireless	Rogers Plus	KELOWNA	BC	V1Y 6E9
Rogers Wireless	Rogers Wireless	KELOWNA	BC	V1Y 6C7
Rogers Wireless	Rogers Plus	KELOWNA	BC	V1X 4H9
Rogers Wireless	Rogers Wireless	KELOWNA	BC	V1X 3G5
Rogers Wireless	Rogers Plus	KELOWNA	BC	V1W 3S9
TELUS Dealer	Andres Audiotronic	KELOWNA	BC	V1Y 6H2
TELUS Dealer	Andres Audiotronic	KELOWNA	BC	V1Y 7H2
TELUS Dealer	Andres Audiotronic	KELOWNA	BC	V1Y 7X1
TELUS Dealer	Tac Mobility	KELOWNA	BC	V1X 4J2
TELUS Dealer	Tac Mobility	KELOWNA	BC	V1W 3S9
TELUS Dealer	Pacific Coastcom Communications Inc.	KELOWNA	BC	V1Y 5V6
TELUS Dealer	Pacific Coastcom Communications Inc.	KELOWNA	BC	V1Y 8J8
TELUS Dealer	Allan Yee Pharmacy Ltd.	KIMBERLEY	BC	V1A 2Z9
Bell Canada	Book Masters / Toys 4 U (Kitimat)	KITIMAT	BC	V8C 1T6
Rogers Wireless	Rogers Wireless	KITIMAT	BC	V8C 1T6
TELUS Dealer	Sight & Sound Music Inc.	KITIMAT	BC	V8C 1T6
TELUS Dealer	CMS Cellular Mobile Services Ltd.	LADNER	BC	V4K 2T6
Bell Canada	Bell (Willowbrook Corner)	LANGLEY	BC	V2Y 1M9
Bell Canada	Bell (Willowbrook Mall)	LANGLEY	BC	V3A 7E9
Bell Canada	Bell (Walnut Gate)	LANGLEY	BC	V1M 2Y4
Rogers Wireless	Rogers Plus	LANGLEY	BC	V2Y 1A2

Rogers Wireless	Rogers Wireless	LANGLEY	BC	V1M 0A4
TELUS Dealer	Apex Communications Inc.	LANGLEY	BC	V1M 2Y2
TELUS Dealer	Apex Communications Inc.	LANGLEY	BC	V3A 4C5
TELUS Dealer	Edmonton Cellular Sales Ltd.	LANGLEY	BC	V3A 7E9
TELUS Dealer	Connect	LANGLEY	BC	V3A 7E9
TELUS Dealer	Can Talk Wireless Solutions Inc.	LANGLEY	BC	V3A 7B1
TELUS Dealer	Clearwest Solutions Inc.	LANGLEY	BC	V1M 3C6
TELUS Dealer	Clearwest Solutions Inc.	LANGLEY	BC	V1M 0A4
TELUS Dealer	Clearwest Solutions Inc.	LANGLEY	BC	V2Y 1P3
TELUS Dealer	Virtualhelp Electronics	LILLOOET	BC	V0K 1V0
Bell Canada	Xtreme Wireless (Lumby)	LUMBY	BC	V0E 2G0
Bell Canada	Primetime Computers (Maple Ridge)	MAPLE RIDGE	BC	V2X 9B6
Bell Canada	Bell (Haney Place Mall - Kiosk)	MAPLE RIDGE	BC	V2X 8R9
Rogers Wireless	Fido	MAPLE RIDGE	BC	V2X 8R9
Rogers Wireless	Rogers Plus	MAPLE RIDGE	BC	V2X 3J5
Rogers Wireless	Rogers Plus	MAPLE RIDGE	BC	V2X 3E3
Rogers Wireless	Rogers Wireless	MAPLE RIDGE	BC	V2X 2V5
Rogers Wireless	Rogers Wireless	MAPLE RIDGE	BC	V2X 2P9
TELUS Dealer	Countrywide Communications	MAPLE RIDGE	BC	V2X 8R9
TELUS Dealer	Countrywide Communications	MAPLE RIDGE	BC	V2X 2V4
TELUS Dealer	Modern Communications Corp.	MAPLE RIDGE	BC	V2X 1X7
Dropbox	Northern Savings Credit Union	MASSET	BC	V0T 1M0
TELUS Dealer	City Furniture & Appliances Ltd.	MERRITT	BC	V1K 1B8
TELUS Dealer	Cowichan Sound & Cellular Ltd.	MILL BAY	BC	V0R 2P0
Rogers Wireless	Rogers Plus	MISSION	BC	V2V 1A7
Rogers Wireless	Rogers Wireless	MISSION	BC	V2V 1A5
TELUS Dealer	Tac Mobility	MISSION	BC	V2V 6M7
TELUS Dealer	Can Talk Wireless Solutions Inc.	MISSION	BC	V2V 1A7
Bell Canada	Boutiquemac	NANAIMO	BC	V9R 5G6
Bell Canada	Bell (Woodgrove Centre)	NANAIMO	BC	V9T 4T7
Bell Canada	Virgin Mobile - Woodgrove Centre	NANAIMO	BC	V9T 4T7
Rogers Wireless	Rogers Wireless	NANAIMO	BC	V9T 4K6
Rogers Wireless	Rogers Plus	NANAIMO	BC	V9T 1W1
TELUS Dealer	Tom Harris Cellular Ltd.	NANAIMO	BC	V9T 4T7
TELUS Dealer	Tom Harris Cellular Ltd.	NANAIMO	BC	V9T 5V4
TELUS Dealer	CMS Cellular Mobile Services Ltd.	NANAIMO	BC	V9T 1W1
TELUS Dealer	CMS Cellular Mobile Services Ltd.	NANAIMO	BC	V9T 4K6
Bell Canada	Connects Wireless	NELSON	BC	V1L 5Z3
Rogers Wireless	Rogers Wireless	NELSON	BC	V1L 4B4
TELUS Dealer	J.B. Office Systems Ltd.	NELSON	BC	V1L 4C8
TELUS Dealer	Doug Sutherland Holdings Ltd.	NELSON	BC	V1L 4J3
TELUS Dealer	South Kootenay Electronics Ltd.	NELSON	BC	V1L 4C2
TELUS Dealer	Andre's Audiotronic	NELSON	BC	V1L 5Z3

Bell Canada	Mobile Korner (New Westminster)	NEW WESTMINSTER	BC	V3M 5X2
Rogers Wireless	Rogers Wireless	NEW WESTMINSTER	BC	V3L 3C2
Rogers Wireless	Rogers Plus	NEW WESTMINSTER	BC	V3M 1C4
Rogers Wireless	Rogers Plus	NEW WESTMINSTER	BC	V3L 2B8
Rogers Wireless	Fido	NEW WESTMINSTER	BC	V3L 3C2
TELUS Dealer	Edmonton Cellular Sales Ltd.	NEW WESTMINSTER	BC	V3L 3C2
Bell Canada	Bell (Lynn Valley Centre - Kiosk)	NORTH VANCOUVER	BC	V7J 2K9
Bell Canada	Canada Wide Communications (North Van.)	NORTH VANCOUVER	BC	V7J 3H2
Bell Canada	Bell (Lonsdale)	NORTH VANCOUVER	BC	V7M 2J6
Bell Canada	Bell (Capilano)	NORTH VANCOUVER	BC	V7P 1S3
Rogers Wireless	Rogers Wireless	NORTH VANCOUVER	BC	V7P 3E5
Rogers Wireless	Rogers Plus	NORTH VANCOUVER	BC	V7P 3M9
Rogers Wireless	Rogers Plus	NORTH VANCOUVER	BC	V7M 2J5
Rogers Wireless	Rogers Wireless	NORTH VANCOUVER	BC	V7M 2J1
Rogers Wireless	Rogers Wireless	NORTH VANCOUVER	BC	V7J 3S8
Rogers Wireless	Rogers Wireless	NORTH VANCOUVER	BC	V7J 3H2
TELUS Dealer	Tac Mobility	NORTH VANCOUVER	BC	V7J 3H2
TELUS Dealer	Tac Mobility	NORTH VANCOUVER	BC	V7P 1T3
TELUS Dealer	Apex Communications Inc.	NORTH VANCOUVER	BC	V7P 1S3
TELUS Dealer	CMS Cellular Mobile Services Ltd.	NORTH VANCOUVER	BC	V7M 2J7
TELUS Dealer	Innovative Telecom (Itel)	NORTH VANCOUVER	BC	V7J 1C6
TELUS Dealer	Tac Mobility	OSOYOOS	BC	V0H 1V0
Bell Canada	Blue Door Electronics (Parksville)	PARKSVILLE	BC	V9P 2H4
TELUS Dealer	Tom Harris Cellular Ltd.	PARKSVILLE	BC	V9P 2G4
Bell Canada	Bell (Peachtree Square)	PENTICTON	BC	V2A 9B8
Rogers Wireless	Rogers Wireless	PENTICTON	BC	V2A 6W6
Rogers Wireless	Rogers Plus	PENTICTON	BC	V2A 5H3
TELUS Dealer	Andres Audioptronic	PENTICTON	BC	V2A 6W6
TELUS Dealer	Andres Audioptronic	PENTICTON	BC	V2A 6E8
TELUS Dealer	Tac Mobility	PENTICTON	BC	V2A 5E9
TELUS Dealer	Pacific Coastcom Communications Inc.	PENTICTON	BC	V2A 5H4

Bell Canada	Bell (Meadowtown Centre)	PITT MEADOWS	BC	V3Y 2W1
TELUS Dealer	Tom Harris Cellular Ltd.	PITT MEADOWS	BC	V3Y 2W1
TELUS Dealer	Alberni Communications & Electronics	PORT ALBERNI	BC	V9H 4X8
TELUS Dealer	Tom Harris Cellular Ltd.	PORT ALBERNI	BC	V9Y 5N3
Rogers Wireless	Fido	PORT COQUITLAM	BC	V3C 3G4
Rogers Wireless	Fido	PORT COQUITLAM	BC	V3B 6P2
Rogers Wireless	Rogers Plus	PORT COQUITLAM	BC	V3B 5M8
Rogers Wireless	Rogers Plus	PORT COQUITLAM	BC	V3B 1J6
TELUS Dealer	Tac Mobility	PORT COQUITLAM	BC	V3C 3H1
TELUS Dealer	Progressive Wireless Solutions Inc.	PORT COQUITLAM	BC	V3B 7Z1
TELUS Dealer	Hardy Sound Ltd.	PORT HARDY	BC	V0N 2P0
TELUS Dealer	Canadian Electronics Corporation	POWELL RIVER	BC	V8A 3R8
Bell Canada	Bell (Pine Centre)	PRINCE GEORGE	BC	V2N 2S9
Rogers Wireless	Rogers Plus	PRINCE GEORGE	BC	V2N 5E1
Rogers Wireless	Rogers Wireless	PRINCE GEORGE	BC	V2N 0B1
Rogers Wireless	Rogers Wireless	PRINCE GEORGE	BC	V2N 2S9
Rogers Wireless	Rogers Plus	PRINCE GEORGE	BC	V2M 3B8
Rogers Wireless	Rogers Plus	PRINCE GEORGE	BC	V2K 3A6
TELUS Dealer	B. K. Two Way Radio Ltd.	PRINCE GEORGE	BC	V2N 6Z4
TELUS Dealer	B. K. Two Way Radio Ltd.	PRINCE GEORGE	BC	V2L 3X3
TELUS Dealer	B. K. Two Way Radio Ltd.	PRINCE GEORGE	BC	V2N 1A5
TELUS Dealer	A.B.C. Allen Business Communications Ltd.	PRINCE GEORGE	BC	V2N 2S9
TELUS Dealer	Central Interior Communications Ltd.	PRINCE GEORGE	BC	V2N 1B9
TELUS Dealer	Andres Audiotronic	PRINCE GEORGE	BC	V2C 1N4
Bell Canada	Citywest Cable & Telephone Corporation	PRINCE RUPERT	BC	V8J 1L1
Dropbox	Northern Savings Credit Union	PRINCE RUPERT	BC	V8J 1K8
Rogers Wireless	Rogers Wireless	PRINCE RUPERT	BC	V8J 3Y1
Rogers Wireless	Rogers Wireless	PRINCE RUPERT	BC	V8J 1L2
Dropbox	Northern Savings Credit Union	QUEEN CHARLOTTE	BC	V0T 1S0
Bell Canada	Bell (Quesnel)	QUESNEL	BC	V2J 2M1
Rogers Wireless	Rogers Wireless	QUESNEL	BC	V2J 2M5
TELUS Dealer	B. K. Two Way Radio Ltd.	QUESNEL	BC	V2J 5B7
TELUS Dealer	A.B.C. Allen Business Communications Ltd.	QUESNEL	BC	V2J 2M2
Bell Canada	Stoke Music (Revelstoke)	REVELSTOKE	BC	V0E 2S0
TELUS Dealer	Style Trend Clothiers Ltd.	REVELSTOKE	BC	V0E 2S0
Bell Canada	Virgin Mobile - Richmond	RICHMOND	BC	V6Y 1K3
Bell Canada	Bell (Richmond Centre BC - Kiosk)	RICHMOND	BC	V6Y 2B6
Bell Canada	Times Telecom (Parker Place)	RICHMOND	BC	V6X 4J7
Bell Canada	Bell Aberdeen Centre (Richmond)	RICHMOND	BC	V6X 4J7
Bell Canada	Newcom Wireless (McKim)	RICHMOND	BC	V6X 4A5
Bell Canada	Mobile DNA (No. 3 Road - Richmond)	RICHMOND	BC	V6X 3M1

Bell Canada	Times Telecom (Head-Office)	RICHMOND	BC	V6X 3Y2
Bell Canada	Times Telecom (Store)	RICHMOND	BC	V6X 3M1
Bell Canada	Newcom Wireless (Alexandra)	RICHMOND	BC	V6X 3M1
Bell Canada	Mobile Korner (Richmond Public Market)	RICHMOND	BC	V6X 3M1
Bell Canada	Symphony 8 (Call Centre)	RICHMOND	BC	V6X 2C1
Bell Canada	Times Telecom (Call Centre)	RICHMOND	BC	V6X 2C2
Bell Canada	Times Telecom (Aberdeen Centre)	RICHMOND	BC	V6X 1C3
Bell Canada	Bell (Richmond Centre)	RICHMOND	BC	V6Y 2B6
Bell Canada	Mobile Korner (Blundell - Richmond)	RICHMOND	BC	V6Y 2V7
Chatr	Chatr	RICHMOND	BC	H4R 1Y5
Dropbox	Steveston Bottle Depot Ltd.	RICHMOND	BC	V7E 3R7
Rogers Wireless	Rogers Plus	RICHMOND	BC	V7C 5K1
Rogers Wireless	Rogers Plus	RICHMOND	BC	V7C 4C1
Rogers Wireless	Rogers Plus	RICHMOND	BC	V6Y 3X9
Rogers Wireless	Rogers Wireless	RICHMOND	BC	V6Y 2V7
Rogers Wireless	Fido	RICHMOND	BC	V6Y 2N6
Rogers Wireless	Fido	RICHMOND	BC	V6Y 2B6
Rogers Wireless	Rogers Wireless	RICHMOND	BC	V6X 4A5
Rogers Wireless	Rogers Wireless	RICHMOND	BC	V6X 3Z9
Rogers Wireless	Fido	RICHMOND	BC	V6X 3Z7
Rogers Wireless	Fido	RICHMOND	BC	V6X 3V7
Rogers Wireless	Rogers Wireless	RICHMOND	BC	V6X 3R2
Rogers Wireless	Fido	RICHMOND	BC	V6X 2T9
Rogers Wireless	Fido	RICHMOND	BC	V6X 2C2
Rogers Wireless	Fido	RICHMOND	BC	V6X 2C1
Rogers Wireless	Rogers Wireless	RICHMOND	BC	V6X 1C3
TELUS Dealer	Tac Mobility	RICHMOND	BC	V6V 1J4
TELUS Dealer	Apex Communications Inc.	RICHMOND	BC	V7A 5J3
TELUS Dealer	Connect	RICHMOND	BC	V6Y 2B6
TELUS Dealer	Connect	RICHMOND	BC	V6Y 2V7
TELUS Dealer	Cellcity Communications	RICHMOND	BC	V6X 3V7
TELUS Dealer	Oasis Telecom (Richmond) Inc.	RICHMOND	BC	V6X 4A5
Bell Canada	Connects Wireless (Salmon Arm)	SALMON ARM	BC	V1E 1T3
Bell Canada	Shuswap Wireless (Salmon Arm)	SALMON ARM	BC	V1E 1T3
Bell Canada	Futurity Wireless (Centenoka Park Mall)	SALMON ARM	BC	V1E 1B6
TELUS Dealer	Tac Mobility	SALMON ARM	BC	V1E 4N7
TELUS Dealer	Pacific Coastcom Communications Inc.	SALMON ARM	BC	V1E 4M3
TELUS Dealer	Energy Options Ltd.	SALT SPRING ISLAND	BC	V8K 2V5
Bell Canada	Strait Music (Sechelt)	SECHELT	BC	V0N 1H0
TELUS Dealer	Suncoast Cellular	SECHELT	BC	V0N 3A0
TELUS Dealer	Tom Harris Cellular Ltd.	SIDNEY	BC	V8L 4W6
Rogers Wireless	Rogers Wireless	SMITHERRS	BC	V0J 2N1

TELUS Dealer	Totem Audio Video Ltd.	SMITHERS	BC	V0J 2N0
TELUS Dealer	Glacier View Satellite Ltd.	SMITHERS	BC	V0J 2N0
Rogers Wireless	Rogers Wireless	SOUTH SURREY	BC	V4A 4N3
TELUS Dealer	Sparwood Communications	SPARWOOD	BC	V0B 2G0
Bell Canada	Bell (Squamish)	SQUAMISH	BC	V0N 1B4
Rogers Wireless	Rogers Wireless	SQUAMISH	BC	V0N 1T0
TELUS Dealer	Cartunes Sound & Cellular	SQUAMISH	BC	V0N 3G0
TELUS Dealer	Canadian Electronics Corporation	SQUAMISH	BC	V0N 3G0
TELUS Dealer	Tom Harris Cellular Ltd.	SQUAMISH	BC	V8B 0G2
Bell Canada	Celluland (Surrey)	SURREY	BC	V4N 0X8
Bell Canada	Bell (Semiahmoo Shopping Centre-Kiosk)	SURREY	BC	V4A 4N3
Bell Canada	Bell (72nd AVE - Surrey)	SURREY	BC	V3W 3K8
Bell Canada	A1 Wireless (76th Avenue)	SURREY	BC	V3W 4G1
Bell Canada	Bell (128th St. - Surrey)	SURREY	BC	V3W 2P3
Bell Canada	Bell (Nordel Crossing)	SURREY	BC	V3W 1P6
Bell Canada	One Touch Wireless (88th Ave - Surrey)	SURREY	BC	V3W 1E6
Bell Canada	A1 Wireless (76th Avenue Store)	SURREY	BC	V3W 1E6
Bell Canada	Surrey Wireless Solutions	SURREY	BC	V3V 4C1
Bell Canada	Times Telecom (Central City)	SURREY	BC	V3T 2W1
Bell Canada	Bell (Central City)	SURREY	BC	V3T 2W1
Bell Canada	Celltown Communications (Surrey)	SURREY	BC	V3T 1W2
Bell Canada	One Touch Wireless (Panorama Village)	SURREY	BC	V3S 9A5
Bell Canada	Student Phones (Surrey)	SURREY	BC	V3S 1Z2
Bell Canada	A1 Wireless (64th Avenue - Surrey)	SURREY	BC	V3S 1C7
Bell Canada	Virgin Mobile - Guildford Town Centre	SURREY	BC	V3R 7C1
Bell Canada	In Touch Wireless (Surrey)	SURREY	BC	V3R 8X2
Bell Canada	Bell (Guildford Town Centre)	SURREY	BC	V3R 7C1
Chatr	Chatr	SURREY	BC	V3T 2W1
Dropbox	Freedom Wireless Ltd.	SURREY	BC	V3M 3M8
Rogers Wireless	Rogers Wireless	SURREY	BC	V3T 2W1
Rogers Wireless	Rogers Plus	SURREY	BC	V3W 7T9
Rogers Wireless	Rogers Wireless	SURREY	BC	V3W 5A5
Rogers Wireless	Rogers Wireless	SURREY	BC	V3W 4G3
Rogers Wireless	Fido	SURREY	BC	V3W 4Z9
Rogers Wireless	Fido	SURREY	BC	V3W 4G2
Rogers Wireless	Rogers Plus	SURREY	BC	V3W 3N3
Rogers Wireless	Rogers Wireless	SURREY	BC	V3W 2M1
Rogers Wireless	Fido	SURREY	BC	V3W 2T2
Rogers Wireless	Fido	SURREY	BC	V3V 6V9
Rogers Wireless	Fido	SURREY	BC	V3V 4B5
Rogers Wireless	Rogers Plus	SURREY	BC	V3T 2W4
Rogers Wireless	Fido	SURREY	BC	V3T 1W2

Rogers Wireless	Rogers Wireless	SURREY	BC	V3S 7Y4
Rogers Wireless	Rogers Wireless	SURREY	BC	V3S 6J9
Rogers Wireless	Rogers Plus	SURREY	BC	V3S 1C7
Rogers Wireless	Rogers Wireless	SURREY	BC	V3S 4G3
Rogers Wireless	Rogers Plus	SURREY	BC	V3R 4E4
TELUS Dealer	Tac Mobility	SURREY	BC	V3S 2W4
TELUS Dealer	Tom Harris Cellular Ltd.	SURREY	BC	V3S 1Z2
TELUS Dealer	Apex Communications Inc.	SURREY	BC	V3T 1W5
TELUS Dealer	Edmonton Cellular Sales Ltd.	SURREY	BC	V3T 2W1
TELUS Dealer	Luminus Solutions Inc.	SURREY	BC	V3R 4G8
TELUS Dealer	Luminus Solutions Inc.	SURREY	BC	V3W 1P8
TELUS Dealer	Connect	SURREY	BC	V3R 7B7
TELUS Dealer	CMS Cellular Mobile Services Ltd.	SURREY	BC	V3W 5A5
TELUS Dealer	Can Talk Wireless Solutions Inc.	SURREY	BC	V4P 1B8
TELUS Dealer	PCS Wireless Communications Ltd	SURREY	BC	V3S 9H7
TELUS Dealer	Veerman Cellular Inc.	SURREY	BC	V4A 3V2
Bell Canada	W-1 Enterprises Ltd (Terrace)	TERRACE	BC	V8G 1R3
Dropbox	Northern Savings Credit Union	TERRACE	BC	V8G 1S6
Rogers Wireless	Rogers Wireless	TERRACE	BC	V8G 1P8
TELUS Dealer	Sight & Sound Music Inc.	TERRACE	BC	V8G 4K1
TELUS Dealer	Sight & Sound Music Inc.	TERRACE	BC	V8G 4R9
TELUS Dealer	EF Holdings Ltd.	TERRACE	BC	V8G 4K1
Bell Canada	Soundwest Avu (Trail)	TRAIL	BC	V1R 4B1
TELUS Dealer	Rock Island Tape Centre Ltd.	TRAIL	BC	V1R 4A9
TELUS Dealer	B V Communications Ltd.	TRAIL	BC	V1R 4A5
Bell Canada	UBC Bookstore	VANCOUVER	BC	V6T 1Z4
Bell Canada	It Mobility	VANCOUVER	BC	V6P 4H3
Bell Canada	Student Phones (Vancouver)	VANCOUVER	BC	V6T 1T2
Bell Canada	Bell (West 4th/Kitsilano)	VANCOUVER	BC	V6K 1N6
Bell Canada	Bell (1588 West Broadway)	VANCOUVER	BC	V6J 5K9
Bell Canada	Preston Mobility Inc.	VANCOUVER	BC	V6H 3V9
Bell Canada	Bell (West Georgia St)	VANCOUVER	BC	V6E 4A2
Bell Canada	Wireless Toys (Robson Public Market)	VANCOUVER	BC	V6G 1C7
Bell Canada	Bell (Robson Street)	VANCOUVER	BC	V6E 1C1
Bell Canada	Crononet (W. Georgia - Vancouver)	VANCOUVER	BC	V6E 2Y2
Bell Canada	Celltown (Robson - Vancouver)	VANCOUVER	BC	V6E 1B2
Bell Canada	Mobile Korner (W. Hastings - Vancouver)	VANCOUVER	BC	V6B 4N4
Bell Canada	Mac Station (Vancouver)	VANCOUVER	BC	V6B 6N9
Bell Canada	Celltown (617 Pender - Vancouver)	VANCOUVER	BC	V6B 1W7
Bell Canada	Celltown (428 Pender - Vancouver)	VANCOUVER	BC	V6B 2W9
Bell Canada	Celltown Communications - (Seymour)	VANCOUVER	BC	V6B 3H6
Bell Canada	Times Telecom (Tinseltown)	VANCOUVER	BC	V6B 1T5
Bell Canada	Bell (Chinatown Plaza)	VANCOUVER	BC	V6A 4E9

Bell Canada	Above Wireless (City Square)	VANCOUVER	BC	V5Z 3X7
Bell Canada	Bell (698 West Broadway)	VANCOUVER	BC	V5Z 3X7
Bell Canada	Above Wireless (City Square) Store	VANCOUVER	BC	V5Z 2M9
Bell Canada	Bell (Oakridge Centre)	VANCOUVER	BC	V5Z 2M9
Bell Canada	Virgin Mobile - Oakridge	VANCOUVER	BC	V5Z 1G1
Bell Canada	A1 Wireless (Main - Vancouver)	VANCOUVER	BC	V5X 3L2
Bell Canada	Geneva System (Fraser - Vancouver)	VANCOUVER	BC	V5V 4C3
Bell Canada	A1 Wireless (Fraser - Vancouver)	VANCOUVER	BC	V5W 2Z6
Bell Canada	Times Telecom (Kingsway)	VANCOUVER	BC	V5R 5L9
Bell Canada	Virgin Mobile - Park Royal North	VANCOUVER	BC	V7J 3H2
Bell Canada	Bell (Pacific Centre)	VANCOUVER	BC	V7Y 1A1
Bell Canada	Mobile DNA (Georgia - Vancouver)	VANCOUVER	BC	V7Y 1K8
Chatr	Chatr	VANCOUVER	BC	V6B 4P7
Dropbox	PC Galore Consignment Ltd.	VANCOUVER	BC	V6K 1R1
Rogers Wireless	Rogers Plus	VANCOUVER	BC	V7Y 1K8
Rogers Wireless	Fido	VANCOUVER	BC	V7Y 1A2
Rogers Wireless	Rogers Wireless	VANCOUVER	BC	V7X 1C4
Rogers Wireless	Rogers Wireless	VANCOUVER	BC	V6Z 1B8
Rogers Wireless	Rogers Wireless	VANCOUVER	BC	V6T 1V6
Rogers Wireless	Rogers Plus	VANCOUVER	BC	V6P 4Z8
Rogers Wireless	Fido	VANCOUVER	BC	V6P 4Z6
Rogers Wireless	Rogers Wireless	VANCOUVER	BC	V6K 2G2
Rogers Wireless	Rogers Plus	VANCOUVER	BC	V6K 1C6
Rogers Wireless	Fido	VANCOUVER	BC	V6J 4R1
Rogers Wireless	Rogers Wireless	VANCOUVER	BC	V6J 3G9
Rogers Wireless	Rogers Wireless	VANCOUVER	BC	V6J 3H1
Rogers Wireless	Rogers Plus	VANCOUVER	BC	V6J 1Z6
Rogers Wireless	Rogers Wireless	VANCOUVER	BC	V6J 1V6
Rogers Wireless	Rogers Plus	VANCOUVER	BC	V6H 1R7
Rogers Wireless	Rogers Plus	VANCOUVER	BC	V6G 1V9
Rogers Wireless	Rogers Wireless	VANCOUVER	BC	V6G 1C9
Rogers Wireless	Fido	VANCOUVER	BC	V6E 3P3
Rogers Wireless	Rogers Plus	VANCOUVER	BC	V6E 1N4
Rogers Wireless	Fido	VANCOUVER	BC	V6E 1B5
Rogers Wireless	Rogers Wireless	VANCOUVER	BC	V6E 1A9
Rogers Wireless	Fido	VANCOUVER	BC	V6B 6N9
Rogers Wireless	Fido	VANCOUVER	BC	V6B 6L9
Rogers Wireless	Rogers Wireless	VANCOUVER	BC	V6B 5J3
Rogers Wireless	Fido	VANCOUVER	BC	V6B 1H3
Rogers Wireless	Rogers Wireless	VANCOUVER	BC	V6B 2T4
Rogers Wireless	Rogers Wireless	VANCOUVER	BC	V6A 1X5
Rogers Wireless	Rogers Wireless	VANCOUVER	BC	V6A 1X3
Rogers Wireless	Fido	VANCOUVER	BC	V5Z 3H9

Rogers Wireless	Fido	VANCOUVER	BC	V5Z 1E6
Rogers Wireless	Rogers Wireless	VANCOUVER	BC	V5X 3T5
Rogers Wireless	Rogers Wireless	VANCOUVER	BC	V5X 2S5
Rogers Wireless	Fido	VANCOUVER	BC	V5W 3A4
Rogers Wireless	Rogers Wireless	VANCOUVER	BC	V5T 4G5
Rogers Wireless	Fido	VANCOUVER	BC	V5T 3G8
Rogers Wireless	Fido	VANCOUVER	BC	V5P 3X9
Rogers Wireless	Fido	VANCOUVER	BC	V5N 4B9
Rogers Wireless	Fido	VANCOUVER	BC	V5M 4N8
Rogers Wireless	Rogers Plus	VANCOUVER	BC	V5K 1Z6
TELUS Dealer	Bwireless	VANCOUVER	BC	V6B 1A6
TELUS Dealer	Bwireless	VANCOUVER	BC	V6C 2T6
TELUS Dealer	Tac Mobility	VANCOUVER	BC	V6J 3G9
TELUS Dealer	Tac Mobility	VANCOUVER	BC	V5X 3A2
TELUS Dealer	Tac Mobility	VANCOUVER	BC	V5M 3T7
TELUS Dealer	Tom Harris Cellular Ltd.	VANCOUVER	BC	V6K 1N7
TELUS Dealer	Ralph S Radio Ltd.	VANCOUVER	BC	V5T 1A5
TELUS Dealer	Apex Communications Inc.	VANCOUVER	BC	V6B 3H7
TELUS Dealer	Easylink Communications Ltd.	VANCOUVER	BC	V5R 5L5
TELUS Dealer	Luminus Solutions Inc.	VANCOUVER	BC	V6R 2B1
TELUS Dealer	Connect	VANCOUVER	BC	V6E 0A1
TELUS Dealer	Connect	VANCOUVER	BC	V6C 3L2
TELUS Dealer	Connect	VANCOUVER	BC	V5Z 2M9
TELUS Dealer	CMS Cellular Mobile Services Ltd.	VANCOUVER	BC	V6G 1C9
TELUS Dealer	CellCity Communications	VANCOUVER	BC	V7Y 1K8
TELUS Dealer	CellCity Communications	VANCOUVER	BC	V6A 2V1
TELUS Dealer	CellCity Communications	VANCOUVER	BC	V5Z 1K7
TELUS Dealer	PCS Wireless Communications Ltd	VANCOUVER	BC	V6B 1Z5
TELUS Dealer	Innovative Telecom (Itel)	VANCOUVER	BC	V5V 3C6
TELUS Dealer	Go Wireless Inc.	VANCOUVER	BC	V6B 2P6
TELUS Dealer	318 Oakview Holdings Ltd.	VANCOUVER	BC	V6A 1X6
TELUS Dealer	Bird On A Wire Media & More	VANDERHOOF	BC	V0J 3A0
TELUS Dealer	Bird On A Wire Media & More	VANDERHOOF	BC	V0J 3A0
Bell Canada	Bell (Village Green)	VERNON	BC	V1T 9V2
Bell Canada	Connects Wireless (Vernon)	VERNON	BC	V1T 9H2
Bell Canada	Xtreme Wireless (Vernon)	VERNON	BC	V1T 7G7
Rogers Wireless	Rogers Plus	VERNON	BC	V1T 9H2
Rogers Wireless	Rogers Plus	VERNON	BC	V1T 9H6
Rogers Wireless	Rogers Wireless	VERNON	BC	V1T 7G7
TELUS Dealer	Andres Audiotronic	VERNON	BC	V1T 7E7
TELUS Dealer	Andres Audiotronic	VERNON	BC	V1T 3R5
TELUS Dealer	Tac Mobility	VERNON	BC	V1T 5N4
TELUS Dealer	Pacific Coastcom Communications Inc.	VERNON	BC	V1T 4Y4

Bell Canada	Bell (Hillside Centre)	VICTORIA	BC	V8T 2C5
Bell Canada	Bell (Victoria Bay Centre)	VICTORIA	BC	V8W 3M9
Bell Canada	Virgin Mobile - Mayfair Shopping Centre	VICTORIA	BC	V8Z 6E3
Bell Canada	Bell (Mayfair Centre)	VICTORIA	BC	V8Z 6E3
Bell Canada	Virgin Mobile - Tillicum Centre	VICTORIA	BC	V9A 7C5
Bell Canada	Bell (Westshore Town Centre)	VICTORIA	BC	V9B 5E3
Rogers Wireless	Rogers Wireless	VICTORIA	BC	V9B 5E3
Rogers Wireless	Rogers Plus	VICTORIA	BC	V9B 5T6
Rogers Wireless	Rogers Wireless	VICTORIA	BC	V9B 3R5
Rogers Wireless	Rogers Wireless	VICTORIA	BC	V9A 7C5
Rogers Wireless	Rogers Plus	VICTORIA	BC	V9A 2A6
Rogers Wireless	Rogers Wireless	VICTORIA	BC	V8Z 3L3
Rogers Wireless	Rogers Plus	VICTORIA	BC	V8W 3M9
Rogers Wireless	Rogers Wireless	VICTORIA	BC	V8W 2E8
Rogers Wireless	Fido	VICTORIA	BC	V8W 1L6
Rogers Wireless	Rogers Plus	VICTORIA	BC	V8P 2L5
Rogers Wireless	Rogers Plus	VICTORIA	BC	V8T 4E3
TELUS Dealer	Tom Harris Cellular Ltd.	VICTORIA	BC	V8N 0A3
TELUS Dealer	Tom Harris Cellular Ltd.	VICTORIA	BC	V8W 3M9
TELUS Dealer	Tom Harris Cellular Ltd.	VICTORIA	BC	V9A 7C5
TELUS Dealer	Tom Harris Cellular Ltd.	VICTORIA	BC	V8T 2C5
TELUS Dealer	Speed of Sound Auto Group Ltd.	VICTORIA	BC	V8W 1S7
TELUS Dealer	Ralph's Radio Ltd.	VICTORIA	BC	V8W 1K1
TELUS Dealer	Connect	VICTORIA	BC	V8Z 6E3
TELUS Dealer	PCS Wireless Communications Ltd	VICTORIA	BC	V9B 5E3
TELUS Dealer	PCS Wireless Communications Ltd	VICTORIA	BC	V9B 3R5
TELUS Dealer	Victoria Mobile Radio Ltd.	VICTORIA	BC	V8Z 3P3
TELUS Dealer	Sound Advice Audio Video Inc.	VICTORIA	BC	V8T 4J3
TELUS Dealer	Sound Advice Audio Video Inc.	VICTORIA	BC	V8T 5E1
TELUS Dealer	Sound Advice Audio Video Inc.	VICTORIA	BC	V9B 1H8
Bell Canada	Just Dial Communications (West Van)	WEST VANCOUVER	BC	V7T 1A2
Bell Canada	Just Dial Communications (Retail)	WEST VANCOUVER	BC	V7T 1B5
Bell Canada	Aboriginal Computer Solutions	WEST VANCOUVER	BC	V7T 1B5
Bell Canada	Bell (Park Royal)	WEST VANCOUVER	BC	V7T 2W4
Rogers Wireless	Rogers Plus	WEST VANCOUVER	BC	V7W 3C6
Rogers Wireless	Rogers Wireless	WEST VANCOUVER	BC	V7T 1A1
TELUS Dealer	Connect	WEST VANCOUVER	BC	V7T 1H9
TELUS Dealer	CellCity Communications	WEST VANCOUVER	BC	V7T 1A1
Bell Canada	Connects Wireless (Westbank)	WESTBANK	BC	V4T 3C1
Bell Canada	Pro Wireless (Westbank)	WESTBANK	BC	V4T 3C1
Bell Canada	Pro Wireless (Head Office)	WESTBANK	BC	V4T 2E3
Rogers Wireless	Rogers Wireless	WESTBANK	BC	V4T 3E2
TELUS Dealer	Tac Mobility	WESTBANK	BC	V4T 2E9

Bell Canada	WSC Communications (Whistler)	WHISTLER	BC	V0N 3A0
TELUS Dealer	Tac Mobility	WHISTLER	BC	V0N 1B7
Rogers Wireless	Rogers Plus	WHITE ROCK	BC	V4A 4N6
TELUS Dealer	PCS Wireless Communications Ltd	WHITE ROCK	BC	V4A 4N3
Bell Canada	Bell (Williams Lake)	WILLIAMS LAKE	BC	V2G 3W1
TELUS Dealer	CP Electronics	WILLIAMS LAKE	BC	V2G 1Z8
TELUS Dealer	Williams Lake Sight & Sound Ltd.	WILLIAMS LAKE	BC	V2T 1M2

Appendix B

Global Electric Electronics Processing Inc. (GEEP)

 **Certificate
of Registration**

QUALITY MANAGEMENT SYSTEM - ISO 9001:2008

This is to certify that:

**Global Electric Electronics
Processing Inc.
220 John Street
Barrie
Ontario
L4N 2L2
Canada**

BSI TM

Holds Certificate No.: FM 83264
and operates a Quality Management System which complies with the requirements of ISO 9001:2008 for the following scope:

Providing a solution for the processing of electric / electronic and telecommunication equipment, which may include both reuse and / or end of life recycling. Reuse includes providing a complete asset management service from repair / refurbishment to resale. End of Life recycling, converts e-waste to commodities streams destined for use in manufacturing of new product streams.

For and on behalf of BSI:



President, BSI America, Inc.

Originally Registered: 11/24/2008 Latest Issue: 11/10/2009 Expiry Date: 11/13/2012

Page: 1 of 2

BSI

This certificate remains the property of BSI and shall be returned immediately upon request.
An electronic certificate can be authenticated at www.bsigroup.com. Printed copies can be validated at www.bsigroup.com/ClientDirectory.
To be read in conjunction with the scope above or the attached appendix.
American Headquarters: 12110 Sunset Hills Road, Suite 200, Reston, VA 20190, USA.



Certificate of Registration

ENVIRONMENTAL MANAGEMENT SYSTEM - ISO 14001:2004

This is to certify that:

Global Electric Electronics
Processing Inc.
220 John Street
Barrie
Ontario
L4N 2L2
Canada

Holds Certificate No: EMS 64785

and operates an Environmental Management System which complies with the requirements of ISO 14001:2004 for the following scope:

The environmental management system processes designed to manage the environmental risks occurring from providing a solution for the processing of electric/electronic and telecommunication equipment, which may include both reuse and/or end of life recycling. Reuse includes providing a complete asset management service from repair/refurbishment to resale. End of Life recycling, converts e-waste to commodity streams destined for use in manufacturing of new product streams.

For and on behalf of BSI:

VP Regulatory Affairs, BSI Group America Inc.

Originally Registered: 12/13/2001

Latest Issue: 12/03/2010

Expiry Date: 01/01/2014





Page: 1 of 3

This certificate remains the property of BSI and shall be returned immediately upon request.
An electronic certificate can be authenticated [online](http://www.bsigroup.com/ClientDirectory). Printed copies can be validated at www.bsigroup.com/ClientDirectory.
To be read in conjunction with the scope above or the attached appendix.
Americas Headquarters: 12110 Sunset Hills Road, Suite 200, Reston, VA 20190, USA.



Appendix C
GREENTEC



Certificate CA06/3536E
The management system of
Le système de gestion de

Greentec International Inc.
95 Strusk Court,
Cambridge, Ontario, N1R 8L2, Canada

has been assessed and certified as meeting the requirements of:
a été évalué et enregistré selon les exigences de la norme :

ISO 14001:2004

The scope of registration is as follows:
Le portée d'enregistrement est présentée ci-dessous:


Provider of reverse logistics and recycling services for print cartridges, cell phones, computer equipment, telecommunications equipment and electronic waste.

Further clarifications regarding the scope of this certificate and the applicability of ISO 14001:2004 requirements may be obtained by consulting the organization.
Des éclaircissements supplémentaires concernant la portée de ce certificat ainsi que l'applicabilité des exigences de la norme selon ISO 14001:2004 peuvent être obtenus en consultant l'organisme.

This certificate is valid from 4 August 2008 until 3 August, 2011
Ce certificat est valide du 4 août, 2008 au 3 août, 2011


Issue 3.
Édition 3.

Signed for and on behalf of SGS Systems & Services Certification Canada Inc.
Document signé pour et au nom de SGS Certification de Systèmes & Services Canada Inc






Director Accreditation North America

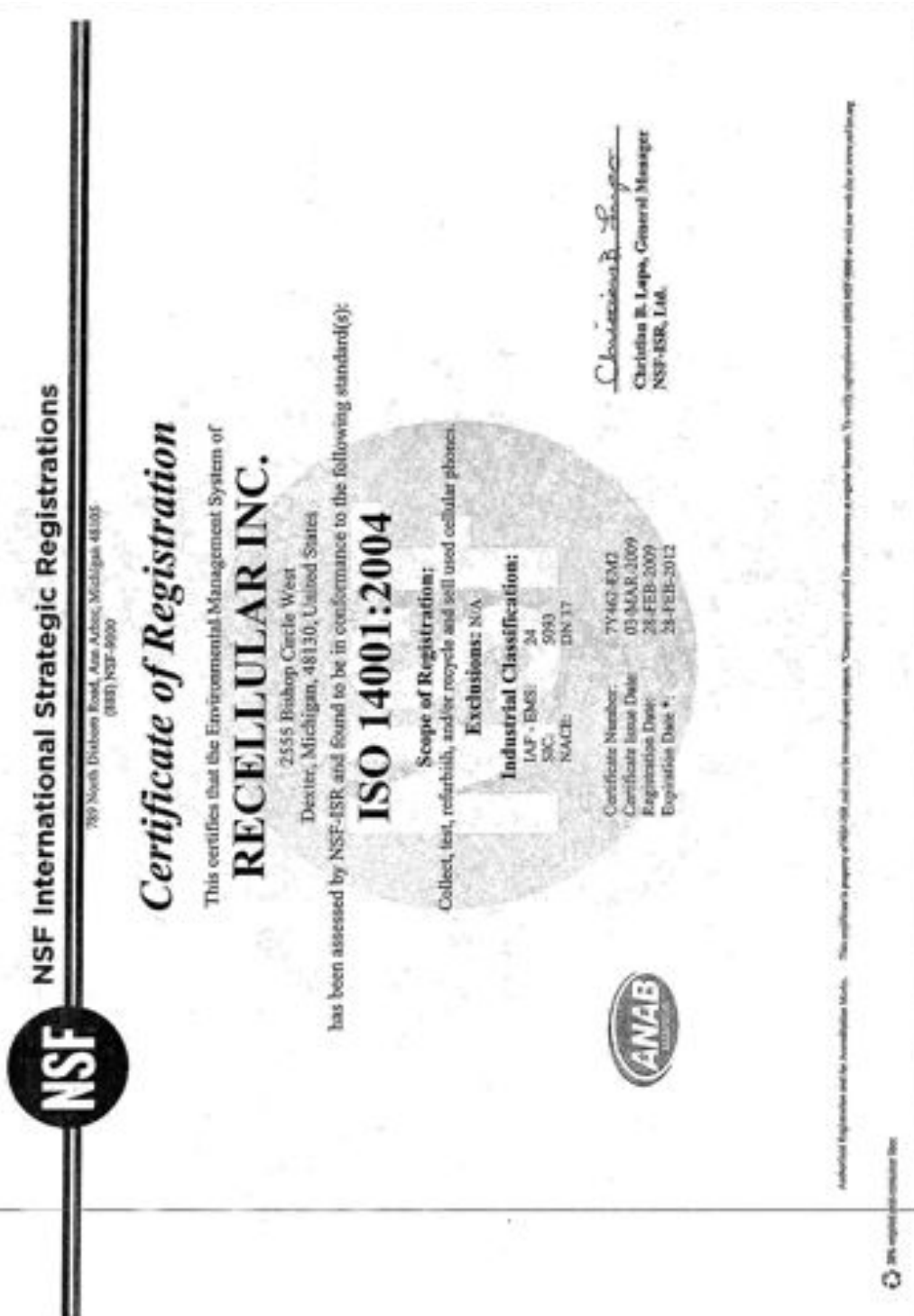
SGS Systems & Services Certification Canada Inc.
SGS Certification de Systèmes & Services Canada Inc.
201 Route 17 North, Rutherford, NJ 07070
t 201-608-3000 1-800-747-6947 f 201-608-4500 www.sgs.com



SGS EMS 04 0106
Page 1 of 1



Appendix D
ReCellular Inc.



Appendix E

Sims Recycling Solutions



For Bureau Veritas Certification North America, Inc.
3653 N. Sam Houston Pkwy., Suite 100
Houston, Texas, USA
www.certification.us.bureauveritas.com



BUREAU VERITAS
Certification



Certification

Awarded To

SIMS GROUP RECYCLING SOLUTIONS

CANADA LTD. 275 STEELE WALK ROAD
BRAMPTON, ONTARIO CANADA L6T 5P3

Bureau Veritas Certification North America, Inc. certifies that the management system of the above organization has been audited and found to be in accordance with the requirements of the management system standards and scope of supply detailed below.

STANDARDS

OHSAS 18001:2007

SCOPE OF SUPPLY

PROVIDES END OF LIFE ELECTRONICS RECYCLING SERVICES.

Original Approval Date: **23 February 2010**

Subject to the continued satisfactory operation of the Organisation's Management System, this certificate will remain valid until **01 February 2012**

Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organisation.

Certificate No: **US003011-1**
Issue Date: **23 February 2010**

For Bureau Veritas Certification North America, Inc.
3663 North Loop Houston Pkwy, Houston, Texas, USA
www.us.bureauveritas.com/bvc



Appendix F

Carrier posters / tent cards and Web sites

The screenshot shows the Food Banks Canada website with a navigation menu and a search bar. The main content area features the 'phones for food' logo and several sections of text:

- About Phones for Food:** States it was the first national wireless device recycling program in Canada, diverting 400,000 phones from landfills and distributing 500,000 to food banks.
- E-waste in Canada:** Notes that 140,000 tons of computer equipment and 20 to 50 million metric tons of e-waste are discarded annually.
- Recycle My Cell:** A national initiative led by the Canadian Wireless Telecommunications Association (CWTA).
- How Phone Recycling Works:** Phones are collected at a depot and sent to Reseltular for recycling.
- Who Does the Program Help?:** Funds are directed to Food Banks Canada to assist over 700,000 individuals monthly.
- How You Can Participate:** Donations can be made at Rogers Plus, Fido, and Rogers Wireless Authorized Dealers.

Logos for Rogers, Fido, and Purolator are displayed at the bottom of the page.

The poster features a large white recycling symbol on a red background. The text reads:

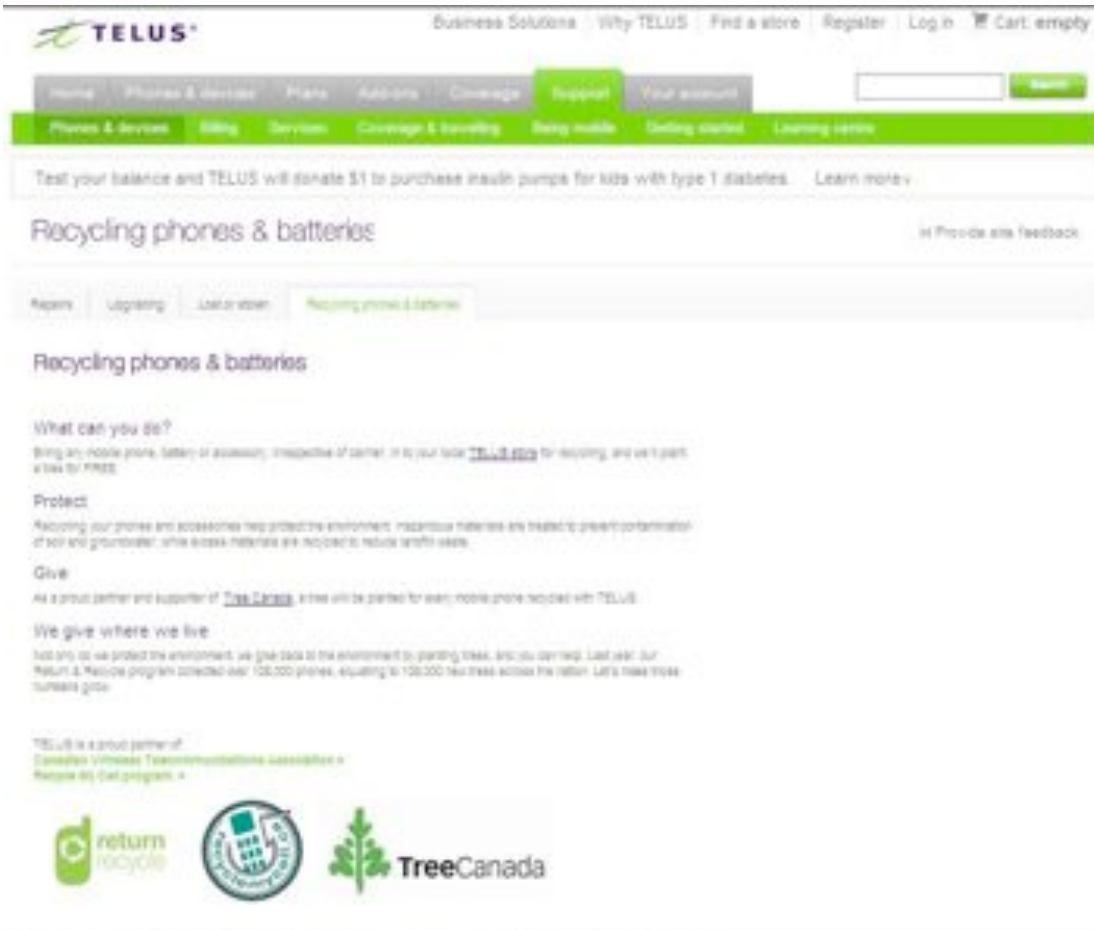
HELP FEED SOMEONE IN NEED
 Recycle your used wireless device
DONATE HERE

Devices collected will be recycled to benefit the environment and the Phones-for-Food program administered by Food Banks Canada and sponsored by Rogers. Plus you're helping to maintain a safe and healthy environment.

Logos for Purolator, phones for food, Food Banks Canada, and ROGERS are shown at the bottom.

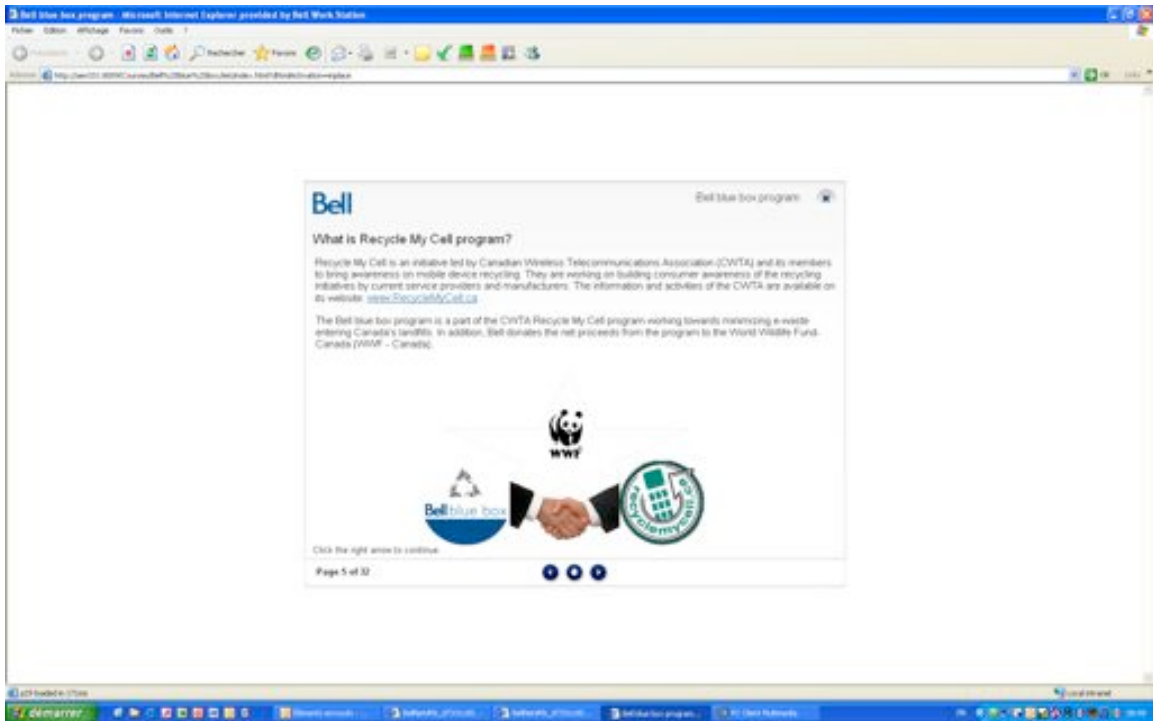
The screenshot shows the Bell website's support page. At the top, there is a navigation bar with the Bell logo, 'Shop', 'Support', and icons for 'Mobility', 'Internet', 'TV', and 'Customer service'. Below this is a search bar with the text 'Search' and a 'Search' button. A secondary navigation bar includes links for 'Smartphones, phones and Mobile Internet', 'Rate plans, features and entertainment', 'Network, coverage and travel', 'Repairs', and 'Self-serve options'. The main content area is titled 'What can I do with my old mobile phone?' and includes a 'Contact us' button. On the left, there is an 'Instructions' section with a numbered list of six questions. The main article is titled 'Can I recycle my old mobile phone through Bell?' and contains text about the Bell Blue Box program, its environmental benefits, and contact information. At the bottom of the article, there are links for 'Was this article useful?' (with 'Completely', 'Partly', and 'Not at all' options), 'Save to My Articles', 'Save to PDF', 'Print this article', and 'Email to a friend'.





Appendix G

Bell On-line Module



Appendix H

CWTA press releases for Waste Reduction Week

Waste Reduction Week Announces 2010 Sponsor *Recycle My Cell Joins the Call to Action*

TORONTO – September 28, 2010 – Today, Waste Reduction Week in Canada welcomed Recycle My Cell (www.RecycleMyCell.ca) as the official national sponsor of Waste Reduction Week 2010 (October 18-24). Recycle My Cell is a national industry initiative led by the Canadian Wireless Telecommunications Association (CWTA), along with cell phone manufacturers and service providers, to raise awareness about mobile device recycling. The goal of this free program is to keep handsets from entering Canada's landfills. And just as important, the proceeds from the recycled devices contribute to some great charities at the same time.

"Recycle My Cell and Waste Reduction Week make a great team," said Jo-Anne St. Godard, Chair of Waste Reduction Week in Canada. "We share similar values and are both working towards reducing waste for a more sustainable Canada. We are going to do some wonderful things together."

As the national sponsor, Recycle My Cell is lending support to Waste Reduction Week 2010's two key initiatives – the "Ease My Load" Campaign and the "Recycle My Cell Challenge".

Running from October 1 to November 15, 2010, "Ease My Load" will be a call to action for Canadians to reduce the amount of waste they produce. Participants will download a cut-out of Waste Reduction Week's mascot, "Atlas", and submit short videos or digital pictures of how they involve Atlas in their 3Rs activities. Waste Reduction Week will share submissions through its Youtube channel. More information can be found at www.wrwcanada.com.

On October 18, 2010, Waste Reduction Week in Canada will launch the Recycle My Cell Challenge, a contest for high schools and post-secondary institutions, where students can easily recycle their old wireless devices and accessories. Recycle My Cell will provide everything needed to easily set up a Recycle My Cell collection site for old and out-of-use cell phones, smartphones, wireless PDAs, accessories, pagers and cell phone batteries. Upon closing of the challenge on November 30, 2010, participating schools will be able to submit their collected phones for recycling. Participants will be showcased on our Web site, our social media pages and in local media. Schools will also have everything they need to continue their Recycle My Cell activities all year long. Recycle My Cell Challenge details will be available from the Waste Reduction Week and partner Web sites on October 4, 2010.

"Recycle My Cell is extremely proud to partner with this year's Waste Reduction Week," said CWTA President & CEO Bernard Lord. "Combining the strengths of these two national initiatives will definitely help inspire Canadians to reduce their ecological footprint."

About Waste Reduction Week in Canada – www.wrwcanada.com

Waste Reduction Week (WRW) in Canada was developed in 2001 by a coalition of 13 recycling councils and sister organizations from across Canada and is delivered each October by the same group. The program's goal is to inform Canadians about the environmental and social ramifications of wasteful practices. WRW uses its "take action" messaging to empower all Canadians to adopt more environmentally-conscious choices. Waste Reduction Week provides Canadians with information and ideas to reduce waste in all facets of daily living, creating solutions to the many environmental challenges we face.

About Recycle My Cell

Recycle My Cell is Canada's national recycling program for mobile phones and accessories. The bilingual Web site – www.RecycleMyCell.ca and www.recyclemoncell.ca – allows consumers to simply enter their postal code to locate the 10 drop-off locations closest to them where their devices will be accepted, regardless of brand or condition. The free program is run by the Canadian Wireless Telecommunications Association (CWTA), in conjunction with cell phone carriers and handset manufacturers, who have come together to raise awareness about the importance of cell phone recycling.

Waste Reduction Week in Canada Kicks Off *Recycle My Cell Challenge Issued to Canadian Students*

TORONTO – October 18, 2010 – Today, Waste Reduction Week in Canada (October 18-24, 2010) kicked off with the official launch of the Recycle My Cell Challenge. Canadian secondary schools and post-secondary institutions are being challenged to recycle as many old wireless devices possible, including cell phones, smartphones, wireless PDAs, pagers, accessories and cell phone batteries.

Supported by Waste Reduction Week's national sponsor – RecycleMyCell.ca – the Recycle My Cell Challenge is the cornerstone of the 2010 campaign. Running from October 18 to November 30, 2010, the Recycle My Cell Challenge is intended to raise awareness about, and engage Youth in, the recycling of wireless devices and accessories.

"The Recycle My Cell Challenge is a great opportunity for Canadian youth to further their environmental leadership skills," said Bernard Lord, President and CEO of the Canadian Wireless Telecommunications Association (CWTA). "I encourage all young people – and their families – to lend a helping hand in keeping old cell phones out of their local landfills."

Secondary schools and post-secondary institutions in each province and territory can register via <http://www.wrwcanada.com> or their provincial/territorial Waste Reduction Week partner. Recycle My Cell will provide the box needed to easily set up a Recycle My Cell collection site. Upon closing of the Challenge on November 30, 2010, participating schools will be able to arrange to have the phones picked up for processing for free. Participating schools will be doing a good thing for the environment, and could also win some cool prizes.

"Cell phone carriers and handset manufacturers are demonstrating real environmental leadership through Recycle My Cell," says Jo-Anne St. Godard, Chair of Waste Reduction Week in Canada. "The Challenge offers students an easy way for students to contribute to waste reduction. We hope it encourages them to think about other ways they can reduce their waste as well."

To coincide with this year's Waste Reduction Week, Recycle My Cell has also launched a new video Public Service Announcement (http://www.wrwcanada.com/recycle_my_cell) to promote just how easy it is for Canadians of all ages to recycle their wireless devices responsibly – and at no cost.

About Waste Reduction Week in Canada – <http://www.wrwcanada.com>

Waste Reduction Week (WRW) in Canada was developed in 2001 by a coalition of 13 recycling councils and sister organizations from across Canada and is delivered each October by the same group. The program's goal is to inform Canadians about the environmental and social ramifications of wasteful practices. WRW uses its "take action" messaging to empower all Canadians to adopt more environmentally-conscious choices. Waste Reduction Week provides Canadians with information and ideas to reduce waste in all facets of daily living, creating solutions to the many environmental challenges we face.

About Recycle My Cell

Recycle My Cell is Canada's national recycling program for mobile phones and accessories. The bilingual Web site – www.RecycleMyCell.ca and www.recyclemoncell.ca – allows consumers to simply enter their postal code to locate the 10 drop-off locations closest to them where their devices will be accepted, regardless of brand or condition. The free program is run by the Canadian Wireless Telecommunications Association (CWTA), in conjunction with cell phone carriers and handset manufacturers, who have come together to raise awareness about the importance of cell phone recycling.

Canadian Students Step Up to the Challenge to Recycle Thousands of Cell Phones - Winning schools announced in the Recycle My Cell Challenge

OTTAWA – February 2, 2011 – Recycle My Cell, Canada's national recycling program for mobile phones and accessories, today announced the winning schools in the Recycle My Cell Challenge. Held in partnership with the 2010 Waste Reduction Week in Canada, Canadian secondary schools and post-secondary institutions were challenged to recycle as many old wireless devices possible, including cell phones, smartphones, wireless PDAs, pagers, accessories and cell phone batteries.

From October 18 to November 30, 2010, students from 70 schools from six provinces participated in the Recycle My Cell Challenge and collected almost 4,000 wireless devices, as well as close to 200 kilograms of batteries and other wireless accessories.

"We are thrilled with the extraordinary efforts made by the students that participated in the Recycle My Cell Challenge," said Bernard Lord, President and CEO of the Canadian Wireless Telecommunications Association. "On behalf of Canada's wireless industry, I want to commend these enthusiastic environmental leaders of tomorrow".

The school in each province that collected the most cell phones, based on student population, will receive a cash donation to support the school's green initiatives, as well as a new smartphone that the Principal will award to a student who has shown outstanding leadership in environmental protection.

The winning schools are:

Thorhild Central School, Thorhild, Alberta
Dr. Charles Best Secondary School, Coquitlam, British Columbia
Rankin School of the Narrows, Iona, Nova Scotia
Danforth Collegiate and Technical Institute, Toronto, Ontario
Sheldon-Williams Collegiate, Regina, Saskatchewan

In Newfoundland and Labrador, where the Recycle My Cell Challenge was also extended to elementary schools in partnership with the Multi Materials Stewardship Board, two schools have been named winners:

Immaculate Heart of Mary School (First Place), Corner Brook
St. Gerard's School (Second Place), Corner Brook

The Recycle My Cell Challenge was made possible by the generous support of the Recycle My Cell Partners: Bell, GEEP Inc., GREENTEC, LG Electronics, Motorola, MTS, Nokia, ReCellular, Inc., Research In Motion, Rogers Communications Inc., Samsung, SaskTel, Sims Recycling Solutions, Sony Ericsson, TBayTel, TELUS, Videotron, Virgin Mobile Canada, and WIND Mobile.

About Recycle My Cell

Recycle My Cell is Canada's national recycling program for mobile phones and accessories. The bilingual Web site – www.RecycleMyCell.ca and www.recyclemoncell.ca – allows consumers to simply enter their postal code to locate the 10 drop-off locations closest to them where their devices will be accepted, regardless of brand or condition. The free program is run by the Canadian Wireless Telecommunications Association (CWTA), in conjunction with cell phone carriers and handset manufacturers, who have come together to raise awareness about the importance of cell phone recycling.

Appendix I

Results for Recycle My Cell Challenge

	Participated	Cell (units)	Battery (kg)	Accessory (kg)
Alberta	5	143	3.5	2.27
British Columbia	6	194	7.4	12.47
Newfoundland	52	3,365	93.7	48.35
Nova Scotia	3	34	0.9	2.54
Ontario	3	107	2.4	7.71
Saskatchewan	1	11	0.3	0.09
TOTAL	70	3854	108.1	73.43

Appendix J

Samples from Waste Reduction Week in Canada

Web site support

WASTE REDUCTION WEEK

Home about us events register resources media contact ease my load recycle my cell

WELCOME TO WASTE REDUCTION WEEK

Waste Reduction Week in Canada Kicks Off

Recycle My Cell Challenge Issued to Canadian Students

OTTAWA – October 15, 2010 – Today, Waste Reduction Week in Canada officially kicked off with the official launch of the Recycle My Cell Challenge. (Detailed description of the challenge follows in the original image.)

Waste Reduction Week in Canada Launches "Ease My Load" Campaign

A Call to Canadians to Reduce Their Waste

OTTAWA – October 15, 2010 – Today, Waste Reduction Week in Canada officially launched the Ease to Load campaign. (Detailed description of the campaign follows in the original image.)

Waste Reduction Week Announces 2010 Sponsor

Recycle My Cell Joins the Call to Action

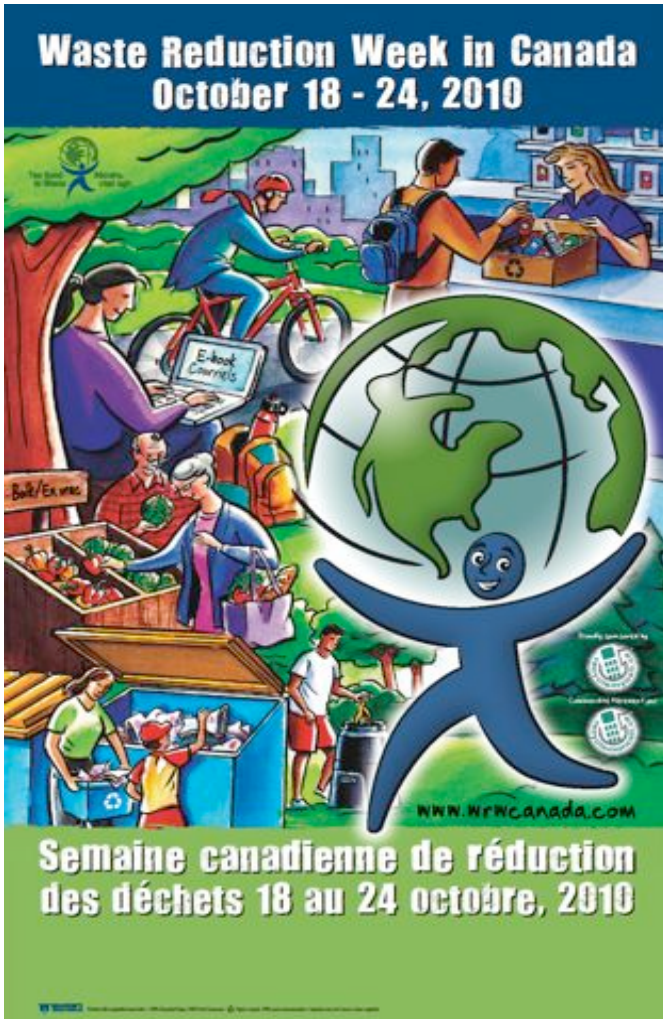
OTTAWA – September 28, 2010 – Today, Waste Reduction Week in Canada welcomed Recycle My Cell (www.RecycleMyCell.ca) as the official national sponsor of Waste Reduction Week 2010 (October 10-24). (Detailed description of the sponsorship follows in the original image.)

You can help us spread the word by using [hashtags](#), [tags](#) and [social media](#)

Waste Reduction Week in Canada proudly acknowledges the generous support of the Recycle My Cell National Cell Phone Recycling Program. Visit www.RecycleMyCell.ca for more information.

Language: English | Français | [More Languages](#)

National poster



Banner Ad



Waste Reduction Week in BC

RCBC Web site support



The screenshot shows the RCBC (Recycling Council of British Columbia) website. The header features the RCBC logo and contact information. A navigation menu includes Home, About, Services, Education, Media, Events, Membership, and Contact. The main content area is titled "Waste Reduction Week 2010 is October 18-24, 2010" and includes a list of events, a "Waste Reduction Week's 2010 Campaigns" section with sub-sections for "Ease My Load" and "Recycle My Cell", and a "Tip of the Day" section. The "Ease My Load" section mentions the "Ease My Load" campaign and the "Recycle My Cell" challenge. The "Recycle My Cell" section mentions the "Recycle My Cell Challenge" and the "Recycle My Cell" logo. The "Tip of the Day" section mentions "Tip of the Day" and "Recycle My Cell".

RCBC RECYCLING COUNCIL OF BRITISH COLUMBIA
Contact our HOTLINE: 800-852-5252 (Toll-Free) or Lower Mainland at 604-681-4444 (West of BC) or 604-681-4444 (East of BC)

Home About Services Education Media Events Membership Contact

Events

- RCBC Website now
- Waste Reduction Week
- Waste Reduction Week for Schools
- Waste Reduction Week for Business
- Waste Reduction Week for Government
- Waste Reduction Week 2010
- Annual Conference 2010
- RCBC Annual Meeting

Wondering where to recycle a certain material? Search our Directory!

Facebook Twitter

Donate Now through

Waste Reduction Week 2010 is October 18-24, 2010

Waste Reduction Week is here! We want to challenge you to reduce your ecological footprint through the actions and activities located in this section. And we hope to inspire you to come up with your own, unique, creative ways to reduce waste.

Since 2001, National Waste Reduction Week in Canada (NWRC) has been organized by a coalition of non-government, not-for-profit environment groups, including RCBC, from each of the 13 participating provincial and territorial jurisdictions across Canada.

Download the 2010 poster (pdf)

Waste Reduction Week's 2010 Campaigns

This year Waste Reduction Week has two exciting campaigns to help Canadians reduce their waste!

Ease My Load

The NWRC mascot Atlas has a heavy burden carrying the weight of the world on his shoulders, and the waste we produce doesn't make his job any easier! We want you to show the rest of Canada how you're helping to ease Atlas' load through your own reduce, reuse and recycle activities.

Click here to find out how you can help!

Recycle My Cell

Our national sponsor - The Canadian Wireless Telecommunications Association (Cwta.ca) - wants to help ease Atlas' load by making sure that all our old and out-of-use telephones, smartphones, PDAs, pagers and their batteries are properly recycled.

Take up the Recycle My Cell Challenge! Canadian Secondary Schools and Post-Secondary institutions are challenged to recycle as many old wireless devices and accessories as possible between October 18, and November 30, 2010.

Check out the contest details and join the Recycle My Cell Challenge!

Tip of the Day

Every day this week we will be adding a new tip to help inspire you to reduce waste at home, work or school. Check back every day for a new tip!

RCBC RECYCLING COUNCIL OF BRITISH COLUMBIA
 Contact our HOTLINE: 800-587-4343 (Toll-Free) or 604-681-4343 (Lower Mainland) or
 1-800-587-4343 (Cost of BC or a local call) <http://www.rcbc.ca>

Home About Services Education Media Events Membership Contact

Events

- [R.C.B.C. Calendar 2010](#)
- [Election Information 2010](#)
- [Annual Conference & AGM](#)
- [RCBC Annual Luncheon](#)

Working where to recycle a certain material? Search our RecycleGuide!

[Click Here!](#)

[f](#) [t](#)

[Donate Now through](#)

Recycle My Cell Challenge

The Recycle My Cell national cell phone recycling program (www.recyclemycell.ca), run by the Canadian Wireless Telecommunications Association (www.cwta.ca) wants to help ease your load by making sure that all our old and out-of-use cellphones, smartphones, PDAs, pagers and their batteries are properly recycled.

Canadian Secondary Schools and Post-Secondary Institutions are challenged to recycle as many old wireless devices and accessories as possible between October 18, and November 30, 2010. You will be doing a good thing for the environment, while helping some great causes at the same time. You will also win some cool prizes.

Register Here!

Recycle My Cell Challenge - get your school signed up!

The Recycle My Cell Challenge is a contest for high schools and post-secondary schools, where you can easily recycle your old wireless devices and accessories. We will give you everything you need to easily set up your own Recycle My Cell collection site.

To participate in the Recycle My Cell Challenge:

1. Register your school on the national RCBC website and share your school's waste reduction activities.
2. Enter your shipping information into this form and we will get you set up with a collection site and all the challenge details. You will receive a RMC box, so that all postage-paid mailing 2010 via UPS.
3. Simply set up your RMC recovery box in a convenient location at your site and collect some goodies. You are not need to have people bring their mobile phones and accessories in the recovery box!
3. Get the word out! Let your school, friends and family know what and where they can bring their old cellphones, PDAs, pagers, chargers and batteries.
4. At the end of the challenge on November 30, 2010, mail in your recovered mobile devices and accessories.

On December 15, 2010 we will announce the Recycle My Cell Challenge winners in each province and territory. You will not only be announced on our website, our social media pages and in our press, you will be hearing some great stories, and you could win some cool prizes. You will also have everything you need to continue your Recycle My Cell activities all year long.

If you have any questions please email us at info@rcbc.ca

[Home](#)

Announcement of winning school on RCBC Facebook page



March 10, 2011 (Hilton Vancouver Metrotown, Burnaby) 9:00am to 3:00pm (registration opens at 8:00 a.m.) (Moderator: Greg Moore, Chair, Metro Vancouver Waste Management Committee)

about 2 months ago · Like · Comment · Share · Subscribe



Harvinder Gill
Congratulations to Dr. Charles Best Secondary School in Coquitlam on winning the Recycle My Cell Challenge in BC!
http://www.sriscanada.com/pr-news/news_id=43



Canadian Students Step Up to the Challen... | Waste Reduction Week-La Semaine De Réduction Des Déchet
www.sriscanada.com

about 2 months ago · Like · Comment · Share · Subscribe



Brock Macdonald
This has a very interesting potential



Plastic to oil fantastic, Japan | OurWorld 2.0
ourworld.utoronto.edu
A Japanese company creates a small, very safe and easy to use machine that can convert several types of plastic back into oil.

about 2 months ago · Like · Comment · Share · Subscribe



Benjie Ramos
Presented by Jane MacDougall and Wh2: Waste Not, Want Not in partnership with the Recycling Council of BC. For more info visit her website at www.wrsquared.com

For a preview of the collection: http://rbc.bc.ca/files/67/events_110301_TamperedP_review.pdf



Tampered! An Exhibition of Up-Cycled Goods Spectacularly Reanimated

Location: OPENING NIGHT: THURSDAY MARCH 24TH at 6:00 - 8:00 PM
Time: Thursday, 24 March 2011 08:00

about 2 months ago · Like · Comment · Subscribe



Kim Denis
Thought you might be interested in this.



TD Go Green Challenge!
www.tdgochallenge.com
110 teams from 58 schools from across Canada have taken on how

Appendix K

Tradeshows and Exhibits

Pacific National Exhibition “Green Scene” – Vancouver, British Columbia



Press Release

“Recycle My Cell” Comes to the Pacific National Exhibition Cell phone recycling made easy.... And free!

VANCOUVER – August 23, 2010 – Recycle My Cell – Canada’s free cell phone recycling program – is pleased to announce its participation in the Green Scene sustainable attraction at the Pacific National Exhibition (PNE) from August 21 to September 6, 2010. Visitors to the Recycle My Cell tent will discover just how simple it is for British Columbians to find out how and where to dispose of their used cell phones, smartphones, pagers, wireless air cards, batteries, chargers, headsets and other accessories. Better still, why not bring your old wireless devices with you to the PNE and deposit them in the recycling bin on site at the Green Scene.

The Web-based Recycle My Cell program – found at www.RecycleMyCell.ca – allows consumers to simply enter their postal code to locate the 10 drop-off locations closest to them where their devices will be accepted, regardless of brand or condition. The number of drop-off locations across Canada has grown to more than 3,700, with more than 550 locations in British Columbia alone. If someone can’t visit one of these drop-off locations in person, the Web site also provides printable postage-paid labels to use for mailing these devices, making recycling a wireless device hassle-free and at no cost to the consumer.

Recycle My Cell is run by the Canadian Wireless Telecommunications Association (CWTA), in conjunction with cell phone carriers and handset manufacturers who have come together to raise awareness about the importance of cell phone recycling. The goal of this program is to keep handsets from entering Canada’s landfills. And just as important, the proceeds from the recycled devices contribute to some great charities at the same time.

“The success of Recycle My Cell demonstrates that thinking green doesn’t have to be complicated, and the results can have a major impact on protecting the environment and enriching our communities,” said CWTA President & CEO Bernard Lord. “The program is truly a win-win-win formula for consumers, charitable organizations and, of course, our environment.”

Visitors to the Web site will also find some e-waste facts and figures, including links to provincial e-waste management sites. There is also a downloadable brochure and a series of frequently asked questions, as well as information about how consumers can clear their device of all personal data before they drop it off at a recycling site. Site visitors with any additional questions can contact a representative by e-mail at info@recyclemycell.ca, or call the toll-free support number at 1-888-797-1740.

Quick Facts:

- Just since 2006, Canadian wireless companies have collected more than one million wireless devices through various recycling initiatives.
- RecycleMyCell.ca has had 31,000 site visitors since launch.
- A recent survey found that the majority of Canadians keep their old phones in storage. When asked, two-thirds of Canadians with an old phone in storage said they would be willing to recycle it.
- There are more than 23 million cell phone subscribers in Canada.
- Approximately 96 per cent of the materials in an average mobile device are recyclable.
- All of the recyclers involved in the Recycle My Cell are ISO certified or certified under Electronic Product Stewardship Canada’s Recycling Vendor Qualification Program, so they all have environmental management systems in place that guarantee accountability and knowledge of the environmental impacts associated with recycling.

Canadian Wireless Telecommunications Association (CWTA)

CWTA is the authority on wireless issues, developments and trends in Canada. It represents cellular, PCS, messaging, mobile radio, fixed wireless and mobile satellite carriers as well as companies that develop and produce products and services for the industry. (www.cwta.ca)

RMC at the PNE on RCBC Facebook page

The screenshot shows the Facebook profile page for the Recycling Council of B.C. (RCBC). The page header includes the Facebook logo, a search bar, and navigation links for Home, Profile, and Account. The RCBC logo is prominently displayed on the left side of the page. Below the logo, there are sections for 'Invite people to join', 'Trailer Trashed - Real Environmentalism!', and 'Information' about the organization's mission and history.

The main content area features several posts:

- A post by Brock Macdonald titled "RECYCLE YOUR CELL AT THE PNE" promoting the "Recycle My Cell" program at the Pacific National Exhibition (PNE). The post includes a link to the CWTA/ACTS website (www.cwta.ca) and was posted 37 minutes ago.
- A post by Mari Wellman titled "Job Opportunity!" seeking an Assistant to the Executive Director. The post was posted on August 17 at 13:00.
- A post by Innate Gear titled "Props to Mari Wellman Recycling Council of B.C. for getting the Carbon War Room on our radar -we don't like even the word war-but we sure are behind this one!". This post includes a link to the Carbon War Room website (www.carbonwarroom.com) and was posted on July 26 at 18:02.

The right sidebar contains advertisements for Carhartt for Women, Lose Weight and Get Cash, Herbal Magic's Summer Sale, and 2 Day Shoe Sample Sales.

RMC at the PNE in the media

The screenshot shows a CTV News website page. At the top, there is a banner for 'NEW EPISODE CASTLE' with the CTV logo and 'TONIGHT' text. Below the banner is a navigation bar with 'NEWS' in large letters and sub-navigation for 'Shows', 'Video', 'News', and 'Schedule'. The main content area features an article titled 'Green ideas from the PNE' with a photo of a garden bed. The article text discusses the Bender Board, a product made from recycled materials, and mentions the 'Recycle My Cell' campaign. On the right side, there are two advertisements: one for a credit card offering 25,000 welcome points and another for a contest to win a trip to Los Angeles. A 'User Tools' section at the bottom right includes links for 'Feedback' and 'Print Article'.

NEW EPISODE
CASTLE
TONIGHT
CLICK HERE FOR TIMES BY YOUR AREA
CTV

CTV.ca Mobile Canada AM Auto Entertainment Olympics Canada Local Station

NEWS Shows Video News Schedule

Top Stories - Monday May 18, 2011

News Sections
Top Stories
Canada
World
Entertainment
Sports
Business
Sci-Tech
Health
Politics
Weather


News Programs
CTV National News with Lloyd Robertson
Canada AM
iTV
Power Play
Question Period

Features
Auto
Consumer

Browse
Video
Galleries
MyNews

HOME - Top Stories - Green ideas from the PNE

Green ideas from the PNE



The Bender Board on display at the PNE is perfect for edging your garden and made from recycled and re-used plastic. September 8, 2010.

Font-size: [A] [B] [C] Share Print

05:11 AM
05:11 AM (UTC-8) 2010-09-08 05:11 AM ET

Along with the great memories we all take away from the PNE, Chris Olsen found some great environmental products and ideas that you can use from your garden to your garage.

The corner of Sustainable Way and Green Avenue isn't the best known address at the PNE but as the home to the Fair's 'Green Scene' it may be one of the most important. It's where you'll find lasting ideas for the environment.

The Bender Board on display is perfect for edging your garden. The exterior is made of coloured, recycled milk jugs. The interior is made from many plastics that aren't considered recyclable according to company spokesperson Mark Bader.

"A lot of this would probably be land-filled if we couldn't use it in the core of our product," Bader said.

The Canadian Wireless Telecommunications Association is promoting its "Recycle My Cell" campaign. It wants people to know that when you recycle an old phone and accessories it benefits charities like the Food Bank, World Wildlife Fund, or The Red Cross.

Last year, donations totaled \$600,000.

There is also the Boney Sustainable Way house. It's done up in cartoon fashion for the kids but the message is important for all ages. Little things can add up to big savings.

Advertisement:
Take off when you earn 25,000 welcome points.
• Change ~~any amount~~ on your Card, then call us to pay for it with points.
• Transfer points one-to-one to Air Miles™
Built for Business Owners
Learn more

Advertisement:
ON SET INSPIRATION WITH "How I Met Your Mother"
THIS IS YOUR CHANCE TO WIN A TRIP TO LOS ANGELES!
PLUS WILLIEM'S TABLE LAMPS

User Tools
About this tool
Need to get in touch with CTV? You can email the CTV web team using the Feedback button.
Feedback
Print Article

2010年8月24日 星期二

明報 加西新聞

北美 美國 加國新聞 社區新聞 國際 體育 中國 經濟 證券 影視 藝文 工商專業 生活 行情 分類廣告

專門網站: 即時新聞 - 財經專訊 - 華文新聞 - 分類廣告 - 娛樂影視 - 影視新聞 - 影視論壇 - 影視論壇 - 影視論壇

字體大小: 小 中 大 字體顏色: 繁體 簡體

其他新聞

》 華文新聞網

【關於全部新聞】

【每日明報】

【新聞速覽】

社區新聞

【每日明報】

【全國舊手機回收減污染 PNE設置專站】

全國舊手機回收減污染 PNE設置專站

【明報專訊】加拿大無線電訊協會(CWTA)最近舉行「回收我手機」(Recycle My Cell)活動，並在太平洋維多利亞省(PNE)設有專站。民眾可將不用的舊手機及配件帶至PNE園區或上網查詢其他回收地點，共同為環保盡一分力。

在溫哥PNE歡慶100周年的同時，許多環保團體亦在園內的「綠色展區」(Green Scene)設有專位，其中一個是由CWTA舉辦的「回收我手機」活動。

在PNE園區會期間(8月21日至9月6日)，民眾可將自己的舊手機、智能手機(smartphone)、傳呼機、電腦無線上網卡(wireless air card)以及舊手機電池、充電器、耳筒等配件帶至「回收我手機」專位，或上網 www.RecycleMyCell.ca 輸入自家郵政編碼，即可得知住家附近的回收地點。

此外，民眾亦可在網站上打印出郵資已付的標籤，以免郵寄的方式將舊手機或配件回收。

「回收我手機」的目標是鼓勵民眾將舊手機投入垃圾回收筒，因為此類電子產品的回收效率其實頗低，約有96%的零件都會再利，而且舊電池流出的毒液亦會對土地造成污染。「回收我手機」在全國共有3700多個回收地點，其中卑詩省有500多處，民眾可電1-866-797-1740免費電話查詢更多細節。

今日相關新聞

》 全國舊手機回收減污染 PNE設置專站

如何省金錢?

SOLUTION

進口美加新車及二手車

幫到你!

SOLUTION

604-233-1937

特別報導



開心Back to School 學校新特刊 歡迎與我們

如何省金錢?

SOLUTION

進口美加新車及二手車

幫到你!

SOLUTION

604-233-1937

下載印花

相關新聞

Appendix L

RCBC Recyclepedia searchable database

The screenshot shows the RCBC Recyclepedia website interface. At the top, there is a green header with the RCBC logo and the text "RECYCLING COUNCIL OF BRITISH COLUMBIA". Below the header, there is a navigation menu with links for "Home", "About", "Services", "Education", "Media", "Events", "Membership", and "Contact". The main content area features a search bar and a search button. Below the search bar, there is a search result for "Cell Phones in Victoria area" with 6 results found. The search results are displayed in a light green box with the following text:

Did you know that more than 95% of the materials in an average mobile device are recyclable?

In BC, cell phones are included in a province-wide recycling program. Also accepted are headsets, chargers, batteries and other accessories. For a list of retailers participating in the program, please visit [Recycle My Cell](#).

Cell phones are also accepted for reuse and recycling through the [Cell2Recycle](#) program, as well as through a number of non-profit organizations and electronic retailers in BC.

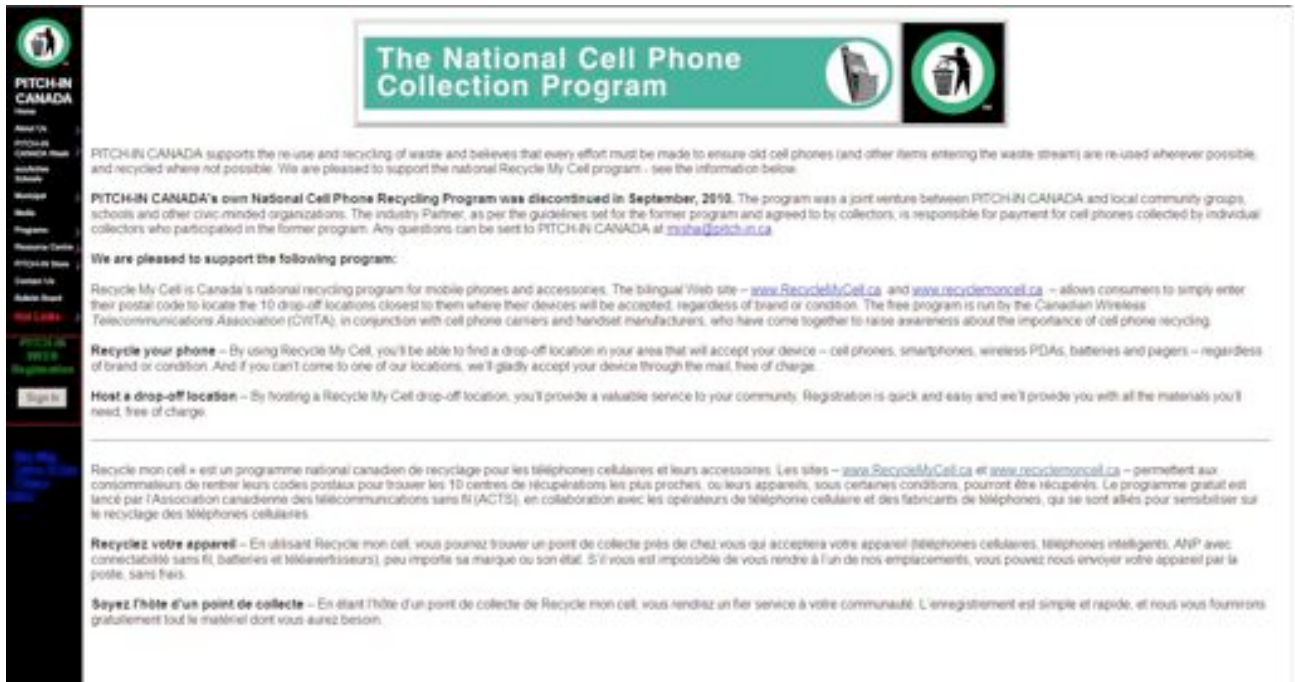
For a list of local options, please see below.

Search for: **Cell Phones in Victoria area**

Search Results: 6 results found

Appendix M

Recycle My Cell on Pitch-In Canada's Web site.



PITCH-IN CANADA

The National Cell Phone Collection Program

PITCH-IN CANADA supports the re-use and recycling of waste and believes that every effort must be made to ensure old cell phones (and other items entering the waste stream) are re-used wherever possible, and recycled where not possible. We are pleased to support the national Recycle My Cell program - see the information below.

PITCH-IN CANADA's own National Cell Phone Recycling Program was discontinued in September, 2009. The program was a joint venture between PITCH-IN CANADA and local community groups, schools and other civic-minded organizations. The industry Partner, as per the guidelines set for the former program and agreed to by collectors, is responsible for payment for cell phones collected by individual collectors who participated in the former program. Any questions can be sent to PITCH-IN CANADA at info@pitchin.ca

We are pleased to support the following program:

Recycle My Cell is Canada's national recycling program for mobile phones and accessories. The bilingual Web site - www.RecycleMyCell.ca and www.recyclemoncell.ca - allows consumers to simply enter their postal code to locate the 10 drop-off locations closest to them where their devices will be accepted, regardless of brand or condition. The free program is run by the Canadian Wireless Telecommunications Association (CWTA), in conjunction with cell phone carriers and handset manufacturers, who have come together to raise awareness about the importance of cell phone recycling.

Recycle your phone - By using Recycle My Cell, you'll be able to find a drop-off location in your area that will accept your device - cell phones, smartphones, wireless PDAs, batteries and pagers - regardless of brand or condition. And if you can't come to one of our locations, we'll gladly accept your device through the mail, free of charge.

Host a drop-off location - By hosting a Recycle My Cell drop-off location, you'll provide a valuable service to your community. Registration is quick and easy and we'll provide you with all the materials you'll need, free of charge.

Recycle mon cell est un programme national canadien de recyclage pour les téléphones cellulaires et leurs accessoires. Les sites - www.RecycleMyCell.ca et www.recyclemoncell.ca - permettent aux consommateurs de rentrer leurs codes postaux pour trouver les 10 centres de récupérations les plus proches, ou leurs appareils, sous certaines conditions, pourront être récupérés. Le programme gratuit est lancé par l'Association canadienne des télécommunications sans fil (ACTS), en collaboration avec les opérateurs de téléphone cellulaire et des fabricants de téléphones, qui se sont alliés pour sensibiliser sur le recyclage des téléphones cellulaires.

Recyclez votre appareil - En utilisant Recycle mon cell, vous pourrez trouver un point de collecte près de chez vous qui acceptera votre appareil (téléphones cellulaires, téléphones intelligents, ANP avec connectivité sans fil, batteries et téléviseurs), peu importe sa marque ou son état. S'il vous est impossible de vous rendre à l'un de nos emplacements, vous pouvez nous envoyer votre appareil par la poste, sans frais.

Soyez l'hôte d'un point de collecte - En étant l'hôte d'un point de collecte de Recycle mon cell, vous rendez un fier service à votre communauté. L'enregistrement est simple et rapide, et nous vous fournirons gratuitement tout le matériel dont vous aurez besoin.

Appendix N

Sample of RMC Promotional Materials

Brochure



WHY RECYCLE?

Keeping your cell phone out of the local landfill helps the environment and supports some great causes – and it's free. A small effort on your part can make a big difference.

Recycle My Cell is a national program which links all participating recycling programs, making it easier for all consumers to know where and how to dispose of their used wireless devices.

By entering your postal code at www.RecycleMyCell.ca, you'll find the 10 nearest locations where you can drop off your device – cell phones, smartphones, batteries, pagers and accessories – regardless of brand or condition.

What Can I Do?

Recycle your phone. – Simply drop off your phone at the nearest drop-off location provided to you via www.RecycleMyCell.ca. Can't come to us? Print off a pre-paid mailing label and mail your device to us, free of charge. Be sure that all personal information is erased from your device before you recycle it. The Cell Phone Data Eraser available free of charge at www.RecycleMyCell.ca will explain what you have to do for your specific phone model.

Bank or drop-off program. – By having a **Recycle My Cell** drop-off location, you'll provide a valuable service to your community. Registration is quick and easy and we'll provide you with all the materials you'll need, free of charge.

What Happens to the Cell Phone?

Phones and accessories are sent to certified processing facilities located in Canada, where they are separated based on whether or not they can be refurbished or reused. Phones that meet specific functionality criteria are refurbished and then can be resold. Phones that do not meet these criteria are broken down into their component parts – circuit boards, plastics and batteries – and sent to approved processors where they are recycled responsibly. Whether reused or recycled, your old phone stays out of the landfill!

Recycle My Cell is a national industry initiative organized by the Canadian Wireless Telecommunications Association (CwTA).

CwTA is the authority on wireless issues, developments and trends in Canada. It represents cellular, PCS, messaging, mobile radio, fixed wireless and mobile satellite service providers as well as companies that develop and produce products and services for the industry.

Recycle My Cell partners include:

Bell	Samsung
DEEP Inc.	SaskTel
GREENTEC	Sony Recycling Solutions
Motorola	Sony Ericsson
MTS	Telus
Nokia	TELUS
ReCellular, Inc.	Videotron
Research In Motion	Virgin Mobile Canada
Rogers	Wind Mobile
Communications Inc.	

Contact one of our program representatives today:
info@RecycleMyCell.ca or 1-888-767-1765

acts

Printed on 100% post-consumer recycled paper.

www.RecycleMyCell.ca

Tent Card



www.RecycleMyCell.ca

Printed on 100% post-consumer recycled paper.

Poster



Appendix O

Paid advertisement

Earth Day



**Giving something back
has never been easier.
Better still, it's free.**



**Canada's Recycling Program for
Mobile Devices and Accessories**

Thinking green doesn't have to be complicated. And the rewards are having a major impact on protecting the environment and enriching our communities.

Return an old cell phone today. Proceeds support numerous local and national charitable organizations.

www.RecycleMyCell.ca



The advertisement features a green and white color scheme with a background of a cloudy sky. The logo is a circular emblem with a recycling symbol and a mobile phone. The bottom section shows a collage of various mobile devices and accessories, including a flip phone, a slider phone, a feature phone, earbuds, and a charging cable.

National Geographic in Canada Magazine

Canada's Recycling Program for Mobile Devices and Accessories

Thinking green doesn't have to be complicated. And the rewards are having a major impact on protecting the environment and enriching our communities.

Return an old cell phone today.

Proceeds support numerous local and national charitable organizations.

www.RecycleMyCell.ca

The advertisement features a circular logo with a green mobile phone icon and the text 'recyclemycell.ca' around it. Below the text, there is a row of images showing various mobile devices and accessories, including a flip phone, a smartphone, a laptop, and a pair of headphones.

July 27, 2011

To: Canadian Wireless Telecommunications Association

As specifically agreed, we have performed test procedures at Canadian Wireless Telecommunications Association (“the Agency” or “CWTA”) specific to its British Columbia operations for the year ended December 31, 2010 over certain non-financial information related to:

1. BC Reg449/2004, Section 8 (2) (b) - the location of its collection facilities, and any changes in the number and location of collection facilities from the previous report;
2. BC Reg449/2004, Section 8 (2) (d) - a description of how the recovered product was managed in accordance with the pollution prevention hierarchy; and
3. BC Reg449/2004, Section 8 (2) (e) - the total amount of the producer's product sold and collected and, if applicable, the producer's recovery rate.

The results of applying the procedures are detailed in the attached Appendix. These procedures do not constitute an audit of the Agency’s non-financial information and therefore, we express no opinion on the overall accuracy or completeness of the non-financial information of the Agency for the year ended December 31, 2010.

This letter is for use solely by CWTA and the British Columbia Ministry of Environment in connection with their consideration of the accuracy and completeness of certain non-financial information as reported by CWTA for the year ended December 31, 2010.

PricewaterhouseCoopers LLP

Chartered Accountants
Vancouver, BC

For the following procedures, test samples were selected from the 2010 calendar year, unless otherwise noted. Work was performed on British Columbia (“BC”) operations only.

Non-Financial Information Requirement: BC Reg449/2004, Section 8 (2) (b) - the location of its collection facilities, and any changes in the number and location of collection facilities from the previous report.

Procedure #	Objective/ Purpose	Testing Procedures	Results
1.1	To obtain comfort over the existence and accuracy of the collection facilities reported in the Agency’s annual report.	<ol style="list-style-type: none"> 1. For the period under review, obtain a listing of all BC drop-off locations (Collection Facilities) from CWTA. 2. Compare total count of BC Collection Facilities from the listing with the number found in the annual report Appendix A; investigate any discrepancies with the CWTA as applicable. 3. Randomly select a sample of 40 BC Collection Facilities. Using contact information on the Facility listing provided in #1 above, phone each randomly selected Collection Facility to verify their existence and that they have an adequate understanding of the program. 	<ol style="list-style-type: none"> 1. Obtained a listing of all BC Collection Facilities broken out by program participant¹ from Appendix A of CWTA’s 2010 Annual Report. 2. The total number of BC collection facilities from the listing found in Appendix A of CWTA’s Annual Report agrees with the statement “program’s 586 collection sites” in CWTA’s 2010 Annual Report. 3. Out of the 40 sites selected: <ul style="list-style-type: none"> – 35 passed the confirmation of existence and have an adequate understanding of the program. – One site was identified by the program participant as not being part of the Recycle My Cell program. – Two sites responded that they were not aware of the program and did not collect cell phones for recycling. – Two sites responded as being aware of the program but one used

¹ In this document, program participant refers to phone carriers (e.g. Rogers, TELUS, Bell, etc.) and manufacturer’s (Nokia, Motorola, etc.).

Procedure #	Objective/ Purpose	Testing Procedures	Results
1.2	To obtain comfort over the completeness, consistency and validity of the number of collection facilities.	<ol style="list-style-type: none"> 1. Obtain the historical data for the total number of BC Collection Facilities for the past two years as reported by CWTA in their annual reports. 2. Investigate any fluctuations greater than 5% to understand the reason for the fluctuation in the number of BC Collection Facilities. 	<p>a different vendor to recycle the phones they collected and the other encouraged customers to use a mail-back option.</p> <p>Of the total number of sites tested, 5 of the 40 did not meet the criteria for inclusion as they were either not a part of the Recycle My Cell program, not collecting cell phones, or using a different cell phone recycling program. This represents a 12.5% discrepancy (5/40). When extrapolated to the total population of 586 BC collection facilities it would equal a projected discrepancy of approximately 73 collection facilities.</p>
			<ol style="list-style-type: none"> 1. Obtained the total number of BC collection facilities for 2009 and 2010 from the "Recycle My Cell: CWTA Stewardship Plan for the Recycling of Cellular Phones in the Province of British Columbia" and "CWTA's 2010 Annual Report" respectively. A total of 550 drop-off locations were stated on page 2 of the 2009 Stewardship Plan and 586 drop-off locations were listed in Appendix A of the 2010 Annual Report. 2. Found an increase of 36 BC collection facilities or 6.5% in 2010 as compared to 2009. CWTA stated that the increase can be attributed to: <ol style="list-style-type: none"> (a) carrier expansion within the province; (b) new brands introduced to the market; and, (c) adding new retailers into the program.

Non-Financial Information Requirement: BC Reg449/2004, Section 8 (2) (d) - a description of how the recovered product was managed in accordance with the pollution prevention hierarchy.

Procedure #	Objective/Purpose	Testing Procedures	Results
<p><i>[Where Processors/Manufacturers etc. are subject to third-party certification around their product management practices, only Step 2.1 as well as sub-steps 1 – 2 in test 2.2 should be completed. Where Processors/Manufacturers etc. are not subject to third-party certification, Test 2.2 should be completed in its entirety.]</i></p>			
2.1	To obtain comfort over the compliance with waste management program specific guidelines for product stewardship of collected products	<ol style="list-style-type: none"> 1. Obtain a listing of all BC processors used by participants in the reporting period. 2. Determine whether or not the processors involved with the Recycle My Cell program hold valid ISO certifications and/or are certified under EPSC recycling vendor qualification program. If so, obtain the 3rd party certifier's opinion over the processors' compliance with ISO and/or EPSC certifications. 3. Ensure the certifier's opinion is unqualified. 	<ol style="list-style-type: none"> 1. Obtained a listing of all BC processors used by program participants in the reporting period from the CWTA 2010 Annual Report, page 4. 2. All BC processors are subject to third-party certification. Copies of all BC processors' ISO certifications were obtained from the CWTA 2010 Annual Report, Appendices B-E. 3. Reviewed copies of ISO certifications. Certifications state applicable scope, no exceptions or qualifications were noted.
2.2	To obtain comfort over the accuracy, completeness and existence of product collected, test on a sample basis the collection of product	<ol style="list-style-type: none"> 1. Obtain the program participant's annual summary of product collected, recycled, and reused that the program participant sends to CWTA for BC operations. 2. Obtain the BC processor spreadsheets that list products received from the program participants for the period under review. The listing should provide: 	<ol style="list-style-type: none"> 1. Obtained, from CWTA, program participant's annual summaries for 5 out of 6 program participants and obtained the count for the 6th program participant for the reporting period. 2. Obtained the BC processor spreadsheets for 3 out of 6 program participants. The other 3 processor spreadsheets were not available at the time of testing.

Procedure #	Objective/ Purpose	Testing Procedures	Results
	recovered.	<ol style="list-style-type: none"> a. The processor name/address. b. The total number of units sent from the program participant or collection sorting site. c. The total number of units of the product received at the processor. d. The date of delivery to the processor. <ol style="list-style-type: none"> 3. If there is not a listing of certified processors, ensure that the program participant is not a related party to the processor by researching the related parties of each organization and ensuring that the transaction was made at arm's length. 4. If possible, randomly select shipments and obtain a copy of the invoice or other supporting documentation. 5. Verify that each Invoice or other supporting document has evidence of the units of the product shipped by the program participant and received by the processor. 6. Compare the total units listed on the Invoice or other supporting documentation with the units listed on the detailed listing received in #2 and note any discrepancies. 	<p>However, the sample of processor spreadsheets that were chosen covered 80% of the total recovered product (28,351 / 35,494). The sampled spreadsheets provided: a) program name (each program participant uses a different program name), b) and c) the total number of units received by the processor, d) date received by the processor. The total number of units sent from the program participant or collection sorting site was not included as this information was not recorded by the program participant at the collection facilities.</p> <p>3-6. N/A - All processors utilized by CWTA are certified. See test 2.1 for detail.</p>

Non-Financial Information Requirement: BC Reg449/2004, Section 8 (2) (e) - the total amount of the producer's product sold and collected and, if applicable, the producer's recovery rate;

Procedure #	Objective/Purpose	Testing Procedures	Results
<p><i>[If a 3rd party audits the Agency's schedule of product collected (recovery rate), complete only step 3.1; If no audit is performed, complete steps 3.2 through 3.4]</i></p>			
3.1	<p>To ensure that there were no qualifications within the auditor's opinion over the schedule of product recovered.</p>	<ol style="list-style-type: none"> 1. Obtain the Auditor's Opinion over the Schedule of Product Recovered for the most recent fiscal year. 2. Review the opinion to ensure that there are no qualifications. 3. Check the mathematical accuracy of the calculated recovery rate (where applicable), as reported in the audited financial statements. 4. Compare calculated recovery rate to the recovery rate reported by the agency in their annual audited report. Note any discrepancies. 	<p>N/A – CWTA does not have a 3rd party auditor review the schedule of product recovered. In addition, CWTA is not required to report on the recovery rate of cell phones per Ministry requirements.</p>
3.2	<p>To ensure the accuracy and completeness of total product sold.</p>	<p>Note that the financial statements, in the case of most agencies, include revenues from eco-fees which are tied to the total product sales.</p> <ol style="list-style-type: none"> 1. Obtain the Financial Statement Auditor's Opinion for the most recent fiscal year. 2. Review the opinion to ensure that there are no qualifications. 3. Obtain a schedule of eco-fees by product type 	<p>N/A – CWTA does not collect or reimburse eco-fees for cell phone sales or recovery.</p>

Procedure #	Objective/Purpose	Testing Procedures	Results
		<p>from the agency (in total and by unit).</p> <ol style="list-style-type: none"> 4. Compare the total eco-fees collected from the above schedule to the total reported in the Agency's financial statements (as opined by the financial statement auditor). 5. Recalculate the product sold by unit by dividing the total fees by product type by the per unit fee to arrive at total product sold for each unit. 6. Compare calculated total product sold to the amounts reported by the Agency in their annual report. Note any discrepancies. 	
3.3	To obtain comfort over the completeness and accuracy of the total product recovered and to obtain comfort over the cut-off and validity of the total product recovered.	<ol style="list-style-type: none"> 1. Obtain a listing of product shipments (for each product CWTA manages) from collection facilities for the period under review with the following details: <ol style="list-style-type: none"> a. The Collection Facility name/address. b. The date of collection from the facility. c. The consolidation site or processor to which the product was delivered. d. The date of delivery to the consolidation site or processor. e. The amount of product collected (in 	<ol style="list-style-type: none"> 1. Collection Facilities do not create shipping records for products shipped to consolidation sites or processors. Consolidation sites and processors perform counts/weights of product shipped and record the location of origin of the shipment (if available), date received, and amount of product received. The processors provide this information in an annual consolidated spreadsheet of total product collected to the program participant. Using the program participant summaries obtained in 2.2 (1), PwC agreed the total numbers of product recovered as stated in the program participants detailed listings to the reported total product recovered in CWTA's 2010 Annual Report. It should be noted that: <ul style="list-style-type: none"> • Two program participants did not provide a breakdown by province so CWTA estimated the BC portions by calculating a weighted average based on the known

Procedure #	Objective/ Purpose	Testing Procedures	Results
		<p>units and in weight, where applicable).</p> <ol style="list-style-type: none"> 2. Compare the total weight of product collected from the detailed listing to the report total of product recovered from the Agency's annual report. 3. Compare the total collected product nationally to the program participant's CSR Reported figure. 4. Scan the detailed listing to ensure that there were no collections that were outside of the organization's fiscal year. 	<p>quantities received by the other program participants; and,</p> <ul style="list-style-type: none"> • All mail-back and some shipments to processors are not identified with collection facility information necessary to provide a breakdown by province so the program participants estimate the BC portions by calculating a weighted average based on their known quantities received. <ol style="list-style-type: none"> 2. N/A - CWTA does not report on weight of product recovered. 3. N/A – Program participants have not issued 2010 CSR reports as of July 25, 2011. 4. PwC scanned the detailed listings of collections and found 6 reports of shipments identified as being outside of CWTA's reporting year of 2010 equating to 11,784 cell phones nationally (or approximately 2,744 attributed to BC collections). CWTA confirmed that devices are counted when received by processors and not at collection facilities. This may result in a lag from the time of actual collection by the facility and the time of recording at the processor. An assumption was made by the program participant and the processors that all January shipments received and counted by the program participant at the collection facilities during the previous calendar year (2010). Due to inadequate documentation related to the receipt of product collected at the collection facilities, the data cut-off exception noted above resulted in an overstatement of product

Procedure #	Objective/Purpose	Testing Procedures	Results
		<p>5. Randomly select shipments and obtain the supporting document (Bill of Lading or other support) to verify the amount of product shipped.</p> <p>6. Verify that each of the supporting documents received has appropriate evidence of the total product shipped and the weight of product received by the consolidation site supported by a scale ticket or like support, and signatures by the collection facility, consolidation site, and hauler/transporter.</p> <p>7. Confirm that the total product (in units/weight etc.) listed on the supporting document matches the total listed on the detailed listing.</p>	<p>collected in 2010 of approximately 2,744 units of the 35,494 total units collected in 2010, or 7.7% of the total product collected in 2010.</p> <p>5. We were unable to determine the total number of shipments incurred in 2010 due to inadequate record-keeping. We were only able to decipher the number of shipments for two of the six program participants; of which, a total of 15 shipments were made from the collection sites to the processors. PwC randomly selected 2 shipments and obtained supporting shipping documentation (coverage of 16.7% of total product collected in BC; 5,932 units / 35,494; results of the tests are set out below under #6).</p> <p>6. PwC scanned supporting shipping documentation to verify units of product shipped to processor were included. Units on one waybill were limited to the number of skids, the second waybill showed the number of skids and weight of shipment. Neither indicated the number of phones. Supporting documentation such as scale tickets was not available. Documentation received does not contain verification signatures by either party. Inadequate documentation was available to support the number of products shipped from the program participant to the processor.</p> <p>7. PwC agreed the units on the shipping documents to the processor spreadsheets in Test 2.2(2) above.</p>

Procedure #	Objective/ Purpose	Testing Procedures	Results
3.4	To obtain comfort over the calculated recovery rate, by product type (where applicable).	<ol style="list-style-type: none"> 1. Check the mathematical accuracy of the calculated recovery rate (where applicable) by dividing product recovered by product sold, as reported in the audited financial statements. 2. Compare calculated recovery rate to the recovery rate reported by the Agency in their annual report. Note any discrepancies. 	N/A – CWTA is not required to report on recovery rate.