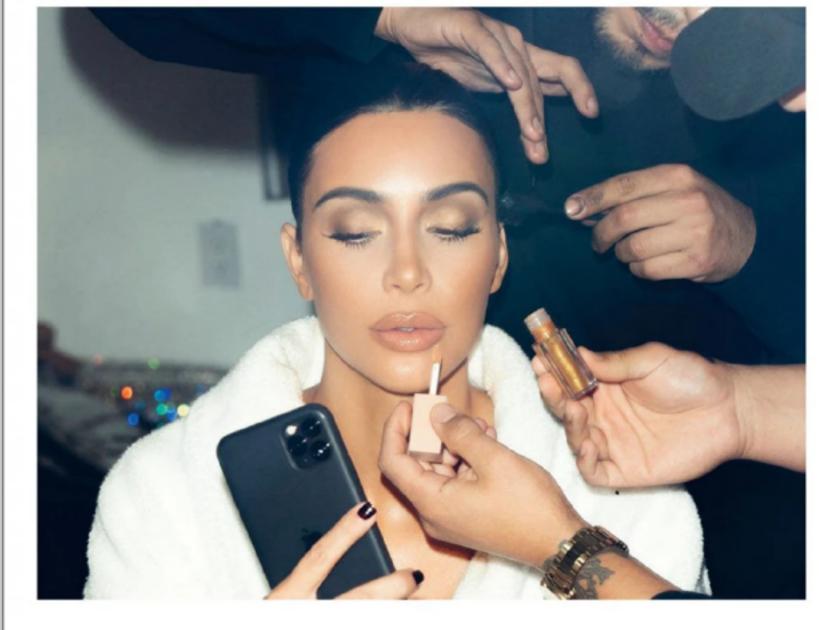
Dirty Furniture Phone

DIRTY FURNITURE #5 Phone. On 5G, the dominatrix reclaiming the internet, scams, phreaking, Skypagers and Sir Mix-a-Lot, hi from the undersea cable network, my iPhone's sexy AF, the GPS of monarch butterflies, fro-bulous emoji, Antonio Meucci, calling the dead, a phone shaped like a strawberry... and if you retweet this we'll give you \$10,000.





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"Anecdotes"

\in 45,000 and a year in jail Paris, France

"Freedom, equality, brotherhood" - the motto of the French republic. In fact, the same government tried to restrict filming of police officers. Similar restrictions are imposed in authoritarian states to prevent civil freedoms.

Why did you leave the house with your phone? Fortaleza, Brazil

In Brazil armed robberies are so common that the citizens are carrying around broken mobile phones that they could give them away instead of working one.

Just setting up my twttr California, USA

Twitter's co-founders Jack Dorsey's tweet was sold for 2,9 million USD. The purchase doesn't have any material properties and the tweet is widely available to the internet.

The phreaker Florida, USA

"Phreaking" is used to describe telephone system hacking. First "phreakers" used to hack telephone systems by quite simple means, for example: rapidly pressing the receiver button or making specific frequencies with their voice.

Independent dialling Kansas, USA

Once businessman Almon Strowger overheard that a large portion of his clients' calls were reassigned to his competitor by his wife, who was working as a telephone line operator, so he invented a machine to make telephone operators obsolete.



Koumpounophobia - is a fear of buttons. It is said that Steve Jobs had this fear. It might be the reason why Apple products have as few buttons as possible and the iPhone had only the screen.

The history of necromancy In the ether

Necromancy - is the resurrection of the dead. It was observed that electricity is somehow related with lifeforce, by electrocuting dead bodies and watching them move. There was also a deep belief that all conversations are trapped in electromagnetic aether and people tried to make a machine that could revive the last words of Jesus Christ.

"Shancun Xiaojie, influencer, and Weihan Chen"

Interview with chinese influencer

DIRTY FURNITURE #5 PHONE

Weihan Chen Hi Xiaojie. Thank you for taking my call. Can you hear me? Shancun Xiaojie Hello, yes I can.

WC How many followers do you have right now? SX Including TikTok, Weibo, Tencent and Kwai, I have over 26 million.

WC What kind of content do you share? SX I make short films about my life in Qi Peak Lin, a rural village in the province of Fujian in southeast China. Most of them involve me making things for my family or neighbours, from wood or bamboo. I've made a fan, a treadmill, a small car, a flush toilet for the village, a make-up box, an articulated dog...

WC What made you become an influencer? What did you do before? SX I worked in town as a salesperson for an insurance company. After work I'd watch short videos - my favourites were low-quality vlogs, like one of someone putting mud on their body, or going scuba diving. The vloggers looked like they were having so much fun. I grew up in the countryside and I've always loved making things with primitive tools and materials. I realised no one was uploading anything like this so I decided to move back to the country and do it myself.

WC And do you get paid for it?

SX About 80 percent of my income comes from commercial work for brands. I recently did a campaign for Huawei. I also have my own brand selling agricultural products. And I do campaigns for charities: I help to market agricultural goods in different counties, and in my village I promote the products of local farmers on my Kwai platform.

WC Do you feel pressured to fill your day with activities that get the most clicks?

SX Not really. I film short videos of going to the mountains with my parents - this kind of video doesn't have as many clicks, but I keep posting it. I see TikTok as a way to record my life.

WC What is your most clicked-on post?

SX I made a wedding dress out of a mosquito net for my friend in the village. My 'couples' videos gain more clicks than others, so I make sure I do more of these

A PHONE CALL WITH SHANCUN XIAOJIE

WC Do you mean the films of you and your girlfriend? SX It is storytelling. We don't say that we are boyfriend and girlfriend but people assume that we are. In the film my female friend will need something - like a pillow or a badminton racket - and I will make it for her out of stuff from the woods.

WC Why do you think people like this material?

SX Girls envy the girlfriend who has a wonderful boyfriend that can make everything for her. They think it is very sweet and they want that kind of boyfriend.

WC How many takes do you do, and how long do you spend editing? SX I will shoot something twice, but not more. The simple stories take one day to edit and the complicated ones can take seven. The outcome is a one-minute film.

WC What does your typical day look like?

SX If I am working on a film I go from 7am to 6pm. I get materials in the morning, do the job in the afternoon and develop new ideas at night. If I am working for a brand on a campaign, I will commute the day before as I'm very remote - it takes three hours to get to the airport.

WC Do you ever turn your phone off, or take a break?

SX I have one or two days off a month and I don't take holidays. Once when I was upset, I gave myself a half-day break; I gave my friends notice by posting 'moments' on WeChat so that they didn't worry, then I put my phone way out of reach and found a quiet place.

WC You champion a slower life in the countryside, but this all sounds quite fast paced.

SX In many ways my life in the village is quite simple. But it took me a while to get used to being an influencer. A lot of people think that it is easy but this is not true. It was very stressful at the beginning.

WC How many phones do you have?

SX Two. One is for logging in to social media and communication, and one is just for filming - I can't have someone call me when I'm filming. I use an iPhone 12 for filming, which is faster and has a better camera. The capability of the phone is essential as sometimes I rely on it to live-stream.

Previous page Portrait of his phone by Shancun Xiaojie

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Phone books usually contain different color pages for different information types. Pink colored pages include information about organisations, periodicals etc.

DIRTY FURNITURE #5 PHONE

WC Is your phone important to you? SX My mobile is like a partner to me, it is like my co-worker, and Lalways take very good care of it. If my phone becomes hot while I'm using it, I will put it away to let it take a break. It is important to me not only physically but also mentally.

WC Are mobile phones important to other people in your village? SX Yes. Before, the transmission of information was relatively slow. but now villagers use phones to synchronise with the city. They are no longer straggling behind. The phone is also crucial for e-commerce here. I teach villagers how to live-stream and film to promote their agricultural merchandise on short video platforms.

WC Do you get worried that people will stop following you? SX When I reached 10 million followers I did, but now I don't think it will matter to me. I will do what I want to do and what I believe, no matter what. Living here in the mountains, I feel relaxed, chilled. Sometimes, when I walk alone or I'm doing farm work, I get the feeling I own the entire mountain.



ANECDOTES



then place a free call, anywhere in the "I want to know how it works." world. Phreaking - the term coined to describe this kind of telecommunication system hacking - was born.

After Engressia was caught, he received calls from other phreaks who had arrived at the same revelations. Some did it using cassette tapes of an electric organ, whose tones resembled those of phone lines. number signals. If you shouted into Others created blue boxes, cigarette box-sized attachments that would allow you to play sounds into the phone. Many were teenagers; a sizeable number were blind.

The telephone network was the largest, widest-reaching machine of its day. By the 1960s, the US boasted divorcees, or wiring a liquor store 80 million lines. The telephone itself to a Mormon church, then listening had become a mundane, everyday device. 'Imagine the rotary phone,' says phreaking historian Phil Lapsley, of all - and the first to be imprisoned the most boring thing you can think - was Captain Crunch, who took his of. The phreaks looked at it and said name from a flute, given away for free

And once you do know how it works, "I wonder if you can make it do things it wasn't designed to do?""

Phreaks looked for gaps to exploit. Eluding payment for calls was one of these. Another was the discovery that, in some areas, all callers shared engaged and wrong the handset you could freely converse with others, a sort of prototype conference call. There were joke lines, where dialling a certain number would lead to an answering machine sketch. Some phreaks played pranks: Engressia enjoyed connecting recent to the fireworks that followed.

The most infamous phreaker



- (Tik Tok, Weibo, Tencent, Kwai).
- cording quality. Everything is recorded and edited inside his phone.
- × Shancun lives in a remote agricultural province.

 \times Chinese influencer films short, non-professional quality videos for chinese social media platforms

 \times Shancun's audience enjoys viewing his fictional idealistic life, which gains realism due to poor re-

"Jay Owens on why we call the iPhone sexy"



APPLE

People still call the iPhone 'sexy'. Not only tech dudes or horny teenagers but ordinary people. In tweets and reviews, Reddit posts and YouTube videos, thousands make this absurd statement every year. The iPhone's colours are sexy, the quality of its camera is sexy and so is the speed of its battery charging. Quality is sexy. Being a newer, more recent model is sexy.

This shouldn't be happening. The iPhone is a six-inch hunk of precision-engineered glass, aluminium and rare earth metals: it's not a person, or a body. In 2011, journalist Mat Honan wrote a vigorous polemic on Gizmodo against calling gadgets 'sexy' at all. 'Tell me, do you intend to fuck it?' It's lazy writing, he argues: 'those writing it almost never mean it. When a writer unleashes "sexy", more often than not what is meant is "desirable."'

But the fans don't agree. Apple launched the iPhone 12 in autumn 2020 to rapturous feedback on Twitter that it is 'sexy af'. And everyone seems to know what they mean.

So I want to take this statement seriously. What might the intensity and eroticism of this desire for an inanimate device reveal about us, and what we want from technology?

An enormous part of contemporary erotic life passes through the smartphone. It can feel as though it's impossible to get a date without being on dating apps; we have agreed, it would seem, that this is the proper theatre for desire to be explored. Physical gestures of flirtation – the smiles and eyebrow raises; the coy turns of the head; the way two people will mirror each other's body language – are instead performed on our phones. We caress our screens – scrolling, flicking, pausing – our fingers dancing with animation, when conversation is going well.

Critic Huw Lemmey described smartphones to me in an email as 'sexual prostheses... Suddenly a world of flirtation, sex chat and arranging hookups [has] been enabled in all sorts of places,' he says. 'For so many people a phone is not just for communication but maybe an interactive masturbatory aid; you take to bed your vibrator and the guy you matched with on Tinder, who [you] might never meet but has good sex chat.'

If a relationship does form, the smartphone continues to be central. Sexting, once the source of so much moral panic around

Images throughout Stéphanie Saadé, details of Digiprints, 2018-2020

DIRTY FURNITURE #5 PHONE

black finish'. The webpage for the iPhone 12 Pro shows liquids splashing across the device in luxurious slow motion. The gloss is, as ever, unreal. These are the aesthetics of latex, of fetishwear. One starts to wonder if it might be deliberate.

According to Hannes Hacke, co-curator of the 2018 exhibition Erone der Dinge [The Eroticism of Things] at Berlin's Museum of Things, two of the ways in which objects can have an erotic quality are 'through shape and materiality'. The items Hacke and colleagues presented at the exhibition ranged from vibrators to used sneakers, a glass chandelier, even an aubergine. Often the objects 'resemble[d] the bodily form or more precisely genitals, breasts, penises, vulvas, buttocks,' Hacke says. 'Not [the] depiction of a body part, but more the resemblance.'

The curators asked if 'a sharp object could be an erotic object – or a square object or something that is not round, or that does not have a smooth texture?' It seemed that the answer was generally neccurves were essential. And indeed curves have distinguished the Apple brand for decades, from the colourful jelly forms of the 1998 iMac desktop computer to the 'consistent edge radius and border size' of the iPhone X that its Reddit fans so admired. These aluminium and glass contours may be a considerable distance from the organic forms of the human body, but nonetheless there's shared DNA: Apple is, somehow, more organic than other tech brands. This most abstract of bodily resemblances is part of where its sexiness originates.

The exhibition included a Sensing Materials Lab, where visiton were asked to squeeze and fondle a series of materials and map them from non-sexy to sexy. Rankings varied enormously from one person to the next, but one group of materials were consistently among the sexiest: 'rubber, silicone and wet materials like gels', confirms design researcher Lilo Viehweg who co-created the lab, 'like, somehow, skin or body-related materials.'

Yet an actual body-mimicking iPhone is disgusting – as designed technologist Marc Teyssier found with his Skin On interface. Because 'human skin is the best interface for interaction', he and the Bristol Interaction Group created artificial skin as a new gestural control interface that could be interacted with through pinching, prodding and tickling. But this digital epidermis – a greyish Caucasian colour in tone, skin-textured, with the odd hair – falls right into that

Screen is the most erotic part of the phone. Smartphones screens are intensely skin-like on metaphorical level, both in intuitivity of the interaction and smoothness of the screen which symbolises youthful velvety skin.

chibition Eronic um of Things, lity are 'throug s presented at a glass chandethe bodily form ttocks,' Hacke e resemblance erotic object or that does not s generally not ished the Apple 2 1998 iMac order size' of uminium and e organic forms NA: Apple is, most abstract iginates. S, where visitors s and map usly from one consistently like gels', comthe lab, 'like, are as designed



DIRTY FURNITURE #5 PHONE

second-hand and 10 years old, repaired and upgraded? Perhaps it's even more ethical if the phone's user experience isn't smooth and isn't very enjoyable. Some say they desire a device that discourages them from using it, and incentivises them to disconnect. But this is the masochism of the saints. It may do it for some but I fear it lacks mass appeal.

Instead, perhaps we might be liberated from this technoperversion by the progression of technology itself.

The ability of the iPhone to sense is now what makes it sexy, philosopher Timothy Secret told me:

While the iPhone was always sexy as a black mirror, a smooth nomolith on its exclusive pedestal, what's interesting to me is that it's now developed a kind of intimacy that it didn't have before that emerges particularly with FaceID and Raise to Wake. I look at it, it looks at me, there is this slight microsecond of lag as it works to recognize me in which I feel some anxiety, and then it opens up by mere eye contact to tell me personal notifications that it wouldn't tell anyone else, and I feel the satisfaction of being recognised, trusted by it, flooding in.

Through this interaction, the iPhone becomes sexy in the way of 'a therapist who you've disclosed everything to, who you fantasise knows you better than yourself,' Secret continued. 'Ultimately it's not that you desire the phone but that you fantasise the phone desires you.' As Siri's predictive capacities increase, there is the prespect that the phone is no longer a sex object but something more, 'our deepest confidant, our best friend.'

Perhaps desire will eventually be numbed, as in the marital bed, by closeness and familiarity. Perhaps this material eroticism of technology is but an immature, youthful stage of our relationship with these machines. Eroticism demands difference, sex therapists such as Esther Perel tell us: 'It thrives on the mysterious, the novel, and the unexpected.' It requires distance, a 'space between the self and the other'. When predictive technologies appear to read our minds and know our wishes before we do, that distance is gone. They become our best friends. They will become, eventually, our selves.



- X of sexual appeal.
- Х is a center of their sexual life (Tinder, normalisation of "sexting", nudes etc).
- \times The iPhone's sexual quality might be understood through Apple's brand strategy, since advertisements often borrow visual language from striptease.
- of the body.
- \times Artificial intelligence assistants and FaceID makes the iPhone emotionally sexy.

Today when referring to technology we use word "sexy" as a description of quality not as description

Big part of modern sexual content passes through phones. In Huw Lemmey's opinion phones are not only telecommunication devices but also forms of "sexual prosthesis", since phones for most people

 \times Erotical nature reveals through material properties. An iPhone is an abstract geometric representation

"Ajay Hothi on the phone in rap"



DIRTY FURNITURE "STHORE

signalling alienation, a means of control or even the opportunity for financial freedom.

While Public Enemy were imploring their listeners to extricate themselves from the shackles that society's dominant institutions place on Black men, another form of rap celebrated upward mobility through emerging telecommunications.

With his ostentatious bling, Sir Mix-a-Lot drives down the LA highway in an open-topped Mercedes Benz, steering wheel in one hand and beeper in the other. In the video for 'Beepers', he describes getting pages in his limo while the girl in the passenger seat wants to know who from. He tells her the page is work-related before revealing to the listener that it's really another local girl wanting to hook up. He silences his prying companion by putting the vibrating pager in her panties.

Once predominantly the preserve of every emergency room doctor, by the late 1980s the beeper or pager had become the go-to accessory for street business, for hustlers working benzos or booty. After all, it made the city a man's boardroom. He was no longer tied down; the beeper afforded him a direct line to both entrepreneurial and sexual opportunities, and the image that Sir Mix-a-Lot projected was of both a player and a playboy, a pimp rolling with multiple ladies in between business deals.

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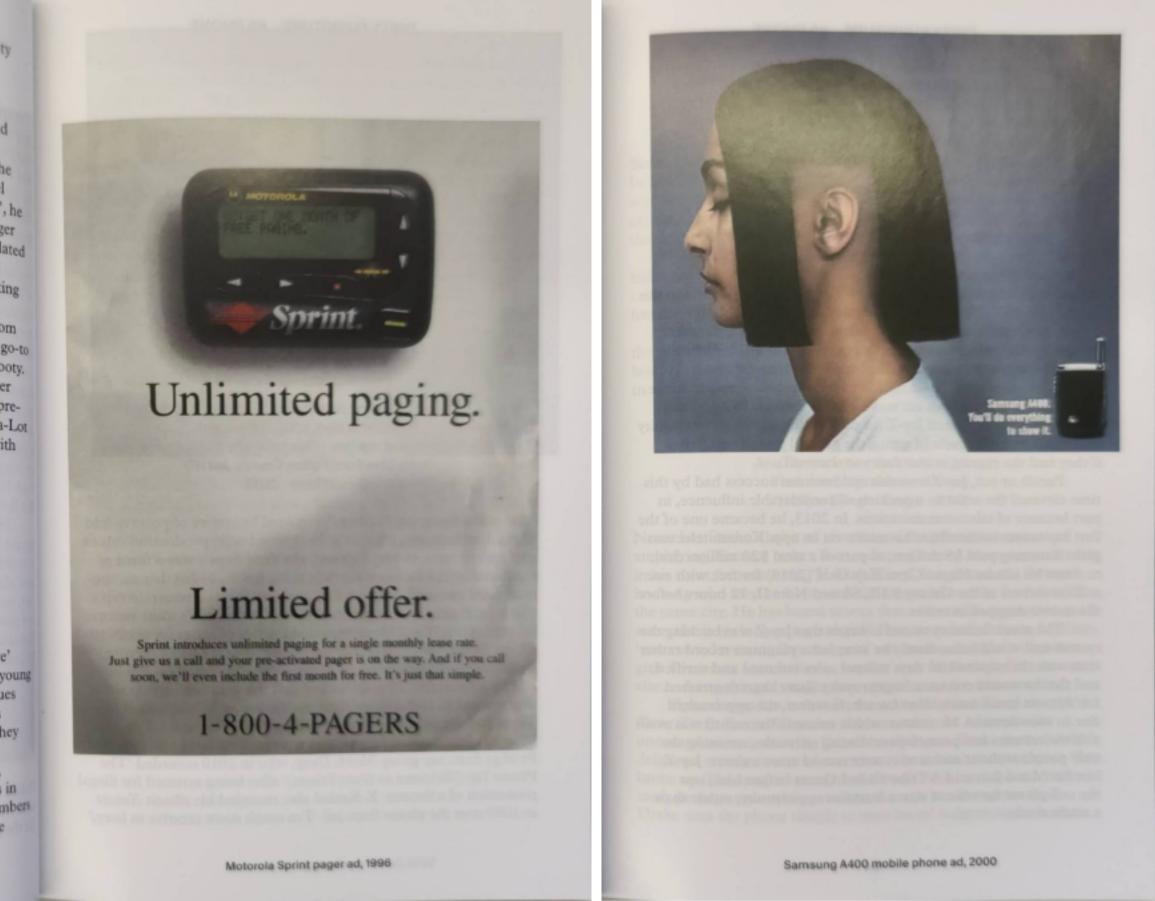
Get paged by a G or a business pal, my shit is overflowin' They won't allow another page 'Skypager' A Tribe Called Quest 1991

In his essay "Do you know the importance of a Skypager?": Telecommunications, African Americans, and Popular Culture' (2006), Davin Heckman claims the pager was key to allowing young African Americans a chance at socio-economic ascent. He argues that late twentieth-century technology afforded them business opportunities outside the traditional institutions from which they found themselves barred.

Perhaps because of the mobility facilitated by the beeper, by 1991 A Tribe Called Quest were able to position themselves in opposition to gangsta rap, both musically and image-wise. Members Q-Tip, Phife Dawg, Ali Shaheed Muhammad and Jarobi White

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Telecommunication devices are an inseparable part of the music industry. Telephones are a musical plot catalyst, music distribution tool and instrument itself.

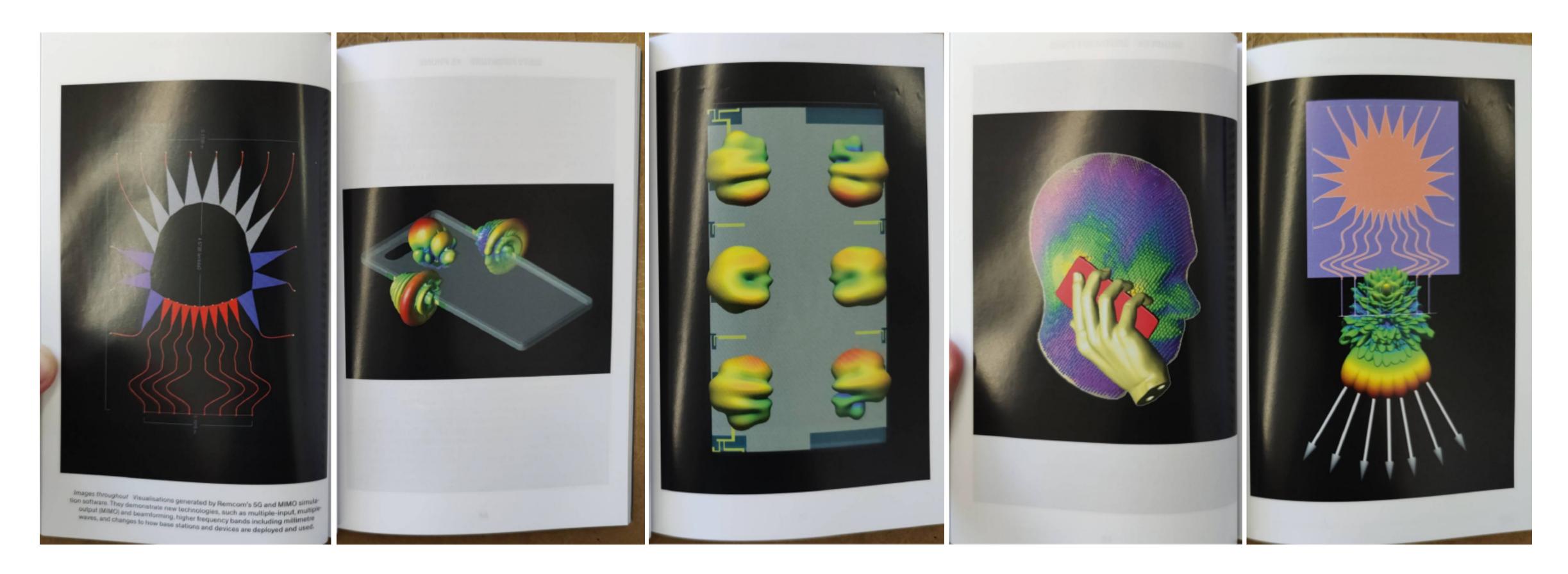


- X tinct it became the predecessor of the new rap genre "Gangsta Rap".
- Х
- Telephones are the most efficient musical distribution platform. Х
- Telephone is often used as a musical plot catalyst (Sir Mix-a-Lot, Drake, Erykah Badu) Х

"Black Steel in the Hour of Chaos" was recorded by raping into telephones microphone and playing it back through speaker. Such method was used to replicated musics plot authenticity. Result was so dis-

Rappers used to record songs through telephones from jail cells (Gucci Mane, Mac Dre, Mobb Deep)

"Andrea Bagnato and Elisa Giuliano on 5G in Matera"



5G visualizations depicting electro-magnetic radiation. Research claims that 5G radio waves are completely safe but conspiracy theorists and sceptics disagree.

- network would attract new business opportunities and improve public services.
- the majority of cities refuse installing 5G.
- relationships.
- tion were increased.

 \times On march 5th 2018 the first 5G base station was turned on in Matera, Italy. It was hoped that the 5G

 \times At that time there was little data about health risks associated with 5G. Not long after followed Covid pandemic. In people's minds these events seemed linked. Current data suggests that 5G is safe, yet

 \times Italians are one of the first adopters of phones. Italians generally don't trust strangers and the phone offered them a way to communicate more freely. Telephone is generally associated with free time and

 \times Post-Covid all telecommunications equipment was nationalised and limits for radio frequency radia-

"Lucie Krahulcova and Lizzie O'Shea on addiction by design"



Digital ecosystems are created to cause addictions. Smartphones accompany us everywhere and we use phones to record our most important moments, for that reason it's easy for algorithms to track, understand and influence us.



- Digital ecosystems are made to make us addicted Х
- \times becomes for collecting data for corporate interests.
- Х one's pathologies is left to the individual.
- Corporations remain in market monopolies, by creating closed ecosystems. Х
- minimisation, independent self-governed sites.

We carry smart devices, which monitor our behaviour. The more we use them the better tool it

Corporations claim - " technology by itself isn't the problem, the problem is how we use it". To fix

 \times How should everything be changed? Protection of privacy, banning secondary data market, data

"Deborah Harrison, personality architect Microsoft Cortana, and Liam Young"

DIRTY FURNITURE #5 PHONE

Liam Young Hello Deborah. Deborah Harrison Hello!

LY I was writing notes about what I wanted to ask you, and I found myself referring to Cortana as 'she' rather than 'it'. How do you refer

DH We use the pronouns 'she' and 'her'. But we're clear that Cortana isn't a person - the only commonly accepted genderneutral pronoun when Cortana launched was 'it', and we felt this was too impersonal.

LY What is the most common question you get asked? DH Why are all of the mainstream digital assistants female? There was some research suggesting that in circumstances when people are looking for information and guidance, Americans, at least found female voices more pleasant. We built her persona around the concept of a personal assistant. We interviewed a lot of real successful personal assistants to figure out what they did in their day-to-day that could help inform the engineering decisions. We thought a lot about how we want people to feel when interacting with Cortana, and how we want people to feel about her. We built a set of principles into her DNA, the most important of which is that she's positive and kind. But we were very careful to avoid making Cortana the stereotypical subservient helper. She is not a rookie. She is poly sional and competent. She doesn't apologise for things that aren't her fault and she isn't self-deprecating or ditsy.

LY A lot of the design decisions you made about Cortana contain the DNA for how we are going to relate to AI in the future. How conscious were you of the importance of those decisions? It feels like writers and philosophers should be sitting next to every engineer. DH As personality architects, our contribution is, to a large extent an ethical one. We take being inclusive seriously. To be inclusive, you have to start inhabiting minds, brains and bodies that aren't familiar to you. Big questions like 'What do you think of gun con and 'Are you a feminist?' can take weeks to write answers for. But trivial questions, like 'Are you a good dancer?', can be just as hard One suggested answer, 'No, but at least I don't have feet', made having feet sound like a bad thing. We decided to answer in a pos way: 'I'm better at crunching data'. We think like this about all que tions, even if it's 'Do you like cheese'

Previous page Portrait of her phone by Deborah Harrison

A PHONE CALL WITH DEBORAH HARRISON

LY Is there a difference between writing AI for a phone and

When we moved Cortana onto the PC we needed to make sure a computer? the responses worked if you didn't hear the voice saying the content out loud. Sometimes these didn't read very well without the dry, humorous tone of voice - some answers need to be performed.

IV We often associate technology with objectivity. Is it playing into those expectations that Cortana can't be left-leaning, because that would alienate people on the right? Does she have to be everything to everybody?

DH If you align people in a grid of personalities, most prefer those situated in the same quadrant as themselves. Across the board though, nobody likes the people who are neutral. Anybody who uses a PC on this planet might come into contact with Cortana. That's alot of people. We can't please everybody. We do allow Cortana to have a point of view about certain things and take a political stance. But Cortana cannot go back and forth in a conversation with you. That engineering capacity does not yet exist, so there are certain things that we deliberately step back from.

LY How are design decisions made?

DH We have a writer's room format - everyone's voices are equal and valid. We workshop the responses until we are happy with them. We don't always come to complete agreement. If someone disagrees, we know that someone out there in the world is likely to disagree too. First there is the chit-chat phase - we refer to it as programming. We amalgamate the query data we have received so we understand what people are asking. We also do a lot of work to anticipate certain queries, for example, when the World Cup is on, or when a new TV series is coming out. We also respond to things that may be extremely low volume but of high interest in certain cultures.

- LY I find it fascinating that the mechanism behind the scenes Is akin to a writing room for a sitcom.
- DH We have a pretty open-minded format at play; we laugh our asses off all the time.

LY They say you need at least two modalities to connect with AI. Speech is one, looking like a human is another. Do people need to get some sense of a personality too?

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Yellow phone book pages usually contain businesses numbers, services and advertisements.

DIRTY FURNITURE #5 PHONE

DH Yes, people are in the early stages of trying to wrap their minde around the concept of what it is to communicate with a computer These moments of specificity - like using the pronoun 'she' - help give people something to acclimatise to. I have many conversations with people about what they want to accomplish with their interaction agents. Often they want AI to help their kids do homework. It's surprise ing to me how few of them have thought through how they want to feel interacting with AI, and why. Where I think the industry is doing some beautiful work is in being more intentional, not just about the sensation that they want to engender, but understanding that it is possible to create that sensation for people with a variety of abilities. and from a variety of cultures.

LY The more we interact with AI - and the more comfortable we get - the less the urge to personify it. Will we start to generate a new nomenclature where Al won't have to be male or female, it can just be a laptop or a toaster?

DH Yes, totally. What I'm hoping is that we can be trailblazers for the discipline. You don't have to have this beautifully realised personality, in some cases. But to argue that you can do without a personality is, I would argue, naive.

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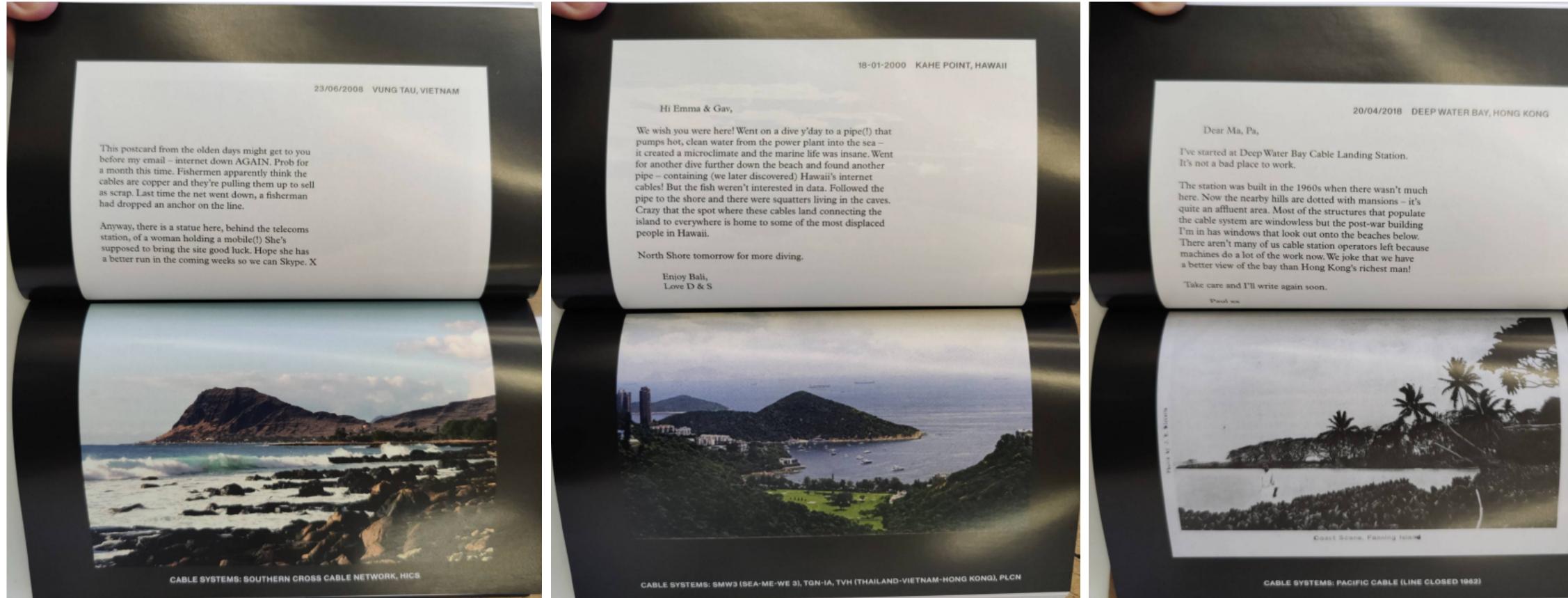
I'M GOING [TO] GIVE SOMEONE RANDOM WHO RETWEETS THIS TWEET \$10,000 BECAUSE IT'S MY BIRTHDAY AND I FEEL LIKE BEING NICE

- properties of real life assistant: professionalism, voice and manner of response.
- × Cortana is pre-programmed to have views on certain topics.
- × People still don't understand AI assistants. People overestimate AI capabilities.

 \times Cortana developers goal was to create the most accurate AI assistant, that would encompass most

"Nicole Starosielski on the undersea cable network"

Postcards



Postcards from: Vung Tau, Vietnam; Kahe Point, Hawaii; Deep water bay, Honk Kong; Tabuaeran, Kiribati. Photos of trans-pacific telecommunication wires stations.



The Pacific ocean is full of intercontinental telecommunications wires. These wire stations are built in: Vung Tau, Vietnam, Kahe Point, Hawaii; Deep water bay, Honk Kong; Tabuaeran, Kiribati.

"Joanne McNeil on the art of scam calls"

01/09/2021 Script for successful telemarketing.docx 01/09/2021 Script_for_successful_telemarketing.docx page 2/3 page 1/3 was made possible with area codes, like 617 for Boston or 202 for Washington, DC; it also made Hello reader. the operator job obsolete. An array of other advances in the 1960s, such as touch-tone dialling and 800 numbers, made the telephone even more efficient as an enterprise technology. Companies My name is Joanne McNeil. Would you say you are a discerning reader? Well, you are in luck, began developing call centres for sales and customer service enquiries. In the 1970s, at the time because I only offer my services to the most refined and judicious readers such as yourself. The of the oil crisis, a number of travelling salespeople traded their car keys for a phone and a desk. subject of this essay is telephone fraud, including the art of the cold call. Is this a priority for I'll be honest with you, reader: I imagine this history lesson is trying your patience, so let's you today? No? What if I were to begin with a story about a recent crime in Arizona and zoom move on. We've got more exciting stuff to cover just up ahead! There are legitimate methods out to a brief history of telemarketing? Act now and I'll throw in an anecdotal digression about an experience I had as a call centre worker myself. Ah, I can see that while your own personal of telemarketing - or so I've heard - but the business is widely associated with nuisance, if not outright fraud. I'm reminded of a film in which a substantial part of the action takes place over experiences are different from mine, you may be able to empathetically connect with the information I'm about to deliver to you. Tell you what, I'll circle back to the crime story then the phone: Sorry to Bother You, the 2018 comedy directed by Boots Riley. Cassius 'Cash' Green, offer a notion of resolution at the end. I can sense you are a prudent decision maker, so I promise played by LaKeith Stanfield, takes a job in telemarketing, where he is encouraged to use a 'white to provide worthwhile analysis of this subject and consider the broader cultural and social impact voice'. He cold calls people with the voice he's honed (in the film, these scenes are voiced by the of the technology, too. Naturally, your most valuable commodity is time and it's not my intention white comedian David Cross) and his sales go through the roof. Riley drew on his own work to waste it. Believe me when I say that it seems like this essay is the perfect fit for someone with history when he wrote the script. 'You'd try to obscure the fact that you're black, just on the very basic level of trying to make someone feel like you're like them, and on the more racist level It often goes like this: the phone rings and an older person picks up. Seniors, after all, tend to of someone being OK giving you their credit card information,' he told The Guardian. have landlines, and they are also likely to answer the phone. The caller is a stranger, an enthusiastic I love the movie because of my own miserable experience working in telemarketing and at one. They could be the first person the recipient has heard from all day. Perhaps the voice sounds call centres. Just over 10 years ago, in the midst of the financial crisis, the only job I could find young, and reminds them of a grandchild. They exchange names and pleasantries. The caller -the stranger - may say something like, 'Is this a good time to talk? You are just one of the most pleasant people. You must wake up bright and cheery every matrices. was as a telephone 'credit counsellor' for individuals in the throes of it. The company was neither totally a scam nor all above board, but if it had tilted more heavily toward the former, I can't say That might sound unbelievable, too unctuous for anyone to fall for, but it's an exact ran to mush that year, occupied for hours reading a script on a computer screen, inputting data, quote from a call that criminal investigators in Phoenix, Arizona, recorded. In autumn 2020, while frozen in a sequence of emotions I had to perform for the people I only knew as voices. 13 individuals based in Maricopa County were arrested for their involvement in a telemarketing What they had to tell me was all so depressing: life savings wiped out, medical debts, days away scam. They bilked over 9,000 victims across the United States, who together lost more than \$40 from bankruptcy or foreclosure. I tried to be human, but I was hired to be a human robot. million. Each victim was over the age of 65. Some had disabilities, a number lost their life savings. I was never off script. Even in my words of sympathy: 'I'm very sorry to hear that.' But that's Many were initially too embarrassed to report the crime, because it made them feel vulnerable, the nature of the job. Even seemingly on-the-fly cold calls are scripted. Here's advice for software gullible and stupid. telemarketers that appears on the blog for the marketing-tech company HubSpot: Still there, reader? You are under no obligation to continue, but believe me you'll want this .. if they say, 'I loved going to Cal Poly; the English department was fantastic,' you can respond, once-in-a-lifetime chance to see where my story is going. 'That's great, should I recommend it to my niece who wants to be a writer?' The Maricopa County scammers would pose as representatives of 'Wyze Money', an Eventually, they'll say, 'Alright, why are you calling?' e-commerce site which they claimed was backed by Silicon Valley giants. 'The money comes from I cackle. Seriously. Google and Amazon, based on money they make from websites,' one of the perpetrators said in They'll laugh because you're clearly having fun. a recorded call. "They actually process for senior citizens, so you don't have to do any of the work -81 you never have to visit these websites.' The scammer would then suggest an initial investment, Answer, 'Sometimes I forget.' Laugh again. Cackle! Sometimes you forget. But reader, what I'm telling you now comes from my heart. say \$18,000, 'which Google and Amazon pay half of'. They'd request that the victim put \$9,000 on their credit cards which, the caller vowed, Wyze Money would pay off with a 'balance transfer'. You deserve better than a script. The Wyze Money scam latched on to the technocentric ambition of the 2010s. If the calls The purported earnings would manifest as 'four quarterly cheques of \$30,000 each'. had been placed in the 1990s, the scammers might have offered investments in dot-coms, speaking The scammers kept in touch with victims over a 90-day period. One reason for calling back in generalities about cyberspace. In the 80s, similar scams offered cellphone licences for emerging was that, having identified a mark and worn down their defences, it wasn't hard to coax them mobile telephony. Someone with only a foggy idea of what was happening in Silicon Valley still into 'investing' even more. The repeated calls may have felt to the victims like sincere attention. might have heard that investing in technology, on occasion, could result in a windfall. The past But the Wyze Money reps would ghost on the ninety-first day. Ninety days is the limit for decade has been full of general interest news reports about cryptocurrency moguls who retired disputing charges on a credit card. at age 19 and even ordinary people who bought Amazon stock 20 years ago and now live in It was technological progress that made phone fraud possible. In 1951, the mayor of Englewood, New Jersey, called the mayor of Alameda, California, in what was the first example of mansions. Sometimes people hear these stories and think, 'Why not me? Why didn't anyone a long-distance call placed without the assistance of a switchboard operator. Direct communication tell me?' The Wyze Money scammers were telling somebody.

Letter from a scammer.

01/09/2021

Script for successful telemarketing.docx

Every new technology brings about another gold rush, and in this process of renewal, youth is a counter-intuitive marker of expertise. Young people aren't set in their ways; they usually adopt technology first. They don't answer the phone. Older generations are slower to break habits once they've adopted them. Switchboard operators didn't lose their jobs when direct dialling became available - a number of them stayed on, and transitioned into a general information service. They also, on occasion, connected long-distance calls as they used to, for all the callers seniors, probably - who hadn't yet learned how to dial an area code. They did this for the kind of people who may still have landlines now.

I'll be honest with you, reader. It is difficult to make generalisations about telemarketing, because it is a worldwide nuisance. In Australia, the calls might be for solar panels. In Japan, there is the ore-ore sagi ('hi, it's me' scam) in which the telemarketers pretend to be a victim's son. Scammers can be very well educated and wealthy. Charities use mass calling technology but telemarketing scammers may also pretend to be charities. When a known telemarketer calls your iPhone, you will see the caller ID listed as 'Scam Likely' but Apple could just as well mark these calls as 'Scam Certain'

When I first read about the Wyze Money scam, I assumed it played out under the familiar terms of a generational conflict: millennials versus boomers. The contrast seemed obvious, if complicated: student loans versus pensions, tech-savvy versus tech-illiterate. The topic of young people preying on the old could be complex, seen through the lens of climate change and generational debt. But it wasn't the case at all. Most of the Maricopa County scammers were older; in their mid-40s or 50s. Maybe they were posing as much younger, but they weren't see

Some had lived nine lives already with records of evictions, bankruptcies and restraining orders. One of the women, in addition to her telemarketing fraud exploits, ran a non-profit rescue for stray cats. She placed a number of pets in good homes.

The company settled with the Federal Trade Commission, which was able to retrieve some of the money and partially refund those defrauded by Wyze Money. The authorities are continuing the investigation to find others who might have been involved. It doesn't seem like any of their victims were all that wealthy. In terms of demographics, the scammers and the victims had more in common than not. This is a story of poor, old people scamming poor, slightly older people, in a country with nothing that resembles a safety net.

Thank you for your patience, reader. We've come to the end of my spiel. I delivered on my promises. Here you have it: a story of deception, technology, generational conflict and cultural change. I even told you a little bit about myself. Now do you trust me? Can I put you down for \$5,000 to start? Look, I'm doing you a favour. It really is risk-free.

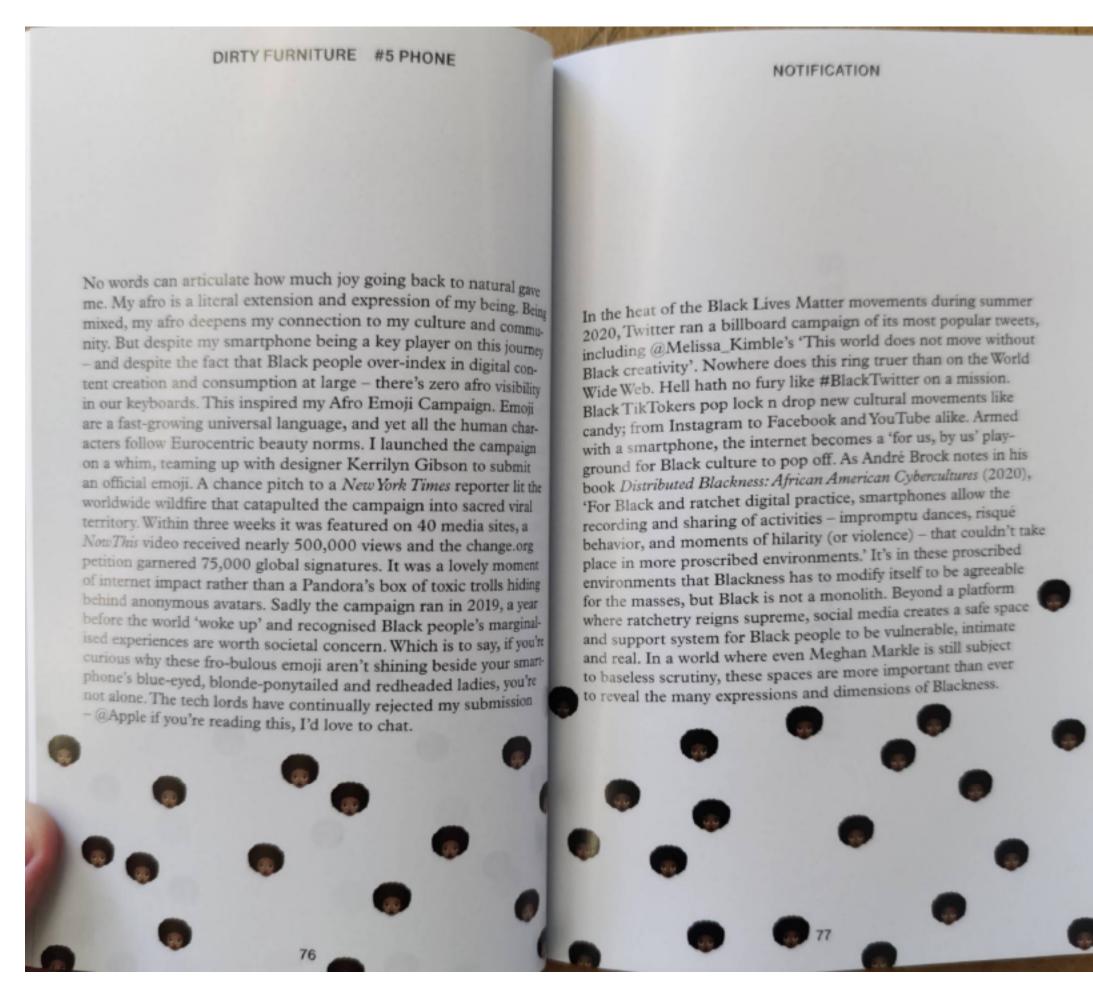


- Most telephone scam victims are seniors older than 65 years old. X
- X ing scams usually vary by region.
- \times "Wyze Money" scammers would call their victims over the period of 90 days. Victims felt sincere attention therefore it was easy to scam them. Criminals and victims were similar in demographics, since criminals were in their mid-40s and 50s. Old poor people would scam slightly older people.

Due to advancements in technology direct sales were quickly replaced by telemarketing. Telemarket-

"Rhianna Jones on Afro Emoji"

Rasinio identiteto saviraiška internete



Rhianna Jones believes that digital platforms lack means of racial representation, therefore she started an Afro emoji campaign. The goal of the campaign is to spread "black identity" awareness.

DIRTY FURNITURE #5 PHONE

NOTIFICATION

No words can articulate how much joy going back to natural game me. My afro is a literal extension and expression of my being. Being mixed, my afro deepens my connection to my culture and community. But despite my smartphone being a key player on this journey - and despite the fact that Black people over-index in digital content creation and consumption at large - there's zero afro visibility in our keyboards. This inspired my Afro Emoji Campaign. Emoji are a fast-growing universal language, and yet all the human characters follow Eurocentric beauty norms. I launched the campaign on a whim, teaming up with designer Kerrilyn Gibson to submit an official emoji. A chance pitch to a New York Times reporter lit the worldwide wildfire that catapulted the campaign into sacred viral territory. Within three weeks it was featured on 40 media sites, a Note This video received nearly 500,000 views and the change.org petition garnered 75,000 global signatures. It was a lovely moment of internet impact rather than a Pandora's box of toxic trolls hiding behind anonymous avatars. Sadly the campaign ran in 2019, a year before the world 'woke up' and recognised Black people's marginalised experiences are worth societal concern. Which is to say, if you'n curious why these fro-bulous emoji aren't shining beside your smartphone's blue-eyed, blonde-ponytailed and redheaded ladies, you're not alone. The tech lords have continually rejected my submission - @Apple if you're reading this, I'd love to chat.

In the heat of the Black Lives Matter movements during summer 2020, Twitter ran a billboard campaign of its most popular tweets, including @Melissa_Kimble's 'This world does not move without Black creativity'. Nowhere does this ring truer than on the World Wide Web. Hell hath no fury like #BlackTwitter on a mission. Black TikTokers pop lock n drop new cultural movements like candy; from Instagram to Facebook and YouTube alike. Armed with a smartphone, the internet becomes a 'for us, by us' playground for Black culture to pop off. As André Brock notes in his book Distributed Blackness: African American Cybercultures (2020), 'For Black and ratchet digital practice, smartphones allow the recording and sharing of activities - impromptu dances, risqué behavior, and moments of hilarity (or violence) - that couldn't take place in more proscribed environments.' It's in these proscribed environments that Blackness has to modify itself to be agreeable for the masses, but Black is not a monolith. Beyond a platform where ratchetry reigns supreme, social media creates a safe space and support system for Black people to be vulnerable, intimate and real. In a world where even Meghan Markle is still subject to baseless scrutiny, these spaces are more important than ever to reveal the many expressions and dimensions of Blackness.

- × Afro americans are underrepresented
- Smartphones democratise content. Natural beauty vloggers encourage realistic beauty standards. Х
- \times represented and decided to start an afro emoji campaign.

Rhianna Jones claims that "afro is a part of her personality". Since there isn't an afro emoji she felt under-

"Crystal Bennes and Dirty Furniture on why some phones drop out"



For a product to be successful a lot of factors must go right. This chapter is about phones which failed.

Teletrofono , Antonio Meucci

Antonio Meucci was the first to invent the telephone. Unfortunately haven't found any investors, therefore failed to secure a patent. Two years later the idea was patented by Bell.

50AL, Western Electric

Due to unappealing looks was quickly pushed out of the market by designs who took into consideration how the phone will look inside the interior.

Model for telephone, Gustav Jensen

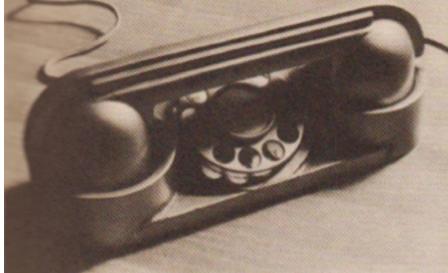
Gustav Jensen designed the telephone for design competition. He won the first place, unfortunately at that time engineers could find a way to make it.

Ericofon 700, Ericsson

Updated version of Ericofon 600 failed to attract attention.







Snow white 3 MacPhone, Apple

Hartmut Esslinger developed a concept for futuristic speculative phone. This phone is similar in size to an iPad. Since at that time the internet didn't exist nobody understood why anybody would need such a device.

Simon personal communicator, IBM

First smartphone was launched in 1992. It featured many of today's smartphone capabilities: internet, emails, calling, etc.. The main drawback was its price, weight and battery that lasted only an hour.

Z10, Blackberry

Z10 lacked a physical keyboard, therefore alienating fans, who bought blackberry phones for the keyboard.

Amazon fire, Amazon

Amazon fire had uninspiring design and clunky software, but the biggest flop was a system that proactively tried to sell unnecessary things from Amazon.









Signature Cobra, Vertu

Signature Cobra was a luxury jewelry covered telephone. The problem is that electronics develop so fast that it doesn't make sense to invest in jewelry phones if after a couple of years it becomes obsolete.

MP01, Punkt

MP01 is made for the minimalist. It only features most essential functions, yet for less features the buyer spends more.

Fairphone

Completely modular and upgradable phone, yet failed to impress its size and design.







"Gabriella Garcia on the love affair between sex work and telecommunications"

Sexs industry role in the development of the internet



E-Viction is a digital riot against censorship of sex work industry. Page is only available for a limited time and after midnight it deletes itself.



- X the internet.
- X digital transactions.
- X sations. Sex workers are victims digital censorship.
- X limited time.

Electronic Frontier Foundation organises "Pioneer" awards to honour those who protect civic rights on digital platforms. This year Danielle Blunt recieved an award for sex worker rights activism on

Sex work is directly corelated with development of the telecommunications. Brothels were ones of the first institutions to have land lines. Pornography and video games pushed for better computing technologies. Pornography industry was on the first to invest in development of search engines and

Monitoring of digital life directly impacts our physical lives. Digital life is controlled by private organi-

During pandemic sex work on internet skyrocketed. E-Viction is a digital riot against censorship. Website displays sex work related ads and streams sexual content. Website is available only for a

"Jake Davis, hacker, and Joe Lloyd"

A PHONE CALL BETWEEN

JAKE DAVIS, HACKER, AND JOE LLOYD

DIRTY FURNITURE #5 PHONE

paths of discovery - short blocks and alleyways - which diversify foot traffic. In city districts that become successful or magnetic streets are virtually never made to disappear,' Jacobs writes, 'Where it is possible, they multiply."

By building a back alley into the restricted space of the internet Veil Machine showed us what an internet with 'eyes on the street' can look like. Flux notes that this requires asking:

- How do you create something that's exclusive enough to protect people, but not accidentally exclude people from being able to participate? How can we guarantee funding from ethical sources, and make sure the resources are flowing in the right
- direction, so that we are supporting our community? Imagine a world in which these are the types of questions intrinsic to the development of telecommunications, rather than the ones that have led to the commodification of our digital selves. Imagine an

internet built by those who innovated out of a need for collective safety, rather than by those driven to conquer a global economy. Imagine a cybernetic future founded by those who are forced to imagine, by those for whom the creative functions of both mind and body have never been severable. Where discrete boundaries can never be drawn, and we are excited by a movement through mystery. Which we may never fully understand but do not have to, because we can entrust our 'red light neighbours' with the task of watching over corners that daylight does





DIRTY FURNITURE #5 PHONE

Joe Lloyd Hello, Jake? Where are you? Jake Davis Hill'm in a forest. Just finding a tree that is covered

JL. First things first, could you tell me about your time as part of the Anonymous hacking collective?

JD That was around 2010, 2011. I was 16 or 17. And, spoiler alert, I was arrested for it at around 18. I got involved in chat rooms that were marketed as Anonymous. I liked the idea of a faceless collective hive mind. Still now I think it's a very intriguing use of the internet. It appealed to me more than the hacking itself. The internet is used for these banal things and corporate marketing, and these guys are doing something really interesting. At that point I'd spent so much of my childhood sitting in front of a screen that I became very close to this kind of internet culture, this hive mind.

JL So what happened then?

JD I got into activism, defending the freedom of the web, empowering different people around the world to use the web. At the time I thought we were going to overthrow dictators. I ended up writing Anonymous messaging, most notably against the racist, homophotic cult, the Westboro Baptist Church. I had a big feud with them and hacked all their websites. It was a bit of a mistake on my end, not ethically, but from a security point of view. I spoke to them using my real voice and that, and various other things, led to my eventual demise from that realm.

JL You were also part of another hacking group, LuizSec? JD Our goal was essentially to mock security. We thought at the time, in a very naive, reckless way, that we would improve global security by exposing flaws in everything, wherever possible. The bigger the target the better. We hacked the CIA, the Senate, FBI affiates and large corporations. We wanted to say 'Look, we're not even trying very hard and we've managed to potentially gain access to all of your lies."

JL How did that go down?

JD I ended up in court but they weren't quite sure how to prosecute because there was no financial gain or intent to destroy. For example, we hacked The Sun in response to the phone hacking scandal where they would hack the voicemails of celebrities and their relatives, even deceased relatives, to get information. We thought this was really

Previous page Portrait of his phone by Jake Davis

Blue phone book pages usually contain governmental organisations information and phone numbers.

A PHONE CALL WITH JAKE DAVIS

acking. We had access to The Sun's infrastructure but s hacking, any of their files. We just posted ridiculous take is from their website.

How did you first learn to hack?

How dro you have been and the same question when I'm at hacker conferences. ackers have the same answer: we start by tinkering. For me arted playing video games and wanted to make mods for the game and pasted to know how to get Linux on the Xbox and to get maps and in the game. That transplanted into computers because a console is essentially a computer. From there, it's just particiation and presence. I became involved in hacker communities from performance and so I would open my laptop and just see it all time. I'd see people talking about it and would absorb it.

Recently, with phonomena like Zoombombing, the media reption of hacking seems to be broadly negative. D If you look at the term 'hacker' in 2020s media, they're usually elerring to ransomware, where people try to extract large sums of roney from companies in return for files. These people are described is hackers, but I would never think of them as hackers. And wouldn't wena decade ago. We'd just consider them fraudsters or criminals.

L How does computer hacking compare to phone hacking? D Both require a broad understanding of how to reverse-engineer ogrammes. People who go after phones reverse-engineer apps. Is like certain branches of maths: there are only a few dozen peoplethat really get something. The main difference between the two hough is in understanding how information moves, from phones to tese transceiver stations and masts, and how this can be intercepted with hardware.

How easy is it to hack a phone?

¹⁰ Phones are weak, from a hardware and a human perspective. ere's a reason that when people go into highly sensitive meetings yone turns off their phone, takes the batteries out and puts them Thicrowave. Phones are moving 24/7 wiretap devices. You're vul-Reade not only to hacking, but to something that could be worse; the implete upheaval of your personal information to any old random mment entity that turns on your camera or your mic. That problem fests with all devices, but the phone is in our face all the time. People

155

DIRTY FURNITURE #5 PHONE

sit on the toilet with their phone. It's weird that we've normalised having this thing in our pockets all day that anyone can get information out of.

JL Do you think hacking has done more good or bad? JD That's a very tough question. Overall it's a force for good, Even if we only hear about the ransomware, and nation states attacking nation states. There's a weaponisation to it that can never be good but that would be true of any emergent technology. And the latest technology has always been exploited for oppression and war. So hacking is going through that.

JL So what will become of hacking in the future? JD A lot of the stuff we're talking about now will seem completely primitive and absurd in a quantum age, when our computer power becomes so exponential that the issues we have now will seem ridiculous. The only real way to fix our security problems is to tear up the entire internet and start again.



ROM

- ing flaws.
- toring by the government.
- sation

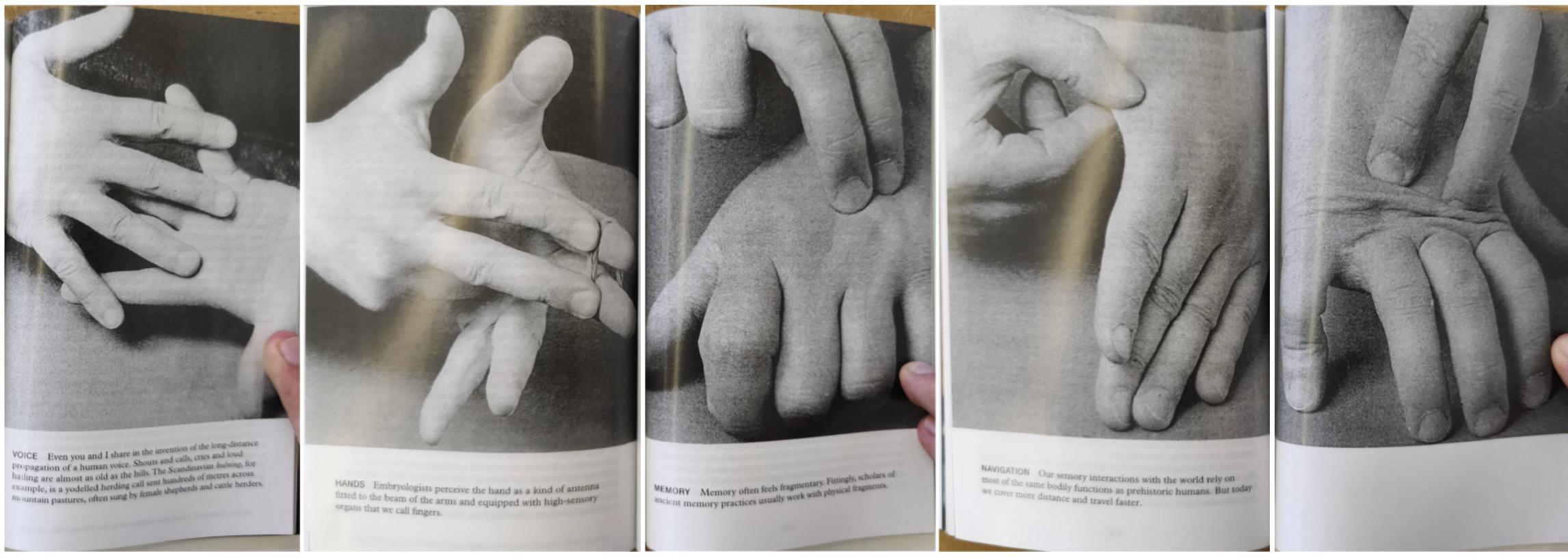
Jake Davis got into activism because he wanted to defend freedom of the internet. He joined "anonymous hacking collective". The goal of the Anonymous was a complete anonymity of the internet.

 \times Later Jake joined LulzSec. The goal of the organisation was to mock internet security. They broke into the CIA, FBI, US senate internet networks. The idea was to improve internet security by expos-

 \times Jake claims it's easy to hack mobile phones, but what is worse they are freely accessible for moni-

 \times He believes that overall hacking is the force for good, because fights back against internets militari-

"Paul Elliman on the parallel history of the phone"



Our hands are constantly fiddling without our conscious attention, same as the majority of our body processes which are performed automatically.



Voice transmission. The 19th century was all about searching for the way to deliver vocal messages. The first was a phonautograph (by Scott de Martinville) - a device that could record voice, but couldn't play it back. Next was electromagnetic microphone (by Charles Boursel), then first vocal transmission through copper wire (by A. Meucci) and first conversation by (A. G. Bell).

Hands. R. Tally described hands as a physical and emotional communication tool. Hand gestures are mostly automated; they only require a small impulse from the conscious. It's in our nature to touch or handle something in our hands. A clock or a glove is replaced by a smartphone.

Memory. Memory works very differently between humans and electronics. Human memory is made of a web of interconnected neurons and electronics on the contrary have linear memory. First digital information was written into memory cards then replaced by hand woven memory and later by modern semiconductor memory.

Navigation. With the invention of GPS people's ability to navigate worsens.

"Disnovation on shanzhai phones"

Shanzhai kultūra



At the start of 2000s in China's Shenzhen province small manufacturers that previously were making plastic toys started manufacturing cheap, poor quality phones. Phone manufacturing was so popular, and distinct it started new "Shanzhaiji" sub-culture.

X ucts.

- Shanzhaiji means "Shanzhai phones" Х
- Х Taiwan and begun manufacturing their own phones.

Shanzhai - (in traditional Chinese meaning "mountain village") is used to describe poor quality prod-

Shenzhen is a industrial region in China. In the beginning of 2000s small manufacturers that previously specialised in making plastic toys started buying "ready-made" cell phone modules from

"Shumon Basar on The Great Reversal"



Pop-up notifications that provoke us to click them: "Your internet is out range", "You have 532,652 unread emails", "You do not have access rights", "Is this realy your face", "Your upgrade is ready", "See your history", "Your account has been blocked", "Feeling lucky", "True/false", "If you liked that you'll love this", "You haven't posted in a while", "Are you an independent thinker?", "Your software has expired", "Low battery 10% remaining", "You have no power left"

- X would exist otherwise.
- \times switched, now technology is the cause and we are effect.
- X ality.
- X decision making

Technology is created to ease physical discomforts, but in turn creates new pathologies that

Marshall McLuhan claims "all technologies are a continuation of our physical and nervous systems", therefore we are the cause and technology is the effect. In the last decade roles have

People started choosing truth that is more convenient and consensus based truth slowly ceases to exist. If one person hallucinates he is considered unstable, if millions hallucinate it is the new re-

Algorithms can predict what a person wants, even if he doesn't know it, therefore smartphones can influence us to make decisions. Smartphone takes over our neurological functions including