

Histories of Hateware

@jamesjbrownjr
MITH Digital Dialogue
2018

Hateware

a project and not
(just) a book

EDITED BY

WENDY S. HESFORD, ADELA C. LICONA,

AND CHRISTA TESTON

precarious rhetorics

CHAPTER 12

Complicit Interfaces

BECCA TARSA and JAMES J. BROWN JR.

THE EARLY DAYS of networked environments provided hope that racist, sexist, misogynist, and homophobic violence might be lessened in places where offline identities could be uncoupled from online identities. However, it has become clear that the design of our digital spaces has not stemmed violence. It has, at least in some cases, made things worse. Safiya Umoja Noble argues that the analysis of this problem can benefit from a methodology she calls "Black feminist technology studies," an approach that assumes the Internet is "not just a site of communications affordance, nor is it made equally and equitably available to all people. On the contrary, it is implicated in a number of environmental and oppressive conditions for Black life" (Noble). Noble's focus on issues of how environments are designed and maintained is linked to her interest in moving away from narratives of individual empowerment and toward a rethinking of how labor and resources shape our digital relations. Noble points us toward a way of understanding technical infrastructures as a party to, rather than a background for, our digital interactions. It is an approach that insists that infrastructures are arguments, and it is one that allows us to address the cruel precarity of digital spaces that are becoming increasingly unsafe for many people.

While any number of social networking websites might be seen as fostering and enabling these increasingly unsafe conditions, the social networking micro-blogging site Twitter has been the focus of a great many complaints in

“Hateware”

co-authored with Gregory Hennis

archival research



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OF
INTERNET
RESEARCHERS

**a project and not
(just) a book**

project

dialogue

What other historical threads should be followed?
What other theoretical questions should be pursued?
What other collaborations might be fruitful?
What other forms or media might be worthwhile?

nimble fingers, soft voices

Electricity in Embroidery Designing

The acquirement of beautiful embroidery work, such as pillow tops, doilies and a score of other fanciful creations in which every woman delights, is not at all difficult with the patterns now purchasable at department and dry goods stores. Indeed, there are small stores entirely devoted to the teaching of art needlework and the sales of supplies needed.

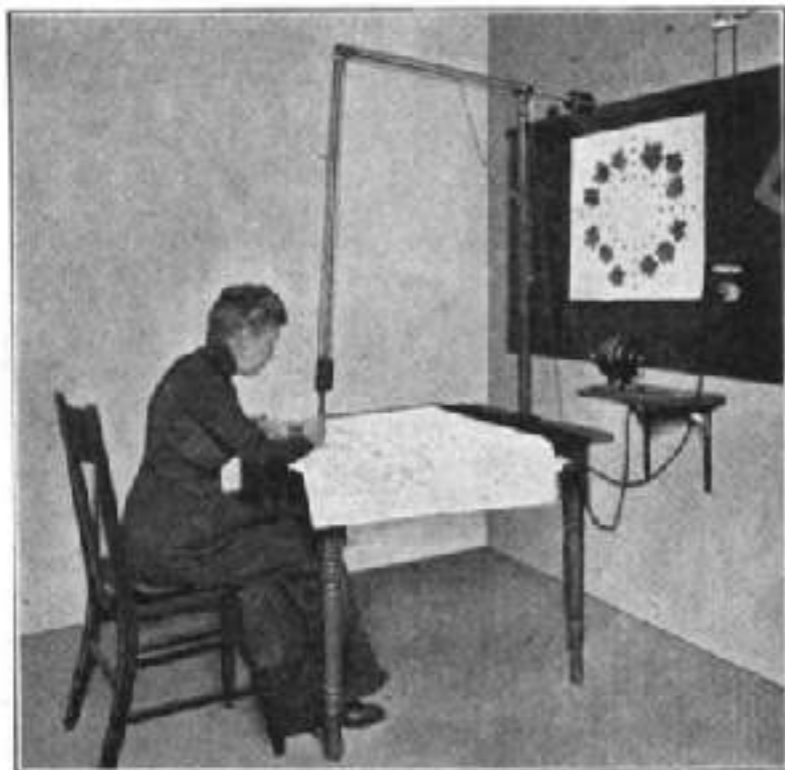
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The illustration is a picture taken in one of Chicago's embroidery establishments. The table and arrangement of the electrical equipment were made under the direction of Mrs. Wm. F. Graves, one of the firm, who is seated at the table. From a speed pulley on the electric motor a strong thread drive runs out along the balanced arm, then down to mechanism in the metal enclosure just above the hand of the operator. This mechanism run by the thread drive causes the needle to move up and down many hundred times a minute.

An appropriate design is first made in pencil upon a single sheet of white paper, which is then laid upon the table over frequently as many as 20 sheets of like size. The needle is now directed along the pencil outline, perforating every sheet of paper as it goes, giving 20 similar patterns. These patterns are now used to place the design upon cloth or

canvas by laying one of the sheets upon the canvas and applying a color brush, thus leaving a tracing of needle point lines.

By speeding up the needle it may be made to cut out of stencil board the figures of leaves, fruit, etc. The stencil may then be placed upon canvas or cloth and with brushes the proper colors are applied through the openings in the sten-



ELECTRICAL DEVICE FOR MAKING EMBROIDERY PATTERNS.

cil. Upon the wall in the picture is displayed a pillow cover prepared in this way and ready for the design to be worked out with the needle.

Longest Nickel Street Car Ride

Chicago now furnishes the longest five cent car ride in the world—a through route car running from One Hundred and Nineteenth Street, the southern limits of the city, to Howard Avenue in Rogers Park, on the north side, a distance of 28 miles. Any patron who thinks he does not receive the worth of his nickel can transfer and ride a few more miles farther if he so desires.

Promptness of American and English Telephone Operators Compared

We are prone to look upon time, when waiting, as longer than usual and this is nowhere more evident than when using the telephone. Careful observations show the telephone operator to be quick and efficient. At the annual dinner of the London Chamber of Commerce, according to the *London Electrician*, the postmaster-general stated that during the last six months observations were made upon 50,000 telephone calls, and it was found that the time taken for a call, starting from the time of ringing up to the time of the operator answering the call was on the average 5.1 seconds. The time needed for making the whole connection was 28.6 seconds, or less than half a minute. This is to be taken as a good record in the way of quick working.

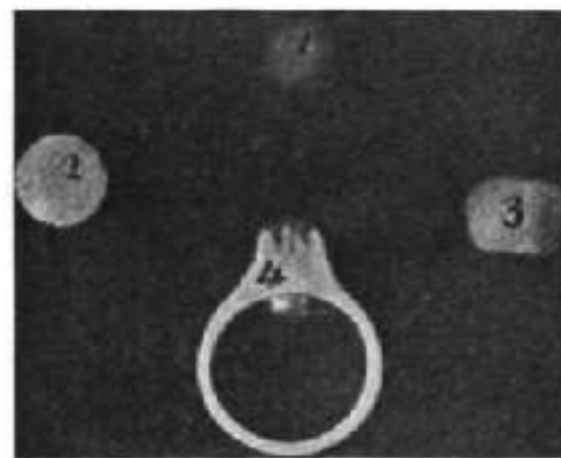
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ELECTRIC ILLUMINATIONS OF ONE OF THE LARGE FOUNTAINS IN THE PLACE DE LA CONCORDE, PARIS

X-rays in Testing Precious Stones

A possible use of the X-rays to the jeweller and dealer in precious stones is for detecting imitations. The photograph herewith reproduced shows that a real diamond is practically transparent to the



X-RAY PICTURES OF PRECIOUS STONES AND IMITATIONS

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Portable Safety Electric Lantern

The substitution of portable electric battery lamps for fuel burning lamps, requiring oxygen for combustion, in mines and places where inflammable gases exist, will no doubt reduce the loss of life.

The Hubbell safety lamp is one of such designed for this purpose. In case a bulb should be broken and the filament exposed a spring cuts off the current.



PORTABLE LANTERN

Electricity in Embroidery Designing

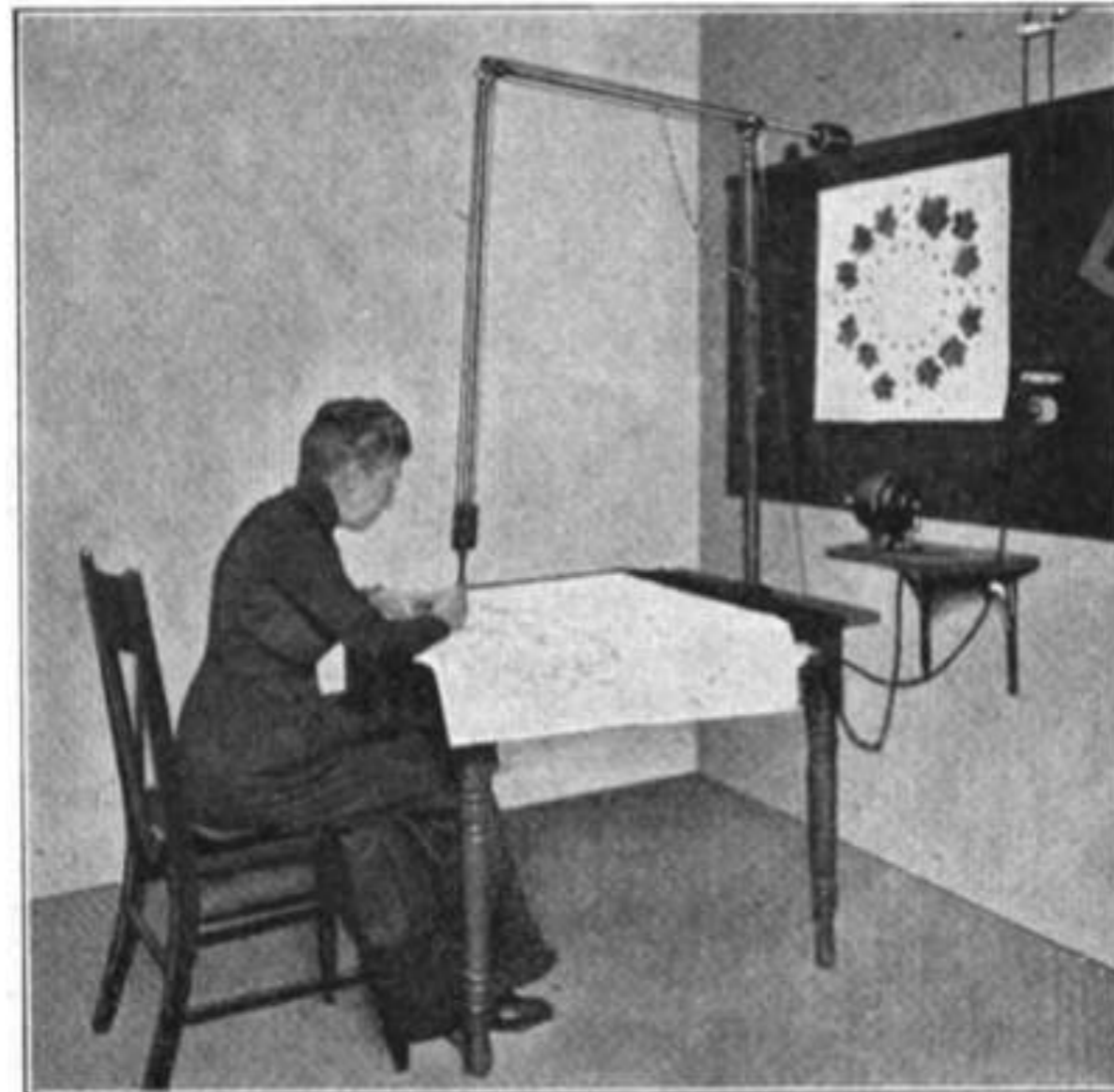
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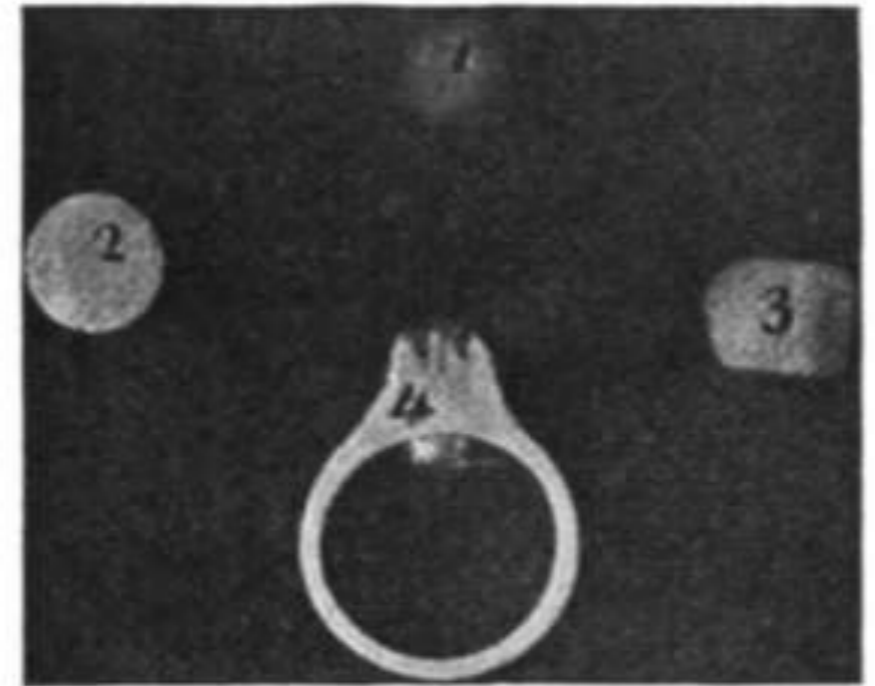
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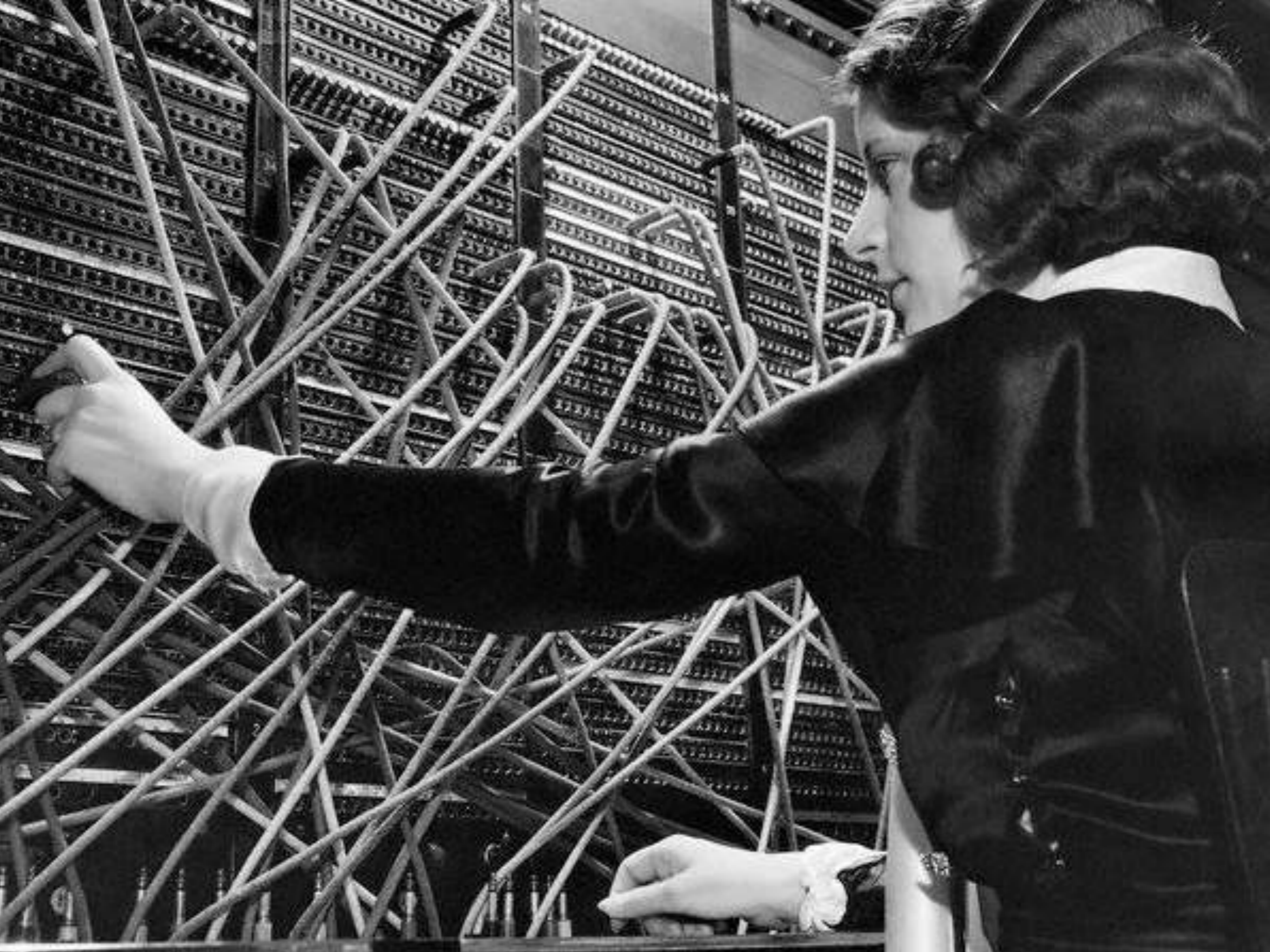


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The noise and the bustle and the confusion in even a small office were very annoying, and there were other disturbing things also. **The Operators were chiefly young men or boys.** The company got numerous complaints from subscribers that the young men or boys in those central offices would swear over the telephone...

Alexander Graham Bell. “Address before the Telephone Society of Washington,” February 3, 1910

Well, there were not only young men; there were a few girls, and somehow or other **the soft voices of those girls served to protect the telephone company.** The people at the other end of the line did not like to get the young woman at the central office into trouble, and there were always far less complaints from the subscribers served by the girls than by the boys.”

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“It is well that every group should have its leader or centre; not always the one who talks most or best, but the one who **listens, manages, suggests and draws out** or gives opportunities to others. A lady of tact and intelligence does the best. She guides the conversation.”

The Glory of Woman (1896), quoted in Johnson (73-74)





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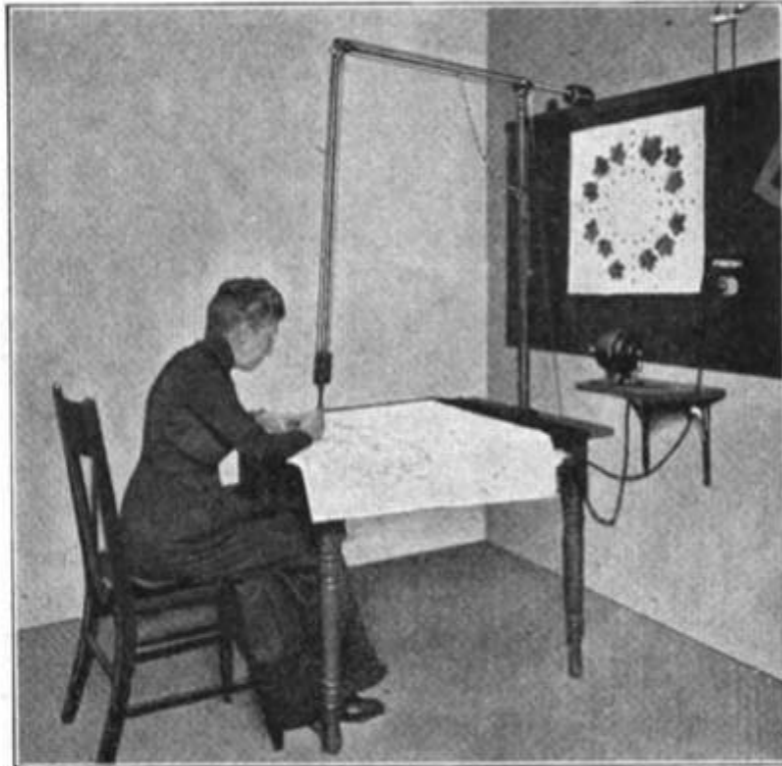
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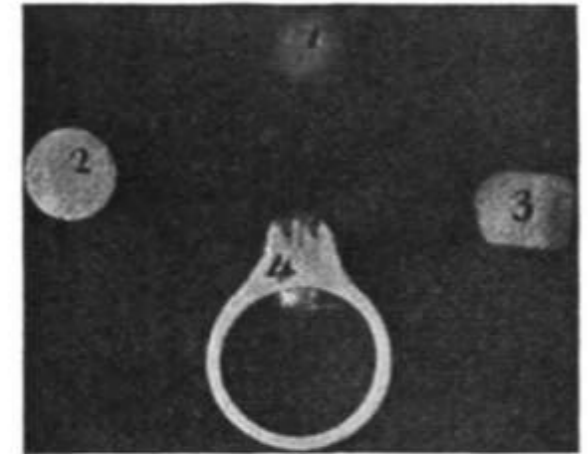
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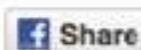
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PORTABLE LANTERN

The Laborers Who Keep Dick Pics and Beheadings Out of Your Facebook Feed

BY ADRIAN CHEN 10.23.14 | 6:30 AM | PERMALINK



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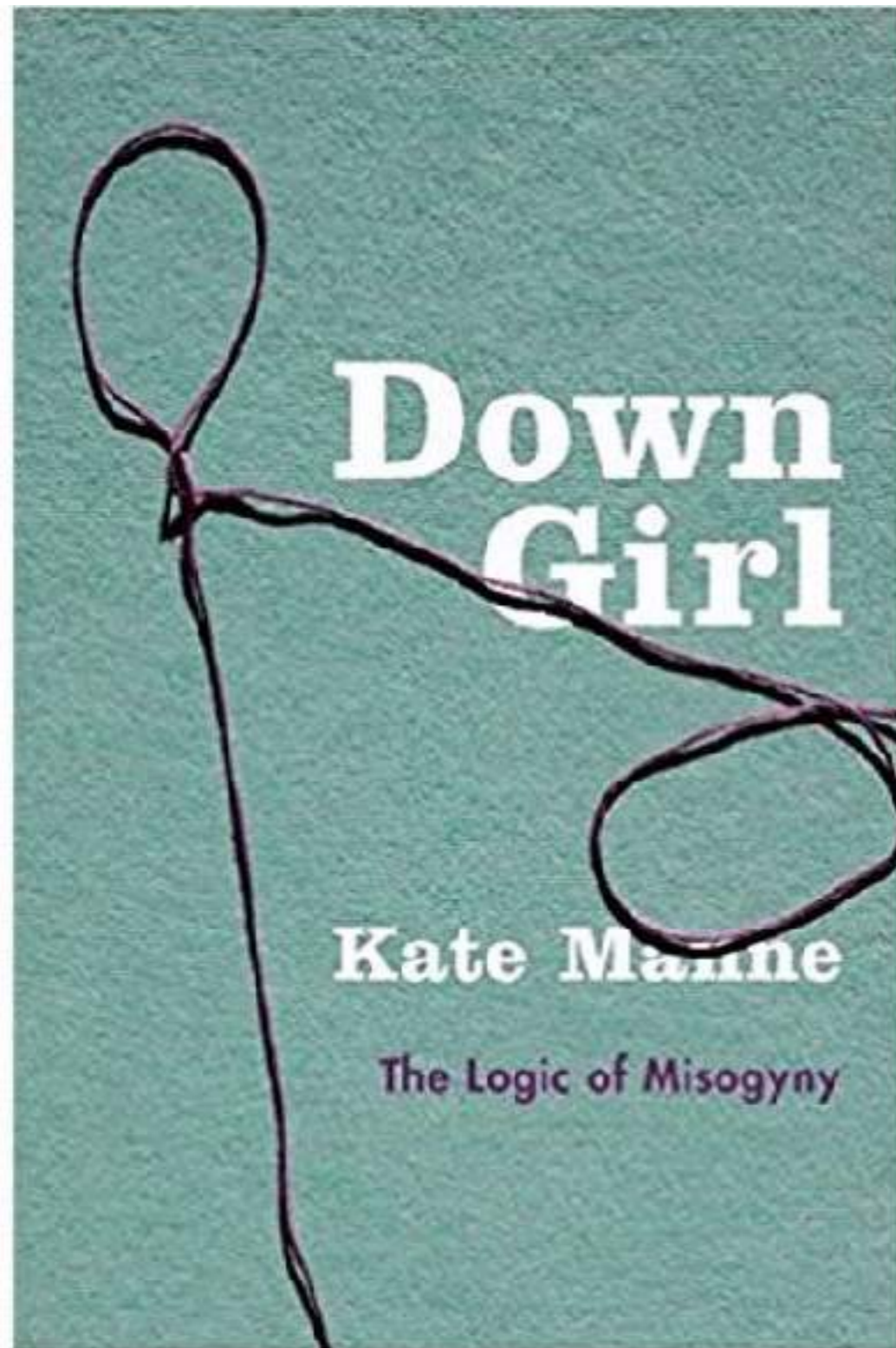


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A contractor at the Manila office of TaskUs, a firm that provides content moderation services to U.S. tech companies.  MOISES SAMAN/MAGNUM

silencing the infrastructure



“And if women are not only tasked with doing more than their fair share but are also subject to more **serious negative consequences for shirking their putative duties**, then this of course compounds the problem.” (111)

END

300



'take that deaf girl out of the circuit'





“In June 1901, Mr. Francis, a Chicago Telephone Company manager was asked if the girls who worked for him heard well. He replied, ‘I should say they do. They couldn’t hold their place if they didn’t. It wouldn’t be six hours ‘til we’d be having calls to **‘Take that deaf girl out of the circuit.’**”

Kerry Segrave, *The Women Who Got America Talking: Early Telephone Operators, 1878-1922* (111)

8^{va}

What Is Your Company Doing?

Chats About Company Doings.

By Stanley R. Edwards.

Telephone service was not interrupted by the street car tieup in Chicago last week, but it took some pretty fast work to prevent it. When the Chicago Telephone Co. got the early news of the strike on Thursday morning, S. J. Larned, the general traffic superintendent, had the night operators call the homes of the day operators and tell them of the strike, advising them that company trucks would meet them at certain corners and at certain hours.

Then a fleet of 85 trucks was marshaled to a regular railroad running schedule and every one of the day operators was at her board on time, every one of the night operators was at home at her usual time.

"By night we moved 9,000 girls one way or another," said Mr. Larned.

Suit to recover \$3,000 damages was started in district court last week in his own behalf by George S. Grimes, a Minneapolis, Minn., attorney, against the Northwestern Telephone Exchange Co. He alleged in the complaint that the company has "failed, neglected and refused to render, furnish or secure the plaintiff reasonable or adequate telephone service during the six years when he was a continuous customer of the company."

In the company's answer it was held that A. S. Burlington, postmaster general, and the government should have been joined in the action. Mr. Grimes replied that the government had nothing to do with the telephone business in Minneapolis during the greater portion of the period covered in the specifications in the original complaint. He also charged that the company aided the enemy during the war by refusing and neglecting to render adequate service.

The complaint alleged that the defendant almost daily, during the last year, answered calls to his office and was left holding the receiver, there being no response to such calls.

Mrs. Catherine Stewart, chief operator and collector of the Murphysboro Telephone Co. at Cobden, Ill., is not satisfied with her duties as just being chief operator and collector, but makes herself useful in clearing trouble.

Recently she was found in the residence district with a fishing pole knocking out a cross. Upon being asked why she did not have a fireman clear the trouble, she answered: "Well, it just costs gasoline and a fireman's time to come up from Anna, and I thought I could save that for the company."

Recently every operator of the Southwestern Bell Telephone Co. in Texas was confronted with a little reminder in the shape of a pair of inquiring eyes which looked right into her face from the switchboard.

The illustration shows the arrangement and lettering of the cards which were used. The Southwestern Telephone News says: "They looked squarely into the inquiring eyes and delivered the goods."

Prior to July 15, the customary conversation of a South Chicago business man with "central," according to John Dickhaut, district superintendent for the

you could say such awful words over the telephone."

"I can promise you one thing," said Mr. Monahan, responding to Toastmaster Bicknel. "There will be no more swearing over the telephone by members of this association."

The Cincinnati Post recently extended an invitation to the people of Cincinnati, Ohio, to point out the faults of telephone service in that city and to propose remedies. As a result of this invitation the Post was enabled to compile constructive suggestions for telephone users and officials. The survey made possible through assistance of readers shows that



THE EYES OF TEXAS ARE UPON U—
ALL THE LIVE LONG DAY—
THE EYES OF TEXAS ARE UPON U—
DO YOUR BEST TO DAY

Operators of the Southwestern Bell Company in Texas Looked Into These Eyes: They "Delivered the Goods."

Chicago Telephone Co. would be best expressed with numerous dashes.

But since then, according to P. F. Monahan, of the South Chicago Business Men's Association, it has been different. No dashes are required.

The transformation was brought about at a dinner party given on the evening of July 11, in the new South Chicago exchange. Superintendent Bicknel had received numerous complaints that South Chicago business men were making the wires blue with "ouss" words, and he had decided that if the patrons saw a telephone exchange in operation, they would be more patient.

The telephone girls were the hostesses at the party. Before sitting down to the dinner, which was served by the girls, the guests were shown how a big switchboard is operated.

But that wasn't what changed their attitude, nor was it the vaudeville program and concert, says the Chicago Tribune. It was while Gertie, the blonde, danced with Hardfax, the hardware merchant, and looking up into his spectacled eyes, remarked sweetly, "I could never have dreamed such a nice man as

the public and the company or its employees are at fault at times.

Without attempting to fix responsibility, the Post published the principal remedies proposed by the readers to the alleged offenders. The suggestions were presented in large, easily-read type so that they might be adopted where practicable by those to whom they were addressed. The suggestions were as follows:

To the Company:

"It has been suggested by readers of The Post that you—

- 1—Increase your working force, especially in the operating department.
- 2—Advance the pay of operators.
- 3—Abandon the rule against informing subscribers as to the location of fires, the time of day and the baselaid score. This suggestion is based on the contention that the subscriber, deprived of this service, is obliged to put in many extra calls to other points to obtain the information, and more calls mean a greater burden on operators and less efficient service.
- 4—Install more trunk lines.
- 5—Terminate service to subscribers who are abusive toward operators.

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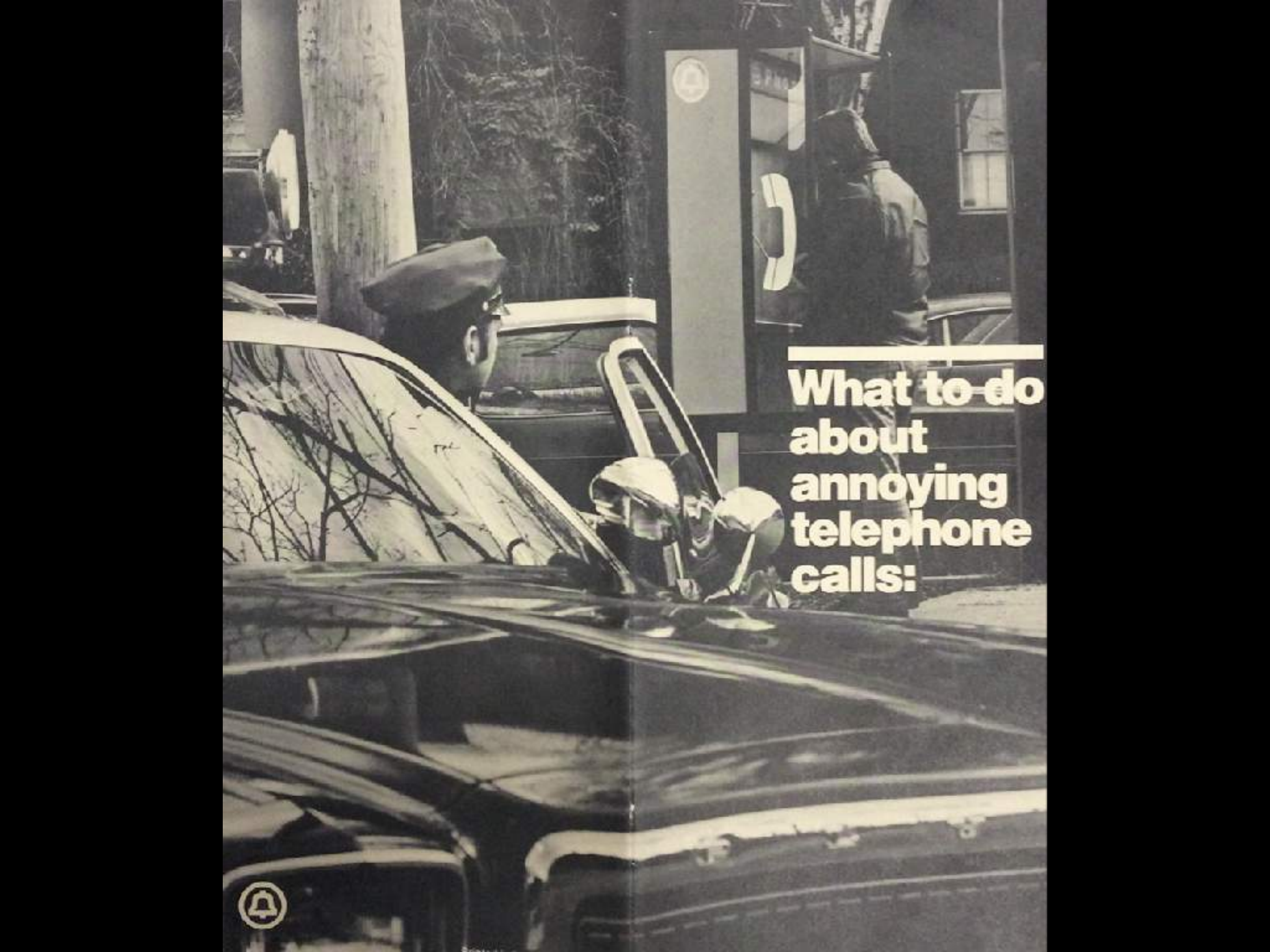
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epicrisis

epicrisis and medium work



**What to do
about
annoying
telephone
calls:**



Harassing phone calls for debt collection

Improper use of the telephone for debt collection purposes is also a concern to us. This includes calls from store owners and collection agencies who make annoying or threatening phone calls to obtain money which may be owed to them. Calls in this category could include:

- Calling at hours known to the caller to be other than normal waking hours of the debtor.
- Repeated calls without appropriate justification.
- Calls to third parties during which the details of a debtor's account are discussed.
- Calls threatening bodily harm or property damage.
- Calls asserting falsely that the matter will be referred to credit rating agencies, to the debtor's detriment.
- Calls asserting falsely that legal process is about to be served.

If it is determined that debt collection calls have been, or are being made in a manner that violates applicable tariff regulations, the telephone company will take appropriate corrective measures. These may include suspension of service on reasonable prior written notice.

What you can do

Notify the telephone company. Give the name of the calling party; the date and time of the call; and the ways in which the call was abusive, harrasing, and so on.



Threatening calls

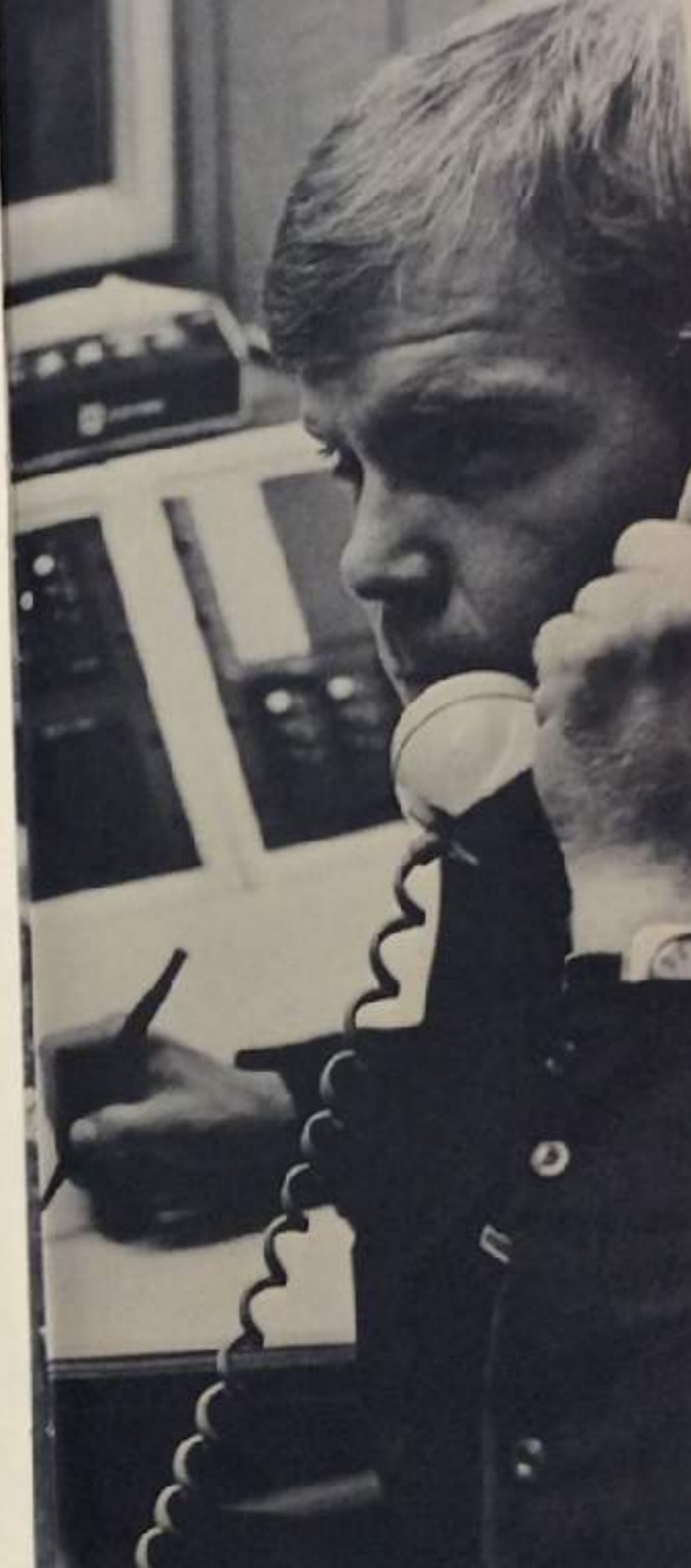
Calls in this category include the extreme cases—bomb threats, threats to life and property, threats of kidnapping, robbery or bodily injury to members of your family.

Sometimes, these calls are repeated over an extended period of time to harass and frighten a family. If you are unfortunate enough to be a victim of such a campaign, the techniques in this booklet aren't enough. *Call the police, and the telephone company—immediately.* We will work with you and the police to eliminate the problem.

Help from the telephone company

If you've used the techniques suggested in this booklet, and you still keep getting annoying calls (apparently from the same source), call the telephone company's business office. We have representatives who are trained to help.

One thing our representatives might suggest is that you keep a record of such calls in the **Annoyance Call Log** provided on the last two pages of this booklet. The information you record there might give you valuable clues to the identity of the caller, and could help both the company and the police (if necessary) establish a pattern that could help identify the source of the calls.





What you can do

1. Always use the telephone on your terms, not those of the caller. Don't talk to anyone unless you want to.
2. Ask the caller to identify himself or herself. If the caller asks, "Who is this?" don't give your name. Instead ask, "What number did you call?" or "Whom do you want?" If the call isn't legitimate, that very likely will end it.
3. Instruct your children and the baby-sitter never to talk on the phone to someone they don't positively recognize. An innocent comment like "daddy's out of town" could be helpful to a burglar. Teach them to ask for the number so someone can call back later.
4. If it's the kind of caller who remains silent after you answer, hang up. Some want to listen, just to see what you'll do, particularly to see if you'll get angry. It isn't much fun listening to a dead line.

Abusive, harassing or obscene calls

Calls such as these often are meant to infuriate or terrify you.

What you can do

1. As with the milder nuisance calls, this caller may remain silent for a while. Don't give the person a chance to get started. Hang up.
2. If a caller makes an obscene or improperly suggestive remark, hang up. The person would like nothing better than for you to demand to know who he or she is, or to ask repeatedly what he or she wants.

Annoyance call log

Name _____ Tel. No. _____

Occurrences	1	2	3	4	5
Date					
Time					

HOW LONG DID THE CALL LAST?

--	--	--	--	--	--

TYPE OF CALL

Obscene					
Harassing					
Threatening					
Other					

THOSE AT HOME

Husband					
Wife					
Daughter					
Son					
Other					

NOT AT HOME

Husband					
Wife					
Daughter					
Son					
Other					

DESCRIPTION OF CALLER

Man					
Woman					
Boy					
Girl					
Other					

CALLER'S VOICE

High					
Low					
Strained					
Camouflaged					
Other					

Annoyance call log

1. Does what the caller says change when different members of the family answer the call?

2. Has your family had any recent publicity (marriage, promotion, etc.)?

3. Can you hear any background noise when you receive an annoying call? If so, describe it.

4. Is there anyone who might want to annoy or "get even" with any member of your household?

5. Have you reported these annoyance calls to the police?

epicrisis

Annoyance call log

Name _____ Tel. No. _____

Occurrences	1	2	3	4	5
Date					
Time					

HOW LONG DID THE CALL LAST?

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Obscene					
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THOSE AT HOME

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Wife					
Daughter					
Son					
Other					

NOT AT HOME

Husband					
Wife					
Daughter					
Son					
Other					

DESCRIPTION OF CALLER

Man					
Woman					
Boy					
Girl					
Other					

CALLER'S VOICE

High					
Low					
Strained					
Camouflaged					
Other					

BELL INFORMATION FILE

Subject: Annoyance Calls --
Line Identification*

POSITION PAPER

File No.: 6A.3

1. We attempt to identify the calling line in cases where a customer is being harassed, is receiving obscene calls or when threats on life or property are made.
2. We recognize we are usually the only one who can identify the line from which calls originate and that we have an obligation to do so in aggravated cases.
3. Line identification is not wiretapping and does not impair privacy of communications. We don't listen in or record conversations.
4. Identified calling lines are revealed to the called party, and with his written consent, to law enforcement authorities in those cases where the customer intends to prosecute.
5. Over the years many different techniques have been devised to identify the lines from which anonymous and abusive calls originate. These techniques have grown more sophisticated as our telephone switching systems have become more complex. We are continually working on better and quicker ways of making these line identifications and we are adding special equipment to improve our ability to do so.
6. We avoid giving details of the techniques used to identify calling lines. Public disclosure of this information can make it easier for annoyance callers to avoid detection.

Q. Isn't line identification a form of wiretapping?

A. There is nothing about our devices or methods that involve any monitoring of conversations of either the calling or the called person's telephone line. There is no attempt whatsoever to listen to conversations. It is simply a matter of identifying the calling line which is done in many cases prior to the start of conversation.

No. 5 CROSSBAR

This is the newest electromechanical central office, used for about 30 per cent of Bell System phones. If such an office serves the called customer a simulated trouble condition can be put on a customer's line. Calls to that customer then call in a "trouble recorder" which punches out an IBM card with the incoming trunk number, called line number, and time of call. If an intra-marker group call (essentially an intra-central office call) is made, the calling line location is also punched in the card.

When the call originates in a No. 5 crossbar office, a marker trap circuit can be installed for the called number, forcing a printout of trouble cards for all calls to that number showing calling line location and time of call as well as called line number.

Holding devices similar to those used in No. 1 crossbar offices could be used if desired.

unhealthy infrastructures

TECHNOLOGY

Social Media's Silent Filter

Under-the-radar workers have scrubbed objectionable material from Facebook and other sites since well before the fake-news controversy.

SARAH T. ROBERTS MAR 8, 2017



Mark Zuckerberg at the Mobile World Congress in Barcelona, Spain (ALBERT GEA / REUTERS)

managing the channel

Tressie Mc @tressiemcphd · 13h
This is gonna knock your socks off, but yes.

The Liberalist @LBLRLST
Replying to @tressiemcphd
[youtube.com/watch?v=cb9Ey-...](https://www.youtube.com/watch?v=cb9Ey-...)
Before you cry racism try watching this

4 25

Tressie Mc @tressiemcphd · 13h
Mom?

Rohrbach @rohrbach
Replying to @tressiemcphd
I think because I imagine them getting pleasure out of having engaged you. I guess I just can't imagine this person is engaging you in good faith, and I admire you for

22

Tressie Mc @tressiemcphd · 13h
Why does it bother you?

Rohrbach @rohrbach
Replying to @tressiemcphd
Why do you answer these people?

2 21

Tressie Mc @tressiemcphd · 14h
So are the white students.

The Liberalist @LBLRLST
Replying to @LBLRLST @tressiemcphd @ThomasSowell
Black students are concentrated at the bottom is because they are being chosen by schools that make them compete with students with more advanced scores. Do you think

5 4 39

Tressie Mc @tressiemcphd · 14h
So what?

The Liberalist @LBLRLST
Replying to @LBLRLST @tressiemcphd @ThomasSowell
...selected by universities more than their scores would normally get without AA? There's plenty of empirical data supporting her contention that black law students do not

5

Tressie Mc @tressiemcphd · 14h
Yes.

The Liberalist @LBLRLST
Replying to @tressiemcphd
Do you think you know more than @ThomasSowell? Many like him have pointed that the reason that black students are concentrated at the bottom is because of



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Replying to @tressiemcphd

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 **4**   **25** 



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2



21



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Black students are concentrated at the bottom is because they are being chosen by schools that make them compete with students with more advanced scores. Do you think



Charlie Warzel @cwarzel · Jun 17

recently my entire twitter feed is just people screaming at /attempting to dunk on those they disagree with by quote RTing them

3 5 71



Charlie Warzel

@cwarzel

[Follow](#)

not sure you could come up with a feature less inclined toward healthy conversation than quote RTing if you tried.

11:43 PM - 17 Jun 2018

3 Retweets 70 Likes



7 3 70



Tweet your reply

3 Retweets 70 Likes



Tweet your reply



Kate Starbird @katestarbird · Jun 18



Replying to @cwarzel

Exactly. We noted this in a paper on polarized discourse on Twitter - that retweets rarely crossed 'echo chambers', but quoted tweets often did, as people used them to attack others.



Kate Starbird @katestarbird · Jun 18



In addition to taking someone's comments out of context, quoted tweets allow for back alley ambushes... pulling a person (the quoted author) out of their bubble & into yours, so you & your friends can dogpile them, where their friends can't see and therefore don't know to help.



“These are likely **not acts of attempted persuasion**, but are perhaps intended instead to utilize the visibility of the challenged account to draw attention to the counter-narrative. They may also serve to highlight the targeted accounts status within the other group, strengthening their gatekeeper role.” (Stewart et. al. 15)



Brent Bozell ✓

@BrentBozell

Follow

Twitter Nanny State silences [@RealJamesWoods](#), one of the top conservatives on [@Twitter](#) with 1.7 million followers. Because he posted a funny meme ... in July. This can't be the kind of **healthy conversation** you want [@jack](#). This is the kind the Soviets used.



WTAF?! Twitter reportedly locked James Woods' account and you won't BELI...

Because you know, James Woods is such a troll. *eye roll*

twitchy.com



Saul Montes-Bradley

@Debradelai

Follow



(3) This is what Twitter means by
"healthy conversation":

Respect Obama and support terrorism.

Loud and clear.

FINIS

2:18 PM - 9 Sep 2018

135 Retweets 287 Likes



connecting the lines



roxane gay 

@rgay

Following



Thanks for the advice Anthony

Kevin Gorlik @WateryMcDump

Replying to @rgay

Why don't you just lose weight?

#colinkaepernick#nike#oprah#believe#revengeisbestservedskinny

2:19 PM - 20 Sep 2018

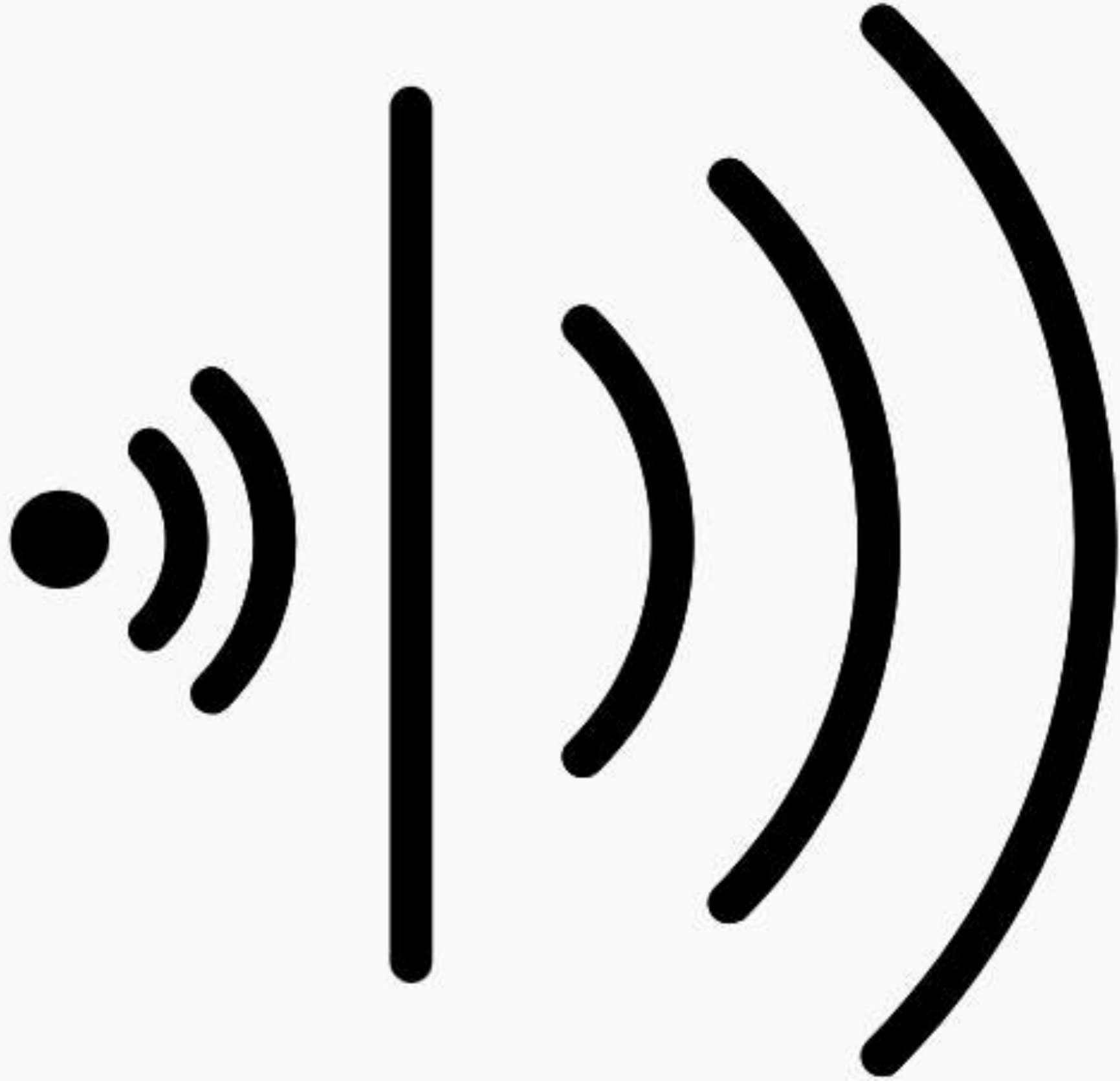
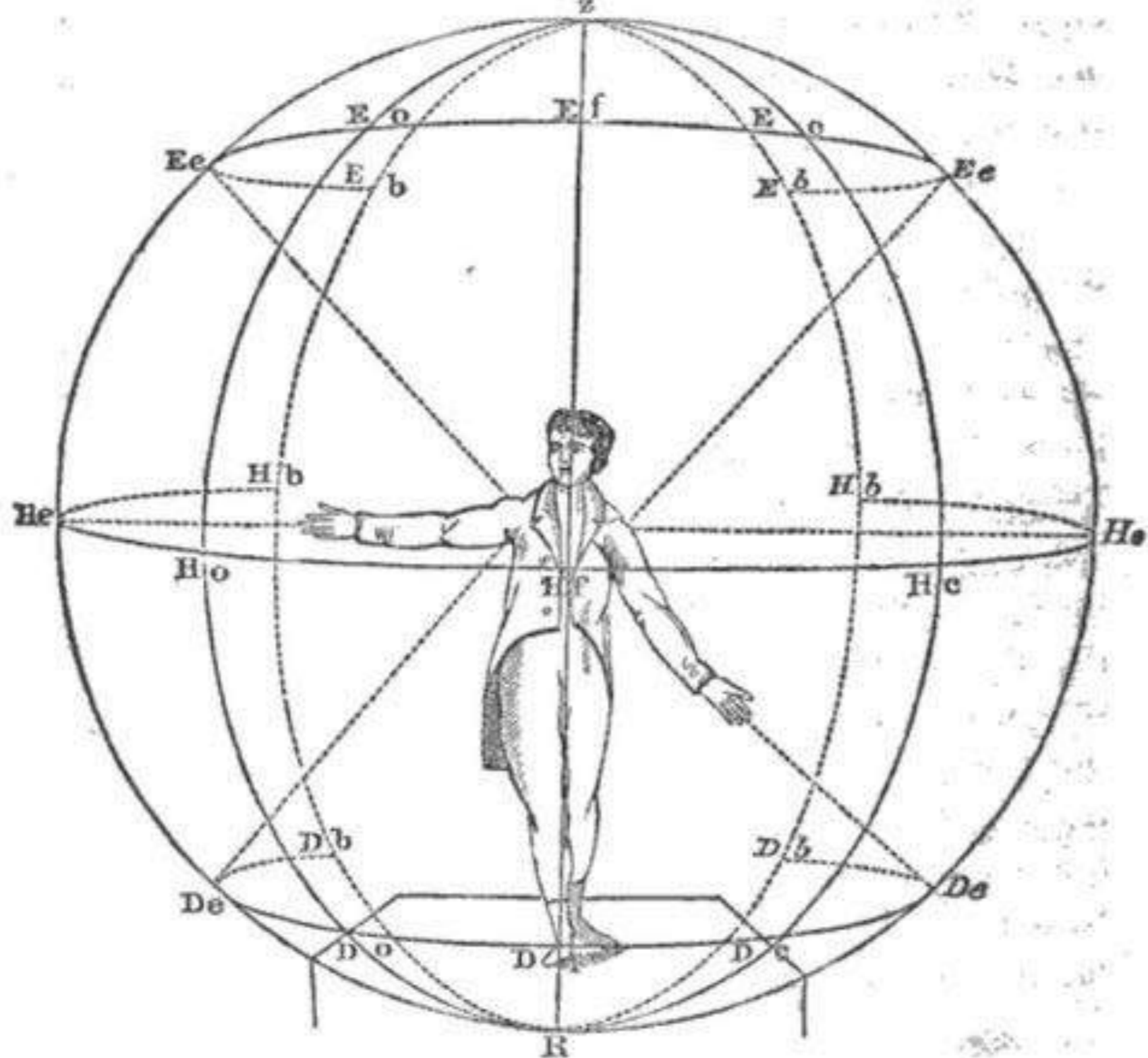


Fig. 25.



medium work



Weavers of Speech

Upon the magic looms of the Bell System, tens of millions of telephone messages are daily woven into a marvelous fabric, representing the countless activities of a busy people.

Day and night, invisible hands shift the shuttles to and fro, weaving the thoughts of men and women into a pattern which, if it could be seen as a tapestry, would tell a dramatic story of our business and social life.

In its warp and woof would mingle success and failure, triumph and tragedy, joy and sorrow, sentiment and shop-talk, heart emotions and million-dollar deals.

The weavers are the 70,000 Bell operators. Out of sight of the subscribers,

these weavers of speech sit silently at the switchboards, swiftly and skillfully interlacing the cords which guide the human voice over the country in all directions.

Whether a man wants his neighbor in town, or some one in a far-away state; whether the calls come one or ten a minute, the work of the operators is ever the same—making direct, instant communication everywhere possible.

This is Bell Service. Not only is it necessary to provide the facilities for the weaving of speech, but these facilities must be vitalized with the skill and intelligence which, in the Bell System, have made Universal Service the privilege of the millions.



AMERICAN TELEPHONE AND TELEGRAPH COMPANY
AND ASSOCIATED COMPANIES

One Policy

One System

Universal Service

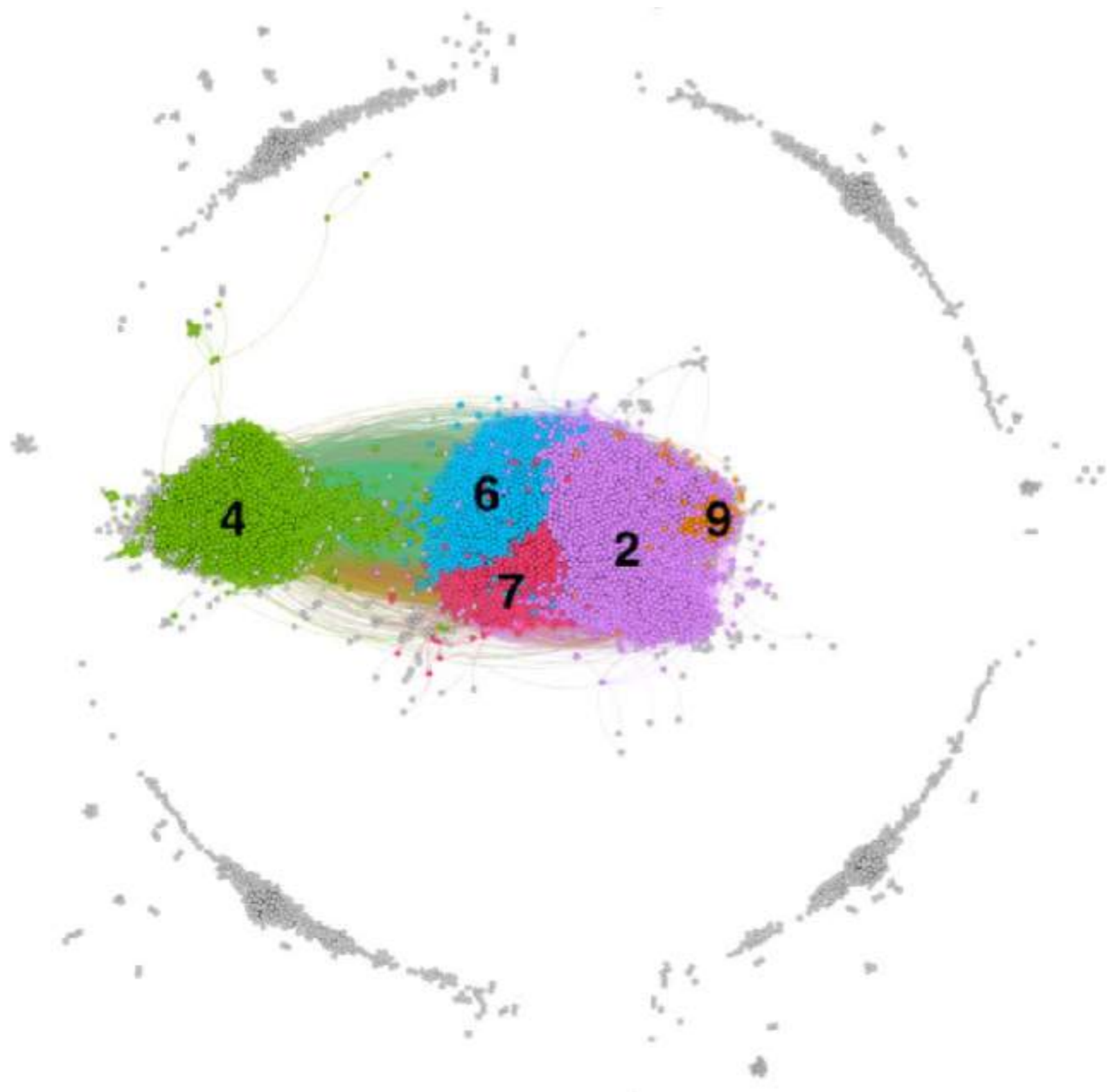


Fig. 2. Shared Audience Network Graph

outsourcing responsibility

histories of hateware