Street Hacks

JAN CHIPCHASE & DUNCAN BURNS

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Connecting People

Acknowledgements: Younghee Jung, Fumiko Ichikawa, Cui Yanqing, Raphael Grignani, Thomas Stovicek, Lokesh Bitra, Ti el Attar, Indri Tulusan, Zeenath Hasan, Andrew Gartrell, Rhys Newman, Pascal Wever, Tom Arbisi, Simon James, Pawena Thimaporn & Peter Knudsen, ...

~ 6.6 billion people on the planet

3.3 billion cellular connectivity

1 billion+ phones / year

16 phones per second (NOKIA)

~ 400,000+ retired / day / US

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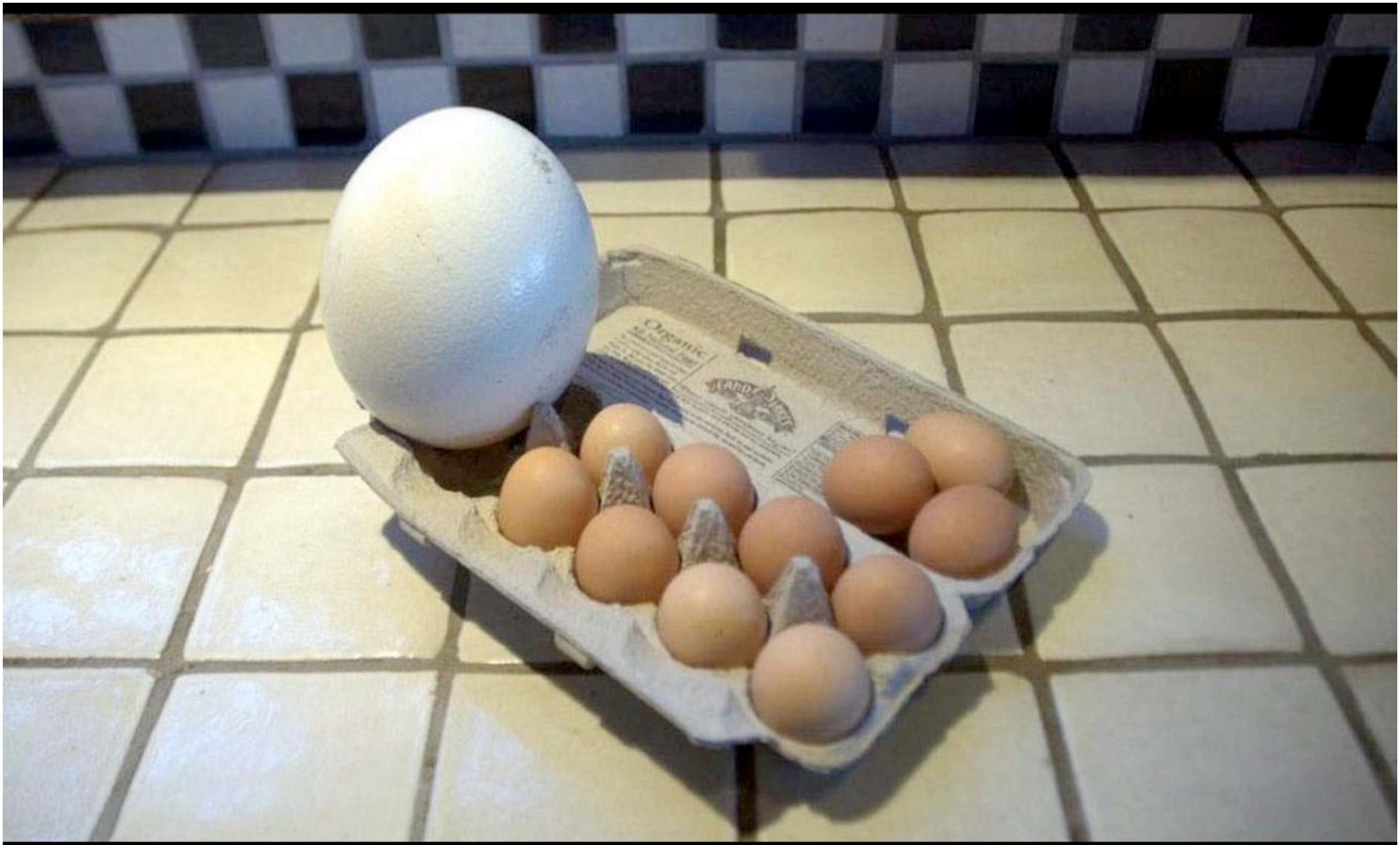

nokia design / disruptions / 3- 15

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how we work

contextual, open studios, ad-hoc interviews, participatory design, ...

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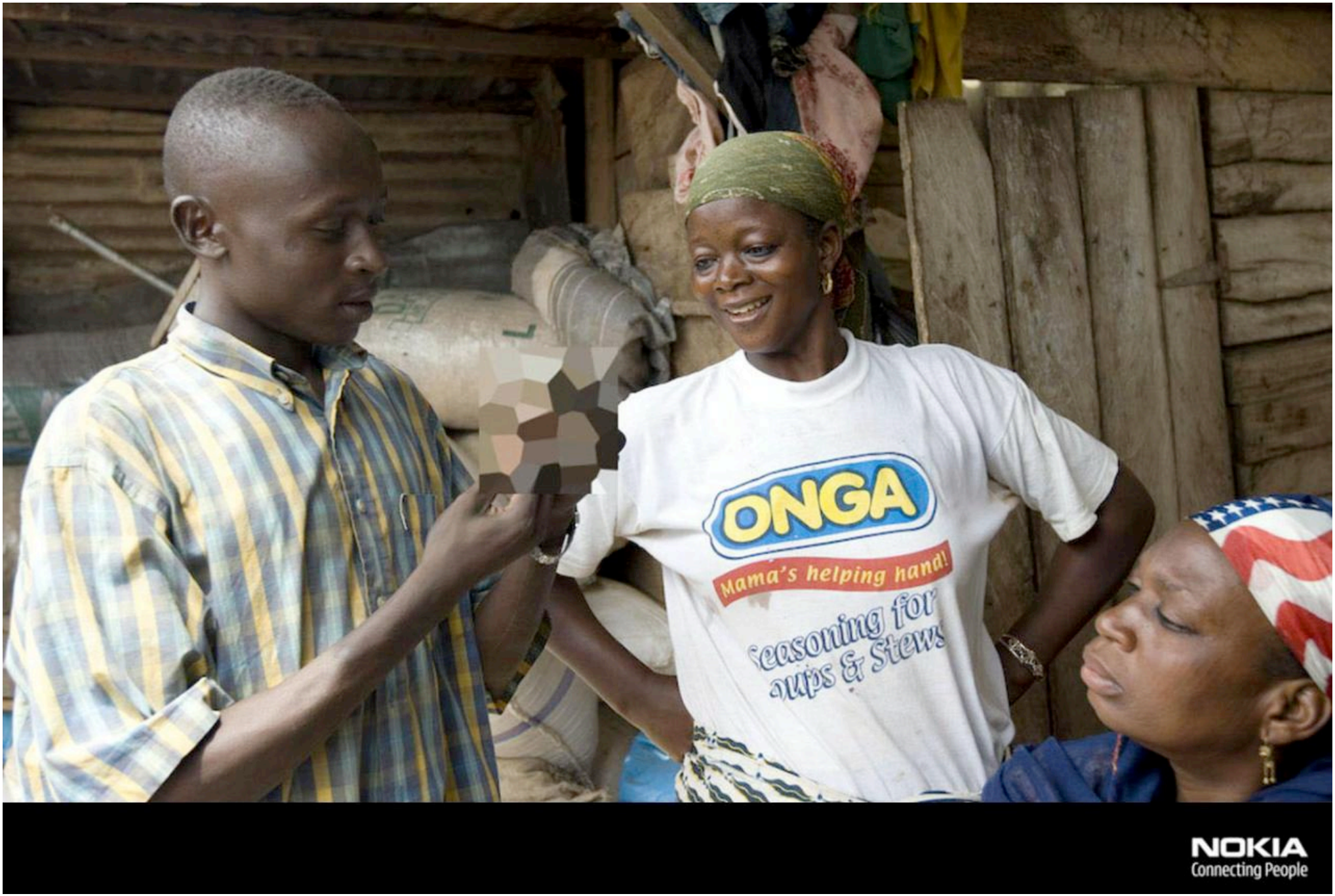
ONGA
Mama's helping hand!
easoning for
ups & Stews
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mobile phone markets

research conducted in Ji Lin, Chengdu, Beijing, Xiamen, Cairo, Tehran, Lhasa, Ho Chi Minh City, Hue, Delhi, Mumbai, Ulan Bataar, Soweto, Accra, Kampala++

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MOBILE
REPAIRING
MOBILE
REPAIRING
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how does it work?

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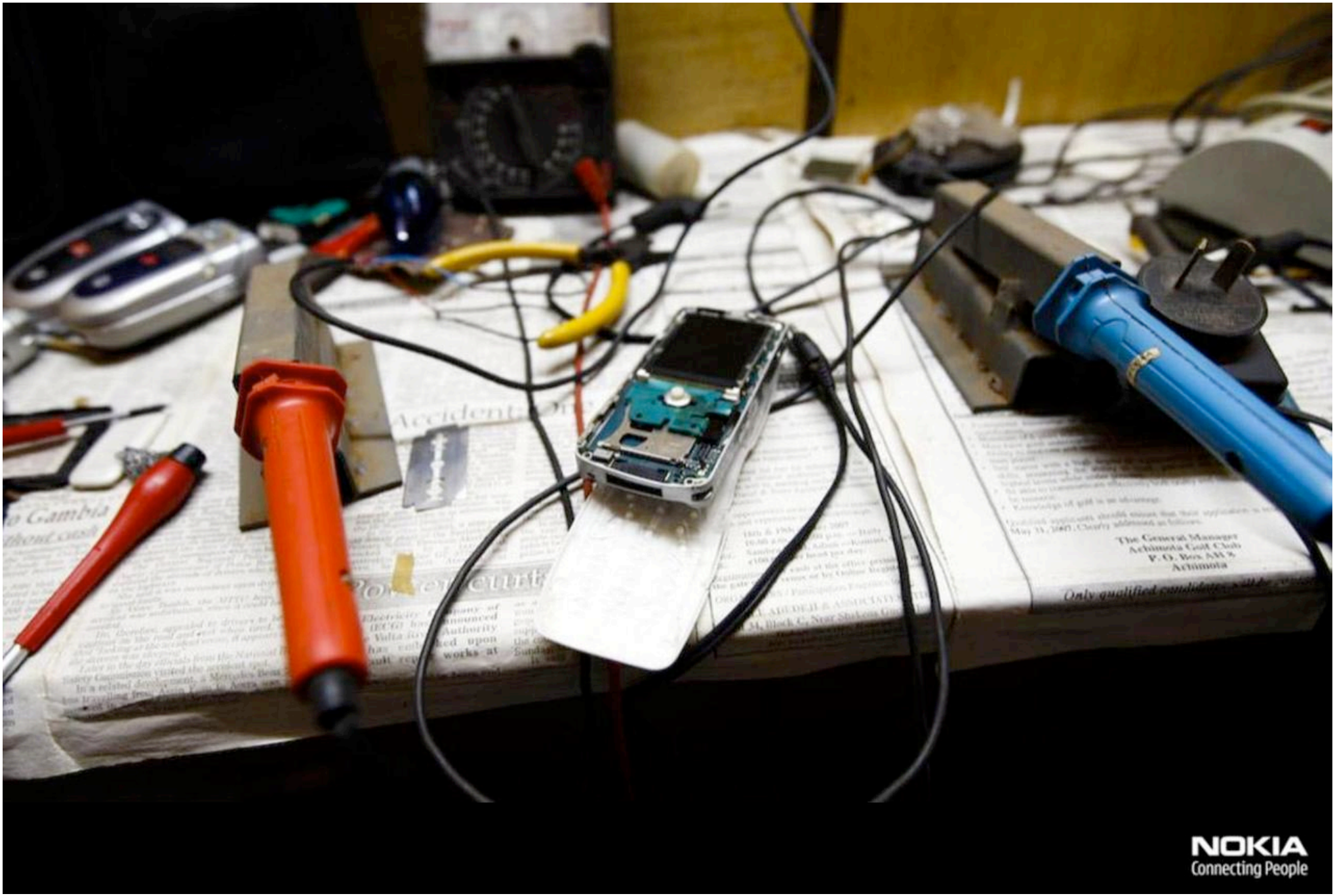
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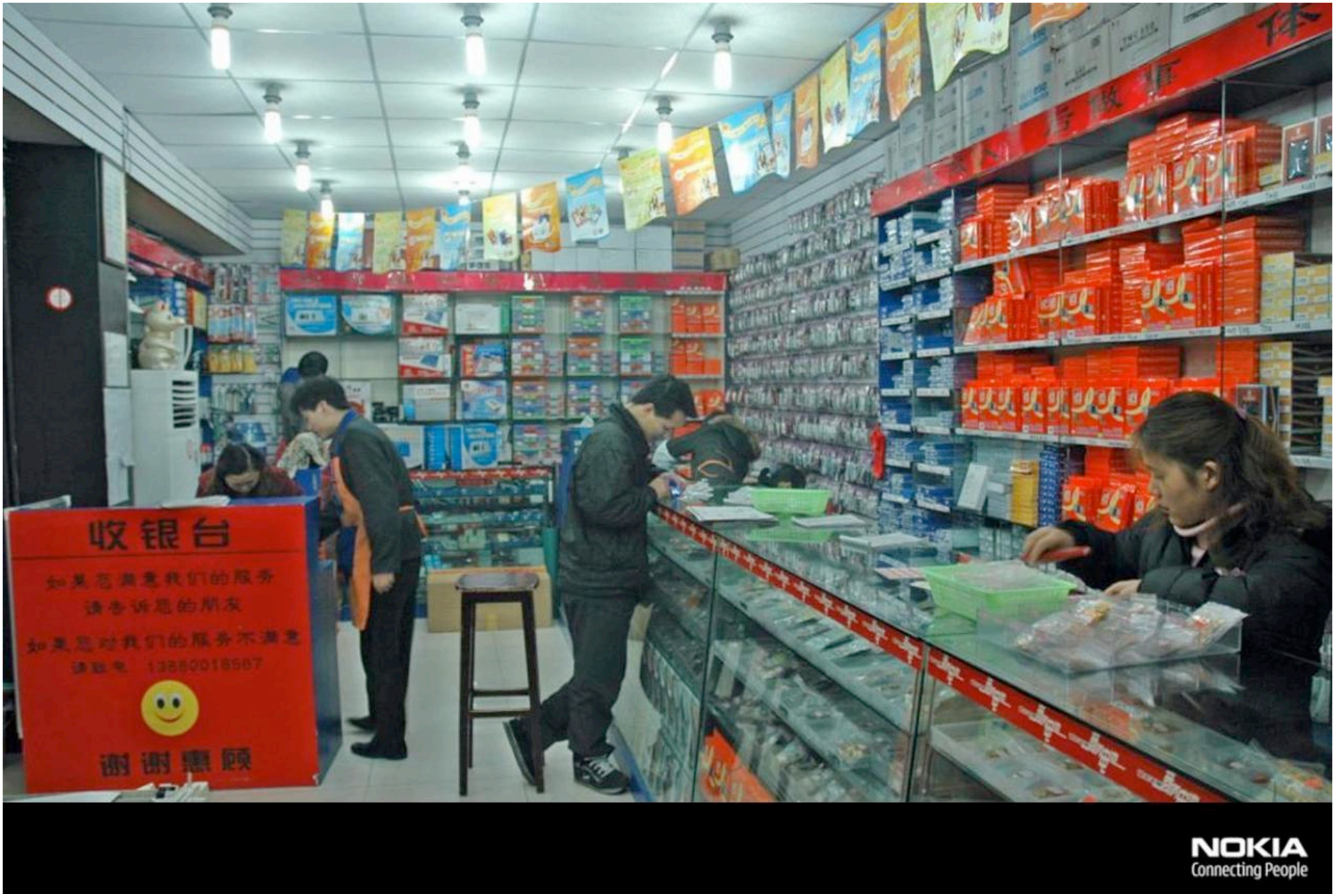
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what services do they offer?

changing covers, keypads, from replacing speakers, displays to re-soldering circuit boards

'official' vs 'unofficial' components

re-flashing, installing alternative languages, unlocking

software installation and content

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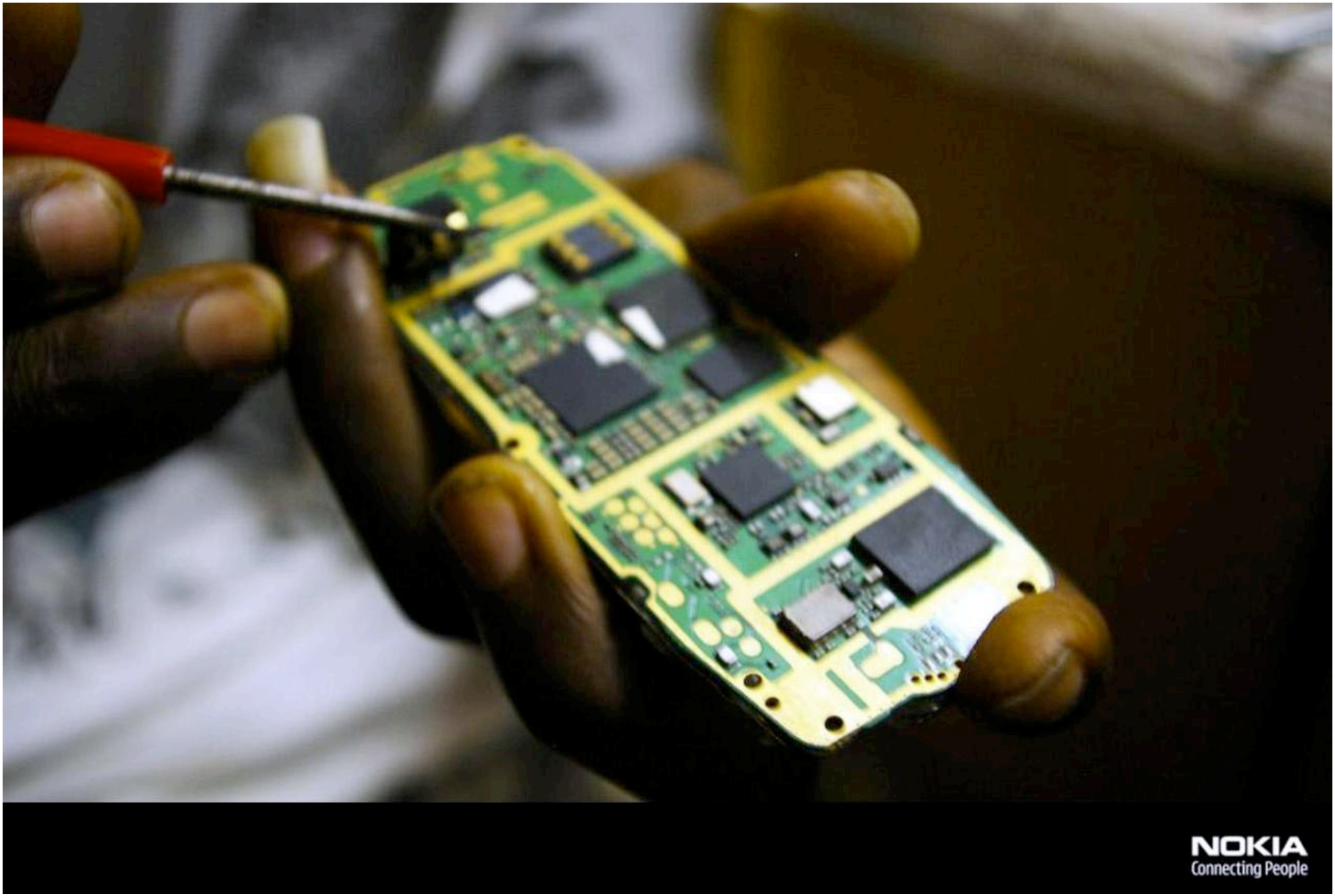
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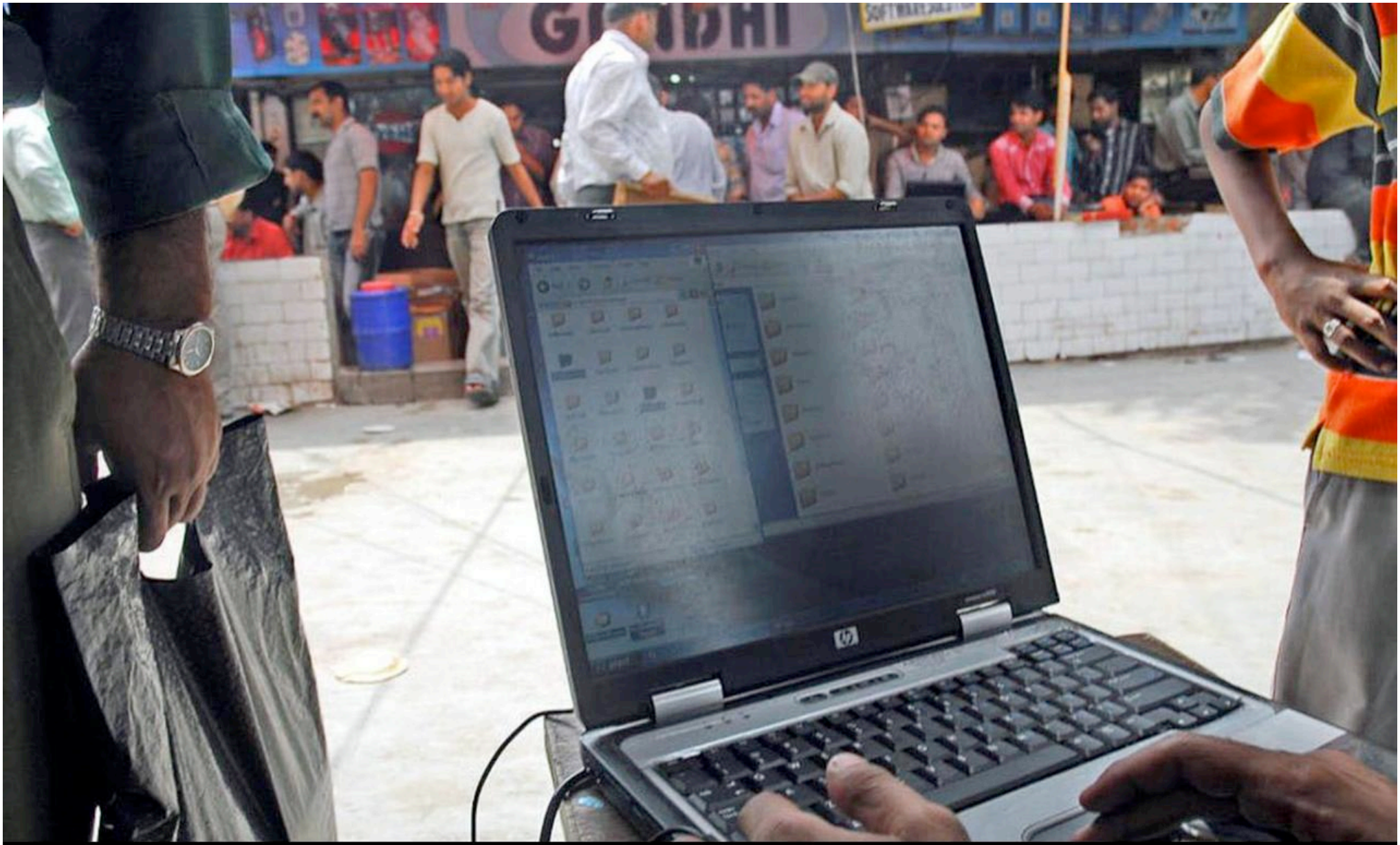

software on demand

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software on demand

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software on demand

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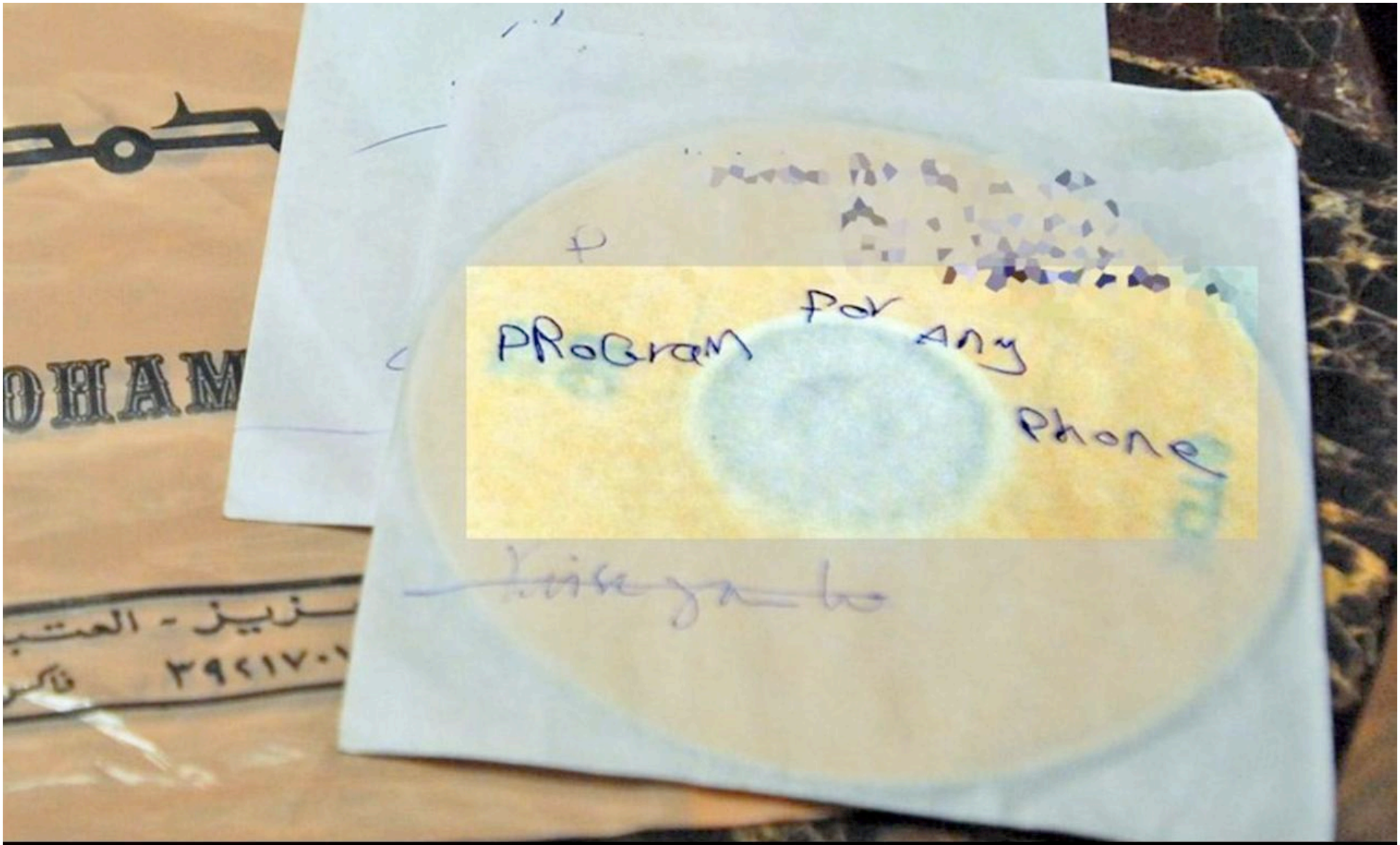

software on demand / Tehran

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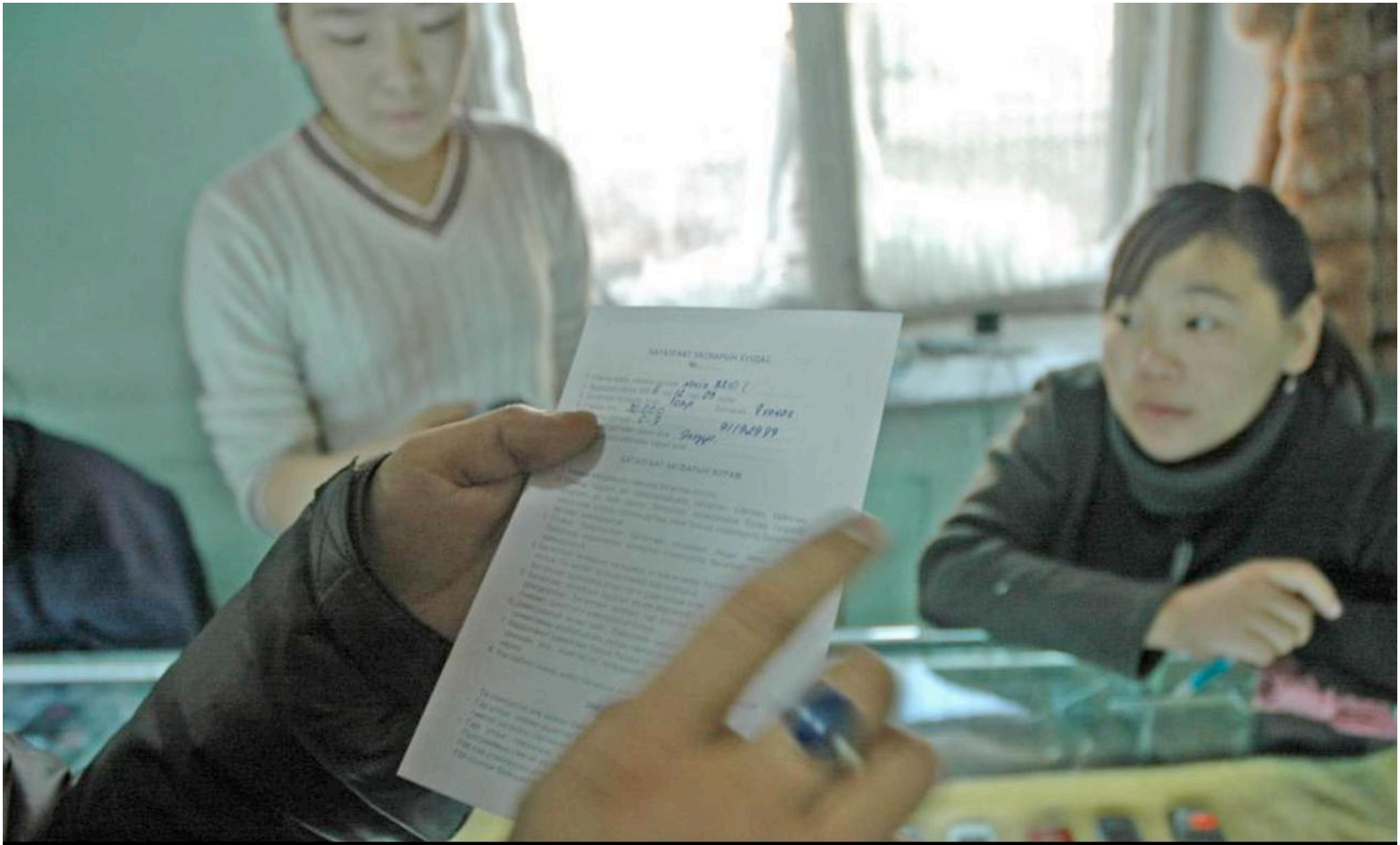

warrantees

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trust
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trust?

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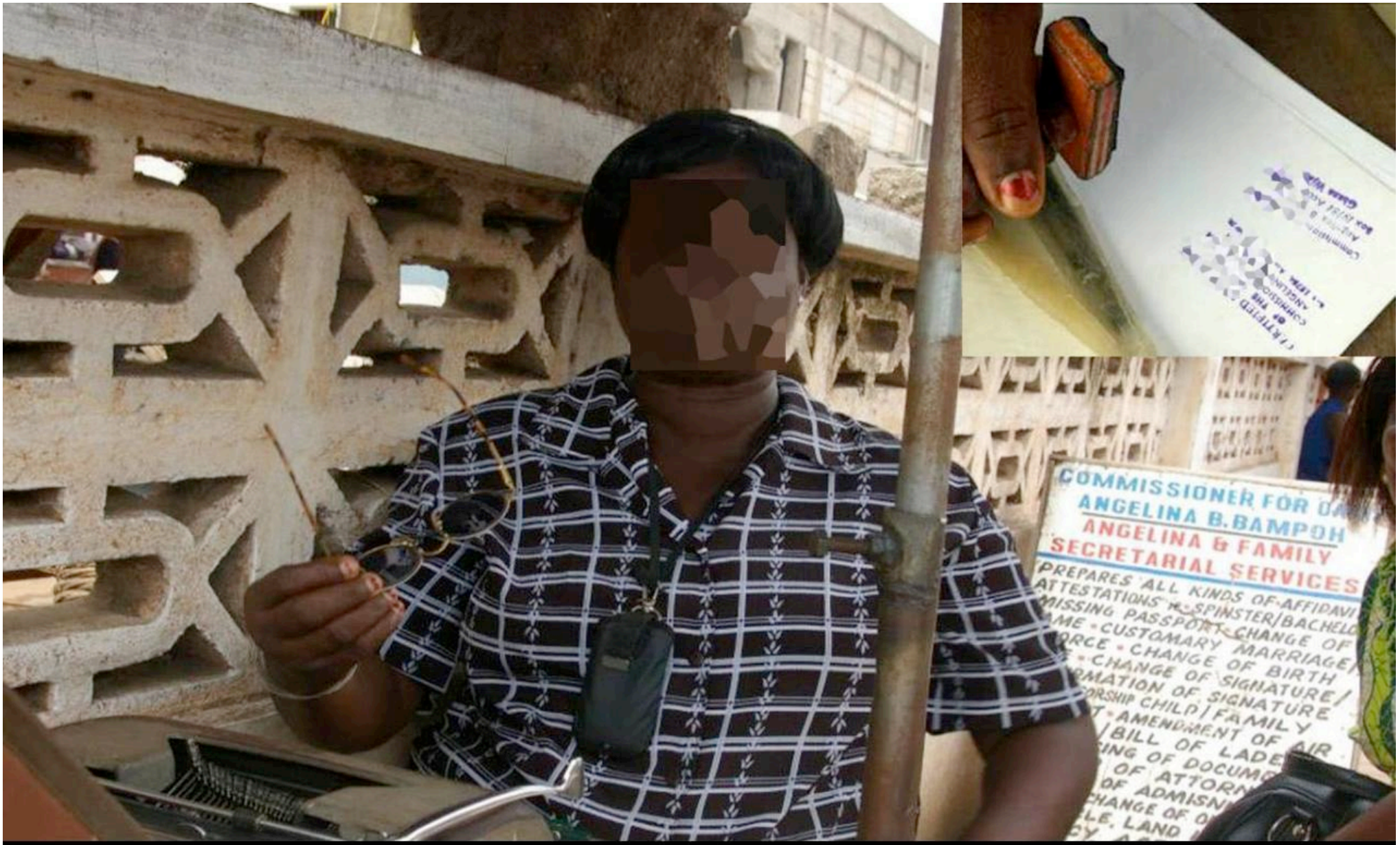

cost = truth

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fake

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the eco-system

critical mass of component suppliers, wholesalers, customers, knowledge

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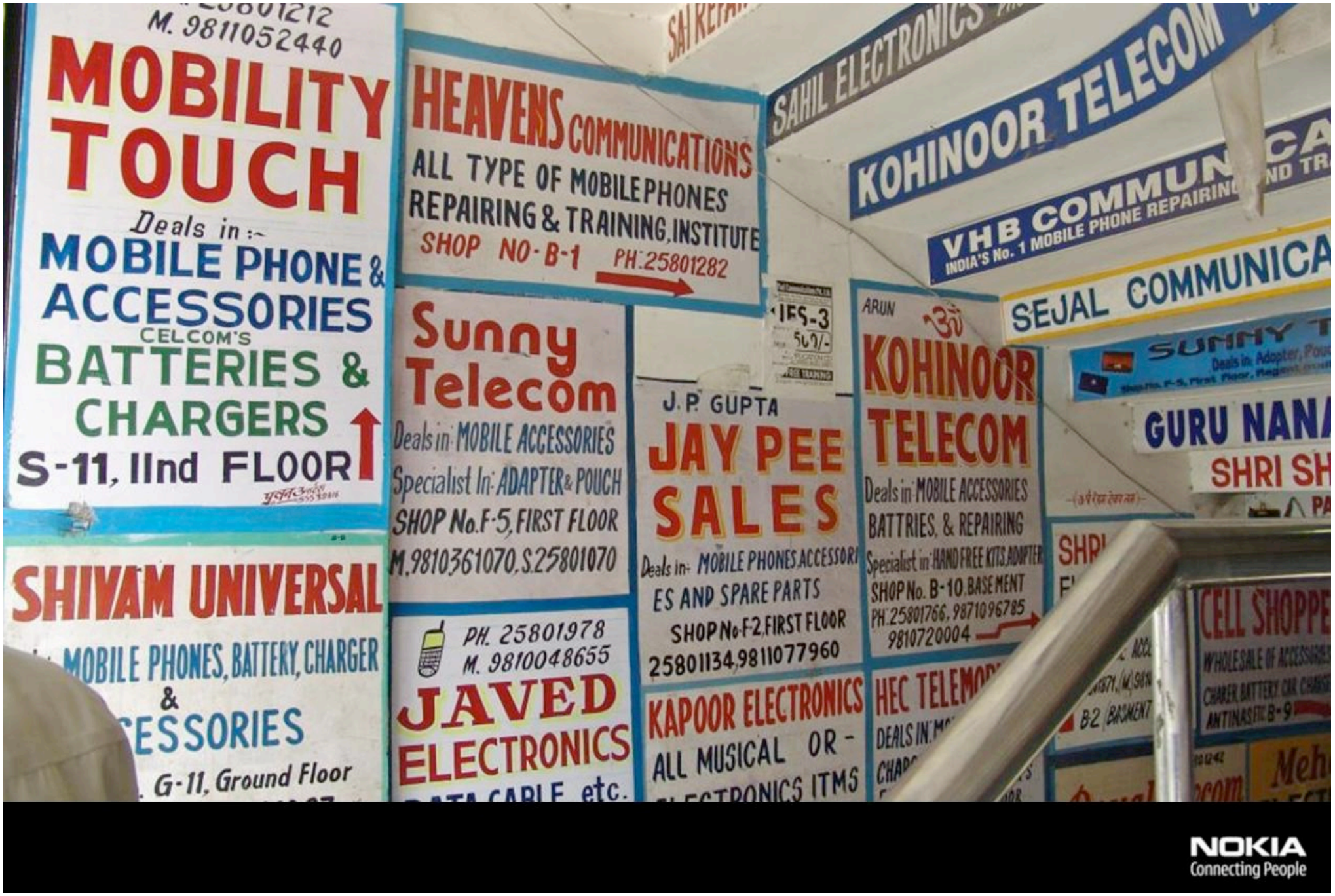

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手机维修天地
手机应用与
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black boxes

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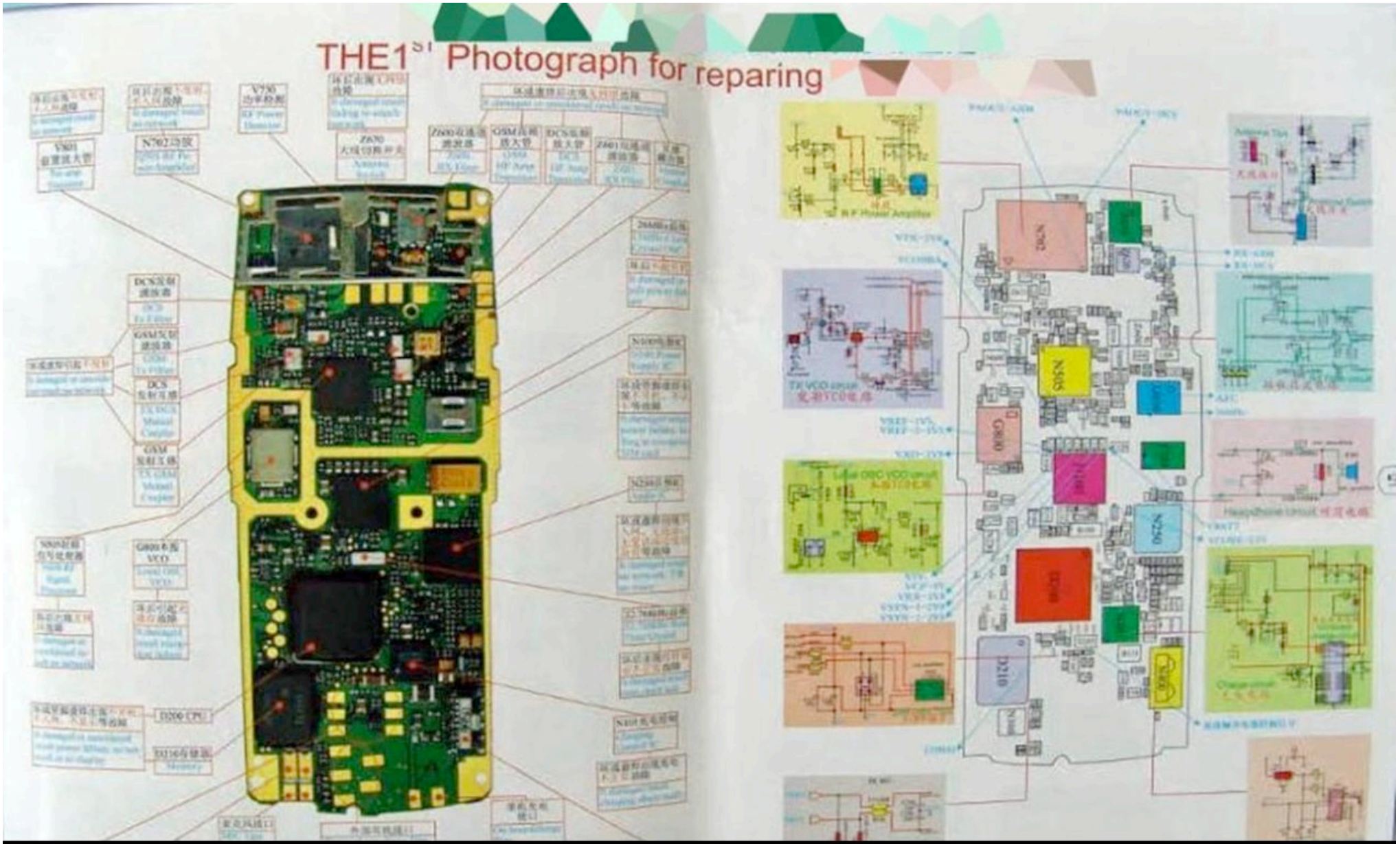
THE1ST Photograph for reparing



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XJ700
3220_6020 Antina Switch Jumper - Windows Picture and Fax Viewer
Raj
Raj
Raj
900
1800
1900
www.gsm-magic.com/forum
3220_6020 Antina Switch Jumper
From :- ..::Archit Raj::..
rajarchit@hotmail.com
But because the LORD loved you
start
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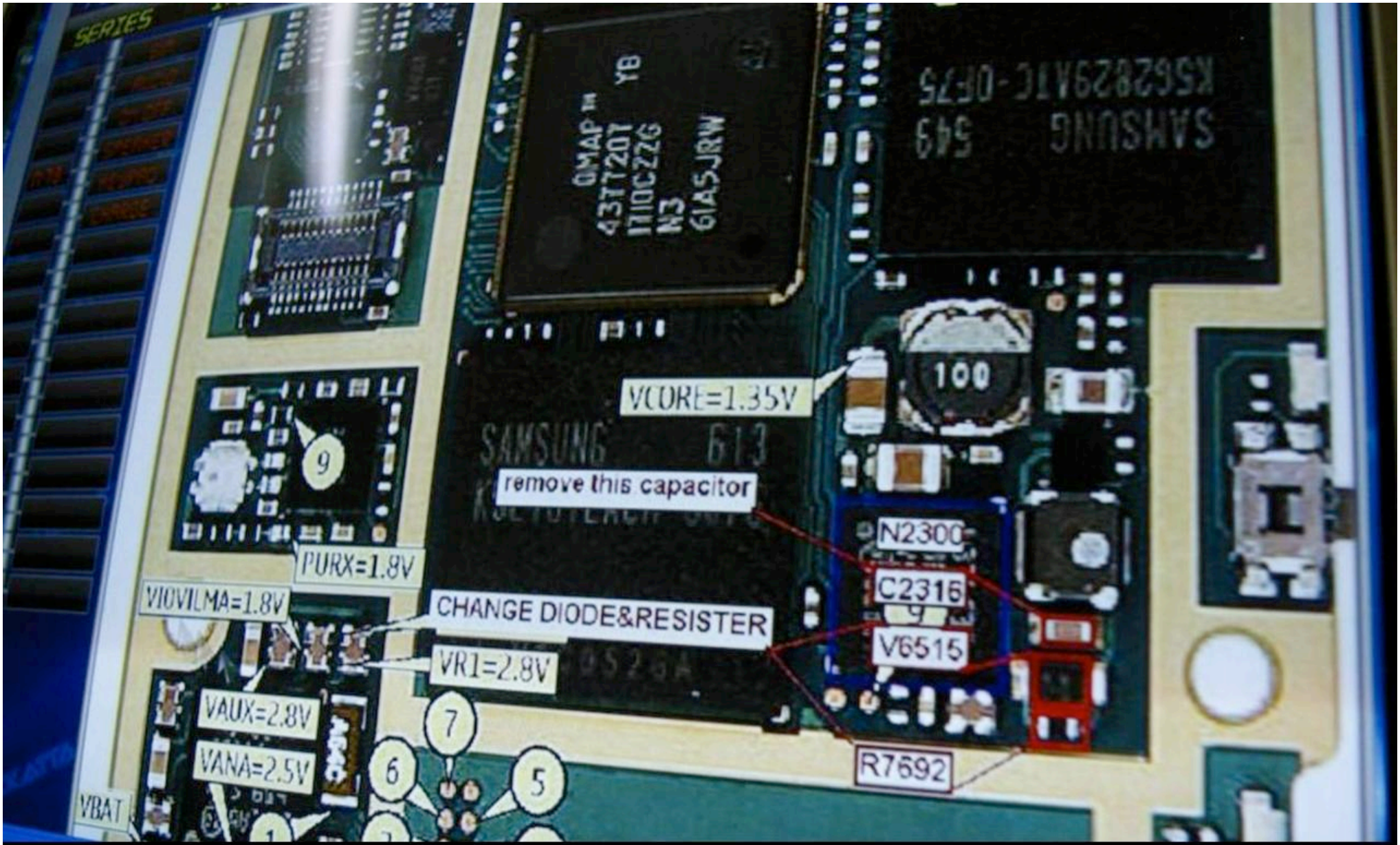

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Institute of
Mobile Repairing
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रिपेयरिंग
करना
सीखिये
GALI No.37
BEADON PURA
PAUL N PAL
MOBILE REPAIRING INSTITUTE
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what's novel?

scale, cost, size, ubiquity of objects of repair

compare to other electronics

imported, grey market, stolen devices (?)

priority & speed of what is repaired

television vs. phone / entertainment vs communication

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5 Amps
Formula 1
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grey market elements

- grey market services
- fake accessories, risk of having stock confiscated
  - what makes a fake a fake?
- phone unlocking kits, manuals
- applications and content – just in time services

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MOTOROLA
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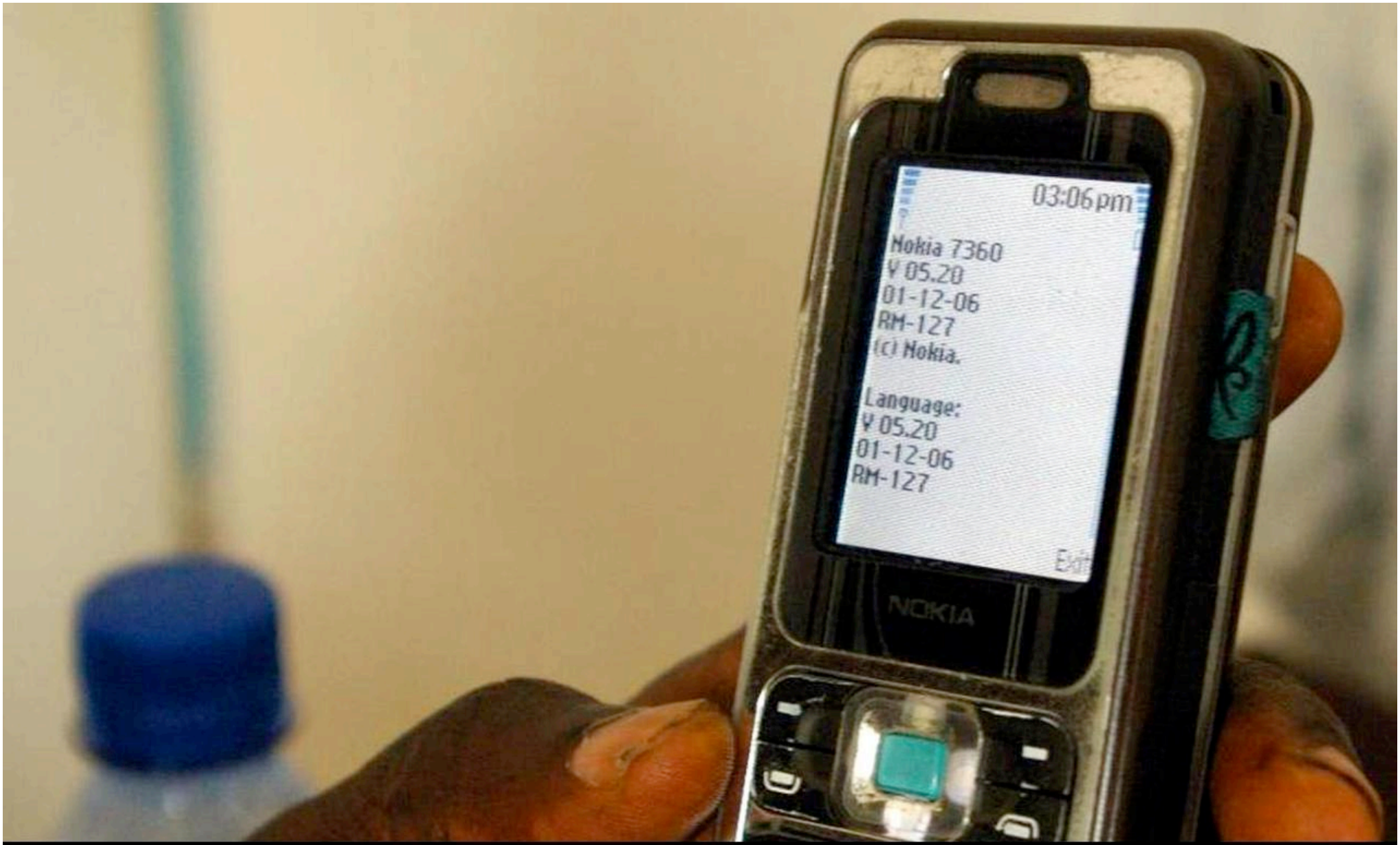

how to tell a fake?

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fakes

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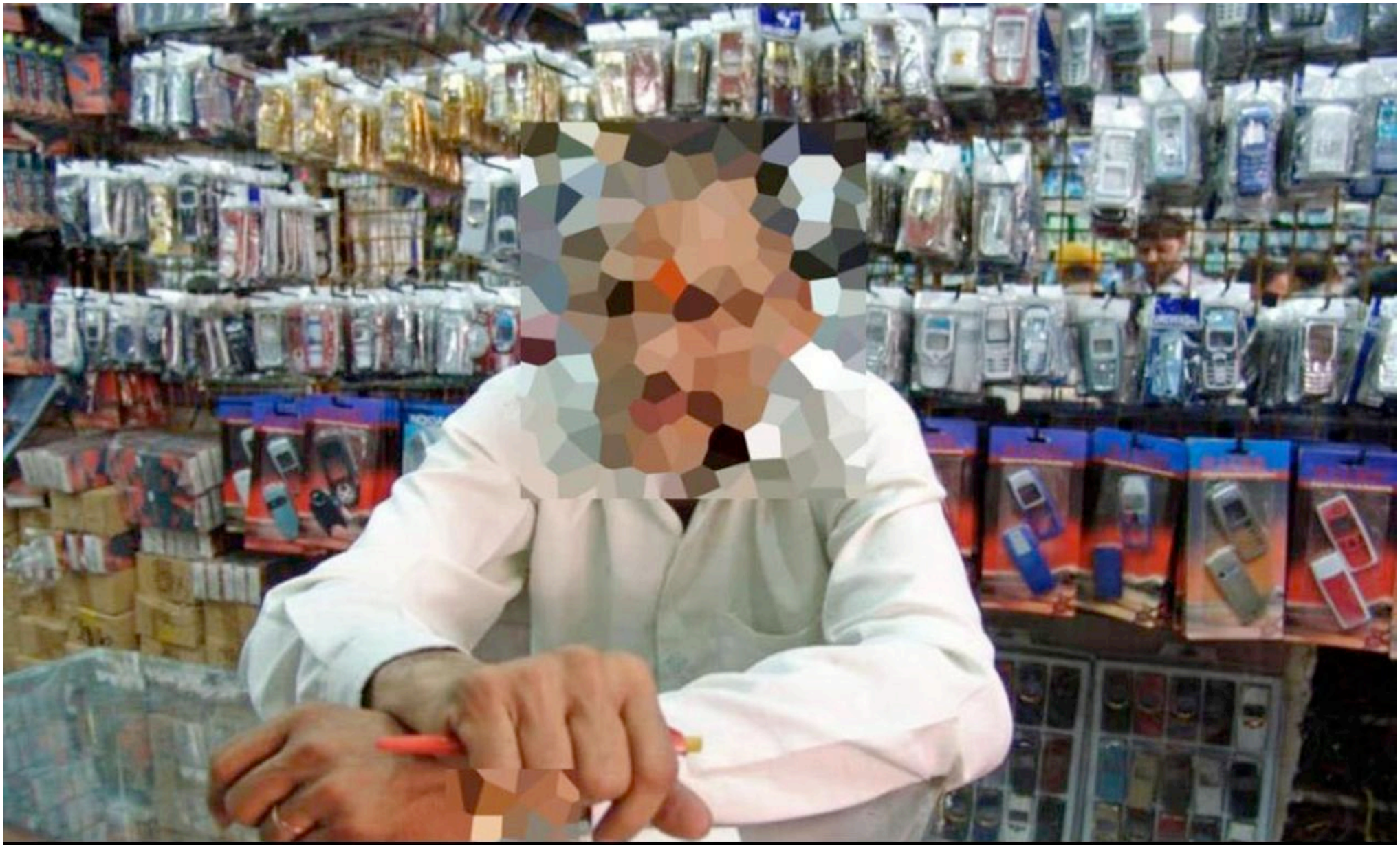

fakes & the risk of raids

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sente

sending money as airtime

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sente > phone as ATM

sending money as airtime

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touch points

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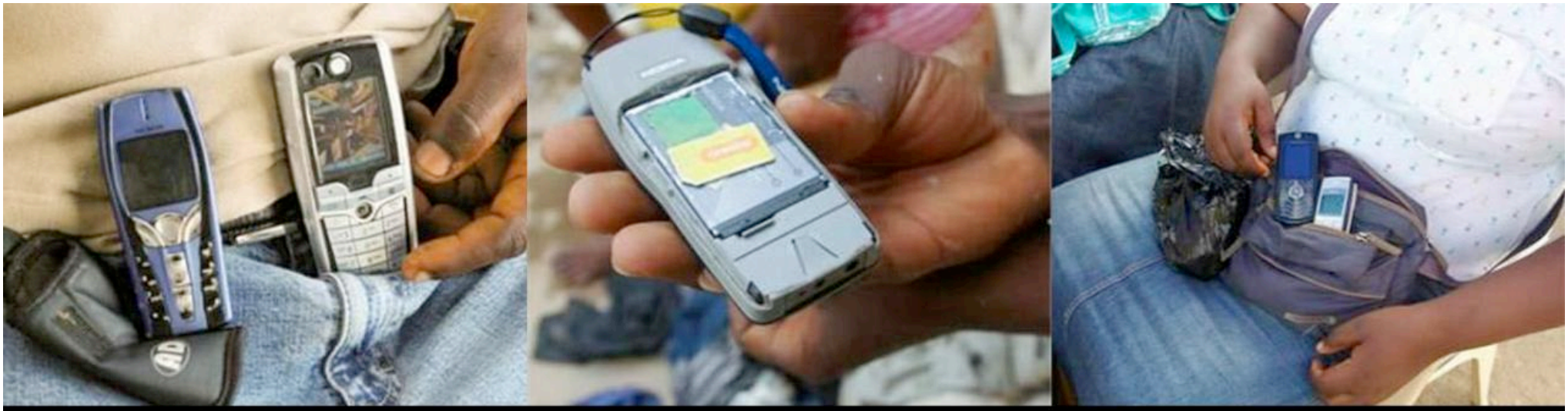

multiple ownership

~30% Accra, ~28% Rio de Janeiro, ...

drivers: cost saving, controlling point of contact, ensuring reliable connectivity

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T-Mobile
Z-55
Sat 10
Nov
13:06
MTN
Menu
Contacts
SAMSUNG
OK
C
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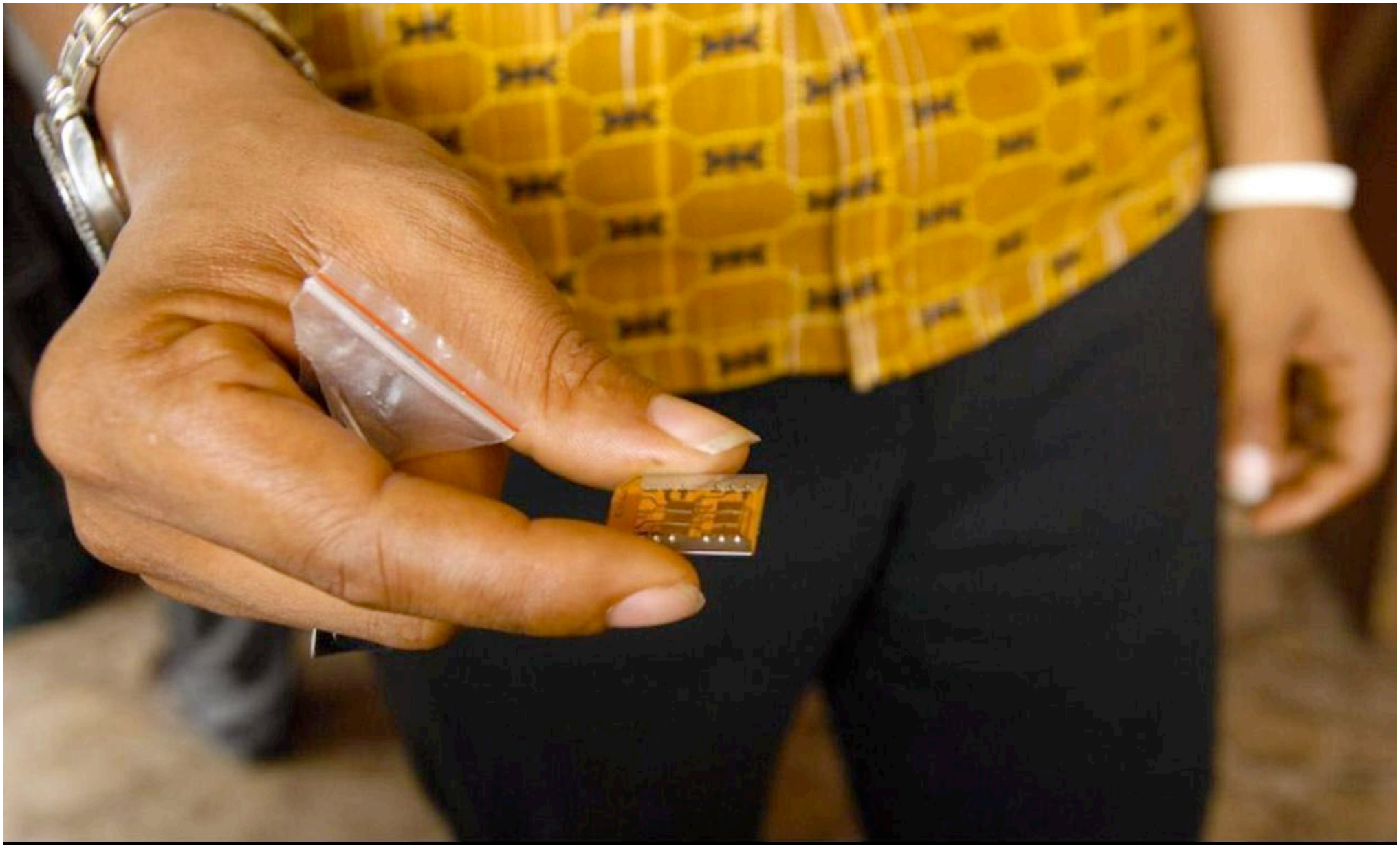

dual, quad, ... SIM

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implications

informal repair culture is largely convenient, cheap and fast

reduces total cost of ownership for existing consumers

makes phone ownership more affordable to highly price sensitive consumers

increasing the life-time of products, lowering their environmental impact (?)

risks

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remade

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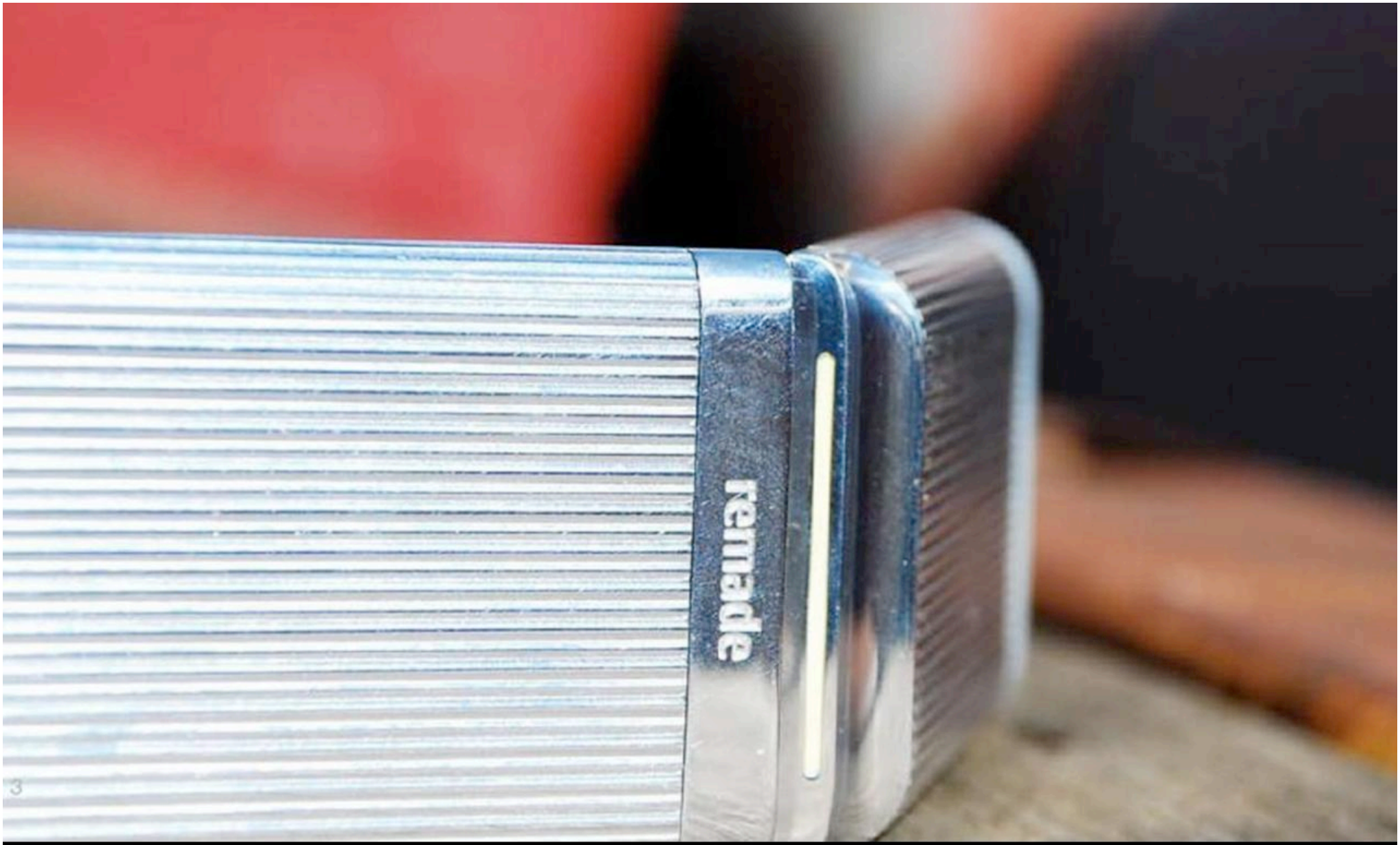

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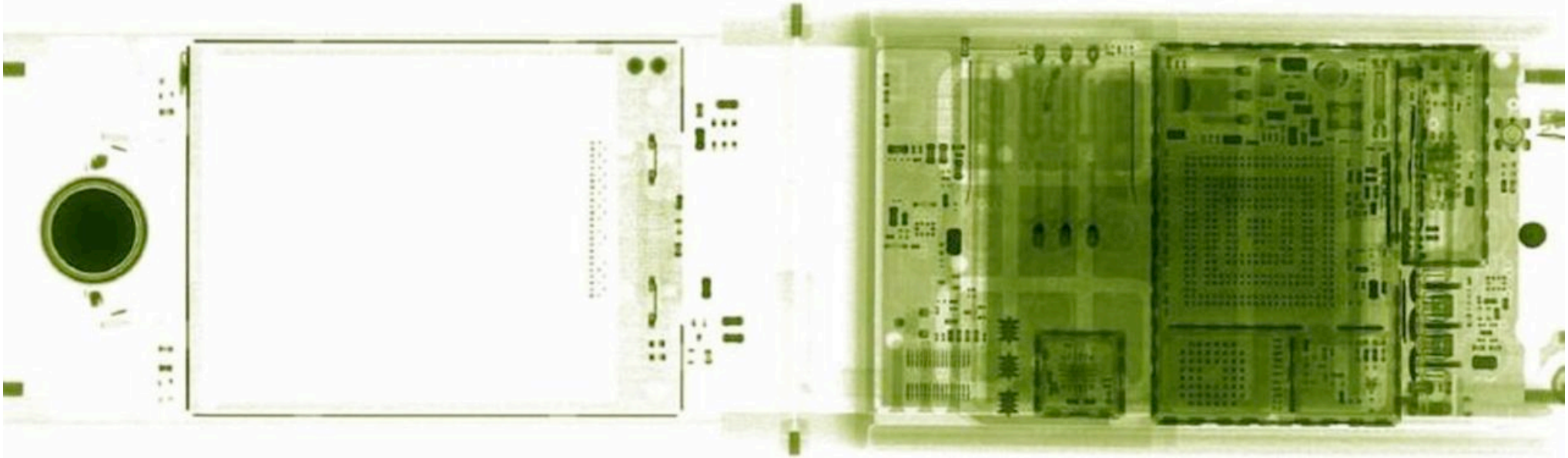

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