

# TELECOMMUNICATION AUTHORITY OF SINGAPORE

TELECOM HEADQUARTERS,  
Telephone House,  
15/33, Hill Street,  
Singapore 6.



Telephone 328071  
Telex: RS 21246  
Telegraphic Address: Telecom Singapore

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National Archives and  
Records Centre, Singapore.

15 DEC 1977

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## SPEECH BY TELECOMS GENERAL MANAGER ON THE OCCASION OF THE COMMEMORATION OF THE 400,000TH TELEPHONE IN SINGAPORE

The installation of the 400,000th telephone marks another milestone in the development of the telephone service in Singapore.

It was only 8 months ago in August 1976 that Telecoms commemorated the installation of the 350,000th telephone. This rapid expansion of the telephone network is expected to be sustained in the next few years due to the continued high tempo of public housing activity and increasing affluence of the people.

Not only has the number of telephones been increasing rapidly but also the distribution is now more island-wide. Consistent with its aim to improve the grade of its service to the public, Telecoms has plans to decentralise the telephone service.

The Republic will be divided into 4 telephone areas on a geographical basis corresponding to the distribution of population, concentration of agriculture and industries, and the level of socio-economic activities. The 4 telephone areas will be known as City, North, East and West respectively. Each will have approximately the same number of lines of telephone switching equipment. Because of different telephone penetration in each area, each area will be of different sizes geographically.

Initially each Telephone Area will be served by an Area Office. This will be supplemented by area sub-offices as the need arises.

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- 2 -

The decentralisation scheme when implemented will enable Telecoms to provide quicker, more efficient and better service to the public by bringing the facilities for handling applications, payment of bills, acceptance of telegrams, for making trunk and international telephone and telex calls nearer, more accessible and convenient to the public.

Telecoms moots the idea of telephone shops in each telephone area. Subscribers will be able to shop for telephones of their choice, or change suspected faulty telephones with new ones at the shop. Implementation of the concepts will cut down operating costs and increase productivity of Telecoms.

Allowing time for planning, reorganisation, selection of sites for area offices, setting up of the area offices, etc, the decentralisation scheme will be fully implemented by mid-1978.

To commemorate this memorable occasion, I now have great pleasure in presenting this commemorative plaque to Mr Lee. Mr Steven Lee is the lucky subscriber of our 400,000th telephone. He receives 1 year free telephone rental, a digital clock and a gift hamper from Telecoms. Mr Lee and his family are also invited to tour Telecoms establishments.

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\* Attached to this copy of the speech is a map of the decentralized areas of national telephone service in Singapore.

