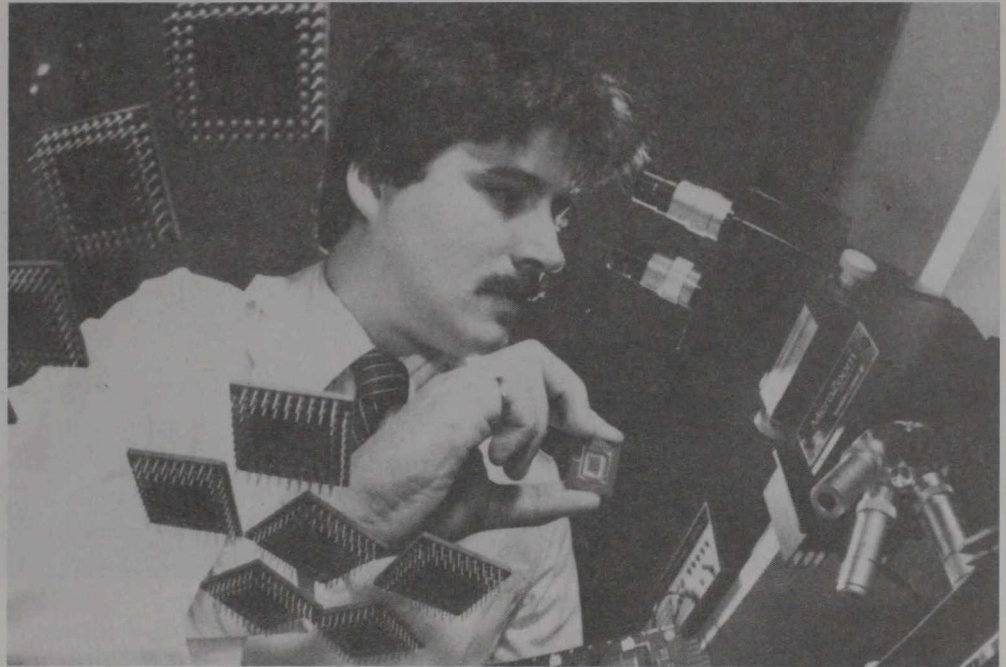


Bell Canada International To Open Office In Malaysia

Bell Canada International (BCI) has selected Kuala Lumpur, Malaysia as the site for its regional headquarters. The new office is expected to be fully operational by April 1986 and will be under the direction of Mr. Edward R. Lee, Managing Director.

In March 1985, BCI and Jabatan Telekom Malaysia (JTM) signed a contract to develop jointly a customer automated services system (CASS). The pilot implementation of this project, which is scheduled for late 1987, will provide JTM with a series of computerized systems designed to improve substantially customer service levels while enhancing the operating efficiency of the major commercial, engineering, and accounting functions within JTM. CASS is the largest software development contract undertaken by the Government of Malaysia and involves approximately 90 JTM and 50 BCI staff with a combined effort of 200 person-years. CASS will streamline the administrative process from the time a customer requests service, through the allocation and installation of his facilities to the point where his bill is produced and payment made. This integrated computerized system will be supported by comprehensive management and technical procedures and will reduce the



time required to provide service while improving customer record and billing accuracy.

The CASS contract is financed by the Canadian Government through the Export Development Corporation (EDC) and the

Canadian International Development Agency (CIDA) under a government-to-government protocol agreement. CASS represents an excellent example of how two nations can co-operate to effectively implement technology transfer. The CASS project combines Canada's world renowned telecommunications expertise and Malaysia's high technology development plans to create a product that significantly benefits the people of Malaysia.

The ASEAN countries represent one of the fastest growing telecommunications markets in the world. By establishing a regional presence, BCI will improve support to its existing client base and will be able to more effectively pursue other turnkey, consulting, and joint venture business opportunities.

BCI is a wholly owned subsidiary of Bell Canada Enterprise Inc. (BCE) — the largest telecommunications organization in Canada. BCE's subsidiary and associated companies are major providers of telecommunications services and manufacturing, research and development, consulting, natural gas transportation and resource operations, printing, publishing and packaging and real estate services. Total revenue in 1984 exceeded \$10.5 billion with assets of approximately \$17.5 billion. BCE has the largest number of registered shareholders of any Canadian corporation and its common shares are listed in Canadian, US, and European exchanges. It employs over 100,000 employees worldwide.

Northern Telecom Establishes Regional Centre

Northern Telecom, the Canadian telecommunications giant, has demonstrated its continuing confidence in the regional economy by setting up in Singapore a training and technical support centre.

The \$2 million centre will provide training for its customers, distributors and telephone operating companies in 14 Asian and South Pacific countries.

The courses range from installation and maintenance to sophisticated software manipulation. The first course for students will be in March.

Dr Graeme McDonald, Managing Director of Northern Telecom Asia, said at the centre's official opening in February that its establishment would be a boost to Singapore's goal of becoming a centre of service and excellence and an indication of Northern Telecom's commitment to the region.

The centre will export services such as software duplication and repair, customer services, product repair and training.

Northern Telecom has been in Singapore for more than 10 years. From a staff of only 18 three years ago, Northern

Telecom Asia now has more than 60 employees.

The company's latest success was the \$14 million deal to supply 350,000 sets of push-button telephones to Telecoms.

The Harmony phones made under licence, will be supplied over the next three years, with the first delivery in April.

The company also has a 60 per cent share of the domestic market for private branch exchanges.

Northern Telecom is waiting for the outcome of the award of another Telecom tender, estimated at more than \$175 million, for the supply of between 280,000 and 480,000 digital switching lines.

Dr McDonald hinted that Northern Telecom might set up a manufacturing facility in the region.

He said experts had visited ASEAN and other countries to look for potential sites in a review to determine an appropriate location to build a facility where it makes good economic sense.