

SYARIKAT TELEKOM MALAYSIA BERHAD

Syarikat Telekom Malaysia Berhad (STM) is a registered company licenced by the Ministry of Energy, Telecommunication and Posts to carry out all the telecommunications services previously handled by Jabatan Telekom Malaysia (JTM) effective from 1st January 1987. It is the sole telecommunications carrier in Malaysia responsible for both domestic and international telecommunication services.

The STM organisation is still in a transitory stage in changing from a government department to a private company. Its procedures, operating philosophy and business plans are in the process of being adapted to a form suitable for its new status. STM's scope of functions in certain areas is also unclear at this stage. For example, it is possible that STM extends its role from being a customer to also a supplier of telecommunications equipment in competition with other local companies.

Summarised below are the services provided by STM:

(i) Voice Communication

o Domestic Telephone Services

STM provides and maintains all telephone lines and exchanges in the country. STM also installs and maintains telephone instruments for consumers. The domestic telephone service is the most important service provided by STM.

o Subscribers' Trunk Dialling (STD)

This service enables subscribers to make trunk calls to all parts of the country, without the assistance of the telephonist.

o International Subscriber Dialling (ISD)

ISD was introduced in 1979 to enable subscribers to make direct international calls. To date, the ISD service is available to 71 countries, including the United States, Canada, Australia, Japan, Italy, Switzerland, West Germany, France and the United Kingdom.

o Public Telephones

STM also provides public telephones in the urban and rural areas. It has recently introduced public telephones using ATUR system to rural areas.