bsi.

By Royal Charter

Certificate of Registration

IT SERVICE MANAGEMENT SYSTEM - ISO/IEC 20000-1:2011

This is to certify that:

Makedonski Telekom A.D.
Kej 13 Noemvri No 6
Skopje
1000
Macedonia

Holds Certificate No: **ITMS 558199**

and operates an IT Service Management System which complies with the requirements of ISO/IEC 20000-1:2011 for the following scope:

Service Management for the sales and provision of telecommunication, ICT, system integration, mobile data services and ICT equipment to business customers.

For and on behalf of BSI:

Frank Lee, EMEA Compliance & Risk Director

Original Registration Date: 26/02/2010   Effective Date: 11/03/2016
Latest Revision Date: 09/02/2016   Expiry Date: 10/03/2019

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ANAB ACCREDITED
ISO/IEC 17021
MANAGEMENT SYSTEMS
CERTIFICATION BODY

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