



## 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 Latest Revision Date: 09/02/2016 Effective Date: 11/03/2016 Expiry Date: 10/03/2019

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...making excellence a habit."

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract. An electronic certificate can be authenticated <u>online</u>. Printed copies can be validated at www.bsi-global.com/ClientDirectory or telephone +971 (4) 3364917.

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