



ISO 20000

CERTIFICATE

This is to certify that organization:

Telekom Srbija a.d. Beograd

Takovska 2, 11000 Belgrade, Republic of Serbia

has implemented and maintains an IT Service Management System within the scope of:

Service management system that supports provision of IT/ICT services for external and internal customers as per service catalogue of "Telekom Srbija" a.d. Beograd, from the locations of Technical Division and Strategy and Digital Division

in accordance to:

ISO/IEC 20000-1:2018

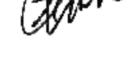
Certificate No.: SRN3174

Date of issue: 07.08.2023.

Expiry date: 08.07.2024.

Initial Certification date: 09.07.2021.

General Manager:





This certificate is valid as long as the surveillance audits are completed and the requirements of Denetik Certification are followed. The validity of this certificate can be checked from www.denetik.com.

Denetik International Certification Audit and Inspection Services Company Limited

Tel: +90 216 471 29 69 Faks: +90 216 471 29 70 www.denetik.com bilgi@denetik.com