



**DENETIK**  
CERTIFICATION

**ISO 20000**

# C E R T I F I C A T E

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.:** SRN3798  
**Date of issue:** 07.06.2024.  
**Expiry date:** 08.07.2027.  
**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](http://www.denetik.com).

**Denetik Certification Inc.**

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