



DENETİK
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 IT support and ICT services Division

in accordance to:

ISO/IEC 20000-1:2011

Certificate No.: 41-318151022

Date of issue: 13.08.2018.

Expiry date: 12.08.2021.

Initial Certification date: 13.08.2015.

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.

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