



**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 and Strategy and digital Division

in accordance to:

## ISO/IEC 20000-1:2018

**Certificate No.:** SRN2366  
**Date of issue:** 09.07.2021.  
**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](http://www.denetik.com).

**Denetik International Certification Audit and Inspection Services Company Limited**

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