

Certificate of Registration

IT SERVICE MANAGEMENT SYSTEM - ISO/IEC 20000-1:2018

This is to certify that:

Makedonski Telekom AD-Skopje
Kej 13 Noemvri no. 6
Skopje
1000
Republic of North Macedonia

Holds Certificate No:

ITMS 815092

and operates an IT Service Management System which complies with the requirements of ISO/IEC 20000-1:2018 for the following scope:

The Service Management System of Makedonski Telekom AD – Skopje, supporting the provision of sale and provision of telecommunication, ICT, system integration, mobile data services and ICT equipment to business customers from Kej 13 Noemvri no.6, 1000 Skopje.

Original Certification Body name - CIS
Certificate Number - SMS-00078/0

For and on behalf of BSI:

Theuns Kotze, Managing Director Assurance - IMETA

Original Registration Date: 2018-12-20

Latest Revision Date: 2024-12-20

Effective Date: 2024-12-21

Expiry Date: 2027-12-20

Page: 1 of 1



...making excellence a habit.™