CERTIFICATE

Management system as per
ISO/IEC 20000-1 : 2018

The Certification Body TÜV NORD CERT GmbH hereby confirms as a result of the audit,
assessment and certification decision according to ISO/IEC 17021-1:2015, that the organization

CETIN Bulgaria EAD
Mladost 4, Business Park Sofia, building 6
1766 Sofia
Bulgaria

► CETIN
MEMBER OF PPF GROUP

operates a management system in accordance with the requirements of ISO/ IEC 20000-1:2018 and will be assessed
for conformity within the 3 year term of validity of the certificate.

Scope

**The service management system of CETIN Bulgaria supporting the provision
of IT support services to business customers from Bulgaria in accordance
with the service catalogue**

Certificate Registration No. 44 736 202656   Valid from 2021-01-21
Audit Report No. 3528 2725   Valid until 2024-01-20
                                                    Initial certification 2021

Certification Body   Essen, 2021-01-21
at TÜV NORD CERT GmbH

TÜV NORD CERT GmbH   Langemarckstraße 20   45141 Essen   www.tuev-nord-cert.com