

Certificate of Approval

This is to certify that the Management System of:

British Telecommunications plc and wholly-owned subsidiaries including separately traded companies, as detailed in the attached schedule

has been approved by LRQA to the following standards:

ISO/IEC 20000-1:2018

This certificate is valid only in association with the certificate schedule bearing the same number on which the locations applicable to this approval are listed.

The scope of this approval is applicable to:

**A range of Communications Service Management Solutions
and Services Worldwide.**



David Derrick

Regional Director, UKAM

Issued by: LRQA Limited



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Certificate Schedule

BT Business	DFTS & IUS Programmes NHS Digital (TN), CO & CNSP DCP BT Business Managed Services	LRQ000004033 - 0015930 LRQ000001187 - 0006542 LRQ00000815 - 0015987 LRQ4005948 - 0007384
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