

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 Lloyd's Register Quality Assurance Limited to the following standards:

ISO/IEC 20000-1:2011

The scope of this approval is applicable to:

A range of Communications Service Management Solutions and Services Worldwide

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.



David Derrick

Area Operations Manager UK & Ireland

Issued by: Lloyd's Register Quality Assurance Limited



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Contract Number:

LRQ0950000

Certificate Schedule

BT ITMS Europe ISO/IEC 20000-1:2011 LRQ00000487-0010051

Benelux

Germany

Hungary

BT Enterprise ISO/IEC 20000-1:2011

> **DFTS and IUS Programmes** LRQ00000781-0015930

> NHS Digital (TN), CO and CNSP LRQ00001187-0006542

DCP

LRQ00000815-0015987

Enterprise Managed Services at Barlborough LRQ4005948-0007384

BT Global ISO/IEC 20000-1:2011

> Nationwide LRQ00001275-00011169

BT Ireland ISO/IEC 20000-1:2011

Managed Services

LRQ4002931-0005213



