

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



LRQA Group Limited, its affiliates and subsidiaries and their respective officers, employees or agents are, individually and collectively, referred to in this clause as 'LRQA'. LRQA assumes no responsibility and shall not be liable to any person for any loss, damage or expense caused by reliance on the information or advice in this document or howsoever provided, unless that person has signed a contract with the relevant LRQA entity for the provision of this information or advice and in that case any responsibility or liability is exclusively on the terms and conditions set out in that contract.

Issued by: Lloyd's Register Quality Assurance Limited, 1 Trinity Park, Bickenhill Lane, Birmingham B37 7ES, United Kingdom

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
-------------	---------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------



LRQA Group Limited, its affiliates and subsidiaries and their respective officers, employees or agents are, individually and collectively, referred to in this clause as 'LRQA'. LRQA assumes no responsibility and shall not be liable to any person for any loss, damage or expense caused by reliance on the information or advice in this document or howsoever provided, unless that person has signed a contract with the relevant LRQA entity for the provision of this information or advice and in that case any responsibility or liability is exclusively on the terms and conditions set out in that contract.

Issued by: Lloyd's Register Quality Assurance Limited, 1 Trinity Park, Bickenhill Lane, Birmingham B37 7ES, United Kingdom