

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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Certificate Schedule

BT ITMS Europe	ISO/IEC 20000-1:2011 Benelux Germany Hungary	LRQ00000487-0010051
BT Enterprise	ISO/IEC 20000-1:2011 DFTS and IUS Programmes NHS Digital (TN), CO and CNSP DCP Enterprise Managed Services at Barlborough	LRQ00000781-0015930 LRQ00001187-0006542 LRQ00000815-0015987 LRQ4005948-0007384
BT Global	ISO/IEC 20000-1:2011 Nationwide	LRQ00001275-00011169
BT Ireland Managed Services	ISO/IEC 20000-1:2011	LRQ4002931-0005213

