

CERTIFICATE OF REGISTRATION

This is to certify that the management system of:

Telelink Business Services Group AD

Main Site: 2 „Donka Ushlinova“ Str., Garitage Park, Building 1, fl.4,
Sofia, Bulgaria

has been registered by Intertek as conforming to the requirements of:
ISO/IEC 20000-1:2018

The management system is applicable to:

Corporate governance and administration. Design, development, implementation, administration, maintenance and monitoring of information, communication infrastructures and systems, including information security and protection of privacy information. Performing audit and analysis of information, communication infrastructures and systems, including information and cybersecurity. Delivery, installation, configuration, commissioning and maintenance of computer and IT equipment. Providing IT services and products based on cloud technologies, software development and software application support. Information technology consulting and training, including information and cybersecurity, business processes and protection of privacy information. Providing cybersecurity monitoring and management services.

Delivery, assembly, installation and configuration of IoT devices, management platform and complex solutions. Training on the use and operation of IoT devices and management platform. Warranty and out-of-warranty support.

This certificate includes 6 appendices for sites legal entities, addresses and scopes of the multisite organization.

Certificate Number:

0120114

Initial Certification Date:

20 August 2013

Date of Certification Decision:

09 November 2023

Issuing Date:

09 November 2023

Valid Until:

09 December 2024

Certified by Intertek since:

27 November 2021



intertek



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Calin Moldovean

President, Business Assurance

Intertek Certification Limited, 10A Victory
Park, Victory Road, Derby DE24 8ZF, United
Kingdom



APPENDIX TO CERTIFICATE OF REGISTRATION

This appendix identifies the locations covered by the management system of

Telelink Business Services Group AD

This appendix is linked to main certificate #0120114 and cannot be shown nor reproduced without it.

Telelink Business Services Group AD

2 "Donka Ushlinova" Str., Garitage Park, Building 1, fl.4, Sofia, Bulgaria

Corporate governance and administration.



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Telelink Business Services EAD

2 "Donka Ushlinova" Str., Garitage Park, Building 1, fl.4, Sofia, Bulgaria

Design, development, implementation, administration, maintenance and monitoring of information, communication infrastructures and systems, including information security and protection of privacy information. Performing audit and analysis of information, communication infrastructures and systems, including information and cybersecurity. Delivery, installation, configuration, commissioning and maintenance of computer and IT equipment. Providing IT services and products based on cloud technologies, software development and software application support. Information technology consulting and training, including information and cybersecurity, business processes and protection of privacy information. Providing cybersecurity monitoring and management services.

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Telelink Albania SH.P.K

"Ukraina e Lirë" Str., No. 3, Floor 12, 1005, Tirana, Albania

Design, development, implementation, administration, maintenance and monitoring of information, communication infrastructures and systems, including information security and protection of privacy information. Performing audit and analysis of information, communication infrastructures and systems, including information and cybersecurity. Delivery, installation, configuration, commissioning and maintenance of computer and IT equipment. Providing IT services and products based on cloud technologies, software development and software application support. Information technology consulting and training, including information and cybersecurity, business processes and protection of privacy information. Providing cybersecurity monitoring and management services.



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Telelink Business Services DOOEL

72 Fyodor Dostoevski Str., entr. 1, floor 4, app. 5
Skopje, North Macedonia

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Telelink Business Services s.r.l

54A Aviator Popisteanu Str., Building 2, 3rd Floor, Bucharest, 012095, Romania

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Telelink Business Services d.o.o

Radnička cesta 52, R2/VII, 10000 Zagreb, Croatia

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