

# 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.

See appendix for additional sites and additional site scopes

has been registered by Intertek as conforming to the requirements of:

## ISO/IEC 20000-1:2018

Certified by Intertek since: 27 November 2021.

The management system is applicable to:

Corporate governance and administration.

Design, development, implementation, administration, warranty and out-of-warranty support, monitoring and management 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, implementation, integration, migration, commissioning and maintenance of computer and IT equipment and software products and licenses (routers, switches, servers, disk arrays, virtualization systems, backup systems, firewalls).

Providing IT services and products based on cloud technologies, business analysis, software development, integration, testing 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.

**Certificate Number:**

0120114

**Initial Certification Date:**

20 August 2013

**Date of Certification Decision:**

20 December 2024

**Issuing Date:**

25 June 2025

**Valid Until:**

09 December 2027



A handwritten signature in black ink, appearing to read 'Rathin Grover'.

**Rathin Grover**

President, Business Assurance

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



# CERTIFICATE OF REGISTRATION

## APPENDIX

This appendix identifies the locations covered by the management system of:

### Telelink Business Services Group AD

This appendix is linked to the 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, warranty and out-of-warranty support, monitoring and management 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, implementation, integration, migration, commissioning and maintenance of computer and IT equipment and software products and licenses (routers, switches, servers, disk arrays, virtualization systems, backup systems, firewalls).

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#### COMPANY FOR PRODUCTION AND TRADE COMUTEL DOO (NEW BELGRADE)

3V Milutina Milankovica Str., building A2, floor 4, 11070 Belgrade (New Belgrade), Republic of Serbia

Design, development, implementation, administration, warranty and out-of-warranty support, monitoring and management 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, implementation, integration, migration, commissioning and maintenance of computer and IT equipment and software products and licenses (routers, switches, servers, disk arrays, virtualization systems, backup systems, firewalls).

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**Company for professional and consulting services Telelink Business Services DOOEL  
Skopje**

72 Fyodor Dostoevski Str., entr.1, floor4, app. 5, Skopje, North Macedonia

Design, development, implementation, administration, warranty and out-of-warranty support, monitoring and management 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, implementation, integration, migration, commissioning and maintenance of computer and IT equipment and software products and licenses (routers, switches, servers, disk arrays, virtualization systems, backup systems, firewalls).

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### Telelink Business Services Group AD

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#### Telelink Business Services Llc

2 Koledovcina Str., 10000 Zagreb, Croatia

Design, development, implementation, administration, warranty and out-of-warranty support, monitoring and management 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, implementation, integration, migration, commissioning and maintenance of computer and IT equipment and software products and licenses (routers, switches, servers, disk arrays, virtualization systems, backup systems, firewalls).

Providing IT services and products based on cloud technologies, business analysis, software development, integration, testing 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.

