

Certificate of Approval

This is to certify that the Management System of:

Borica AD

41 Tsar Boris III Blvd., 1612 Sofia, Bulgaria

has been approved by LRQA to the following standards:

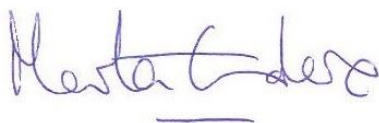
ISO/IEC 20000-1:2018

Approval number(s): ISO/IEC 20000-1 – 00021695

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:

Service management system of Borica AD, that supports the provision of all services in the Service Catalogue to external customers.



Marta Escudero

Regional Director, Europe

Issued by: LRQA Limited



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Certificate Schedule

Location	Activities
Headquarters 41 Tsar Boris III Blvd. 1612 Sofia Bulgaria	ISO/IEC 20000-1:2018 Service management system of Borica AD, that supports the provision of all services in the Service Catalogue to external customers.
Operations center 117 Tsarigradsko Shose Blvd. 1784 Sofia Bulgaria	ISO/IEC 20000-1:2018 Service management system of Borica AD, that supports the provision of all services in the Service Catalogue to external customers.



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