



**BULGARIAN TELECOMMUNICATIONS
COMPANY EAD – VIVACOM**

**115 I, TSARIGRADSKO SHOSE BLVD., HERMES PARK, BL. A
1784 SOFIA, BULGARIA**

Bureau Veritas Certification Holding SAS certify that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

Standard

ISO/IEC 20000-1:2011

Scope of certification

**THE IT SERVICE MANAGEMENT SYSTEM OF
BULGARIAN TELECOMMUNICATIONS COMPANY EAD - VIVACOM
SUPPORTING THE PROVISION OF ELECTRONIC COMMUNICATION AND IT SERVICES
IN ACCORDANCE WITH THE SERVICE CATALOGUE FOR BUSINESS CUSTOMERS.**

Original Cycle start date : **27-February-2013**

Expiry date of previous cycle : **26-February-2019**

Recertification Audit date : **08-February-2019**

Recertification cycle start date : **27-February-2019**

Subject to the continued satisfactory operation of the organisation's Management System, this certificate expires on : **29-September-2021**

Certificate No. IND.19.6610

Version: 2, Revision date: 31-May-2019


Bureau Veritas Certification, Bulgaria



Certification body address: 67/71 Boulevard de Château, 92200 Neuilly-sur-Seine, France
Local office: 81A, Bulgaria Blvd., 1404 Sofia, Bulgaria

Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organisation.
To check this certificate validity please call: <<local office phone number>> +359 (2) 983 60 44

