

**BUREAU VERITAS**  
Certification



# Certificate

Awarded to

## VIVACOM BULGARIA EAD

115 I, Tsarigradsko Shose Blvd., Hermes Park, bl. A, 1784, Sofia, Bulgaria

BUREAU VERITAS CERTIFICATION CZ, s.r.o. certifies that the IT Service Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standard detailed below:

Standard

### ISO/IEC 20000-1:2018

Scope of supply

THE IT SERVICE MANAGEMENT SYSTEM OF VIVACOM BULGARIA EAD  
WITH TRADE NAME VIVACOM SUPPORTING THE PROVISION OF ELECTRONIC  
COMMUNICATION AND IT SERVICES IN ACCORDANCE WITH  
THE SERVICE CATALOGUE TO BUSINESS CUSTOMERS.

Original Approval Date:	27-02-2013
Expiry date of previous cycle:	26-02-2022
Certification/Recertification Cycle Start Date:	27-02-2022
Certification/Recertification Cycle End Date:	26-02-2025
Subject to the continued satisfactory operation of the organisation's Management System, this certificate is valid until:	26-02-2025

To check this certificate validity please call: +359 (2) 983 60 00

Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organisation.

  
Version 2 Issue Date: 01-11-2022

Certificate Number: CZE - 220046



MANAGING OFFICE: BUREAU VERITAS CERTIFICATION CZ, s.r.o., Olbrachtova 1, 140 02 Praha 4, Czech Republic

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