

Certificate

Standard **ISO/IEC 20000-1:2018**

Certificate Registr. No. **01 103 1500895**

Certificate Holder:



Telekom Deutschland GmbH

Landgrabenweg 151
53227 Bonn
Germany

including the locations according to annex

Scope:

The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.

Proof has been furnished by means of an audit that the requirements of ISO/IEC 20000-1:2018 are met.

Validity:

The certificate is valid from 2021-10-14 until 2024-11-12.
First certification 2015

2021-10-25

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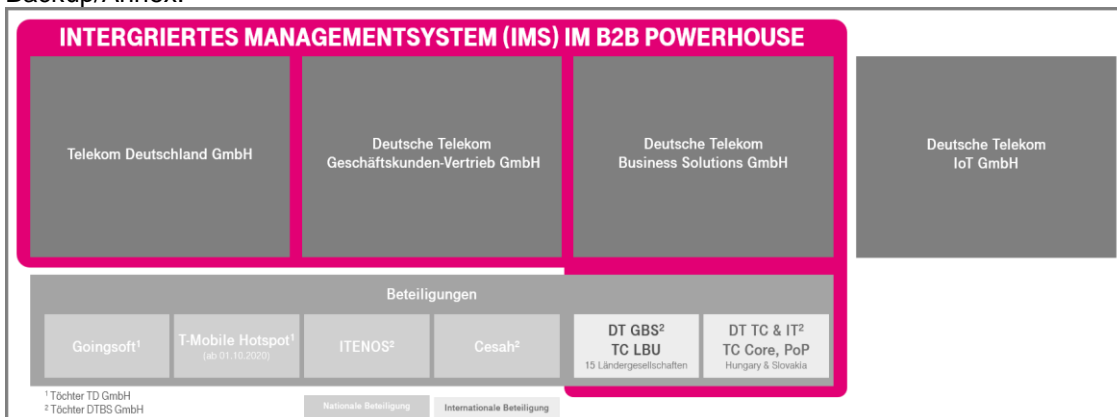
Köln, 11.11.2021

Appendix to the certificates of the Integrated Management System of Telekom Deutschland GmbH in the B2B Powerhouse Business and Operating Model for Public and Business customers

Certificate ISO 9001:2015, valid until 12-11-2023, Certificate-Register-Nr. 01 100 1500895
 Certificate ISO 27001:2013, valid until 12-11-2024, Certificate-Register-Nr. 01 153 1500895
 Certificate ISO 20000-1:2018, valid until 12-11-2024, Certificate-Register-Nr. 01 103 1500895
 Certificate ISO 22301:2012, valid until 01-11-2024, Certificate-Register-Nr. 01 195 1500895

Based on the realized 82.25 audit days from 26-07 to 21-10-2021, we can certify the operation of an Integrated Management System in the participating companies of "Telekom Deutschland GmbH" in the Business/Operating model "B2B Powerhouse" for Public and Business customers.

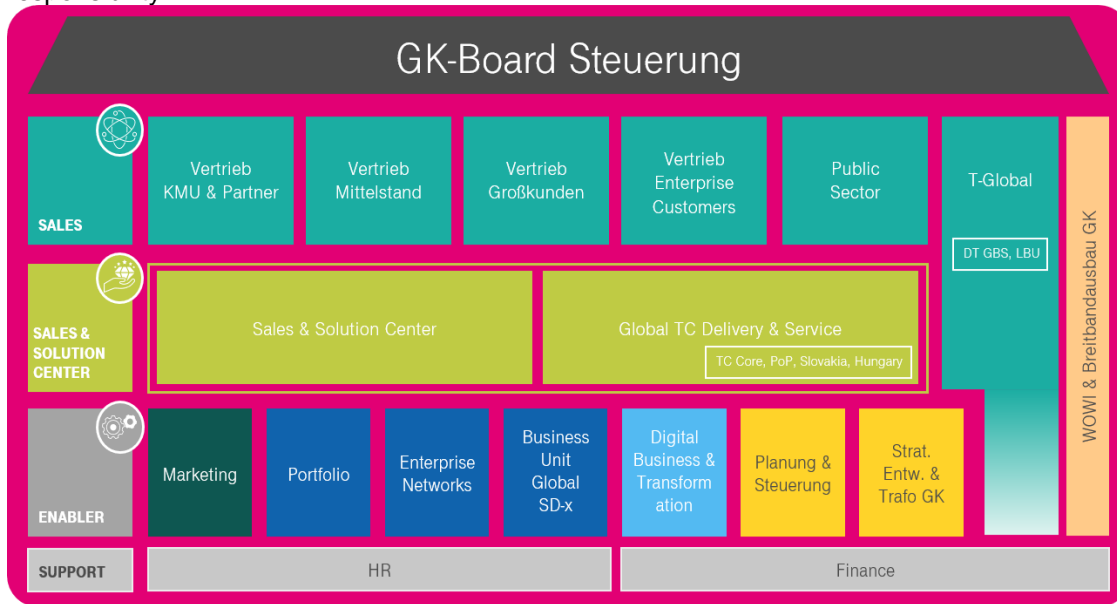
Participating companies overview, for details see Backup/Annex:



The "Handbook on the Integrated Management System in the B2B Powerhouse" in version 11 valid from 01-07-2021 is the overarching set of rules, defines the scope of application and was the basis for the audit.

The Integrated Management System is the responsibility of the highest body, the GK-Board. The Board consists of all managers of the cross-company N-2 areas of responsibility in the Business/Operating Model "B2B Powerhouse" as well as those responsible for strategic intra-group suppliers (e.g., DT IoT, DT Service).

Business and Operating Model B2B Powerhouse, N-2 areas of responsibility:



Proof of conformity is provided by annual combined audits (ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012). The audit reports document that the requirements of the standards are defined by internal specifications, were introduced in the corresponding organizational units, and were proved to be adhered to and are further developed. The ISO 27001 audit report documents that Annex A is implemented without exclusion and that the Statement of Applicability (Version 10.0 dated 23-07-2021) of Telekom Deutschland GmbH was available to the auditors.

The audits were carried out in Germany at "Telekom Deutschland GmbH" in the line organization of the business/operating model "B2B Powerhouse" with the business/support processes in Bonn and regionally at the locations according to the sampling procedure. The end-to-end auditing of business processes was supplemented in the "Service Major Customers" operation at "Deutsche Telekom Service GmbH". In addition, the support processes were centrally audited in the Finance and Human Resources management areas.

The international companies controlled from Germany (Deutsche Telekom Global Business Solution and Deutsche Telekom IT & Telecommunication, TC Core, see details in Backup/Annex) were audited in four countries according to the sample taken.

Business Continuity Management has been operated since 2013 as part of the Information Security Management System. For the first time, it was evaluated and certified as part of the Integrated Management System according to the requirements of ISO 22301:2012 this year. The central Business Continuity Management System for the Business/Operating model "B2B Powerhouse" has the goal of maintaining business processes, information values, products and individual solutions in order to prevent and/or mitigate effects in the participating companies for Public and Business customers.

The next external audits to maintain the certificates are scheduled for August 2022.

Best regards



Sebastian Schasche
Field Sales Executive



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Project Coordinator
Key Account Management

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Annex to certificate

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No.	Location	Scope
/00	c/o Deutsche Telekom Business Solution GmbH Landgrabenweg 151 53227 Bonn Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/01	c/o Deutsche Telekom Geschäftskunden Vertrieb GmbH Landgrabenweg 151 53227 Bonn Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/02	c/o Telekom Deutschland GmbH Dingolfinger Str. 1 - 15 81673 München Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/03	c/o Telekom Deutschland GmbH Georg-Elser-Str. 7 90441 Nürnberg Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/05	c/o Telekom Deutschland GmbH Rheinallee 11 67061 Ludwigshafen Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.

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/06	c/o Telekom Deutschland GmbH Mecklenburgerring 25 66121 Saarbrücken Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/07	c/o Telekom Deutschland GmbH Friedrichstr. 52-54 79098 Freiburg Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/08	c/o Telekom Deutschland GmbH Hahnstr. 43 d 60528 Frankfurt Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/12	c/o Telekom Deutschland GmbH Hohe Str. 80 44139 Dortmund Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/16	c/o Telekom Deutschland GmbH Göttinger Str. 14 30449 Hannover Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/17	c/o Telekom Deutschland GmbH Stieghorster Str. 115 33605 Bielefeld Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.

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/18	c/o Telekom Deutschland GmbH Buchberger Str. 4 - 12 10365 Berlin Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/19	c/o Telekom Deutschland GmbH Brandenburger Str. 11 04103 Leipzig Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/20	c/o Telekom Deutschland GmbH Wilhelm-Fay-Str. 54 65936 Frankfurt Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/21	c/o Telekom Deutschland GmbH Überseering 2 22305 Hamburg Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/26	c/o Telekom Deutschland GmbH Am Seestern 3 40547 Düsseldorf Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/31	c/o DT Global Business Solutions Belgium NV Rennweg 97 - 99 1030 Wien Austria	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.

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/32	c/o DT Global Business Solutions Iberia S.L. calle Orduna num. 2 28034 Madrid Spain	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/33	c/o DT Global Business Solutions Nederland B.V. Van Deventerlaan 31-51 3528 AG Utrecht Netherlands	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/34	c/o DT Global Business Solutions Schweiz AG Industriestrasse 21 3052 Zollikofen Switzerland	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/37	c/o Telekom Deutschland GmbH Fasanenweg 5 70771 Leinfelden-Echterdingen Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/38	c/o Telekom Deutschland GmbH Gartenstr. 217 48147 Münster Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.

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/39	c/o Telekom Deutschland GmbH Sternengasse 14 - 16 50676 Köln Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/41	c/o Telekom Deutschland GmbH Heinrich-Hertz-Straße 1 64295 Darmstadt Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/42	c/o Telekom Deutschland GmbH Moselweißer Straße 70 56073 Koblenz Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/43	c/o Telekom Deutschland GmbH Holzhauser Str. 4-8 13509 Berlin Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/44	c/o Telekom Deutschland GmbH Dottistr. 1-4 10367 Berlin Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/45	c/o Telekom Deutschland GmbH Französische Str. 33 a-c 10117 Berlin Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.

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/47	c/o Telekom Deutschland GmbH Annenstr. 5 01067 Dresden Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/48	c/o Telekom Deutschland GmbH Am TÜV 5 30519 Hannover Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/49	c/o Telekom Deutschland GmbH Philipp-Reis-Platz 1 33602 Bielefeld Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/50	c/o Telekom Deutschland GmbH Neuenstr. 76-80 28195 Bremen Germany	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/51	c/o DT Global Business Solutions Belgium NV Leonardo da Vincilaan 19E 1831 Machelen Belgium	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/52	c/o DT Global Business Solutions France SAS 1-3 rue Eugène et Armand Peugeot 92500 Rueil-Malmaison France	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.

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/53	c/o DT Global Business Solutions Iberia S.L. C/ Sancho de Ávila, núm. 110-130 08018 Barcelona Spain	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/54	c/o Deutsche Telekom Global Business-Solutions Ibéria SLU Sucursal em Portugal Edifício Atlantis Av. Dom João II, n 44 C 1990-095 Lisboa Portugal	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/55	c/o Deutsche Telekom Global Business Solutions Italia S.r.l. Centro Direzionale Milanofiori Strada 6 Palazzo N1 N1 20089 Rozzano Italy	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/56	c/o Deutsche Telekom Nordic A/S Lautrupvang 8 2750 Ballerup Denmark	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/57	c/o Deutsche Telekom Nordic A/S Sverigefilial Kista Science tower Färögatan 33, houseD 7th floor SE-164 51 Kista Sweden	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.

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/58	c/o Deutsche Telekom Nordic A/S sivuliike Suomessa C/o Azets Insight Oy PB 1 00028 AZETS 5th floor 02150 Espoo Finland	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/59	c/o Deutsche Telekom Nordic A/S c/o Visma Services Norge AS Karenslyst Allé 56 0214 Oslo Norway	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/60	c/o DT Global Business Solutions UK Ltd. Timbold Drive Milton Keynes MK7 6BZ United Kingdom	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/61	c/o DT Global Business Solutions Mexico S.A. Boulevard Municipio Libre 1933-604 72480 Puebla Pue MEXICO	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/62	c/o DT Global Business Solutions China (HK) 1 Lockhart Road Hongkong Hong Kong	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.

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/63	c/o DT Global Business Solutions Singapore Pte. Ltd. 15 Changi Business Park Crescent Singapore 486006 Singapore	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/64	c/o DT Global Business Solutions Singapore Pte. Ltd. 23 Tai Seng Drive Singapore Singapur 535224 Singapore	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/65	c/o DT Global Business Solutions Singapore Pte. Ltd. Equinix, 20 Ayer Rajah Crescent Singapur 139964 Singapore	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.
/66	c/o Deutsche Telekom North America Inc. (DT Global Business Solutions North America) 141 West Front Street Red Bank 07701 USA	The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.

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/67 c/o Deutsche Telekom
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The development, provision and operation of IT infrastructure library-based processes in the business / operating model "B2B Powerhouse" for public and business customers. Participating companies are listed in the appendix.

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2021-10-25



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