



CERTIFICATE OF APPROVAL

This is to certify that the IT Service Management System of:

TECHNISERV, spol. s r.o.
Prague
Czech Republic

has been approved by Lloyd's Register Quality Assurance
to the following IT Service Management System Standards:

ISO/IEC 20000-1:2005

The IT Service Management System is applicable to:

**IT services provision to internal and external customers
in the area of design, installation, operation and servicing
of telecommunication and data systems, including
their management and software, in accordance
with TECHNISERV, spol. s r.o. Service Catalogue.**


This certificate forms part of the approval identified by certificate number PRA 0003944.

Approval
Certificate No: PRA 0003944/F

Original Approval: 15 January 2010

Current Certificate: 15 January 2010

Certificate Expiry: 14 January 2013


Issued by: Lloyd's Register EMEA, Prague office,
for and on behalf of Lloyd's Register Quality Assurance Limited



This document is subject to the provision on the reverse.
Táborská 31, 140 00 Prague 4, Czech Republic CZ61378721

This approval is carried out in accordance with the LRQA assessment and certification procedures and monitored by LRQA.
The use of the UKAS Accreditation Mark indicates Accreditation in respect of those activities covered by the Accreditation Certificate Number 001.
Macro Revision 13