

# Certificate of Registration

IT SERVICE MANAGEMENT SYSTEM - ISO/IEC 20000-1:2018

This is to certify that:

Mitel Networks Limited  
Castlegate Business Park  
Portskewett  
Caldicot  
NP26 5YR  
United Kingdom

Holds Certificate Number:

ITMS 96809

and operates an IT Service Management System which complies with the requirements of ISO/IEC 20000-1:2018 for the following scope:

**The provision of services to Mitel external customers and Mitel solution providers by the EMEA Client Services Business Unit.**

For and on behalf of BSI:

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Matt Page, Managing Director Assurance - UK & Ireland

Original Registration Date: 2005-10-25

Latest Revision Date: 2023-10-16

Effective Date: 2023-11-09

Expiry Date: 2026-11-08

Page: 1 of 1



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