



Certificate of Registration

IT SERVICE MANAGEMENT SYSTEM - ISO/IEC 20000-1:2011

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 20000-1:2011 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:

Gary Fenton, Global Assurance Director

Originally registered: 25/10/2005

Latest Issue: 10/10/2014

Expiry Date: 08/11/2017



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