

# Certificate of Registration

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

This is to certify that:

KCOM Group PLC  
37 Carr Lane  
Kingston upon Hull  
HU1 3RE  
United Kingdom

Holds Certificate Number:

ITMS 546348

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 bespoke customer service management solutions through the KCOM Group and the provision of specialist internal support functions provided by Business Support.**

For and on behalf of BSI:



Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 2009-04-23

Latest Revision Date: 2018-05-03

Effective Date: 2018-05-10

Expiry Date: 2021-05-09

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Certificate No: ITMS 546348

Location	Registered Activities
KCOM Group PLC 37 Carr Lane Kingston upon Hull HU1 3RE United Kingdom	The provision of bespoke customer service management solutions through the KCOM Group and the provision of specialist internal support functions provided by Business Support.
KCOM Group PLC Kingston House Salvesen Way Kingston upon Hull HU3 4XQ United Kingdom	The provision of bespoke customer service management solutions through the KCOM Group and the provision of specialist internal support functions provided by Business Support.
KCOM Group PLC Melbourne House Brandy Carr Road Wrenthorpe Wakefield WF2 0UG United Kingdom	The provision of bespoke customer service management solutions through the KCOM Group and the provision of specialist internal support functions provided by Business Support.
KCOM Group PLC Hemel One Boundary Way Hemel Hempstead HP2 7YU United Kingdom	The provision of bespoke customer service management solutions through the KCOM Group and the provision of specialist internal support functions provided by Business Support.
KCOM Group PLC North Felaw Maltings 48 Felaw Street Ipswich IP2 8PN United Kingdom	The provision of bespoke customer service management solutions through the KCOM Group and the provision of specialist internal support functions provided by Business Support.

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This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.

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