

# CERTIFICATE



## ISO/IEC 20000-1:2018

DEKRA Certification GmbH hereby certifies that the organization

### Deutsche Telekom AG

Friedrich-Ebert-Allee 140, 53113 Bonn, Germany

**for the scope of certification:**

Development, operation and maintenance of Information Technology (IT) / Operational Technology (OT) / Network Technology (NT) solutions, products and consulting as well as Shared Services

(sites see annex)

has established and maintains a service management system according to the above mentioned standard. The conformity was adduced with audit report no. A23121122.

Certificate registration no.:	DS-1215045/4
Validity of previous certificate:	2024-12-03
Certificate valid from:	2024-12-04
Certificate valid to:	2027-12-03

Language translation



Dr. Rolf Krökel  
DEKRA Certification GmbH, Stuttgart, 2024-11-20



# Annex to the certificate no. DS-1215045/4

valid from 2024-12-04 to 2027-12-03

The following sites / organizations belong to the certificate above:

<b>Headquarters</b>		<b>Scope of certification</b>
Deutsche Telekom AG	Friedrich-Ebert-Allee 140 53113 Bonn Germany	See page 1
<b>at the following sites / at the organizations at the following sites</b>		<b>Scope of certification</b>
1.	T-Systems International GmbH Hahnstrasse 43d 60528 Frankfurt/Main Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
2.	T-Systems International GmbH Eschborner Landstrasse 100 60489 Frankfurt/Main Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
3.	T-Systems International GmbH Kruppstrasse 105-126 60388 Frankfurt/Main Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
4.	T-Systems International GmbH Lübecker Strasse 2 39124 Magdeburg Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
5.	T-Systems International GmbH Am Schiens 10-12 39221 Bördeland/Biere Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
6.	T-Systems International GmbH Dachauer Strasse 665 80995 München Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
7.	T-Systems International GmbH Elisabeth-Selbert-Strasse 1 80939 München Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
8.	T-Systems International GmbH Am Gut Wolf 9a 52070 Aachen Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory

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9.	T-Systems International GmbH Holzhauser Strasse 4-8 13509 Berlin Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
10.	T-Systems International GmbH Deutsche-Telekom-Allee 9 64295 Darmstadt Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
11.	T-Systems International GmbH Überseering 2 22297 Hamburg Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
12.	T-Systems International GmbH Bannwaldallee 42 76185 Karlsruhe Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
13.	T-Systems International GmbH Fasanenweg 5 70771 Leinfelden Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
14.	T-Systems International GmbH Mecklenburgring 25 66121 Saarbrücken Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
15.	T-Systems International GmbH Maybachweg 5 38446 Wolfsburg Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
16.	T-Systems International GmbH Marsplatz 4 80335 München Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory

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17.	T-Systems International GmbH	Am Seestern 3 40547 Düsseldorf Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
18.	T-Systems International GmbH	Rieser Strasse 5-7 01129 Dresden Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
19.	T-Systems International GmbH	Karlskroner Strasse 32 85051 Ingolstadt Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
20.	T-Systems Information Services GmbH	Pascalstrasse 11 10587 Berlin Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
21.	T-Systems Road User Services GmbH	Friedrich-Ebert-Allee 140 53113 Bonn Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
22.	T-Systems Road User Services GmbH	Marsplatz 4 80335 München Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
23.	T-Systems Road User Services GmbH	Lübecker Straße 2 39124 Magdeburg Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
24.	Deutsche Telekom Healthcare and Security Solutions GmbH	Friedrich-Ebert-Allee 140 53113 Bonn Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory

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25.	Deutsche Telekom Healthcare and Security Solutions GmbH	Holzhauser Strasse 4-8 13509 Berlin Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
26.	Deutsche Telekom Healthcare and Security Solutions GmbH	Am Seestern 3 40547 Düsseldorf Germany	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
27.	T-Systems Austria GesmbH	Rennweg 97-99 1030 Wien Austria	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
28.	T-Systems Austria GesmbH	Hans-Czettel-Strasse 1 3950 Gmünd Austria	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
29.	T-Systems do Brasil Ltda.	Rua Olimpiadas, 205 - Vila Olimpia 04551-000 Sao Paulo / SP Brazil	Development, operation and maintenance of Information Technology (IT) / Operational Technology (OT) / Network Technology (NT) solutions, products and consulting as well as Shared Services
30.	T-Systems do Brasil Ltda.	Alameda Araguacema, 187 - Tamboré 06460-070 Barueri / SP Brazil	Development, operation and maintenance of Information Technology (IT) / Operational Technology (OT) / Network Technology (NT) solutions, products and consulting as well as Shared Services
31.	T-Systems do Brasil Ltda.	Rua Baffin, 32/60 - Chácara Inglesa 09750-620 São Bernardo do Campo / SP Brazil	Development, operation and maintenance of Information Technology (IT) / Operational Technology (OT) / Network Technology (NT) solutions, products and consulting as well as Shared Services

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32.	T-Systems do Brasil Ltda. Rua Ingo Hering, 20 - Centro 89010-205 Blumenau / SC Brazil	Development, operation and maintenance of Information Technology (IT) / Operational Technology (OT) / Network Technology (NT) solutions, products and consulting as well as Shared Services
33.	T-Systems Schweiz AG Industriestrasse 21 3052 Zollikofen Switzerland	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
34.	T-Systems Schweiz AG Engenhaldenstrasse 12 3012 Bern Switzerland	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
35.	T-Systems P.R. China Ltd. Unit 2003, No. 1350, Li Tong Plaza, North Sichuan Road, HongKou District 200080 Shanghai China	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
36.	T-Systems P.R. China Ltd. 19F, Building F3, A9 area, No.999 Gaoxin Road, Eastlake Development Zone 430070 Wuhan China	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
37.	T-Systems P.R. China Ltd. 1602, Tower 3 No. 12 Dongtucheng Road Heping Street Chaoyang District 100013 Beijing China	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
38.	T-Systems Nordic A/S, Sverigefilial Östermalmstorg 1 114 42 Stockholm Sweden	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory

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39.	T-Systems Nordic A/S, Sivuliike Suomessa c/o Azets Insight Oy P.O. Box 15 80020 Kollektor Scan 1760370-5 A Espoo Finland	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
40.	T-Systems Nordic TC Services A/S, Norway Branch c/o Visma Services Norge AS POB 733 Skøyen NO-0214 Oslo Norway	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
41.	T-Systems Nordic A/S Dampfærgevej 21 th 2100 Osterbro Denmark	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
42.	T-Systems France SAS 1-3 rue Eugène et Armand Peugeot 92500 Rueil-Malmaison France	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
43.	Deutsche Telekom TSI Hungary Kft. Könyves Kálmán körút 36 1097 Budapest Hungary	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
44.	Deutsche Telekom TSI Hungary Kft. Vezér utca 39 (TUDÁSPARK) 4032 Debrecen Hungary	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
45.	Deutsche Telekom TSI Hungary Kft. Nagy Lajos király útja 11 7621 Pécs Hungary	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
46.	Deutsche Telekom TSI Hungary Kft. Rókusi krt. 2-10 6724 Szeged Hungary	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory

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47.	T-Systems ITC Iberia, S.A.	Pere IV, 313 - 321 08020 Barcelona Spain	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
48.	T-Systems ITC Iberia, S.A.	Parcela PC1 08-01 Carretera BP-1413 Km 3,7 08290 Cerdanyola del Valles Spain	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
49.	T-Systems ITC Iberia, S.A.	Avinguda de la Universitat, 1 Centro de Empresas Reus Innovación 43204 Reus Spain	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
50.	T-Systems ITC Iberia, S.A.	Vía de los Poblados 1-3 28033 Madrid Spain	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
51.	T-Systems ITC Iberia, S.A.	Avenida del conocimiento, 41 18016 Granada Spain	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
52.	T-Systems ITC Ibéria, S.A. - Sucursal em Portugal	Edifício Atlantis Av. Dom João II, nº 44 C 1990-09 Lisboa Portugal	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
53.	T-Systems ITC Ibéria, S.A. - Sucursal em Portugal	Parque de Fornecedores da VW Autoeuropa Edifício Sogepin - T-Systems 2951-510 Quinta do Anjo Palmela Portugal	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
54.	T-Systems ITC Ibéria, S.A. - Sucursal em Portugal	Volkswagen Autoeuropa, Ed. 11 Quinta da Marquesa 2954-024 Quinta do Anjo Portugal	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory



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55.	T-Systems Information and Communication Technology India Private Limited	Panchshil Business Park Tower A, Survey Number 20, Village Balewadi, Taluka Havel 411045 District Pune India	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
56.	T-Systems Information and Communication Technology India Private Limited	Umiya Business Bay Tower II, Cessna Business Park, Off Outer Ring Road, Marathanhalli 560037 Bengaluru Karnataka India	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
57.	T-Systems Mexico, S.A. de C.V.	Boulevard Municipio Libre No. 1933-1201 Ex - Hacienda Mayorazgo C.P. 72480 Puebla Pue Mexico	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
58.	T-Systems Nederland B.V.	Van Deventerlaan 33 3528 AG Utrecht Netherlands	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
59.	T-Systems Nederland B.V.	Lakenblekerstraat 13 1431 GE Aalsmeer Netherlands	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
60.	T-Systems Nederland B.V.	Rondebeltweg 62 1329 BG Almere Netherlands	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
61.	T-Systems Nederland B.V.	Fokkerweg 300 1438 AN Oude Meer Netherlands	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
62.	T-Systems Nederland B.V.	Tempelhof 5 3045 PV Rotterdam Netherlands	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory

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63.	T-Systems Singapore Pte. Ltd. 15 Changi Business Park Crescent #06-01 Haite Building 486006 Singapore Singapore	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
64.	T-Systems Singapore Pte. Ltd. 23 Tai Seng Drive 535224 Singapore Singapore	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
65.	T-Systems Singapore Pte. Ltd. 29A International Business Park Jurong East 609934 Singapore Singapore	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
66.	T-Systems Singapore Pte. Ltd. 164 Kallang Way #03-09 349248 Singapore Singapore	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
67.	Deutsche Telekom Systems Solutions Slovakia s.r.o. Moldavská 8/A - 8/B 04011 Košice Slovakia	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
68.	T-Systems Limited The Avebury 201-249 Avebury Boulevard MK9 1AU Milton Keynes, Buckinghamshire United Kingdom	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
69.	T-Systems Limited 1st Floor, 1 Portland Place W1B 1PN London United Kingdom	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
70.	T-Systems North America, Inc. 1 South Wacker, Suite 2170 IL 60606 Chicago USA	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory

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71.	T-Systems North America, Inc.	4001 Technology Forest Blvd, Suite 230 TX 77381 The Woodlands USA	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
72.	T-Systems North America, Inc.	5150/70 Westway Park Blvd, TX 77041 Houston USA	Development, operation and maintenance of Information Technology based on Cloud Services, Digital Enabling and Security as well as Advisory
73.	Deutsche Telekom IoT GmbH	Landgrabenweg 151 53227 Bonn Germany	Development, operation and maintenance of IT / OT / NT solutions, products and consulting
74.	Deutsche Telekom MMS GmbH	Riesaer Strasse 5-7 01129 Dresden Germany	Development and maintenance of IT solutions for different industries and topics as well as cross-industry solutions that cover the entire value chain (consulting, development, service).
75.	Deutsche Telekom Security GmbH	Bonner Talweg 100 53113 Bonn Germany	Development, operation, maintenance and consulting in the area of IT / OT / NT security
76.	Deutsche Telekom Security GmbH	Friedrich-Ebert-Allee 140 53113 Bonn Germany	Development, operation, maintenance and consulting in the area of IT / OT / NT security
77.	Deutsche Telekom Security GmbH	Friedrich-Ebert-Allee 71-77 53113 Bonn Germany	Development, operation, maintenance and consulting in the area of IT / OT / NT security
78.	Deutsche Telekom Security GmbH	Deutsche-Telekom-Allee 9 64295 Darmstadt Germany	Development, operation, maintenance and consulting in the area of IT / OT / NT security
79.	Deutsche Telekom Security GmbH	Hahnstrasse 43d 60528 Frankfurt/Main Germany	Development, operation, maintenance and consulting in the area of IT / OT / NT security
80.	Deutsche Telekom Security GmbH	Am Seestern 3 40547 Düsseldorf Germany	Development, operation, maintenance and consulting in the area of IT / OT / NT security
81.	Deutsche Telekom Security GmbH	Kärnerstraße 66 04288 Leipzig Germany	Development, operation, maintenance and consulting in the area of IT / OT / NT security

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82.	Deutsche Telekom Security GmbH	Untere Industriestrasse 20 57250 Netphen Germany	Development, operation, maintenance and consulting in the area of IT / OT / NT security
83.	Deutsche Telekom Security GmbH	Holzhauser Strasse 4-8 13509 Berlin Germany	Development, operation, maintenance and consulting in the area of IT / OT / NT security
84.	Deutsche Telekom Security GmbH	Marsplatz 4 80335 München Germany	Development, operation, maintenance and consulting in the area of IT / OT / NT security
85.	Deutsche Telekom Security GmbH	Sternengasse 14-16 50676 Köln Germany	Development, operation, maintenance and consulting in the area of IT / OT / NT security
86.	Deutsche Telekom Security GmbH	Überseering 2 22297 Hamburg Germany	Development, operation, maintenance and consulting in the area of IT / OT / NT security
87.	Deutsche Telekom Security GmbH	Fasanenweg 5 70771 Leinfelden Germany	Development, operation, maintenance and consulting in the area of IT / OT / NT security
88.	I.T.E.N.O.S. International Telecom Network Operation Services GmbH	Bonner Talweg 100 53113 Bonn Germany	Development, operation and maintenance of IT / OT / NT solutions, products and consulting
89.	I.T.E.N.O.S. International Telecom Network Operation Services GmbH	Rebstöcker Strasse 25-31 / Kleyerstrasse 90 60326 Frankfurt/Main Germany	Development, operation and maintenance of IT / OT / NT solutions, products and consulting
90.	I.T.E.N.O.S. International Telecom Network Operation Services GmbH	Holtdorfer Strasse 35 53229 Bonn Germany	Development, operation and maintenance of IT / OT / NT solutions, products and consulting
91.	I.T.E.N.O.S. International Telecom Network Operation Services GmbH	Bauerbergweg 23 - 25 22111 Hamburg Germany	Development, operation and maintenance of IT / OT / NT solutions, products and consulting
92.	Deutsche Telekom Cyber Security Austria GmbH	Rennweg 97-99 1030 Wien Austria	Development, operation, maintenance and consulting in the area of IT / OT / NT security
93.	Deutsche Telekom Global Business & Security Schweiz AG	Industriestrasse 21 3052 Zollikofen Switzerland	Development, operation, maintenance and consulting in the area of IT / OT / NT security
94.	Deutsche Telekom Global Business & Security Schweiz AG	Engenhaldenstrasse 12 3012 Bern Switzerland	Development, operation, maintenance and consulting in the area of IT / OT / NT security

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