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# DET NORSKE VERITAS

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## MANAGEMENT SYSTEM CERTIFICATE

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Certificate No. 86258-2010-AQ-SWE-UKAS

*This is to certify that*

### DGC One AB

Sveavägen 145,  
SE-104 35 STOCKHOLM  
Sweden

*has been found to conform to the IT ServiceManagement System Standard:*

**ISO/IEC 20000-1:2005**

*This Certificate is valid for the following:*

**The SMS that supports the provision of data communication, operation of End user platform as well as telephony services through IP-centrex platform, all provided to customers by DGC One in accordance with the service catalogue.**

*Initial Certification date:*  
November 29<sup>th</sup>, 2010

*This Certificate is valid until:*  
November 29<sup>th</sup>, 2013

*The audit has been performed under the supervision of:*


Per Sundqvist  
*Lead Auditor*



*Place and date:*

Barendrecht, December 2<sup>nd</sup>, 2010

*for the Accredited Unit:*  
DET NORSKE VERITAS CERTIFICATION B.V.,  
THE NETHERLANDS



Ron J. Meijer  
*Management Representative*

Lack of fulfilment of conditions as set out in the Certification Agreement may render this Certificate invalid.