

Certificate HR26/00000213

The management system of

**ERICSSON NIKOLA TESLA d.d.**

**SGS**

Krapinska 45, 10000 Zagreb, Croatia

has been assessed and certified as meeting the requirements of

**ISO/IEC 20000-1:2018**

**Information technology — Service Management — Part 1: Service management system requirements**

For the following activities

The IT service management system of Ericsson Nikola Tesla d.d. supporting the provision of ICT services to internal and external customers from the location Zagreb, Krapinska 45, 10000 Zagreb, Croatia, in accordance with the defined service catalogue.

This certificate is valid from 18 July 2026 until 17 July 2029 and remains valid subject to satisfactory surveillance audits.

Issue 1. Certified since 18 July 2026



Authorised by  
Miranda Kwan

SGS Hong Kong Limited

Units 303 & 305, 3/F., Building 22E, Phase 3, Hong Kong Science Park, New Territories, Hong Kong

t +(852)2334 4481 - [www.sgs.com](http://www.sgs.com)



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