



CERTIFICATE OF APPROVAL

This is to certify that the Quality Management System of:

**Colt Technology Services – Operations Division
Service Assurance Operations
Beaufort House, London
United Kingdom**

has been approved by Lloyd's Register Quality Assurance
to the following Quality Management System Standards:

ISO 9001:2008

The Quality Management System is applicable to:

**The provision of Service Assurance for all Colt Data, Voice
and Network Services, plus management of the Colt core
Network / Backbone / switches, routers,
infrastructure and associated systems.**

This certificate is valid only in association with the certificate schedule bearing the same
number on which the locations applicable to this approval are listed.

Approval
Certificate No: LRQ 4001305

Original Approval: 9 October 2004

Current Certificate: 15 October 2010

Certificate Expiry: 8 October 2013

RT Medcraft

Issued by: Lloyd's Register Quality Assurance Limited



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This document is subject to the provision on the reverse

71 Fenchurch Street, London EC3M 4BS United Kingdom. Registration number 1879370

This approval is carried out in accordance with the LRQA assessment and certification procedures and monitored by LRQA.

The use of the UKAS Accreditation Mark indicates Accreditation in respect of those activities covered by the Accreditation Certificate Number 001

Macro Revision 13



CERTIFICATE SCHEDULE

Colt Technology Services – Operations Division Service Assurance Operations Beaufort House, London United Kingdom

Head Office

Colt Technology Services
Beaufort House, 15 St. Botolph Street,
London EC3A 7QN
United Kingdom

Activities

Quality Standards and Compliance, Off-net
Business Management (Vendor & Carrier
Relationship Management)

Locations

COLT Telecom España SA
World Trade centre,
Almeda Park, Cornellà De Llobregat
Barcelona, Spain

Customer Service Operations (CSO) Customer
Service Desk (CSD); UK, DE, FR, CH, ES, IT,
NL, BE, SE, DK, PT, AU, IE
Technical Service Centre (TSC); UK, DE, FR,
ES, IT, CH, NL, BE, SE, DK, PT, AU, IE
EU - Operational Control
CSC - Quality Assurance
Service Repair Centre (SRC); EU OOHrs
Customer Solutions Service Bureau (CSSB)
Colt Total Service Repair Centre (SRC)

Colt Technology Services
Unit 12, Powergate Business Park,
Vole Avenue, North Acton, London, UK

Advanced Technical Services
Core Technical Support (CTS)
Customer Service Operations – Service Repair
Centre (SRC) – UK
Direct Network Assurance (DNA)

COLT Technology Services India Pvt. Ltd.
Unitech Business Park
Tower B, South City - 1
Gurgaon Haryana 122001, India

Networks & Shared Services (N&SS):
Network Surveillance Centre (NSC),
Voice Traffic Management Centre (VTM),
Remote Infrastructure Management (RIM)
Solutions Management Centre (SMC),
Change Management – Planned Works

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Locations

COLT Technology Services India Pvt. Ltd.
6th Floor, Wing B, Silver Oak, Manyata
Embassy Business Park, Nagavara, Outer Ring
Road, Bangalore 560045, India

COLT Telecom Austria GmbH
Kärtner Ring 10-12
A-1010 Vienna, Austria

COLT Telecom NV/SA
Culliganlaan, 2H 1831 Diegem, Brussels,
Belgium

COLT Télécommunications France SAS
23-27 rue Pierre Valette
92247 Malakoff Cedex, France

COLT Telecom Switzerland GmbH
Mürtschenstraße 27
CH - 8048 Zürich, Switzerland

COLT Telecom GmbH
Central Business Services
Herriotstraße 4
60528 Frankfurt, Germany

COLT Telecom SpA
Viale E. Jenner 56
20159 Milan, Italy

Activities

Network & Shared Services (N&SS):
Network Surveillance Centre (NSC)
Remote Infrastructure Management (RIM)
Customer Service Operations; Incident
Reporting & Problem Management

Customer Service Operations - Service Repair
Centre - Austria

Customer Service Operations - Service Repair
Centre - Belgium

Customer Service Operations - Service Repair
Centre - France

Customer Service Operations - Service Repair
Centre - Switzerland

Customer Service Operations - Service Repair
Centre - Germany and Austria
Networks and Shared Services - Advanced
Technical Services - Switch and Voice Services

Customer Service Operations - Service Repair
Centre - Italy

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Locations

COLT Telecom BV
Van der Madeweg 12-14a
Postbus 94014
1090 GA Amsterdam, Netherlands

COLT Telecom España SA
C/ Telémaco 5
28027 Madrid, Spain

COLT Telecom España SAU
Carrer De L'Acero, 5-9
08038 Barcelona, Spain

Activities

Customer Service Operations - Service Repair
Centre - Netherlands, Sweden and Denmark

Customer Service Operations:
Service Repair Centre – Spain, Portugal &
Ireland

Customer Service Operations:
Front Office Planned Works
Back Office Billing (Billing Level 2)
Colt Online

Served Locations

Colt Technology Services Sweden AB
Box 3458
Luntmakargatan 18
SE – 103 69 Stockholm, Sweden

Colt Technology Services,
Unipessoal Lda
Estrada da Outurela 118
Edificio B 2790-114
Carnaxide, Portugal

Activities

Country Operations - Service Assurance
Activities covered by central SSC's & larger
country operations.

Country Operations - Service Assurance
Activities covered by central SSC's & larger
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Served Locations

Colt Technology Services Group Limited
K2 Building, Forte 1, 2a rue Albert Borschette
L-1246 Luxembourg
BP 2174, L-1021 Luxembourg

Colt Technology Services Limited
15-16 Docklands Innovation Park
East Wall Road
Dublin 3
Ireland

Colt Technology Services A/S
Borgmester Christiansens Gade 55
2450 Copenhagen SV, Denmark

Activities

Country Operations - Service Assurance
Activities covered by central SSC's & larger
country operations.

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