



BUREAU
VERITAS

Bureau Veritas Certification

OOREDOO Q.P.S.C

Head Office: West Bay - Head Quarter 1, Building No. 14, Street No. 801, Zone 61, Diplomatic Zone, DOHA, State of Qatar

This is a multi-site certificate, additional site(s) are listed on the next page(s)

Bureau Veritas Certification Holding SAS - UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

ISO/IEC 20000-1:2018

Scope of certification

SERVICE MANAGEMENT SYSTEM AT OOREDOO, QATAR COVERS PRODUCTS AND SERVICES DELIVERED TO CONSUMER AND BUSINESS SEGMENTS ACROSS QATAR, INCLUDING BESPOKE SOLUTIONS DERIVED FROM SERVICES OR SERVICE GROUPS AS SPECIFIED IN THE SERVICE CATALOGUE

Original cycle start date by another certification body:	21-09-2020
Expiry date of previous cycle:	20-09-2023
Certification / Recertification Audit date:	15-06-2023
Certification / Recertification cycle start date:	07-09-2023
Subject to the continued satisfactory operation of the organisation's Management System, this certificate expires on:	20-09-2026

Certificate No.: **QA003314**

Version: 1

Issue date: 07-09-2023



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Signed on behalf of BVCH SAS UK Branch

Certification Body Address: 5th Floor, 66 Prescott Street, London, E1 8HG, United Kingdom

Local Office: Bureau Veritas International Doha W.L.L, First Floor, D-Ring Road, Building No. 35, Street No. 250, Zone 45, Old Airport Area, P.O. Box 22157, Doha, State of Qatar

Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements, please call: +97440329729

UKAS Certificate Template Multi Site Rev.3.10

22 Mar 2023





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ISO/IEC 20000-1:2018

Scope of certification

Site Name	Site Address	Site Scope
HEAD OFFICE	Head Office: West Bay - Head Quarter 1, Building No. 14, Street No. 801, Zone 61, Diplomatic Zone, DOHA, State of Qatar	SERVICE MANAGEMENT SYSTEM AT OOREDOO, QATAR COVERS PRODUCTS AND SERVICES DELIVERED TO CONSUMER AND BUSINESS SEGMENTS ACROSS QATAR, INCLUDING BESPOKE SOLUTIONS DERIVED FROM SERVICES OR SERVICE GROUPS AS SPECIFIED IN THE SERVICE CATALOGUE
ABU HAMOUR	Building No. 79, Street No. 700, Zone 56, Abu Hamour, DOHA, State of Qatar	TRANSPORT, CORE & RADIO AGGREGATION, PHYSICAL SECURITY CONTROL ROOM
AL WAAB	Building No. 63, Street No. 776, Zone 54, Al Murakh North, DOHA, State of Qatar	TRANSPORT & CORE AGGREGATION, NOC DR, CONTACT CENTER DR
HEAD QUARTER 2	Building No. 145, Street No. 310, Zone 88, Airport Road, Doha, State of Qatar	ADMINISTRATIVE DEPARTMENTS
MESAIMEER	Building No. 106, Street No. 1119, Zone 56, Mesaimeer, DOHA, State of Qatar	CORE AGGREGATION, IT DC, ISP DC, QDC5, SOC
MUKAYNIS	Building No. 2003, Street No. 340, Zone 83, Al Kreana, DOHA, State of Qatar	TV HEAD END, EARTH STATION, QDC-5 DR
WADI AL SAIL	Building No. 106, Street No. 1119, Zone 56, Mesaimeer, DOHA, State of Qatar	NOC, IT DC, ISP DC, QDC 1-2-3

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