



CERTIFICATE

Bureau Veritas Certification Holding SAS - UK Branch certifies that the Management System of

OOREDOO Q.P.S.C

Head Office: Building No. 14, Street No. 801, Zone 61, Diplomatic Zone,
P.O. Box: 217, Doha, State of Qatar

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 Q.P.S.C., QATAR COVERS PRODUCTS AND SERVICES DELIVERED TO CONSUMER AND BUSINESS SEGMENTS ACROSS QATAR, INCLUDING BESPOKE SOLUTIONS DERIVED FROM SERVICES.

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

Certificate number:
QA004351

Original certification date:
21-09-2020

Last certification cycle expiry date:
20-09-2026

Recertification audit date:
24-06-2026

Current cycle start date:
09-10-2026

Expiry date:
20-09-2029

(Subject to the continued satisfactory operation of the organisation's Management System)

Version: 1

Issue Date:
09-10-2026

Signed on behalf of BVCH SAS UK
Branch



Accredited entity: Bureau Veritas Certification Holding SAS - UK Branch 5th Floor, 100 Lower Thames Street, London, EC3 6DL, 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: +974 40329729



CERTIFICATE

OOREDOO Q.P.S.C

ISO/IEC 20000-1:2018

Scope of Certification:

Site Name	Site Address	Site Scope
HEAD OFFICE OOREDOO Q.P.S.C STATE OF QATAR (HQ1) WEST BAY	Head Office: Building No. 14, Street No. 801, Zone 61, Diplomatic Zone, P.O. Box: 217, 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.
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.
MESAIMEER	Building No. 106, Street No. 1119, Zone 56, Mesaimeer, Doha, State of Qatar	OPERATION AND MAINTENANCE OF CORE AGGREGATION, IT DC, ISP DC, AND TECHNOLOGY EQUIPMENT WITHIN THE DATA CENTRE BUILDING (QDC5).
MUKAYNIS	Building No. 2003, Street No. 340, Zone 83, Al Kreana, Doha, State of Qatar	TV HEAD END, EARTH STATION, QDC-5 DR.
OOREDOO Q.P.S.C STATE OF QATAR - HQ2 OLD AIRPORT ROAD	Building No. 145, Street No. 310, Zone 48, Airport Road, Doha, State of Qatar	a) PROVISION OF BRANDING, SALES, MARKETING STRATEGY, AND PLANNING SERVICES FOR OOREDOO PRODUCTS, MANAGEMENT OF SALES THROUGH DIRECT/INDIRECT CHANNELS b) MANAGEMENT OF RADIO NETWORK, CORE NETWORK, FIXED ACCESS AND TRANSPORT NETWORK c) PLANNING AND DEVELOPMENT OF NEW AND EXISTING SERVICES d) DESIGN AND ROLL OUT OF TECHNOLOGY ACTIVITIES, MANAGING, MONITORING AND CONTROLLING OF INTERNATIONAL SWITCHING, FIBER OPTICAL CABLES AND THEIR INFRASTRUCTURE

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OOREDOO Q.P.S.C

ISO/IEC 20000-1:2018

Scope of Certification:

Site Name	Site Address	Site Scope
WADI AL SAIL	Building No 2, Street No. 825, Zone No. 20, Wadi Al Sail, Doha, State of Qatar	QATAR DATA CENTER 1, 2 & 3, SERVICE OPERATION CENTER, IT DATA CENTER, ISP DATA CENTER, PC SUPPORT AND IT HELP DESK FUNCTIONS.

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CER CERTIF ALL TPL 002 Rev 4.5

C2.2 Contractual

