

## CORPORATE CERTIFICATE

This is to certify that the Quality Management Systems of:

**BT Group plc and wholly-owned subsidiaries  
including separately traded companies,  
as detailed in the attached schedule**

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:

**"A range of Communications Solutions  
and Services Worldwide"**

This certificate is valid only in association with the certificate schedule bearing the same number on which the individual certificates that are the basis of this approval are listed.

Approval  
Certificate No: LRQ 0940000

Original Approval: 1 July 1994

Current Certificate: 1 April 2011

Certificate Expiry: 31 March 2014



Issued by: Lloyd's Register Quality Assurance Limited



001

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



BT Group plc	Corporate Certificate Schedule	0940000
British Telecommunications plc		
BT Group	Group Engineering Services	0952597
BT Retail		0963976
	BT Retail Conferencing	0963976/B
	BT Retail Directories including Customerstreet	0963976/C
	BT Redcare & BT Payphones	0963976/E
	BT Retail HR	0963976/F
	BT Retail Consumer	0963976/H
	BT Retail Customer Service	0963976/I
	BT Retail Strategy, Product Portfolio, Legal and Regulatory Services	0963976/J
	BT Retail Business, Including BT Engage IT	0963976/K
	BT Retail Finance and Business Management	0963976/M
	BT Retail Expedite Including BT Fresca	0963976/N
	Plusnet plc	0963976/O
BT Retail Local Business		4001950
BT Ireland		0964636
BT Group Functions and BT Wholesale		0951780
BT Global Services	BT Global Services	4000424
	DFTS	4001939
BT Innovate & Design		0928396
BT Operate		4004537
BT Group	BT Procurement and Supply Chain	0956183
	BT Fleet	4000471
BT iNET		4004749
Openreach		4001519

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