



C E R T I F I C A T E

DQS GmbH

hereby certifies that the company

Bosch Communication Center Magdeburg GmbH

Lübecker Straße 13/14
39124 Magdeburg
Germany

for the scope

Development, sales and implementation of callcenter solutions
as well as operation of emergency control centers including related services

has implemented and maintains a

Quality Management System.

An audit, documented in a report, has verified that this
quality management system fulfills the requirements
of the following standard:

DIN EN ISO 9001 : 2000

December 2000 edition

This certificate is valid until	2005-09-11
Certificate Registration No.:	066510 QM
Excerpt from Certificate Registration No.	005279 QM
Frankfurt am Main, Berlin	2002-09-12

Dr.-Ing. K. Petrick

MANAGING DIRECTORS

Dipl.-Ing. S. Heinloth