



THE INTERNATIONAL CERTIFICATION NETWORK
CERTIFICATE

IQNet and
AENOR
hereby certify that the organization

TELEFÓNICA DE ESPAÑA, S.A.U.

RO DE LA COMUNICACIÓN, S/N DISTRITO T- SUR 2
PLANTA 3.
28050 - MADRID

ALCALÁ DATA CENTER:
AVENIDA.COM, 23 TECNOALCALA. PARQUE CIENTIFICO
TECNOLÓGICO
28805 - ALCALÁ DE HENARES
(MADRID)

CENTRAL DE PAVONES:
CL HACIENDA DE
PAVONES, 340
28030 - MADRID

for the following field of activities

IT services management system that supports business processes used in the development, delivery, maintenance and improvement of
MDM (Mobile Device Management) service, according to the available services catalog.

has implemented and maintains a

Information Technology Service Management System

which fulfills the requirements of the following standard

ISO/IEC 20000-1:2011

First issued on: 2016-02-08

Validity date: 2019-02-08

Registration Number: ES-STI-0003/2016



*Michael Drechsel
President of IQNet*

AENOR Asociación Española de
Normalización y Certificación

*Avelino BRITO
Chief Executive Officer*

AENOR

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- Quality Austria Austria RR Russia SII Israel SIQ Slovenia SIRIM QAS International Malaysia
- SQS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia
- IQNet is represented in the USA by: AFNOR Certification, CISQ, DQS Holding GmbH and NSAI Inc.

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