



THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

AENOR has issued an IQNet recognized certificate that the organization:

TELEFÓNICA DE ESPAÑA, S.A.U.

OFICINAS CENTRALES:

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

SEE ADDRESSES SPECIFIED IN ANNEX

has implemented and maintains a

Quality Management System

for the following scope:

SPECIFIED IN ANNEX TO THE CERTIFICATE

which fulfills the requirements of the following standard

ISO 9001:2015

First issued on: 1999-08-01

Last issued: 2018-09-09

Validity date: 2021-09-09

This attestation is directly linked to the IQNet Partner's original certificate and shall not be used as a stand-alone document

Registration Number: ES-0281/1996



*Alex Stoichitoiu
President of IQNet*

*Rafael GARCÍA MEIRO
Chief Executive Officer*

AENOR

IQNet Partners*:

AENOR Spain AFNOR Certification France APCER Portugal CCC Cyprus CISQ Italy
CQC China CQM China CQS Czech Republic Cro Cert Croatia DQS Holding GmbH Germany FCAV Brazil
FONDONORMA Venezuela ICONTEC Colombia Inspecta Sertifiointi Oy Finland INTECO Costa Rica
IRAM Argentina JQA Japan KFQ Korea MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland
NYCE-SIGE México PCBC Poland 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.

* The list of IQNet partners is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com



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Annex to IQNet Certificate Number ES-0281/1996
TELEFÓNICA DE ESPAÑA, S.A.U.

Activities within the scope of IQNet Certificate TELEFÓNICA DE ESPAÑA, S.A.U. Number ES-0281/1996 include the following:

The management and operation in Spain of telecommunication services, including the design, development, marketing, distribution, commercialization and selling, installation, maintenance, billing, collecting charge, managing reclamations and servicing of products, systems and services directly or indirectly used in telecommunications for corporate, institutional, professional, residential customers and network operators. The planning, design, construction, integral logistics, establishment, conservation, improvement, interconnection, administration, exploitation and operation of the telecommunication networks and infrastructures. The design, development, commercialization and selling of multimedia products and services. The management and training of human resources, likewise the contracting of goods and services, financial and accounting management, subsidiary companies coordination, supply of information technology services, strategic planning, communication, people and goods protection, software security and fraud prevention, legal services, inspection, economic intervention, audits and monitoring of the company's activity.

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DIRECCIÓN TERRITORIAL CENTRO
 RO DE LA COMUNICACIÓN, S/N
 28050 - MADRID

DIRECCIÓN TERRITORIAL MEDITERRÁNEO:
 TORRE TELEFÓNICA-DIAGONAL 00 PLAZA ERNEST LLUCH MARTÍN, 5.
 08820 - BARCELONA

DIRECCIÓN TERRITORIAL SUR: SEVILLA-
 CL JIMÉNEZ ARANDA, 15, 17
 41018 - SEVILLA

DIRECCIÓN TERRITORIAL NORTE:
 BILBAO-BUENOS AIRES CL BUENOS AIRES, 10
 48001 - BILBAO
 (BIZKAIA)

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