



THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

AENOR has issued an IQNet recognized certificate that the organization:

TELEFÓNICA DE ESPAÑA, S.A.U.

**RO DE LA COMUNICACIÓN,
S/N DISTRITO T.
28050 - MADRID**

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

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

has implemented and maintains a

Information Technology Service Management System

for the following scope:

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.

which fulfills the requirements of the following standard

ISO/IEC 20000-1:2011

First issued on: 2016-02-08 Last issued: 2019-02-08 Validity date: 2022-02-08

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-STI-0003/2016



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