



# CERTIFICATE

Number

STI-0018/13

**LGAI Technological Center, S.A.**

certifies that the Information Technology Service Management System of the organization:

## **TELEFONICA INTERNATIONAL WHOLESALE SERVICES, S.L.**

TELEFONICA INTERNATIONAL WHOLESALE SERVICES, S.L.  
Ronda de la Comunicación, s/n - Edificio Oeste, 1 - Planta 2  
28050, Madrid (Madrid)

For the following activities of:

IT Services from Multinational Customers Business Support on the service management platforms, provided by B2B Customer Operations to Telefónica Group companies and internal business units from its headquarters in Madrid, located in Distrito Telefónica.

**is in accordance with the requirements of the standard  
ISO/IEC 20000-1:2011**

INITIAL CERTIFICATION DATE: 12/07/2013  
EFFECTIVE FROM: 13/07/2016  
THIS CERTIFICATE IS VALID UNTIL: 12/07/2019

General Director  
B.U. Systems Certification

Juan Sendín Caballero

Technical Director  
B.U. Systems Certification

Cristina Bachiller Martínez

This certificate will be regarded as valid provided that all the contract conditions for which it is part of were be fulfilled  
LGAI Technological Center, S.A. Campus U.A.B., s/n, 08193 Bellaterra, Barcelona