



NOS COMUNICAÇÕES, S.A.

EDIFÍCIO EXPO - AV. D. JOÃO II - Nº 48, 1990-021, LISBOA
PORTUGAL

This is a multi-site certificate; additional site(s) are listed on the next page(s)

Bureau Veritas Certification Holding SAS certify that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

Standard

ISO/ IEC 20000-1:2011

Scope of certification

THE SERVICE MANAGEMENT SYSTEM SUPPORTING THE TELECOMMUNICATIONS AND ICT SERVICES PROVIDED TO CORPORATE CUSTOMERS, ACCORDING TO THE SERVICE CATALOG FROM LISBON AND OPORTO OPERATIONAL CENTERS.

Original Cycle start date : **28-Jan-2016**

Expiry date of previous cycle : **27-Jan-2019**

Certification / Recertification Audit date : **7-Dec-2018**

Certification / Recertification cycle start date : **28-Jan-2019**

Subject to the continued satisfactory operation of the organisation's Management System, this certificate expires on : **27-Jan-2022**

Certificate No. IND.19.6537

Version :1 Revision date: **24-Jan-2019**

Certification Authority



Certification body address: 67771 Boulevard de Château, 92200 Neuilly-sur-Seine, France
Local office: Bureau Veritas Certification Rua Laura Ayres, N.º 3 1600-510 Lisboa

Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organisation.
To check this certificate validity please call: +351 217100970



BUREAU VERITAS
Certification



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<u>Site Name/Location</u>	<u>Site Addition Date</u>	<u>Site Address</u>	<u>Site Scope</u>
NOS, COMUNICAÇÕES, S.A. EDIFÍCIO NORTE SHOPPING	28-Jan-2016	RUA HENRIQUE POUSÃO, 432 SENHORA DA HORA 4460-191 PORTO- PORTUGAL	THE SERVICE MANAGEMENT SYSTEM SUPPORTING THE TELECOMMUNICATIONS AND ICT SERVICES PROVIDED TO CORPORATE CUSTOMERS, ACCORDING TO THE SERVICE CATALOG FROM LISBON AND OPORTO OPERATIONAL CENTERS.

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