

CERTIFICATE

Management system as per
ISO/IEC 20000-1:2005

In accordance with TÜV NORD CERT procedures, it is hereby certified that



Telefónica O2 Business Solutions, spol. s r.o.
Kodaňská 1392/97
101 00 Praha 10
Czech Republic

applies a management system in line with the above standard for the following scope

The IT Service Management System supports the provision of ICT, managed ICT services and comprehensive business ICT solutions including design, projecting, development and delivery of system integration services including outsourcing, operation and administration of data centres and hosting centres within the technical and organizational structures of Telefónica O2 Business Solutions, spol. s r.o. for both internal and external customers of Telefónica O2 Czech Republic, a.s. worldwide.

Certificate Registration No. 04 736 990680-001
Audit Report No. 3506 7857

Valid until 2013-09-28
Initial certification 2008


Certification Body
at TÜV NORD CERT GmbH

Essen, 2010-09-29

This certification was conducted in accordance with the TÜV NORD CERT auditing and certification procedures and is subject to regular surveillance audits. This certificate is valid in conjunction with the main certificate.

TÜV NORD CERT GmbH

Langemarckstrasse 20

45141 Essen

www.tuev-nord-cert.com

