# DNV BUSINESS ASSURANCE
# MANAGEMENT SYSTEM CERTIFICATE

Certificate No. 153958-2014-AQ-ITA-UKAS

*This is to certify that*

# TELECOM ITALIA SPA

Viale Parco de´ Medici 61 Roma 00148b Italy

*has been found to conform to the IT ServiceManagement System Standard:*

## ISO/IEC 20000-1:2011

*This Certificate is valid for the following:*

**The IT Service Management System of Telecom Italia that supports the provision of Hosting services from its own Data Centre**

*Initial Certification date:*
29 April 2014

*This Certificate is valid until:*
29 April 2017

*The audit has been performed under the supervision of:*

Valentina Thomai
*Lead Auditor*



*Place and date:*
London, 30 April 2014

*for the Accredited Unit:*
DNV CERTIFICATION LIMITED,
UNITED KINGDOM

A.E. van der Kruk-Visser
*Management Representative*

Lack of fulfilment of conditions as set out in the Certification Agreement may render this Certificate invalid.