

NÚMERO 2014/SGI.0011

Number

O Sistema de Gestão de Serviços de Tecnologias de Informação da

The Information Technology Service Management System of

AR TELECOM – ACESSOS E REDES DE TELECOMUNICAÇÕES, S.A.

Doca de Alcântara Norte - Edifício Diogo Cão

1350-352 LISBOA

PORTUGAL

implementado na gestão de serviços de tecnologias de informação prestados pela Ar Telecom aos seus clientes internos e externos, a partir do seu centro de dados de Lisboa, abrangendo: os serviços de Virtual Data Centre e os serviços de *Housing*, de acordo com os catálogos de serviços em vigor (M GP0101 Manual de Produto Virtual Datacenter – versão 1.1 de 25/3/2022 e M GP0201 Manual de Produto *Housing* – versão 1 de 8/2/2022), cumpre os requisitos da norma *implemented in the management of information technology services provided by Ar Telecom to its internal and external customers, from its Lisbon data center, covering: virtual data center services and Housing services, according to the services catalogues in force (M GP0101 Manual de Produto Virtual Datacenter – version 1.1 of 25/3/2022 and M GP0201 Manual de Produto Housing – version 1 of 8/2/2022), meets the requirements of the standard*

NP ISO/IEC 20000-1:2018



José Leitão
CEO

Emitido em 2022-05-18
Date of issue
Válido até 2023-05-11
Valid until



THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

APCER has issued an IQNet recognized certificate that
the organization

AR TELECOM – ACESSOS E REDES DE TELECOMUNICAÇÕES S.A.

Doca de Alcântara Norte - Edifício Diogo Cão
1350-352 LISBOA - PORTUGAL

has implemented and maintains an

Information technology - Service management

for the following scope:

Management of information technology services provided by Ar Telecom to its internal and external customers, from its Lisbon data center, covering: virtual data center services and Housing services, according to the services catalogues in force (M GP0101 Manual de Produto Virtual Datacenter – version 1.1 of 25/3/2022 and M GP0201 Manual de Produto Housing – version 1 of 8/2/2022)

which fulfils the requirements of the following standard

ISO/IEC 20000-1:2018

Issued on: 2022-05-18

Expires on: 2023-05-11

This attestation is directly linked to the IQNet Partner's original certificate and shall not be used as a stand-alone document

Registration Number: PT- 2014/SGI.0011

Alex Stoichitoiu
President of IQNet

José Leitão
APCER CEO



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