

# MANAGEMENT SYSTEM CERTIFICATE

Certificate no.:  
C637193

Initial certification date:  
10 August 2007

Valid:  
11 August 2022 – 10 August 2025

This is to certify that the management system of  
**ALMAVIVA S.p.A.**  
Via Di Casal Boccone 188-190 - 00137 Rome (RM) - Italy  
and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the IT Service Management System Standard:  
**ISO/IEC 20000-1:2018**

This certificate is valid for the following scope:

**The IT service management system supporting the provision of support services for IT infrastructure, networking, management of applications and Call Centre Service Desk, in accordance with the service catalogue.**

Place and date:  
London, 22 September 2023

For the issuing office:  
**DNV - Business Assurance**  
4th Floor, Vivo Building, 30 Stamford Street,  
London, SE1 9LQ, United Kingdom



**MS N°0181**

Membro degli Accordi di Mutuo Riconoscimento EA, IAF e ILAC. Signatory of EA, IAF and ILAC Mutual Recognition Agreements

**Erie Koek**  
Management Representative



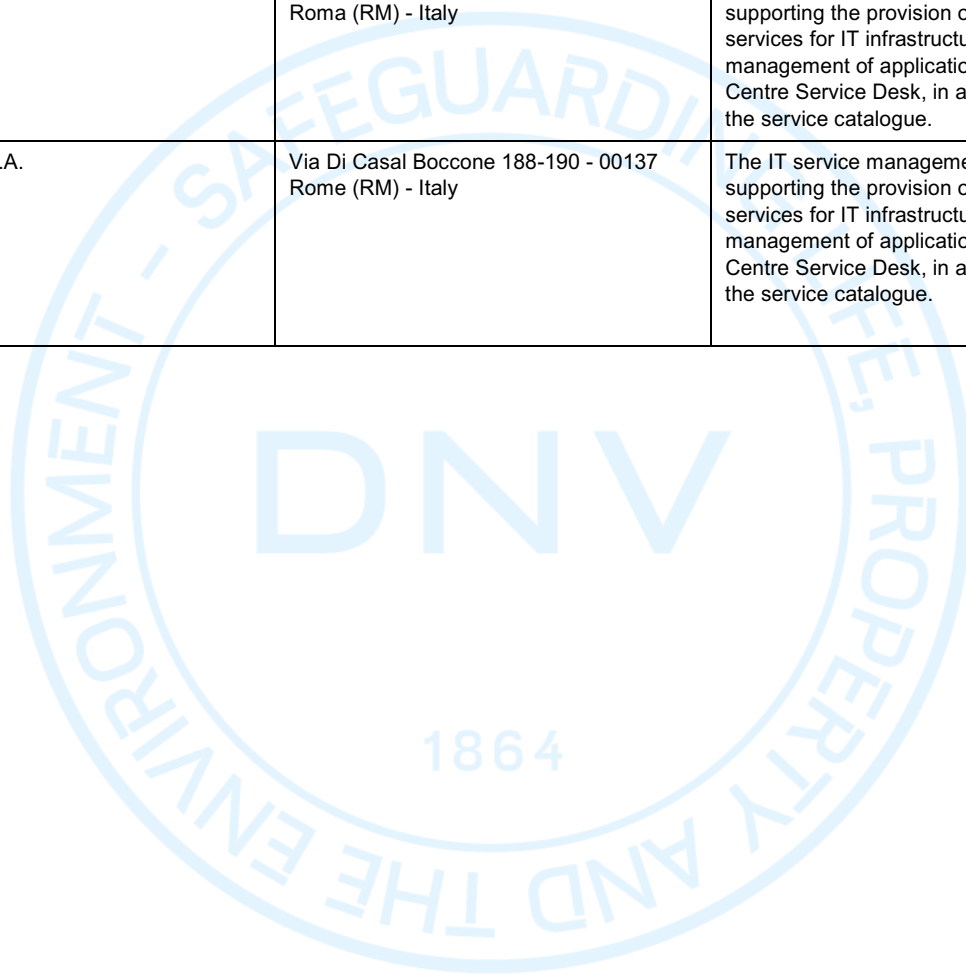
Certificate no.: C637193  
Place and date: London, 22 September 2023

## Appendix to Certificate

### ALMAVIVA S.p.A.

Locations included in the certification are as follows:

Site Name	Site Address	Site Scope
ALMAVIVA S.p.A.	Via dello Scalo Prenestino, 15 - 00159 Roma (RM) - Italy	The IT service management system supporting the provision of support services for IT infrastructure, networking, management of applications and Call Centre Service Desk, in accordance with the service catalogue.
ALMAVIVA S.p.A.	Via Di Casal Boccone 188-190 - 00137 Rome (RM) - Italy	The IT service management system supporting the provision of support services for IT infrastructure, networking, management of applications and Call Centre Service Desk, in accordance with the service catalogue.



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

ACCREDITED UNIT: DNV Business Assurance UK Limited, 4th Floor, Vivo Building, 30 Stamford Street, London, SE1 9LQ, United Kingdom - TEL: +44(0) 203 816 4000.  
[www.dnv.com/assurance](http://www.dnv.com/assurance)