



CISQ is a member of



The International Certification Network
www.iqnet-certification.com

CERTIFICADO N° CERTIFICATE No. ITSMS-86/19

SE CERTIFICA QUE EL SISTEMA DE GESTIÓN DEL SERVICIO DE TECNOLOGÍA DE LA INFORMACIÓN OPERADO POR
IT IS HEREBY CERTIFIED THAT THE INFORMATION TECHNOLOGY SERVICE MANAGEMENT SYSTEM OPERATED BY

UNITEL SISTEMAS DE COMUNICACIONES CASTILLA LA MANCHA, S.L.

CALLE RIO JARAMA, NUM. 98 45007 Toledo ESPAÑA

EN LAS SIGUIENTES UNIDADES OPERATIVAS / IN THE FOLLOWING OPERATIONAL UNITS

CALLE RIO JARAMA, NUM. 98 45007 Toledo ESPAÑA

CUMPLE CON LA NORMA / IS IN COMPLIANCE WITH THE STANDARD

ISO/IEC 20000-1:2018

PARA EL SIGUIENTE CAMPO DE ACTIVIDADES / FOR THE FOLLOWING FIELD(S) OF ACTIVITIES

LOS SERVICIOS GESTIONADOS DE MANTENIMIENTO, ALOJAMIENTO Y HOSTING DE SISTEMAS DE INFORMACIÓN, DESARROLLO WEB Y LOS DE ATENCIÓN TELEFÓNICA Y SOPORTE A USUARIOS CONFORME AL CATÁLOGO DE SERVICIOS VIGENTE.

IAF:33

MAINTENANCE SERVICES MANAGEMENT, HOSTING OF INFORMATION SYSTEMS, WEB DEVELOPMENT AND CALL AND USER SUPPORT SERVICES UNDER THE CURRENT CATALOG.

La validez de este certificado depende de las auditorías semestrales / anuales y revisión completa cada tres años del Sistema de Gestión
The validity of this certificate is dependent on an annual audit and on a complete review, every three years, of the management system.

El uso y la validez de este certificado están sujetos al cumplimiento de las Normas RINA para la certificación de los Sistemas de Gestión de Servicios de Tecnología de la Información.
The use and validity of this certificate are subject to compliance with the RINA Rules for the certification of Information Technology Service Management Systems.

Primera emisión First Issue	28.02.2019
Fecha de vencimiento Expiry Date	27.02.2028
Fecha de revisión Revision date	03.04.2025
Fecha de renovación de la decisión Renewal decision date	03.04.2025

CRISTINA GONZÁLEZ GONZÁLEZ

Spain Non - Food Certification Manager

Fecha de vencimiento del ciclo previo de certificación el 27/02/2025 y auditoría de renovación finalizada el 14/02/2025
Previous certification cycle expiry date 27/02/2025 and renewal audit ended on 14/02/2025

RINA Services S.p.A.
Via Corsica 12 - 16128 Genova Italy



ITX N° 002 L

Signatory of EA, IAF and ILAC
Mutual Recognition Agreements



www.cisq.com

Certificate

CISQ / RINA has issued an IQNET recognized certificate that the organization:

UNITEL SISTEMAS DE COMUNICACIONES CASTILLA LA MANCHA, S.L.

CALLE RIO JARAMA, NUM. 98 45007 Toledo ESPAÑA

has implemented and maintains a/an

Information Technology Service Management System

for the following scope:

**MAINTENANCE SERVICES MANAGEMENT, HOSTING OF INFORMATION SYSTEMS, WEB DEVELOPMENT AND CALL AND USER SUPPORT
SERVICES UNDER THE CURRENT CATALOG.**

which fulfills the requirements of the following standard:

ISO/IEC 20000-1:2018

Issued on: **2025-04-03**

First Issued on: **2019-02-28**

Expires on: **2028-02-27**

All details about any legal entities, operative units and related activities included in this certificate are contained in CISQ/RINA original certificate no.: **ITSMS-86/19**

Registration Number: **IT-122029**


Alex Stoichitoiu
President of IQNET


Mario Romersi
President of CISQ



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

IQNET Members*:

AENOR Spain **AFNOR Certification** France **APCER** Portugal **CCC** Cyprus **CISQ** Italy **CQC** China **CQM** China **CQS** Czech Republic
Cro Cert Croatia **DQS Holding GmbH** Germany **EAGLE Certification Group** USA **FCAV** Brazil **FONDONORMA** Venezuela **ICONTEC**
Colombia **ICS** Bosnia and Herzegovina **INTECO** Costa Rica **IRAM** Argentina **JQA** Japan **KFQ** Korea **LSQA** Uruguay **MIRTEC** Greece
MSZT Hungary **Nemko AS** Norway **NSAI** Ireland **NYCE-SIGE** México **PCBC** Poland **Quality Austria** Austria **SII** Israel **SIQ** Slovenia
SIRIM QAS International Malaysia **SQS** Switzerland **SRAC** Romania **TSE** Türkiye **YUQS** Serbia

* The list of IQNET Members is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com