



THE INTERNATIONAL CERTIFICATION NETWORK

# CERTIFICATE

IQNet and  
AENOR  
hereby certify that the organization

**ZUGAZTEL, S.A.**

CL ISLAS CANARIAS, 21 3º PLANTA.  
48015 - BILBAO  
(VIZCAYA)

for the following field of activities

Design and development of the telephone infrastructures for citizen's advice .  
Registration, recording and digitalization of documents.  
Remote citizen's advice, via phone and telematic systems.

has implemented and maintains a

**Quality Management System**

which fulfills the requirements of the following standard

**ISO 9001:2008**

First issued on: 2011-11-18

Last issued: 2014-11-18

Validity date: 2017-11-18

*Registration Number:* **ES-1141/2011**



*Michael Drechsel*  
President of IQNet

AENOR

Asociación Española de Normalización y Certificación

**AENOR**

*Avelino BRITO*  
Chief Executive Officer

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