



T-Systems- ZERO OUTAGE CERTIFIED

At T-Systems, we place highest priority on the quality of services rendered to our customers. Through our Zero Outage culture, we systematically analyse and address any possible source of problems, thereby significantly enhances quality and customer satisfaction.

We confirm that

ITENOS GmbH
Lievalingsweg 125
53119 Bonn

has successfully attended and passed
Zero Outage annual re-certification.

By passing this certification, you have successfully attended quality reviews and fire-drills, and signed an Agreement on the Programme Participation, committing to our Zero Outage initiative.

This certificate is valid for one year starting on:
and ending on:

April 6, 2018 (January 1, 2018)
March 31, 2019

Continuous success relies on working together to ensure that any critical and major incidents are handled in the same professional way demonstrated in the program to-date. Critical incidents must be handled as per the incident management process agreed and followed up with an appropriate problem management.

We look forward to your support in making this joint Zero Outage Program a success.

Sincerely,

Achim Rütz
Head of Supplier Management & Service Assurance

