



DET NORSKE VERITAS

MANAGEMENT SYSTEM CERTIFICATE

Certificate No. 87151-2010-AQ-BRA-RvA

This is to certify that

POWER SERVIÇOS DE COMUNICAÇÃO S/A

Address

Rua General Tertuliano Potiguara, 1.109 – Aldeota – Fortaleza, CE, Brazil

has been found to conform to the Management System Standard:

ISO 9001:2008

This Certificate is valid for the following product or service ranges:

**PRESTAÇÃO DE SERVIÇO DE TELEMARKETING ATIVO (VENDAS),
TELEATENDIMENTO (SAC) E RECUPERAÇÃO DE CRÉDITO (COBRANÇA).**

**SERVICES OF ACTIVE TELEMARKETING (SALES),
CALL CENTER (CAS) AND CREDIT RECOVERY (COLLECTION).**

Initial Certification Date:
11.11.2010

Place and Date:
São Paulo, 11.11.2010

This Certificate is Valid Until:
11.11.2013

for the Accredited Unit:
DET NORSKE VERITAS CERTIFICATION B.V.,
THE NETHERLANDS

*The audit has been performed under the
supervision of:*

Lenine Leite Belo de Souza
Lead Auditor



Julio Raul Martinoli
Operations Manager

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