



Türkiye

CERTIFICATE

Management Service Unit
of TÜV SÜD Turkey

certifies that

TT MOBİL İLETİŞİM HİZMETLERİ A.Ş.

**GAYRETTEPE MAH. VEFABAYIRI SOKAK
TÜRK TELEKOM GENEL MÜDÜRLÜĞÜ NO:2
BEŞİKTAŞ/İSTANBUL**

including the
sites & scopes see enclosure

has established and applies a
Customer Complaints Management System.

An audit was performed, Report No: **712924876**

Proof has been furnished that the requirements
according to

ISO 10002:2018

are fulfilled.

Certificate Registration No.: **23 2 712924876**

Initial Issue Date: **13.07.2020**

Issue Date: **26.07.2023**

Certificate Validity Date: **12.07.2024**

Revision Date / Rev. No: - / -



[Handwritten Signature]

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Further Info.: +90 212 347 98 10

Document No: FC-138 Rev No / Date: 01 / 24.01.2023

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Ayazağa Mahallesi, Mimar Sinan Sokak, No:21 Kat:1, Seba Ofis Bulvar, B Blok, 34396 • Sarıyer / İstanbul / Türkiye

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**Enclosure of Certificate Registration No:
23 2 712924876**

Site	Scope of Application
TT MOBİL İLETİŞİM HİZMETLERİ A.Ş. Gayrettepe Mah. Vefabayırı Sokak Türk Telekom Genel Müdürlüğü No:2 Beşiktaş/ İstanbul	Fixed, mobile, internet and infrastructure telecommunication products and services, sales, marketing and after-sales services, design and development activities
TT MOBİL İLETİŞİM HİZMETLERİ A.Ş. ADANA BÖLGE MÜDÜRLÜĞÜ Kurtuluş Mah. Atatürk Caddesi 64019 Sk. No:1 Seyhan/Adana	Fixed, mobile, internet and infrastructure telecommunication products and services, sales, marketing and after-sales services, design and development activities
TT MOBİL İLETİŞİM HİZMETLERİ A.Ş. ANKARA BÖLGE MÜDÜRLÜĞÜ Hacıbayram Mahallesi Anafartalar Caddesi Zafer Sokak No:1-3-4 Altındağ/Ankara	Fixed, mobile, internet and infrastructure telecommunication products and services, sales, marketing and after-sales services, design and development activities
TT MOBİL İLETİŞİM HİZMETLERİ A.Ş. ANTALYA BÖLGE MÜDÜRLÜĞÜ Deniz Mah. Güllük Cad. No:7 Muratpaşa/Antalya	Fixed, mobile, internet and infrastructure telecommunication products and services, sales, marketing and after-sales services, design and development activities
TT MOBİL İLETİŞİM HİZMETLERİ A.Ş. BURSA BÖLGE MÜDÜRLÜĞÜ Santral Garaj Mah. İstanbul Caddesi No:9/1 Osmangazi/Bursa	Fixed, mobile, internet and infrastructure telecommunication products and services, sales, marketing and after-sales services, design and development activities

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Site	Scope of Application
TT MOBİL İLETİŞİM HİZMETLERİ A.Ş. DİYARBAKIR BÖLGE MÜDÜRLÜĞÜ İskender Paşa Mah. İnönü Cad. No:65 Sur/Diyarbakır	Fixed, mobile, internet and infrastructure telecommunication products and services, sales, marketing and after-sales services, design and development activities
TT MOBİL İLETİŞİM HİZMETLERİ A.Ş. ERZURUM BÖLGE MÜDÜRLÜĞÜ Müftü Solakzade Mah. Zübeyde Hanım Cad. No:6 Palandöken/Erzurum	Fixed, mobile, internet and infrastructure telecommunication products and services, sales, marketing and after-sales services, design and development activities
TT MOBİL İLETİŞİM HİZMETLERİ A.Ş. İSTANBUL BÖLGE MÜDÜRLÜĞÜ Acıbadem Mah.Acıbadem Cad. No:150 Beşiktaş/İstanbul	Fixed, mobile, internet and infrastructure telecommunication products and services, sales, marketing and after-sales services, design and development activities
TT MOBİL İLETİŞİM HİZMETLERİ A.Ş. İZMİR BÖLGE MÜDÜRLÜĞÜ Akdeniz Mah. Cumhuriyet Bulvarı No:117 Konak/İzmir	Fixed, mobile, internet and infrastructure telecommunication products and services, sales, marketing and after-sales services, design and development activities
TT MOBİL İLETİŞİM HİZMETLERİ A.Ş. KAYSERİ BÖLGE MÜDÜRLÜĞÜ Hunat Mah. Postalar Geçidi Sok. No:3-4-5-7 Melikgazi/Kayseri	Fixed, mobile, internet and infrastructure telecommunication products and services, sales, marketing and after-sales services, design and development activities

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TT MOBİL İLETİŞİM HİZMETLERİ A.Ş. SAMSUN BÖLGE MÜDÜRLÜĞÜ Bahçelievler Mah. Naci Şensoy Sk. No:8 İlkadım/Samsun	Fixed, mobile, internet and infrastructure telecommunication products and services, sales, marketing and after-sales services, design and development activities
TT MOBİL İLETİŞİM HİZMETLERİ A.Ş. TRABZON BÖLGE MÜDÜRLÜĞÜ İnönü Mah. Mimoza Sk. No:2 Ortahisar/Trabzon	Fixed, mobile, internet and infrastructure telecommunication products and services, sales, marketing and after-sales services, design and development activities

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