CERTIFICATE

**Management Service Unit
of TÜV SÜD Turkey**

certifies that

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

has established and applies
a Customer Complaints Management System for

**Fixed, mobile, internet and infrastructure telecommunication
products and services, sales, marketing and after-sales
services, design and development activities**

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

Proof has been furnished that the
requirements according to

ISO 10002:2018
are fulfilled.

Certificate Registration No.: **24 2 712924876**

Initial Issue Date: **13.07.2020**
Issue Date: **17.09.2024**
Certificate Validity Date: **12.07.2025**
Revision date / Rev. No: - / -

TÜV SÜD Turkey
Management Service Unit

24-SER- 04861