



CERTIFICATE

Management Service Unit
of TÜV SÜD Türkiye

certifies that

TT MOBİL İLETİŞİM HİZMETLERİ A.Ş.
GAYRETTEPE MAH. VEFABAYIRI SOKAK TÜRK TELEKOM GENEL
MÜDÜRLÜĞÜ NO: 2 BEŞİKTAŞ İSTANBUL / TÜRKİYE

including the
sites and scopes see enclosure

has established and applies
a Customer Complaints Management System.

An audit was performed,
Report No: **712928298**
Proof has been furnished that the
requirements according to

ISO 10002:2018

are fulfilled. This is an associated certificate issued under the multi-site
certification program of **TÜRK TELEKOMÜNİKASYON A.Ş.** (Certificate No. **26 2**
712928298). It is valid only in conjunction with the legal entity and location(s)
specified on this certificate and its annex.

Certificate Registration No.: **26 2 712928298/02**

Initial Issue Date: **13.07.2020**
Issue Date: **11.07.2026**
Certificate Validity Date: **12.07.2027**
Revision date / Rev. No: - / -

KİTİA

TÜV SÜD Türkiye
Management Service Unit



Page 1 / 4

Further Info : +90 212 347 98 10

Document No: FC-138 Rev No / Date: 03 / 21.10.2025

26-SER-02592

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

TÜV®



**Enclosure of Certificate Registration No:
26 2 712928298/02**

Site	Scope of Application
TT MOBİL İLETİŞİM HİZMETLERİ A.Ş. (MERKEZ) GAYRETTEPE MAH. VEFABAYIRI SOKAK TÜRK TELEKOM GENEL MÜDÜRLÜĞÜ NO: 2 BEŞİKTAŞ İSTANBUL / TÜRKİYE	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) KURTULUS MAH. ATATÜRK CADDESİ 64019 SK. NO: 1 SEYHAN ADANA / TÜRKİYE	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) HACIBAYRAM MAH. ANAFARTALAR CAD. ZAFER SOKAK NO: 1-3-4 ALTINDAĞ ANKARA / TÜRKİYE	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) DENİZ MAH. GÜLLÜK CAD. NO: 7 MURATPAŞA ANTALYA / TÜRKİYE	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 CADDESİ NO: 9/1 OSMANGAZI BURSA / TÜRKİYE	Fixed, mobile, internet and infrastructure telecommunication products and services, sales, marketing and after-sales services, design and development activities

KİTZA

TÜV SÜD Türkiye
Management Service Unit

Page 2 / 4

Further Info : +90 212 347 98 10

Document No: FC-138 Rev No / Date: 03 / 21.10.2025

26-SER-02593

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

TÜV®

Enclosure of Certificate Registration No: 26 2 712928298/02	
Site	Scope of Application
TT MOBİL İLETİŞİM HİZMETLERİ A.Ş. (DİYARBAKIR BÖLGE MÜDÜRLÜĞÜ) İSKENDER PAŞA MAH. İNÖNÜ CAD. NO: 65 SUR DİYARBAKIR / TÜRKİYE	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 HANIM CAD. NO: 6 PALANDÖKEN ERZURUM / TÜRKİYE	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) ACIBADEM MAH. ACIBADEM CAD. NO: 150 BEŞİKTAŞ İSTANBUL / TÜRKİYE	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) AKDENİZ MAH. CUMHURİYET BULVARI NO: 117 KONAK İZMİR / TÜRKİYE	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 GEÇİDİ SOK. NO: 3-4-5-7 MELİKGAZI KAYSERİ / TÜRKİYE	Fixed, mobile, internet and infrastructure telecommunication products and services, sales, marketing and after-sales services, design and development activities

TÜV®



**Enclosure of Certificate Registration No:
26 2 712928298/02**

Site	Scope of Application
TT MOBİL İLETİŞİM HİZMETLERİ A.Ş. (SAMSUN BÖLGE MÜDÜRLÜĞÜ) BAHÇELİEVLER MAH. NACI ŞENSOY SK. NO: 8 İLKADIM SAMSUN / TÜRKİYE	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. MİMOZA SOK. NO: 2 ORTAHİSAR TRABZON / TÜRKİYE	Fixed, mobile, internet and infrastructure telecommunication products and services, sales, marketing and after-sales services, design and development activities

TÜV SÜD Türkiye
Management Service Unit

Page 4 / 4

Further Info.: +90 212 347 98 10

Document No: FC-138 Rev No / Date: 03 / 21.10.2025

26-SER-02595

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

TÜV®