

# CERTIFICATE

Complaints management process as per  
**ISO 10002 : 2018**

In accordance with the procedures of TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A.Ş., it is hereby certified that

**Netaş Telekomünikasyon A.Ş.**  
**Yenişehir Mah., Osmanlı Bulvarı Esas Aeropark B Blok No 11B, İç Kapı No:40**  
**TR-34912 Kurtköy, Pendik, Istanbul,**  
**Turkey**

operates a management system in accordance with the requirements of ISO 10002 : 2018 and will be assessed for conformity within the 3 year term of validity of the certificate.

Scope

**Technology consultancy, system and application software, network solutions design, foreign trade, custom clearance, managerial and administrative organizational activities and related processes and also, equipment and service production, sales and after sales services presentation as part of Information and Communication Technology**

Certificate Registration No 8000222

Audit Report No TR 731

Valid from 2023-10-03

Valid until 2026-10-19

Initial certification 2014

Certification Body  
at TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A.Ş.

Istanbul, 2023-10-03

The certificate remains valid until the above stated date if and only if there is an uninterrupted compliance with the requirements of the standard and certification contract



TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A. Ş.  
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