

Certificate TR16/002311

The management system of

# VODAFONE NET İLETİŞİM HİZMETLERİ A.Ş.

Vf Plaza: Büyükdere Cad. No:251, 34398, Maslak - İstanbul, Turkey

has been assessed and certified as meeting the requirements of

## ISO/IEC 20000-1:2011

For the following activities

**The scope of registration appears on page 2 of this certificate.**

Further clarifications regarding the scope of this certificate and the applicability of ISO/IEC 20000-1:2011 requirements may be obtained by consulting the organization

This certificate is valid from 09 November 2016 until 08 November 2019  
and remains valid subject to satisfactory surveillance audits  
Re certification audit due before 13 October 2019  
Issue 1. Certified since 09 November 2016

This is a multi-site certification  
Additional site details are listed on subsequent pages

Authorised by

SGS Hong Kong Limited  
17/F, The Octagon, No.6 Sha Tsui Road,  
Tsuen Wan, New Territories, Hong Kong

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# SGS



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# VODAFONE NET İLETİŞİM HİZMETLERİ A.Ş.

## ISO/IEC 20000-1:2011



Issue 1

Detailed scope

The IT service management system of VFNET supporting the provision of e-invoice and e-archive services to customers defined in the service catalogue from all VFNET locations.

Additional facilities



**Arı 3:**  
Vodafone Teknoloji Hizmetleri İTÜ Teknokent Arı 3 Binası Kat 2-3  
Koruyolu / Maslak – İstanbul, Turkey

**VF Dijital Operasyon Merkezi:**  
İdealtepe Mah. Denizciler Cad. Dik Sok. No:12-10  
Küçükyalı / Maltepe – İstanbul, Turkey

**Esenyurt:**  
Erzurum Kongre Cad. No: 6, Esenyurt – İstanbul, Turkey