

Certificate of Registration

IT SERVICE MANAGEMENT SYSTEM - ISO/IEC 20000-1:2011

This is to certify that:

Vodafone Telekomunikasyon A.S.
Vodafone Plaza Büyükdere Cd. No:251
Maslak
Istanbul
34398
Turkey

Holds Certificate No:

ITMS 645513

and operates an IT Service Management System which complies with the requirements of ISO/IEC 20000-1:2011 for the following scope:

ITSMS for provision of e-Fatura and e-Arsiv services for Vodafone Turkey mobile customers.

For and on behalf of BSI:



Frank Lee, EMEA Compliance & Risk Director

Original Registration Date: 31/03/2016

Latest Revision Date: 31/03/2016

Effective Date: 31/03/2016

Expiry Date: 30/03/2019

Page: 1 of 2



...making excellence a habit.™

Certificate No: **ITMS 645513**

Location

Registered Activities

Vodafone Telekomunikasyon A.S.
Vodafone Plaza Büyükdere Cd. No:251
Maslak
Istanbul
34398
Turkey

ITSMS for provision of e-Fatura and e-Arsiv services for Vodafone Turkey mobile customers.

Vodafone Telekomunikasyon A.S.
Kucukyali Technology Operation Center
Idealtepe Mah. Denizciler Cad. Dik Sk.
No:10-12
Kucukyali-Maltepe
Istanbul
Turkey

ITSMS for provision of e-Fatura and e-Arsiv services for Vodafone Turkey mobile customers.

Vodafone Telekomunikasyon A.S.
Izmir MSC and Data Center- Eski Betontas
Yolu No: 29
Gaziemir - Izmir
35410
Turkey

ITSMS for provision of e-Fatura and e-Arsiv services for Vodafone Turkey mobile customers.

Vodafone Telekomunikasyon A.S.
Esenyurt DC
Örnek Mahallesi , Erzurum Kongre Cad.
No:6 Esenyurt
Istanbul
34517
Turkey

ITSMS for provision of e-Fatura and e-Arsiv services for Vodafone Turkey mobile customers.

Vodafone Telekomunikasyon A.S.
ITU Ayazaga Kampusu Teknokent
Ari-3 Binası Kat:2-3
Koruyolu
Maslak/Istanbul
34467
Turkey

ITSMS for provision of e-Fatura and e-Arsiv services for Vodafone Turkey mobile customers.

Original Registration Date: 31/03/2016

Latest Revision Date: 31/03/2016

Effective Date: 31/03/2016

Expiry Date: 30/03/2019

Page: 2 of 2

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.
An electronic certificate can be authenticated [online](#).
Printed copies can be validated at www.bsi-global.com/ClientDirectory or telephone +971 (4) 3364917.

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 845 080 9000

BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.

**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 An 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**