

# Certificate

## A'ND

International Certification Registrar

**ASSISTT REHBERLIK VE MUSTERI HIZMETLERI ANONIM SIRKETI**  
KOZYATAGI MAH. KEREMBEY SK. NO: 2 /1 IC KAPI NO: 1 KADIKOY/ ISTANBUL

**A'ND certify that the system and processes of the above Organization  
have been assessed and found in accordance With the requirements  
of the Information Technology Service Management System detailed below.**

**ISO/IEC 20000-1:2018**

**Scope**

**PRESENTATION OF CALL CENTER SERVICES**

Certificate No. : B20000-1/25/2024

Date of Initial Registration : 27 December 2024

Expiry Date : 26 December 2027

**This document is valid between 27.12.2025-26.12.2026**

**Director**



Information System Services M  
ISO 18001:20000-1:11  
AB-0029-YS

TÜRKAK BDS NO  
YS-F5D8-898E

This certificate is intellectual property of A'ND and can be maintained through at least once a year surveillance, period of this certificate is totally 3 years. If you can not maintain the certification, this certificate shall be returned to A'ND. The validity status of the certificate can be checked from the Türkak Document Validation System with your QR code on the certificate. Revision Information: Because of the Revision Audit 01 the certification date is extended. Revision Date:13.01.2026

NOTE: The relevant certificate includes the places in Annex-1 and Annex-2 certificates.

