

Certificate

Management system as per
ISO/IEC 20000-1:2018

The Certification Body TÜV HELLAS (TÜV NORD) S.A. hereby confirms as a result of the audit, assessment and certification decision according to ISO/IEC 17021-1:2015, that the organization:

**TELECROFT SERVICES L.T.D.
HELLAS FOREIGN BRANCH
Head Offices: 16, Kiffisias Ave.
115 26 Athens
Branch: 73, Kassomouli Str. & 95, Ekateou Str.
117 44 Athens
Hellas**

TELECROFT
Inbound • Outbound • No Boundaries

operates a management system in accordance with the requirements of ISO/IEC 20000-1:2018 and will be assessed for conformity within the 3 year term of validity of the certificate.

Scope

- **Design and Implementation of Outbound - Inbound Calls Projects**
 - **Sales and Customer Service through Outbound - Inbound Calls**
 - **Provision of Back Office Services**
- In accordance with the Service Catalogue version 5.0, 07.05.2026**

Certificate Registration No. 043 22 0003
Audit Report No. ITSM-0029/2026

Valid from 2025-06-16
Valid until 2028-06-15
Certified since 2022



Athens, 18-06-2026

TÜV HELLAS (TÜV NORD) S.A. Certification Body

TÜV HELLAS (TÜV NORD) S.A.
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