

# Verification Certificate

This is to certify that: **Sisal Albania Sh.P.K.**  
Dritan Hoxha Street  
Pool Tower  
Tirana  
1026  
Albania

Holds Certificate Number: **CCC 799506**

In respect of:

**Customer contact center (CCC) according to ISO 18295:2017 part 1, through the following activities:  
Contact Centre service for the activation and assistance of sales stores and the support of employees  
and online customers (B2C).**

**Customer contact center (CCC) in accordo alla ISO 18295:2017 parte 1, per le seguenti attività:  
Servizio di Contact Center finalizzato all'attivazione e all'assistenza dei punti vendita e all'assistenza  
dei dipendenti e della clientela online (B2C).**



For and on behalf of BSI:

Shahm Barhom, Group Product Certification Director

First Issued: 2024-02-02

Effective Date: 2024-02-02

Latest Issue: 2024-02-02

Expiry Date: 2027-02-01

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No. CCC 799506

## Location

Sisal Albania Sh.P.K.  
Dritan Hoxha Street  
Pool Tower  
Tirana  
1026  
Albania

## Certified Activities

Customer contact center (CCC) according to ISO 18295:2017 part 1, through the following activities: Contact Centre service for the activation and assistance of sales stores and the support of employees and online customers (B2C).

Customer contact center (CCC) in accordo alla ISO 18295:2017 parte 1, per le seguenti attività: Servizio di Contact Center finalizzato all'attivazione e all'assistenza dei punti vendita e all'assistenza dei dipendenti e della clientela online (B2C).



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