



For Immediate Release

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Levent Toprak Joins Defne as Software Delivery and Support Group Manager

Toprak's Appointment to Drive Growth and Streamlining of Delivery and Customer Service Operations

Istanbul, TURKEY – October 20, 2021 – Defne (www.defne.com.tr), a leading provider of telecom solutions, today announced that Levent Toprak, accomplished telecom veteran with broad technology, business development and operations management expertise, joins Defne as Software Delivery and Support Group Manager.

In his new role, Levent Toprak will lead Defne's operations organization consisting of customer service and support, and product delivery functions. Toprak comes to Defne with more than 20 years in the telecommunications industry and brings invaluable experience and expertise from his positions at leading tier one mobile network operators and telco vendors.

"Defne's global customer base includes more than 25 leading network operators in over 20 countries. Through our customers' operations, our call management, messaging and notification, roaming, and VAS solutions serve over 500 million subscribers globally," said Oguz Haliloglu, CEO at Defne. "Our goal is to add value to our customers' operations. To this end, we continuously strive to improve the quality of our customer services and support. We are delighted to have Levent Toprak join our team. With his vast experience, we will streamline our customer support and delivery organizations more in line with our customers' needs."

"I'm delighted to join Defne at this stage of the company's continuous growth," said Levent Toprak. "Defne has a reputation for agility and product innovation with a clear understanding of the evolving requirements of network operators and subscribers. I look forward to working with Defne's excellent technical, operations and business teams to further strengthen the company's market position globally while helping our network operator customers drive revenue generation and subscriber loyalty."

Levent Toprak Joins Defne as Software Delivery and Support Group Manager

Levent Toprak has over 20 years of experience in the telecommunications industry that includes technology, operations, sales and account management, and leadership of dedicated technical teams within a business-to-business environment. Before Defne, Toprak worked in management and technology areas at both mobile network operators and telecommunications vendors including Vodafone Turkey, Northern Cyprus Telsim (Vodafone), Huawei, ATOS, Innova and TURCom. He holds a Bachelor of Science (BS) degree in Electronics & Telecommunications Engineering from Yıldız Technical University in Istanbul, Turkey.

About Defne

Defne is a leading global provider of telecom solutions, software products/services for communications networks. Defne's solutions enable network operators and service providers to monetize every potential connection while enhancing the subscriber experience. IN, IVR, messaging expertise combined with a wealth of skilled resources, allows Defne to provide reliable and scalable solutions that seamlessly integrate with existing customer infrastructure. Together with professional and managed services, Defne's differentiated product portfolio includes innovative call management, messaging and notification, roaming, and VAS products. 25+ service providers across 20 countries serving over 500 million subscribers are driving revenue growth and increasing customer loyalty with Defne's solutions.

Headquartered in Istanbul, Turkey, Defne ranked in the Deloitte Technology Fast 500 EMEA and the Deloitte Technology Fast 50 Turkey programs in multiple years. For more information about Defne and its solutions, please visit www.defne.com.tr.