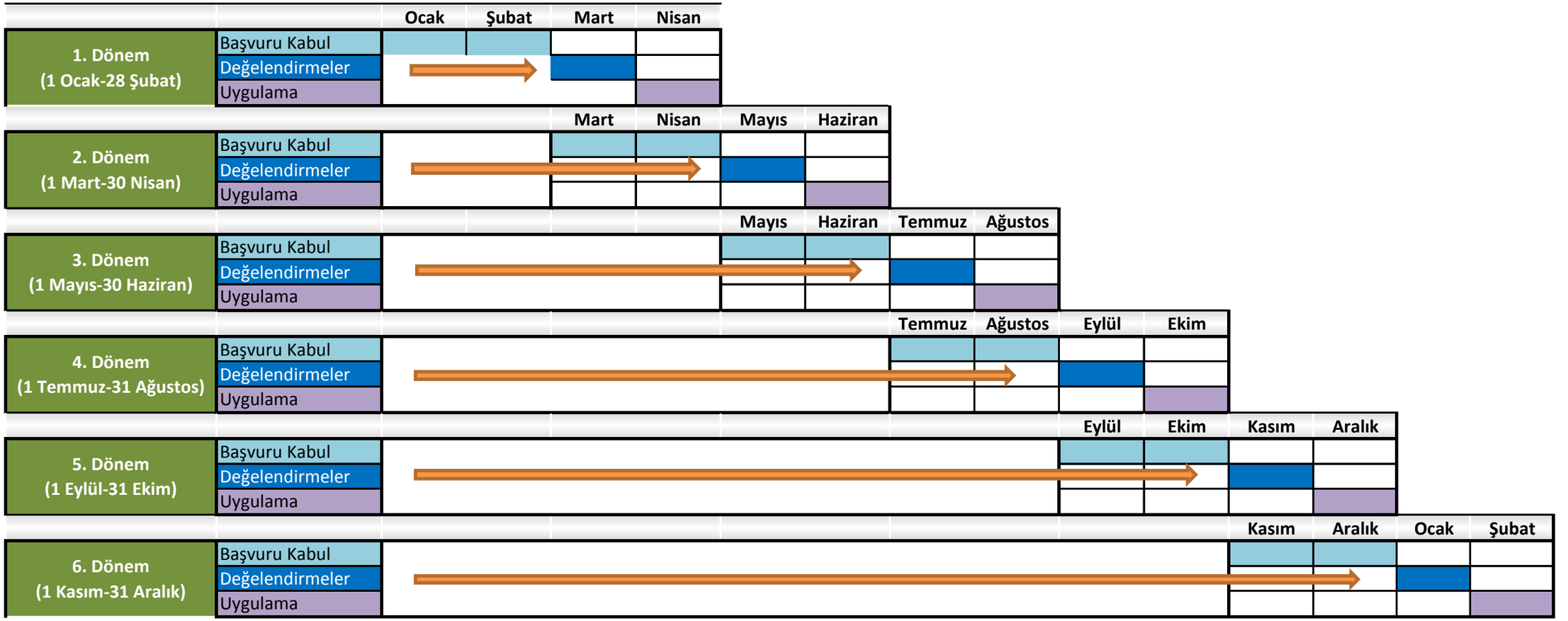2013 YILI TEKNİK DESTEK SÜRECİ TAKVİMİ