

Inspecta Sertifiointi Oy has granted this certificate as proof that  
the IT Service management system of

**Telia Lietuva, AB**  
**Vilnius**  
**Lithuania**

complies with the requirements of the standard

**ISO/IEC 20000-1:2011**

Certification covers

**Datacentre & Cloud Services, Unified Communications, IT Equipment, Professional Services, IT Managed Services, Infrastructure Management, Service Desk, Security Services. Locations Vilnius, Kaunas, Klaipeda and Šiauliai.**

The certificate is issued on 2017-02-20  
(first issue 2012-09-06).

The certificate is valid until 2018-11-30.



Tomi Kasurinen, Managing Director

The certificate is valid on condition that the IT Service management system of the organization remains in compliance with the aforementioned standard and the General Regulations ABC 200. The validity of the certificate can be checked on the Internet at [www.inspecta.fi](http://www.inspecta.fi)

