



960 Stewart Drive
Sunnyvale, CA 94085
www.shoretel.com
800.425.9385

April 1, 2010

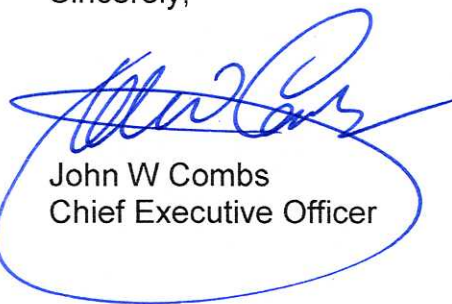
William Hurley
Econotel Business Systems, Inc.
15 Circle Street
East Providence RI 02860

Dear William,

ShoreTel is pleased to recognize your outstanding achievement in customer satisfaction for the reporting period from April 1, 2009 through March 31, 2010. Your average score of 93.9 reflects a world class level of professionalism and customer care in network assessment, system design, project management, end-user training and post-sale follow-up as reflected in the ShoreTel customer satisfaction surveys conducted by an objective third party during that period.

By measuring customer satisfaction with the same passion we use to measure product quality ShoreTel hopes to sustain the highest level of customer satisfaction in the industry. It is partners like you that insure that our customers are not only satisfied, but delighted with ShoreTel products and services.

Sincerely,

A handwritten signature in blue ink, appearing to read 'John W Combs', enclosed within a blue oval outline.

John W Combs
Chief Executive Officer

Walter Weisner
Vice President of Global Services

A handwritten signature in black ink, appearing to read 'Walter Weisner', enclosed within a black oval outline.