



October 15, 2012

Steve Sutton  
Copper State Communications  
1919 S. Country Club Road  
Tucson, AZ 85713

Dear Steve,

ShoreTel is pleased to recognize your outstanding achievement in customer satisfaction for the reporting period from January 1, 2012 through September 30, 2012. Your exceptional score reflects an industry recognized world class level of professionalism and customer care in all aspects of the customer experience as reflected in the ShoreTel customer experience surveys administered by an impartial third party.

By delivering an exceptional customer experience, it is partners like you that insure our customers are not only satisfied, but delighted with ShoreTel products and services.

In recognition of your accomplishment, an award will be arriving at your office shortly.

Sincerely,

A handwritten signature in black ink that reads 'Peter Blackmore'. The signature is fluid and cursive, with the first name being more prominent.

Peter Blackmore  
President and CEO

A handwritten signature in black ink that reads 'Don Joos'. The signature is cursive and includes the first name 'Don' and the last name 'Joos'.

Don Joos  
Senior Vice President of Operations