

November 7, 2014

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

Dear Steve,

ShoreTel is pleased to recognize Copper State Communications for your outstanding achievement in customer loyalty for the 2014 Partner Year. ShoreTel measures customer loyalty and satisfaction using the globally recognized Net Promoter Score (NPS®) program.

Your NPS score surpasses what is considered world-class level of customer loyalty. Your consistent performance in delivering an exceptional all-around customer experience is a tribute to your dedication to our joint customers. It is partners like you who ensure customers are not only satisfied, but are loyal to ShoreTel and our products and services.

Congratulations on your outstanding achievement.

Sincerely,



Don Jos
President and CEO