



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

March 1, 2010

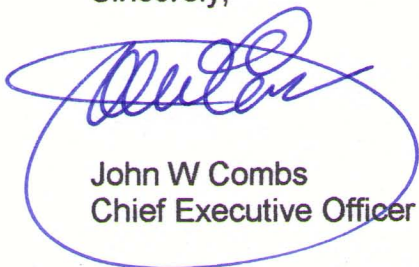
Scott St. Clair
Datamart, Inc.
40 Washington Street
Wellesley Hills, MA 02481

Dear Scott,

ShoreTel is pleased to recognize your outstanding achievement in customer satisfaction for the reporting period from January 1, 2009 through December 31, 2009. Your average score of 98.3 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,



John W Combs
Chief Executive Officer



Walter Weisner
Vice President of Global Services

Scott
Congratulations to you and
the team.
W.W