



960 Stewart Drive  
Sunnyvale, CA 94085  
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800.425.9385

October 1, 2009

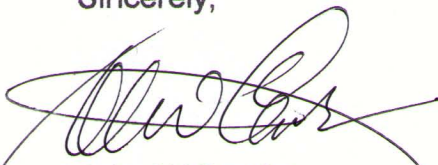
Scott St. Clair  
Datamart Inc  
40 Washington Street  
Wellesley Hills, MA 02481

Dear Scott,

ShoreTel is pleased to recognize your outstanding achievement in customer satisfaction for the reporting period from September 1, 2008 through August 31, 2009. Your average score of 99.88 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

*Outstanding  
Score.*



Walter Weisner  
Vice President of Global Services