

June 10, 2011

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 April 1, 2010 through March 31, 2011. Your average score of 99.3 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,



Terri Thomas  
Senior Director of Customer Care