

April 22, 2014

Rick Giddens  
All Phase Communications  
317 North 148th Street  
Shoreline, WA 98133

Dear Rick,

ShoreTel is pleased to recognize All Phase Communications for their outstanding achievement in customer satisfaction and loyalty for the period of October 1, 2013 through March 31, 2014. ShoreTel measures customer experience using the globally recognized Net Promoter Score (NPS®) to drive improvements in customer loyalty, ensure profitable growth and recognize our stellar partners.

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

We look forward to continuing our successful partnership and thank you for your outstanding efforts selling and supporting ShoreTel.

Sincerely,



Don Joos  
President and CEO