



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

October 1, 2009

**Kent Biel**  
**Access Telcom Inc**  
**2202 East Sprague**  
**Spokane, WA 99202**

Dear Kent,

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 96.67 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,

A handwritten signature in black ink, appearing to read 'John W Combs', written over a large, hand-drawn oval.

**John W Combs**  
**Chief Executive Officer**

**Walter Weisner**  
**Vice President of Global Services**

A handwritten signature in black ink, appearing to read 'Walter Weisner', written over a large, hand-drawn oval.