



950 Stewart Drive
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January 15, 2009

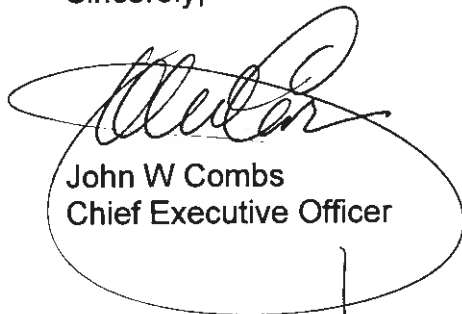
Kent Biel
Access Telcom Inc
2202 East Sprague
Spokane, WA 99202

Dear Kent,

ShoreTel is pleased to recognize your outstanding achievement in customer satisfaction for the reporting period from January 1, 2008 through December 31, 2008. Your average score of 95.98% 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', enclosed within a hand-drawn oval shape.

John W Combs
Chief Executive Officer

A handwritten signature in black ink, appearing to read 'Walter Weisner', enclosed within a hand-drawn oval shape.

Walter Weisner
Vice President of Global Services