



October 14, 2013

Brian Wakefield
BTS Technologies Inc
311 West Valley Avenue
Birmingham, AL 35209

Dear Brian,

ShoreTel is pleased to recognize your outstanding achievement in customer satisfaction and loyalty for the period April 1, 2013 through September 30, 2013. ShoreTel measures customer experience using the globally recognized Net Promoter Score (NPS®) to drive improvements in customer loyalty, ensure profitable growth and recognize our top performing partners.

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

In recognition of your accomplishment, an award will be arriving at your office shortly. We look forward to continuing our successful partnership and thank you for your outstanding efforts selling and supporting ShoreTel.

Sincerely,

A handwritten signature in black ink that reads 'Don Joos'.

Don Joos
President and CEO

A handwritten signature in black ink that reads 'Bharath Oruganti'.

Bharath Oruganti
Vice President, Services and Operations