



960 Stewart Drive  
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800.425.9385

April 1, 2010

Paul Denaro  
General Communications Corporation  
114 Cummings Park  
Woburn MA 01801

Dear Paul,

ShoreTel is pleased to recognize your outstanding achievement in customer satisfaction for the reporting period from April 1, 2009 through March 31, 2010. Your average score of 95.4 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,



John W Combs  
Chief Executive Officer



Walter Weisner  
Vice President of Global Services