



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

October 1, 2009

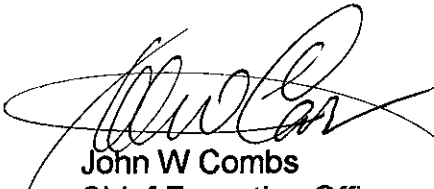
Paul Denaro
General Communications Corporation
114 Cummings Park
Woburn, MA 01801

Dear Paul,


ShoreTel is pleased to recognize your outstanding achievement in customer satisfaction for the reporting period from September 1, 2008 through August 31, 2009. Your average score of 99.86 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.

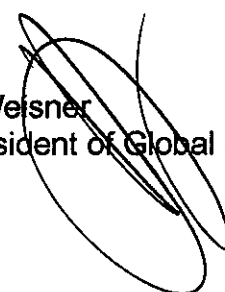
By measuring customer satisfaction with the same passion we use to measure product quality ShoreTel hopes to sustain the highest level of customer satisfaction in the industry. It is partners like you that insure that our customers are not only satisfied, but delighted with ShoreTel products and services.

Sincerely,



John W Combs
Chief Executive Officer

Outstanding Score!




Walter Weisner
Vice President of Global Services