



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

February 1, 2011

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 January 1, 2010 through December 31, 2010. Your average score of 97.4 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,

A handwritten signature in cursive script that reads 'Terri Thomas'.

Terri Thomas
Senior Director of Customer Care