



August 13, 2009

Nortec  
7531 Leesburg Pike, 3rd Floor  
Falls Church, VA 22043

Dear Andrew Grose:

I would like to extend my personal congratulations to you and your organization for earning recognition as one of our top revenue-producing partners for ShoreTel's 2009 fiscal year ending June 30, 2009.

With this recognition, you have distinguished your organization as one of our top 5% of all revenue-producing partners globally this last fiscal year.

In these current economic conditions, every customer buying decision is thoroughly researched and evaluated. The combination of ShoreTel's lowest total cost of ownership, award-winning products, and your role as a trusted business advisor to your customers are a testament to your success this last fiscal year.

Congratulations again, and thank you for a job well done.

All the best for another great year,

A handwritten signature in black ink, appearing to read 'John W. Combs', written over a faint circular stamp or watermark.

John W. Combs  
Chairman and CEO  
ShoreTel, Inc.