



April 16, 2013

Joe Rittenhouse
Converged Technology Professionals Inc
190-3 Liberty Street
Crystal Lake, IL 60014

Dear Joe,

ShoreTel is pleased to recognize your outstanding achievement in customer satisfaction for the reporting period from October 1, 2012 through March 31, 2013. Your exceptional score reflects an industry recognized world class level of professionalism and customer care in all aspects of the customer experience as reflected in the ShoreTel customer experience surveys administered by an impartial third party.

By delivering an exceptional customer experience, it is partners like you that insure our 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.

Sincerely,

A handwritten signature in black ink that reads 'Peter Blackmore'.

Peter Blackmore
President and CEO

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

Don Joos
Senior Vice President, Business Operations