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For Immediate Release:

## Inflow Takes Home Fourth Consecutive ShoreTel® Award for Outstanding Customer Satisfaction

The ShoreTel® Unified Communications and ShoreTel Sky™ Provider is recognized for the fourth consecutive year for the company's extremely high level of customer satisfaction and loyalty.

April 30, 2014, Portland, Oregon: Inflow Communications, a leading provider of ShoreTel® unified communications, ShoreTel Sky™ VoIP and business communications products, has received its fourth consecutive award from ShoreTel® for Outstanding Achievement in Customer Satisfaction and Loyalty.

The Outstanding Customer Satisfaction and Loyalty Award is presented to ShoreTel® sales partners who have received an exceptional Net Promoter Score, or NPS®, that "surpasses what is considered world-class levels of customer care in the industry". Net Promoter Score® is regarded as the worldwide standard for organizations to measure, understand, and improve their customer experience and measures not only customer satisfaction but also whether or not customers would recommend Inflow Communications to other businesses.

"Since Day One, customer support and satisfaction have been our top priorities at Inflow," says Inflow President Travis Dillard. "Everything that we do, from initial contact to post-installation support, reflects these priorities. Whether it's our consultative sales approach, expert ShoreTel® voice specialists and engineers, or our ongoing efforts to find new ways for customers to have their follow-up service needs met, we are always working to create long term relationships based on trust and loyalty."

"It's very exciting for us to be recognized by ShoreTel® for providing that level of service and support for our customers."

Inflow's customer satisfaction efforts include an easy-to-access online support portal, programs to safeguard against system failure, extensive warranty packages, and even ShoreTel® training sessions so both new and older customers can get the most out of their ShoreTel® system.

Inflow has been a ShoreTel® partner in Portland, Seattle, and the Bay Area since 2007. In that time the company has continued to grow to include four locations and adding to its roster of business communications products to include data storage, network infrastructure, and wireless networking.

### About Inflow Communications

Inflow Communications, Inc. is a business phone system and video conferencing system provider with offices in Portland, Oregon; Seattle, Washington and San Jose, California. Inflow specializes in ShoreTel® Unified Communications and other business communication technology including data storage, network infrastructure and HD video conferencing.