

November 7, 2014

Steve Futrell
Technology Solutions LLC
32320 Five Mile Road
Livonia, MI 48154

Dear Steve,

ShoreTel is pleased to recognize Technology Solutions LLC for your outstanding achievement in customer loyalty for the 2014 Partner Year. ShoreTel measures customer loyalty and satisfaction using the globally recognized Net Promoter Score (NPS®) program.

Your NPS score surpasses what is considered world-class level of customer loyalty. Your consistent performance in delivering an exceptional all-around customer experience is a tribute to your dedication to our joint customers. It is partners like you who ensure customers are not only satisfied, but are loyal to ShoreTel and our products and services.

Congratulations on your outstanding achievement.

Sincerely,



Don Jos
President and CEO