



For Immediate Release

CMS earns 95%+ CSAT and Million Dollar Club Partner Award for the Prairie States

Chesterfield Missouri July 25, 2011 – Carey Knapper, ShoreTel's ASM for the Prairie States Region announced today that CMS earned a 95%+CSAT for Fiscal Year 2011. CMS also joined an elite group as the only Prairie States Partner achieving acceptance into ShoreTel's Million Dollar Club.

About CMS Communications, Inc.

Since 1985, CMS has served as a leading alternative to the telecommunications conglomerates. As an independent provider, we're free to pick the best systems and services available in the market. We assist our clients in choosing what's best for their and your budget. With offices in 11 major metropolitan areas – including New York-New Jersey, Richmond, Washington DC, Chicago, Houston, St. Louis, San Francisco, Los Angeles, San Diego and Denver – we're known for our discerning choice of telecommunications products and our uncommon commitment to customer service and support.

About ShoreTel, Inc

ShoreTel, Inc., (NASDAQ: SHOR) is a leading provider of Pure IP Unified Communications solutions. ShoreTel enables companies of any size to seamlessly integrate all communications-voice, video, messaging and data-with their business processes. Independent of device or location, ShoreTel's distributed software architecture eliminates the traditional costs, complexity and reliability issues typically associated with other solutions. ShoreTel continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. ShoreTel is headquartered in Sunnyvale, California, and has regional offices in the United Kingdom, Sydney, Australia, Hong Kong and Munich, Germany. For more information, visit www.shoretel.com or call 1-877-80SHORE.

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