

**For Immediate Release**

### **Boston Wireless Receives 2009 ShoreTel Circle of Excellence Award**

**Framingham, MA. August 26, 2009, – Boston Wireless** today announced it has received ShoreTel's Circle of Excellence Award for its 2009 fiscal year, ending June 30. ShoreTel, Inc. is the provider of brilliantly simple Unified Communication (UC) solutions based on its award-winning IP business phone system. ShoreTel announced the 2009 Circle of Excellence Award at its recent global virtual awards ceremony. The award recognizes **Boston Wireless** for exceptional achievement in both customer satisfaction and revenue excellence. Being named to the Circle of Excellence is the highest award given by ShoreTel to its partners.

"Our focus continues to be on providing world-class customer satisfaction," said Greg Bertschmann, CEO of Boston Wireless. "Our customer satisfaction ratings run consistently between 95 and 100 percent, yet we have a team of people that never stops looking for ways to improve. The results speak for themselves. Last month we completed our move to a larger and more efficient headquarters as our business continues to grow despite the struggling economy. As a team, we have chosen not to participate in the current recession and with ShoreTel on our side, the future looks very bright for our extended family of Boston Wireless employees and customers."

ShoreTel's highly qualified partners consist of VARs, integrators and interconnects that help customers navigate a world of voice over IP (VoIP) options, including LAN, WAN, call center, voice and data application integration, technology deployment, and training and support. The Circle of Excellence Award is presented to ShoreTel's top 10 resellers based on revenue success and achievement of world-class customer satisfaction scores of 90+ as measured by an independent third party.

"This is Boston Wireless' second year as a ShoreTel partner and already they have shot to the top in joining the Circle of Excellence," said Don Girskis, senior vice president of worldwide sales at ShoreTel. "We value Boston Wireless' commitment to building customer loyalty while doubling their ShoreTel business with an impressive list of winning deals, and thank the entire team for their hard work this past year."

#### **About Boston Wireless, Inc.**

Boston Wireless is a privately held company, founded in 1995 with a business mission to fulfill the voice and data service needs of the enterprise business customer. Boston Wireless differentiates itself by staffing a team of professionals that have not only flourished in the telecommunications industry, but more importantly, in each specific market size. Boston Wireless invests in the company's philosophy and fundamental principle of providing an unparalleled level of customer service as the key factor to its continued success. Each employee fits into a system, which is driven to service customers effectively, efficiently and courteously and with a realization that each customer needs to be treated as a priority. This attitude is evident in every employee's approach, action and resolution to all

situations. The products and services offered by Boston Wireless are the most advanced and reliable in the industry today. All voice and data hardware are designed and implemented to meet both today's applications and the changing business technology market of tomorrow. Our client and vendor relationships are built on trust, integrity and respect. It is in this reputation that we take pride and base our future success. Boston Wireless is headquartered in Framingham, MA. For more information, visit [www.bostonwireless.com](http://www.bostonwireless.com).

### **About ShoreTel, Inc.**

ShoreTel, Inc., (NASDAQ: SHOR) is the provider of brilliantly simple Unified Communication (UC) solutions based on its award-winning IP business phone system. We offer organizations of all sizes integrated, voice, video, data, and mobile communications on an open, distributed IP architecture that helps significantly reduce the complexity and costs typically associated with other solutions. The feature-rich ShoreTel UC system offers the lowest total cost of ownership (TCO) and the highest customer satisfaction in the industry, in part because it is easy to deploy, manage, scale and use. Increasingly, companies around the world are finding a competitive edge by replacing business-as-usual with new thinking, and choosing ShoreTel to handle their integrated business communication. ShoreTel is based in Sunnyvale, California, and has regional offices in Austin, Texas, United Kingdom, Sydney, Australia and Munich, Germany. For more information, visit [www.shoretel.com](http://www.shoretel.com).

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