

To Whom It May Concern:

Please allow me to take a moment and address my experience with the ShoreTel IP Phone Solution. It is my understanding that you have been working with Andrew Morrison and Matrix Networks to provide you a proposal for the ShoreTel Phone System. My experience with both the ShoreTel and Andrew has been most favorable over the past several months.

We are in the process of deploying a 97 site rollout which started with our Branch Support Center (Platt Corporate Headquarters). The deployment of our BSC went extremely smooth. I was very impressed at how turn-key the ShoreTel truly is. Our personnel love it!

Per my research of other solutions on the market, I have not seen an easier system to deploy, manage, and use than the ShoreTel. Our management costs have drastically been reduced and our investment has already been realized on a monetary basis. This was a difficult endeavor to push through at first because our executive team emphasizes a low initial investment, but once the management, integration, ease of use, and support costs were worked into it, the ShoreTel prevailed. There are many other phone systems that may seem to have a lower cost, but once all of the factors play into the equation the ShoreTel is a better solution.

I have been presented almost every system on the market and the ShoreTel solution was hands down the best choice for Platt Electric and most multi-site applications in general. I strongly recommend the ShoreTel IP Telephone Solution to States Industries.

This is my professional opinion and in no way reflects the opinion or position of Platt Electric.

Please feel free to call me with any questions.

Thank You,

Blake Holloway