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S R G P A R T N E R S H I P I N C

12/5/2007

Subject: Matrix Networks and Shoretel

To Whom It May Concern,

In November of 2007, Matrix Networks worked with SRG Partnership to install an 80 station Shoretel Phone System into our Portland office. The Shoretel system replaces our antiquated Panasonic DBS and Repartee Voicemail. Communications is central to our business and we rely heavily on our phones. Simplicity of user interface was a significant decision factor in choosing Shoretel. We were critical of VoIP technology and its place in our organization. After hearing number of negative VoIP experience accounts and having our own challenges with our Seattle office Mitel 3300, we were hesitant to commit to any additional VoIP in the organization.

After extensive consideration, we proceeded with Shoretel cautiously. In the end, we were able to deploy our Shoretel system in half the time originally anticipated with significant savings when compared to the local competition. The deployment was a complete success all around. We attribute this success to a number of factors: The solidity of the Shoretel product, the technical skills of Engineer Doug Denney, and the keen project management and training skills of Carol Johnson. Additionally, Sales Representative Andrew Morris was instrumental in bringing all of the resources together and handling escalations in a timely manner.

Overall, our user base is very satisfied with our Shoretel system. We continue to educate users on how to utilize many of the features of the system into their daily routine. The Shoretel system excels at being powerful enough for the current generation desiring extensive capabilities, while simple enough for even the rotary-phone-worshipping Senior Designer to use.

I strongly recommend Matrix to any organization considering a Shoretel system. If you or your agents have questions regarding our experience with Shoretel and/or Matrix, I encourage you to contact me directly at (503)548-9415 or via email at [gmoore@srgpartnership.com](mailto:gmoore@srgpartnership.com).

Sincerely,

A handwritten signature in blue ink, appearing to read 'Greg D. Moore', is written over a horizontal line.

Greg D. Moore  
IT Director