

PROGRAM DOCUMENT

LOWEST TCO GUARANTEE PROGRAM

From ShoreTel

The ShoreTel Lowest TCO Guarantee Program reinforces ShoreTel's approach to designing complexity out of UC solutions to help reduce operational costs and boost productivity. The ShoreTel UC system was designed from the ground up for IP networks, offering a level of flexibility and ease of management unattainable by UC solutions that have evolved as a result of merging legacy systems. The ShoreTel Lowest TCO Guarantee Program uses independent third-party TCO research to compare the actual costs a business incurs for its UC system over a period of five years or more. We are so confident that we can prove ShoreTel has the lowest total cost of ownership that we are prepared to back our low TCO promise with the following guarantee:

If the TCO analysis shows that ShoreTel's TCO is higher than a competitor's, ShoreTel will lower its prices to beat the competition, regardless of the competitor's price.

We've made the ShoreTel TCO Tool easy to use and brilliantly simple to understand. New customers are able to work with their ShoreTel reseller to use the TCO Tool to fully analyze the TCO impact of their UC purchase.

Here's how the program works:

1. The ShoreTel reseller and customer enter the most accurate system quotes in the TCO Tool for a fair comparison that matches competitive quotes for equal configurations.
2. Next, the ShoreTel reseller and customer enter into the TCO Tool the most reasonable operating costs for a fair comparison, and calculate TCO.
3. The full TCO output providing the competitive comparison is submitted to ShoreTel for review, including any independent third party published data used to override the operating cost calculations entered by the customer.
4. ShoreTel reviews the TCO calculation for accuracy. A ShoreTel representative will meet with the customer and reseller to discuss the findings.
5. In the event that the TCO Tool shows that ShoreTel's TCO is higher than a competitor's TCO, ShoreTel will work with the reseller to reduce the upfront product cost below the competitors' upfront product cost.

Additional Terms and Conditions

- Eligibility. New customers only. Offer is valid in all countries where ShoreTel is authorized to sell.
- System configurations covered are limited to:
 - Minimum of 100 IP phone users.
 - Minimum of 10 IP phone users per locations.
 - Comparable Unified Communications capabilities including IP Telephony, desktop UC applications, unified messaging, E911 capability, mobility, tele-worker and comprehensive call queuing capabilities.
- TCO Period. The TCO shall be calculated using a period of five years or more.
- Use of the TCO Tool. The ShoreTel TCO Tool must be used to calculate the difference between ShoreTel and competitive systems. The TCO Tool accommodates entries of any or all independent research data available for comparison purposes. Third-party TCO calculators will not be accepted.
- Provision of Independent Published Research Data. Customers must provide valid third-party data from independent sources based on surveys of actual competitor deployments (“Research”).
Eligible Competitors. The Lowest TCO Guarantee Program applies only to competing solutions from Avaya, Cisco, Microsoft and Mitel. These solutions are as follows:
 - Mitel 3300 IP Communications Platform
 - Avaya Aura Communication Manager and IP Office
 - Cisco Unified Communications Manager
 - Microsoft Office Communications ServerResearch must be publicly available, non-confidential information evidencing that TCO from Avaya, Cisco, Microsoft, or Mitel is lower than TCO from ShoreTel with respect to all comparative factors in the TCO Tool. This must be based on a substantially similar configuration, redundancy and feature set, and over a time period of five years or more.
- Review. Customers must be willing to participate in an in-person meeting or conference call with ShoreTel to discuss and validate the Research and TCO Tool findings.
- Reservation of Rights. ShoreTel reserves the right to deny any claims that cannot be verified, or for which your information is incomplete.
- No Refunds. ShoreTel will not be liable for the payment of any refunds under this TCO guarantee.
- Modifications, Cancellation. Void where prohibited by law. ShoreTel reserves the right to modify or cancel this TCO guarantee at any time without prior notice. Any modification will be effective upon posting of modified Guarantee Terms and Conditions on the ShoreTel Partner Web site. Any cancellation will be effective upon removal of references to the TCO guarantee and the Guarantee Terms and Conditions from the ShoreTel Partner Web site.
- Exclusions. This TCO guarantee does not apply to shipping charge discounts, services, financing, or any non-ShoreTel products.