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Unitel Communications Partners with ShoreTel to Bring Businesses Next-Generation Voice Systems

IP Telephony Leverages Data Applications and Infrastructures; Delivers More for Less

BOSTON, MA – January 8, 2007 – Unitel, Inc. and ShoreTel, the innovation leader in IP telephony systems for the enterprise, today announced they are partnering to bring the benefits of next-generation voice technologies to businesses in Northern Nevada. Unitel, Inc. is now using ShoreTel's award-winning ShoreTel5 IP PBX platform to create cost-effective business phone systems that can bring voice and data together in powerful ways, including voice-and-data conferencing and virtual contact centers.

IP voice systems reduce voice signals to standard Internet Protocol data packets, so conversations can run over data networks. This eliminates the need to build and maintain two separate networks, and enables business applications that combine voice and data capabilities. It also gives voice the routing flexibility and location independence that makes a Web site on another continent seem closer than the shop next door.

"Thanks to the simplicity and reliability of ShoreTel's IP voice technology, convergence is no longer restricted to the bleeding edge (unproven technology)," said Mark Worster, president of Unitel. "It is now a practical alternative for businesses of all types, sizes and geographic configurations. Voice and data are becoming more integrated, and ShoreTel's unique IP voice systems are

now giving our customers a head start on the future as well as a competitive advantage today."

"We are delighted to welcome Unitel to the ShoreTel team of channel partners," said Tom van Overbeek, ShoreTel's president and CEO. "Unlike traditional phone systems, IP voice is extremely flexible and provides endless opportunities for customization and adding value. However, this requires intimate knowledge of specific customer needs, which we rely on our channel partners to possess. Unitel is not merely installing our products, but also elevating the business phone system from a taken-for-granted utility to a productivity-boosting environment."

The applications bundled into the enterprise-class phone system include voicemail, an automated attendant, automatic call distribution, call detail recording, unified voice mail, and desktop call control. Everything is accessed from the same intuitive Windows-based interface, making the system very easy to use and manage.

Multiple Locations, One Phone System

The ShoreTel voice communication system and all its applications can operate across multiple sites, so businesses with more than one location have a single phone system. Calls are automatically routed among sites, and

receptionists or assistants at one office can field incoming calls for people at another. Interoffice calls that extend beyond the local dialing area bypass toll and long distance carriers and "ride for free" on the data network.

Users interact with the ShoreTel system through a Windows-based Personal Call Manager application and can check the presence of other employees anywhere on the enterprise network before placing or transferring calls to them. Integration with Microsoft Outlook enables automated point-and-click or dial-by-name calling.

When calls come in for people who aren't currently present on the network, ShoreTel5 can check Outlook calendar information before deciding what to do with the call. This is one of the features that makes the ShoreTel system particularly adept at supporting increasingly mobile workforces.

"ShoreTel's IP voice communication system is user-centric, associating phone numbers with people, not offices," said Mr. Worster. "Your calls find you whether you are at your desk, working at a branch office, or using a PC-based softphone at home or in a hotel room or some other remote location. You give out a single contact number and have a single voicemail box, eliminating a lot of redundant calls and duplicate messages. And you have a consistent voice environment to use, wherever you want to work"

Better Conferencing and Contact Center Options

Unitel and ShoreTel also offer conferencing and contact center solutions that integrate with the ShoreTel system, reducing costs and improving customer service.

ShoreTel's converged conferencing offering combines audio conferencing with data sharing, providing a much richer communications environment for collaboration or interactions with customers. It eliminates the need to reserve time on costly conferencing services, or to engage them at all. Ad-hoc conferences can be set up as needed.

ShoreTel contact center operates across multiple locations as a virtual call center, and can do skills-based routing to match the best agent to a particular caller. When integrated with a customer database, the system can check order status or other variables before routing the call. Supervisor tools enable agent monitoring and historical reporting of agent performance, and provide real-time statistical views.

"IP telephony represents a new voice paradigm that is displacing a century-old architecture," added Mr. Worster. "Using ShoreTel's unique VoIP solutions, we can minimize the disruption of this paradigm shift while providing businesses with a powerful new communications environment."

ABOUT SHORETEL

ShoreTel, Inc is the innovation leader in delivering IP telephony solutions to the enterprise. Thousands of enthusiastic users are taking advantage of the company's award-winning distributed IP PBX technology, leveraging expertise and resources across multiple sites to improve customer service, increase employee productivity and lower operational costs. ShoreTel has a select group of channel partners that provide top-notch service and support. For more information, visit <http://www.Shoretel.com> or call 1-877-80SHORE.

ABOUT UNITEL, INC.

Unitel is a (20) year old provider of state-of-the-art communication systems designed to increase your profitability or provide you with a competitive advantage. Their product portfolio ranges from telephone systems to network hardware and support. Unitel delivers solutions using industry certified technical professionals dedicated to your satisfaction. Unitel's clients include every type and size of business imaginable including construction, architects, software developers, biotechs, non-profit and many other types of businesses. Whatever service or product you need Unitel or their customers can meet that need.

In addition to your on site systems Unitel can interface directly with any of your current or future connectivity providers. Their expertise in working with these companies allows you to focus on your core business and not on your communications system.

Contact Unitel at Sales@unitelcom.com (800) 986-4835.