

ShoreTel Launches Cloud-based Voice Service in Australia



Network of more than 100 ShoreTel Partners can now offer new service

ShoreTel® (NASDAQ: SHOR), the leading provider of brilliantly simple unified communications (UC) solutions and phone systems, today launched ShoreTel Hosted Voice in Australia. ShoreTel Hosted Voice is a fully managed IP telephony hosted solution offering voicemail, unified messaging, click to dial, mobility and audio conferencing services, with optional services available such as contact centre, call recording and toll-free numbers. Customers can now also deploy ShoreTel 400 series phones for an end-to-end ShoreTel experience. The service is available in Australia via a network of more than 100 existing ShoreTel partners.

While ShoreTel has been offering a hosted solution under the M5 Networks Australia brand since November 2015, today's launch marks the completion of the integration of M5 into ShoreTel and the first phase of product enhancements.

The launch of ShoreTel Hosted Voice is part of the company's overall momentum and continued investment in the Australian market. As part of that commitment, CEO Don Joos is opening a new ShoreTel office in Melbourne on the evening of Thursday, April 7. (Photos available on Friday 8th April.)

"It is an exciting time in ShoreTel's history as we continue our momentum and expand our cloud offerings across the globe while investing more resources in the APAC region," said Don Joos, president and CEO of ShoreTel. "We see ShoreTel Hosted Voice as another great option for our customers who are looking for flexibility and choice in how they deploy their communications system – whether in the cloud or onsite."

According to research from Telsyte, market demand for cloud communications in Australia is growing exponentially. Cloud communications will generate \$650m in revenues in Australia by 2020 and adoption of cloud communications by Australian organisations is expected to climb to 32 percent by 2019, from a base of 12 percent in 2014. (The Australian Enterprise Communications Market Study 2015).

"There is significant demand for cloud-based communications solutions in Australia," said Frederic Gillant, vice president of Asia Pacific at ShoreTel. "The completion of the integration of M5 Networks Australia into ShoreTel's Asia Pacific operations is marked by the launch of ShoreTel Hosted Voice to the Australian market. This offering provides businesses a cost-effective and reliable hosted voice service from a proven vendor in the region."

ShoreTel Hosted Voice data centres are located in Sydney, Melbourne and Canberra, addressing enterprise IP telephony requirements for Australian organisations of all sizes. The offering includes IP telephony service on a per month per user subscription basis.

ShoreTel has two partner tiers within its Champion Partner Program to sell ShoreTel Hosted Voice, with partners required to complete training and certification to be eligible to join the program. ShoreTel partners generate commissions based on monthly recurring revenues within these two tiers. Approved – the partner manages the customer engagement up to discovery, before referring the opportunity to ShoreTel to complete the sale and sign-up the customer. Enabled – the partner manages the customer relationship entirely, with the partner delivering a signed ShoreTel Hosted Voice customer contract. About ShoreTel, Inc.

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today's always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity. Recognized for its industry-leading customer experience and support, ShoreTel's innovative business phones, application integration, collaboration tools, mobility, and contact center applications enable users to communicate and collaborate no matter the time, place or device, with minimal demand on IT resources. ShoreTel is headquartered in Sunnyvale, Calif., and has regional offices and partners worldwide. For more information, visit www.shoretel.com.

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