



PRESS RELEASE

Tellumat Telecoms

November 19, 2009

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Tellumat Telecoms and customers back a winner in ShoreTel

Tellumat Telecoms and customers back a winner in ShoreTel

Tellumat Telecoms, the converged communications specialist in the Tellumat Group and distributor of ShoreTel's IP range, says the US vendor's recent exploits corroborate the benefits that ShoreTel customers report in their own businesses.

In just one week leading into November, ShoreTel won the prestigious *Nemertes Best IP Telephony (IPT) Provider* award for the sixth time, and joined the select *Deloitte's Technology Fast 500* club.

Top IPT provider – value and technology stand out

Since Nemertes (www.nemertes.com) launched its independent survey of IPT providers in 2003, ShoreTel (founded 1998) has top-scored in every ratings category. This year it beat a field of 39 in the areas of Value; Customer Service; Technology; Management Tools; as well as Installation and Trouble-Shooting.

"ShoreTel's key driver continues to be its value with a 4.31 rating out of 5," the citation reads. "Low prices, a broad set of features, scalability, strong customer service and relatively uncomplicated deployment and troubleshooting all contributed to its win."

The end-user-only research sample collectively praised ShoreTel's "exceptional features", its "highly resilient architecture" and its low upfront and ongoing costs. They add that the vendor's distributed architecture offers redundancy at an affordable price and is easy to expand.

The interesting aspect of ShoreTel's achievements is that it is one of a number of IP market 'challengers' in the survey, the award citation discloses. And yet, it has outdone *all* competitors, including the market leaders.

Challengers besides ShoreTel include Microsoft, Alcatel-Lucent, 3Com and Mitel. The 'market leader' group is brought up by Cisco, Avaya and Nortel.

For the full report, visit http://www.shoretel.com/resources/industry_research/nemertes_report.html.

Technology Fast 500

ShoreTel has further been ranked 228th in Deloitte's *Technology Fast 500* survey, having grown its revenue by 584% in the five years under consideration (2004 – 2008).

The award category rates the fastest-growing US companies in the IT, telecoms, life sciences and clean technology industries – a voluminous category with stellar performers.

ShoreTel's CEO, John Combs, credits ShoreTel's engineering ingenuity and customer satisfaction. "Our focus is on providing easy-to-manage, simple-to-use solutions, an architecture that is built for reliability and growth, and on earning customer satisfaction."

Everyone will benefit



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"Accolades don't come much bigger and better than this," says Bennie Langenhoven, managing executive of Tellumat Telecoms, which launched the ShoreTel range in South Africa in April 2009.

At the time, Langenhoven based his choice on the redundant distributed architecture of the ShoreTel platform, its simple business integration, scalability, manageability, high customer satisfaction index, low cost of ownership and ease of deployment and use.

"Nothing has changed since then," he says. "What we liked then continues to rake in the accolades. Our customers, channel partners and everyone else involved in ShoreTel can only benefit from an ongoing association."

Langenhoven notes that ShoreTel has been an excellent partner and is a very good fit with Tellumat Telecoms' own strategy, bolstering our ability to provide support to our local partners and re-sellers.

View the full 2009 Technology Fast 500™ ranking at <http://www.deloitte.com/us/2009Fast500winners>.

Ends.

About Tellumat

Tellumat is an innovative, black empowered, South African technology company that has achieved a BBBEE Status Level 4 rating, defined as "Superior Contributor to BEE" in terms of the DTI's Codes of Good Practice. It consists of three major trading divisions; Communications, Defence and Contract Manufacturing, and three partly owned companies; Sia Solutions (Pty) Ltd, Eence Engineering (Pty) Ltd and SIMpill (Pty) Ltd. Tellumat services three primary market areas, namely wireless voice and data communications, defence communication systems and high precision electronic and mechanical manufacturing. Tellumat is a world-class business focused on innovation, offering our customers dynamic and competitive technology products and services. We focus on understanding our customers' needs and forming long-term strategic alliances with likeminded enterprises worldwide.

www.tellumat.com