



Field Trial Program Overview

What is a ShoreTel Field Trial?

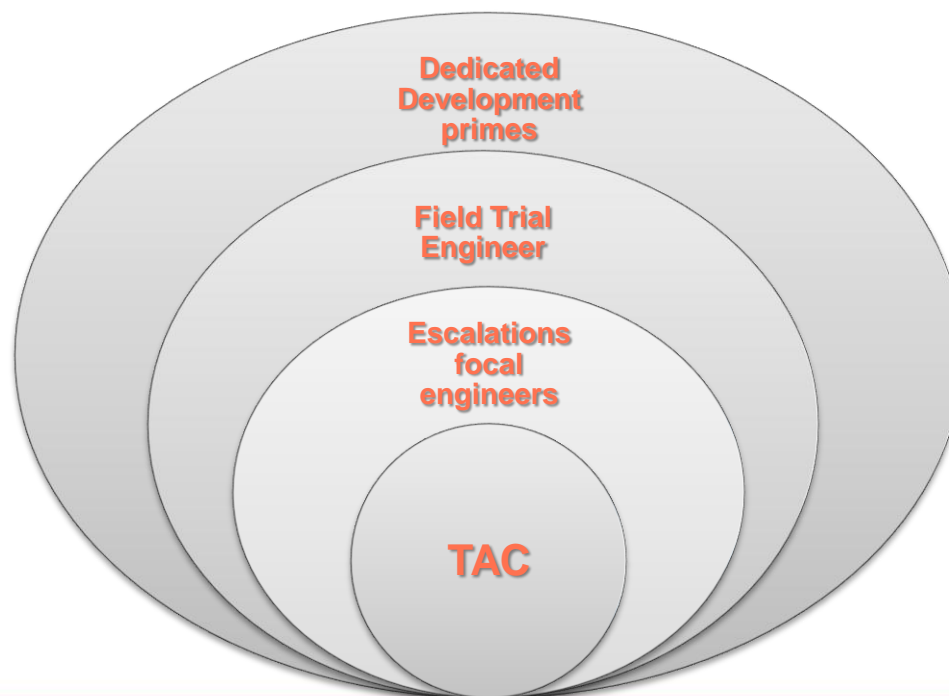
- A Network of stable production environments that help ShoreTel accomplish the following
 - Validate and gather feedback on new features introduced in ShoreTel releases
 - Accumulate required runtime in advance of our Controlled Release and General Availability milestones
 - Garner references for new features in advance of Product Launch
- Who is participating in the Field Trial Network
 - Customer Production Systems
 - Customer Lab Systems
 - Partner Production In House systems
 - Partner Lab systems
 - ShoreTel Internal Production Systems

ShoreTel Field Trial Responsibilities

- ShoreTel
 - Provide field trial equipment, software release, documentation, and remote training to participants prior to the field trial
 - Provide field trial technical support through ShoreTel TAC
- Participant
 - Have valid support agreement during the field trial period
 - Sign a Field Trial Agreement
 - > Agree to participate in training
 - > Agree to regular software upgrades
 - > Agree to provide regular feedback

Technical Support Overlay

- Field Trial Support
 - Field Trial customer's have access to ShoreTel's World Class 24x7 Technical Assistance Center
 - Field Trial customers are supported by ShoreTel's top tier Engineers
 - Field Trial Coordinators provide proactive support and fast path for escalation
 - ShoreTel QA and Development resources are dedicated to Field Trial accounts



Field Trial Application Process

- Field Trial (Beta) Application Process
 - Go to Field Trial Program Registration web page at http://support.shoretel.com/field_trials/
 - View the summary of an upcoming release and decide to apply for participation in field trials
 - Fill out and submit a field trial survey
 - > Review and accept the Field Trial Agreement
 - > Provide a customer profile by completing the survey
 - The field trial team checks the potential participant's eligibility (valid support service contract) and matches the field trial customer profile against field trial criteria and field trial capacity to determine suitability for the field trial
 - Field trial team replies to potential participant with eligibility results

Technical Support Contact Information

- Contact: ShoreTel Technical Assistance Center (TAC)
 - <http://support.shoretel.com/>
 - 1-800-742-2348 (US only)
 - 1-408-331-3313
 - 00 800 4083 3133 (Universal International Freephone Number, Europe only)
 - +44 1628 826399
 - +61 (0)2 9959 8080
- Hours of Availability: 24 hours a day, 7 days a week
 - Calls are handled live from ShoreTel TAC from 11:00 PM Sunday through 9:00 PM Friday Pacific Time (PT)
 - All calls for all severity levels are handled from 5:00 AM to 7:00 PM PT daily Monday - Friday
 - Calls for severity levels High, Critical and System Down will be handled all hours everyday
 - Calls placed between 9:00 PM on Friday and 11:00 PM PT on Sunday are returned within 1 hour for severity levels High, Critical and System Down

Prior to Calling into ShoreTel TAC

- Ensure customer has a current Field Trial Agreement
- Partner to complete basic and advanced troubleshooting procedures
 - Provide clear and concise abstract of the issue
 - Detailed description of the problem
 - Details on how to reproduce or how issue was exhibited
 - Provide exact times, extension or trunk involved
 - Copies of screen shots (if applicable)
 - Call ID (GUID) if possible
- Certified Engineers should already have logs ready
 - Provide logs from the ShoreWare Server(s) / all server logs
 - Event logs (both application and system)
 - ShoreWare DBs, MSInfo (from the server), CDR DB
 - If DVS Server is configured, download logs from the server
 - For Communicator Client issues include client logs

TAC Support Escalation Process

- Call +1 (800) 742-2348, reference the ticket number and receive a status from the engineer who has been assigned to the case.

- If you need further assistance from management, call

Escalation Hotline, +1 (855) 200-0102

Expect same day response for calls received before 3:00 PM Pacific Time (PT), Monday – Friday. Calls received after 3:00 PM PT or holidays or weekends will be answered by 10:00 AM PT the next business day.

- If no response within the stated time frame, call

Chris Fortuna, Acting Senior Director, Technical Services, +1 (408) 962-2586

- If Chris is unable to respond within the stated time frame, call

Don Joos, Vice President, Global Services, +1 (512) 551-7115