

BT Business Adopts Nuance Speech Recognition to Improve the Customer Service Experience and Drive Efficiencies

Nuance Solutions Help Make it Easier for Customers to do Business with BT

London, UK – May 19, 2010 – Nuance Communications, Inc. (NASDAQ: NUAN) today announced that BT Business will implement Nuance’s natural language call steering solution as part of a drive to improve the customer service experience and to drive efficiencies in customer service operations.

Following a review, BT Business identified that the Nuance solution will help its one million UK business customers reach customer service using a single telephone number and be directed to the relevant customer service agent or automated service after a short explanation.

It is anticipated that the new service will help customers easily self route their call. BT Business will also be able to accurately route the 10 million inbound calls it receives annually, and allow its customer service representatives to spend their time resolving caller issues.

Bruce Carter, customer experience director, BT Business said: “We want our customers to be able to concentrate on running their businesses rather than their networks and IT. A first rate call steering solution will make it easy for them to contact us when they need to and reduce the time it takes us to help them. We expect that Nuance’s natural language service will help us streamline and simplify this process improving our customers’ experience.”

“With customer service a key differentiator in this competitive market, BT Business has identified how it can transform its inbound contact strategy with call automation,” commented Ian Turner, general manager, Northern Europe, at Nuance Communications. “With nearly 75 percent of all customer interactions still taking place through the telephone channel, it is imperative that companies deliver levels of service that consumers want and rightly expect from call centres, and to create long-term brand loyalty.”

About BT

BT is one of the world’s leading providers of communications solutions and services operating in 170 countries. Its principal activities include the provision of networked IT services globally; local, national and international telecommunications services to our customers for use at home, at work and on the move; broadband and internet products and services and converged fixed/mobile products and services. BT consists principally of four lines of business: BT Global Services, Openreach, BT Retail and BT Wholesale.

In the year ended 31 March 2009, BT Group’s revenue was £21,390 million.

British Telecommunications plc (BT) is a wholly-owned subsidiary of BT Group plc and encompasses virtually all businesses and assets of the BT Group. BT Group plc is listed on stock exchanges in London and New York.

For more information, visit www.bt.com/aboutbt

About Nuance Communications, Inc.

Nuance is a leading provider of speech, imaging and customer interaction solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with information and how they create, share and use documents. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, please visit www.nuance.com.

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The statements in this press release, relating to future plans or future events or services, are forward-looking statements which are subject to specific risks and uncertainties. There are a number of factors which could cause actual events or results to differ materially from those indicated in such forward looking statements, including fluctuations in demand for the Nuance products, the relationship with the partner and the continued development of Nuance products. The reader is warned not to rely on these forward-looking statements without reservation, since these are simply reflections of the current situation. Nuance disclaims any obligation to update any forward-looking statements as a result of developments occurring after the date of this document.