

Press release

29th September 2008

BT and Lattice Voice Technology to launch multilingual communication solutions.

BT and Lattice Voice Technologies, have signed an agreement to launch a range of solutions that break the language barrier for critical services such as the Police, NHS and Local Authorities.

The agreement allows Lattice to leverage the extensive reach and expertise of BT in Government markets, and gives BT exclusive distribution rights to the First Contact suite of products within the UK.

BT will sell, deliver and support the First Contact products as customised customer specific language solutions, which enable organisations to deliver a comprehensive service equally across communities, and in a timely, cost effective manner.

This consolidated approach will add a unique and valuable proposition to BT's portfolio of solutions including integration, roll-out, training and support, from a single supplier. It will also enable Lattice to focus on enhancing their market leading products through to the next generation of technology based language solutions.

Mark Quartermaine, Managing Director of UK Public Sector, BT Global Services said "BT is always looking for ways to deliver innovative solutions that help solve real issues. We are delighted to be working with Lattice Voice Technologies to launch BT First Contact. The solution is ideally suited to help those parts of our community that do not speak English to access public services"

Neil McCutcheon, Managing Director of Lattice said: "BT's in-depth knowledge of our target markets and their inherent quality processes will enable us to rapidly roll out extensive multilingual services to organisations throughout the UK. This will considerably ease the burden of our customers in providing their service to speakers of foreign languages throughout society."

The "First Contact" suite of applications from Lattice Voice Technologies enables bilingual communications between client organisation staff and customers, in all the contexts in which these communications need to occur, on the phone, in the office and on the street. It

enables client staff and customers to communicate, each in their own language, via scripted dialogues.

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 2008, BT Group plc's revenue was GBP20,704 million with profit before taxation and specific items of GBP2,506 million.

British Telecommunications plc (BT) is a wholly-owned subsidiary of BT Group 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 <http://www.bt.com/aboutbt>

About Lattice Voice Technologies

Founded in 2007, Lattice Voice Technologies is an independent provider of managed language solutions. Lattice solutions allow people who speak different languages to communicate at the point of first contact.

The First Contact solutions can be delivered on the phone, using dual touch screen devices (two separate touch screen devices), or by using a device such as blackberry or PDA.

First Contact is a registered trademark of Lattice Voice Technologies Ltd. The names of actual companies, products and services mentioned herein may be the trademarks of their respective owners.