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IMPORTANT NOTICE

The compensation and benefits plans, policies and practices described in Compensation & Benefits Update are subject to and administered in accordance with the terms of the respective plan, practice or policy. In the event of a conflict between the statements in Compensation & Benefits Update and the terms of any applicable collective bargaining agreement, compensation or benefits plan, practice or policy, the collective bargaining agreement, applicable plan, practice or policy will control.

2006 Collective Bargaining Changes

As a result of the new three-year collective bargaining agreements between Avaya, the Communications Workers of America (CWA) and the International Brotherhood of Electrical Workers (IBEW) -- which were ratified in July 2006 -- a number of Avaya compensation and benefits plans and practices have changed.

General Wage Increase

The collective bargaining agreements provide for a general wage increase over three years, as detailed in the table below.

Wage Increase	Effective Date
3 percent	May 28, 2006
3 percent	May 27, 2007
3 percent	May 25, 2008

Retroactive Pay. The May 28 pay increase will begin appearing in employees' Aug. 25 paychecks for the pay period beginning Aug. 13. Because the wage increase was effective on May 28, 2006, employees on active role on that date are eligible to receive a retroactive payment to reflect the increase. This Retroactive Pay Equivalent Payment will be made no later than Sept. 22, 2006. This payment is subject to applicable taxes and withholdings.

Contributions for the Avaya Employee Stock Purchase Plan, Avaya 401(k) Plan and union dues as specified by the union also will be deducted from the payment.

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Avaya Award Increase

The target payouts for the Avaya Award are increased annually through fiscal year 2009 as reflected in the chart below. The minimum award remains unchanged at \$580.

Fiscal Year	Target Payout Amount	Minimum Payout
2007	\$1,288	\$580
2008	\$1,339	\$580
2009	\$1,393	\$580

As a reminder, the amount of the Avaya Award for Represented Employees is based on Avaya's overall business performance for the fiscal 12-month cycle, and is paid out in December. There is no cap on the maximum award (if Avaya exceeds its performance objectives), and a minimum Avaya Award is paid even if target business performance is not achieved.

Avaya Pension Plan Changes

Pension Band Value Increase

In accordance with the terms of the new three-year collective bargaining agreement, there will be a **four** percent (4%) pension band value increase to the Avaya Inc. Pension Plan effective July 1, 2006. There will be no further increase for the remainder of the contract period.

Expanded Survivor Benefits

This change applies to employees retiring or terminating under the pension plan who begin receiving their benefits on or after Jan. 1, 2007. These employees may elect to provide survivor benefits to any living person, including same and opposite-gender domestic partners. Previously, only a legal spouse could receive survivor benefits under the plan.

At the time of retirement, participants have the choice of various distribution options from the pension plan. All joint and survivor annuity options will be reduced on an actuarially equivalent basis that takes into consideration the age of the participant and beneficiary. Married retirees must still comply with spousal consent rules as governed by federal law.

Lump Sum Payment Option is Added

Retirees and terminated employees that begin their benefits on Jan. 1, 2007 or after may elect to receive their vested pension benefit in the form of a lump sum payment. The lump sum will equal the present value of the participant's Normal Retirement Age benefit; it will be calculated using interest rates and mortality tables in accordance with Internal Revenue Service regulations. Since this lump sum payment is from a qualified retirement plan, it may be eligible for rollover to another qualified plan or IRA.

Additional Distribution Options for Deferred Vested Participants

Beginning Jan. 1, 2007, three options will be available to participants with a deferred vested pension:

- Immediate joint & 50% survivor annuity,
- Immediate single-life annuity,
- Immediate lump sum payment (as previously noted).

Previously, deferred vested participants (non-retirement eligible) generally had to wait until age 65 to begin collecting any benefit from this plan. Note that the joint and survivor annuity options also will be reduced on an actuarially equivalent basis as described previously.

Special Social Security Supplement

The Social Security Supplement payments under the pension plan that were made available to designated eligible employees who were involuntarily terminated will continue to be available for the term of the contract.

Avaya Savings Plan Changes

Also as a result of the new three-year bargaining agreement, several changes to the Avaya 401(k) Plan will go into effect. All changes take effect on Jan. 1, 2007.

Roll-In Guidelines Expanded

Roll-ins to the 401(k) Plan from other qualified plans will allow after-tax employee contributions. Additionally, retirees and terminated employees that maintain a vested balance will be able to roll in balances from other qualified plans.

Distribution Flexibility is Increased

The limit of three in-service withdrawals per year will be removed for all participants. The rules regarding eligibility and the amount available for each type of in-service withdrawal will remain unchanged.

Terminated employees will be allowed to take an unlimited number of partial withdrawals in the minimum amount of **\$500** per withdrawal.

Loan Changes

The maximum residential loan period is extended to **180** months (15 years). Additionally, retirees and terminated employees may initiate new loans. Employees on a leave of absence may repay their outstanding loans directly to the record keeper (Fidelity).

When a new loan is initiated, assets will be withdrawn from the participant's investment options on a pro-rata basis. For example, if your account is invested such that it is split equally among five of the plan's options and you initiate a **\$5,000** loan, **\$1,000** will be withdrawn from each of your investment funds.

Other Pension Plan Changes:

Sickness and Accident Death

Benefit changed: For retirements after July 1, 2006, Pension Plan participants will no longer be eligible for the plan's Sickness and Accident Death Benefit.

Additionally, the benefit is eliminated for all active employees as of July 2, 2006.

Minimum Required

Distributions: Beginning Jan. 1, 2007, employees that continue to work beyond age **70 ½** will no longer be required to start taking distribution of their pension benefit under the Pension Plan's Minimum Required Distribution provision.

Modification of Three-Year

Layoff Rule: Effective Jan. 1, 2007, participants who are laid off will receive immediate distribution of their benefit if the lump sum value is less than \$1,000. If the benefit is more than \$1,000, participants will be eligible to elect immediate payment of their benefit as described under "Additional Distribution Options for Deferred Vested Participants" above.

Health Care Coverage Changes

As a result of the new three-year bargaining agreements, a number of health care changes will take effect on Jan. 1, 2007. The changes balance the needs of employees and their families with Avaya's need to manage health care costs, which continue to increase dramatically for U.S. businesses. Avaya provides substantial health care resources, while employees and dependents are responsible for maximizing the effectiveness of these resources. Many Avaya programs include tools for preventative care so that employees and dependents can take active roles in managing their health.

Free Annual Physical Examinations

One new preventative care program is part of the latest bargaining agreement: free annual physical examinations and health screenings. Employees and eligible dependents covered under the Point-of-Service or Traditional Indemnity option may take advantage of the physical examinations and screenings. Screenings may include prostate screenings, mammograms and colorectal screenings. Depending on the age of you and your dependents, you will be eligible for an annual physical examination and health screening at no additional cost to you.

No Employee Contributions; Changes to Copayments and Deductibles

There will continue to be no contributions for health care coverage, other than certain HMOs. There will be changes in copayments, annual out-of-pocket maximums, and annual deductibles.

For the **Point-of-Service** option, **in-network**:

- copayment for Primary Care Physician office visits will increase to **\$20**;
- copayment for office visits to a specialist will be **\$30**;
- copayment for emergency room visits will increase to **\$65** (waived if you are admitted);
- annual out-of-pocket maximum will increase to **\$1,000** for individual coverage, and **\$2,000** for two-person or family coverage.

For the **Point-of-Service** option, **out-of-network**:

- annual deductible will increase to **\$600** for individual coverage and **\$1,200** for two-person or family coverage;
- annual out-of-pocket maximum will increase to **\$3,000** for individual coverage, and **\$6,000** for two-person or family coverage;
- coinsurance will decrease to **75%**;
- copayment for emergency room visits will increase to **\$70** (waived if you are admitted).

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Prescription Drug Copayments

Copayments for in-network prescription drugs will increase according to the chart below:

	Retail (up to a 30-day supply)*	Home Delivery (up to a 90-day supply)
Generic	\$10	\$20
Brand- name	\$25	\$50

The annual out-of-pocket maximum for participating pharmacies and home delivery will increase to **\$1,000**, with a limit of **\$3,000** per family.

* 30-day supply represents a decrease from the current 34-day maximum supply for retail prescription drugs.

Prescription Drug Program Changes

Mandatory generic drug provision. In cases where participants select a brand-name drug when a generic equivalent is available, the participant will be required to pay the generic copayment *plus* the difference in cost between the brand name drug and the generic drug. This cost-differential requirement is waived if the physician indicates that the brand-name drug is medically necessary.

Utilization management program. Precertification for certain types of prescription drugs will be required. Those prescription drug categories are:

- Non-sedating antihistamines,
- Proton Pump Inhibitors,
- Antifungals.

Precertification means that certain requirements will have to be met before the medication can be prescribed. Watch for further details during the upcoming annual enrollment period in October

Mental Health and Chemical Dependency Program

The copayment for in-network visits will increase to **\$25** per visit. The out-of-network deductible will increase to **\$250**.

Reimbursement Accounts

The minimum annual contribution for the Health Care Reimbursement Account (HCRA) and Child/Elder Care Reimbursement Account (CECRA) will increase to **\$300**. The maximum amount of total plan contributions for HCRA for each employee is increased to **\$4,000** per year. Avaya continues to match 25 percent of an employee's CECRA contribution. See the story on page 8 on reimbursement accounts for a more complete picture of how you can benefit from the programs.

Supplementary Life and Accidental Death and Dismemberment Insurance

Under the terms of the new agreements, employees will have the option to purchase supplementary life and accidental death and dismemberment (AD&D) insurance for up to seven times the employee's total annual pay. For the 2007 annual enrollment period only, employees who currently have five times their total annual pay for supplementary life insurance can increase their coverage to six times their total annual pay without providing evidence of insurability. All other increases will require evidence of insurability. See the story on page 9 on life insurance for a more complete picture of the life and AD&D insurance programs.

Domestic Partner Benefits

Coverage for all benefits programs, including health care, life insurance, savings and pension plans (as noted above), and family-related programs, will be expanded to cover opposite-sex domestic partners and their eligible dependent children.

Continued on next page

Education and Training

Technician Certification Program. This new program is a way for Avaya and represented employees to partner in developing skills for our evolving industry. Avaya, the CWA and IBEW have created a long-term, voluntary skills-building program that will provide cash rewards of up to \$4,400 per year to technicians who attain and retain a defined level of skills and knowledge in IP and converged products and technologies. As an incentive to participate, technicians will be eligible for an additional 20 hours of company-paid training time.

Other Important News

HEALTH and WELFARE

Aetna Navigator™: The Score and More on Medical and Dental Benefits

It is important to be an informed health care consumer. If you participate in any of the medical and/or dental plans administered by Aetna, including the Dental Maintenance Organization (DMO), you have access to a powerful resource that can help. Aetna Navigator is your tool for finding timely information about your medical and dental benefits, doing research on important health issues and more.

Aetna Navigator is a secure Web site for you and your family members. Log on, and then find the health and cost information you need. Use Aetna Navigator to make educated health care choices.



Assess Where You Are

Aetna Navigator contains a snapshot of your current benefits information:

- Confirm your coverage and who in your family is covered.
- Track claims and claim payments.
- See Explanation of Benefits statements and status of claims.

Make Requests and Get Information

Find the support that you need:

- Request a member ID card or print identification information.
- Send a secure e-mail message to Aetna member services.
- Find network health care professionals and facilities.
- Change your or your dependents' primary care physician (for Point-of-Service coverage) or primary care dentist (for DMO coverage).

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Do Research for Important Decisions

Get resources to help your health care decisions:

Take Action on Your Health!

- Find health care in DocFind®
- Prescription Drug costs
- Medical procedure costs
- Valuable health information
- Plan for your health

- The **Estimate the Cost of Care** feature helps you plan for anticipated health care costs. Compare the estimated average in- and out-of-network costs for health care services in your area, including medical and dental procedures, office visits and medical tests, treatments and prescription drugs.
- **DocFind®** is Aetna's online directory of providers. Use it to access the latest listings of doctors, dentists, hospitals, pharmacies, specialists and other health care professionals that participate in the Aetna network and that fit your selected criteria.
- The **Compare Hospitals** tool can help you get information on certain diagnoses and procedures at various area hospitals.
- The **Aetna IntelliHealth®** tool provides credible health information through articles, news updates and answers from medical experts. It also includes interactive educational features and a special section about diseases and conditions.
- The **Healthwise® Knowledgebase** provides in-depth information on a wide range of topics. Using a simple A-Z format, you'll find reliable, up-to-date descriptions about diseases and conditions, their symptoms, causes and possible treatment options.

Connect! Log in at www.aetnavigators.com and start using Aetna Navigator today! Follow the simple registration process if you are a first-time user.

Spotlight On: Aetna Discount Programs

Within Aetna Navigator, you also find information about Aetna's discount programs. If you are a member of any Aetna medical and/or dental plan option, you and your enrolled family members are eligible to take advantage of these services:

- **Alternative Health Care Programs.** Get discounts from participating professionals for acupuncture, chiropractic services, massage therapy, vitamins, nutritional counseling and more.
- **Fitness Program.** Helps you save with discounted membership rates at more than 2,000 independent health and fitness clubs nationwide.

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- **Hearing Program.** Save on hearing exams, hearing services and hearing aids at over 1,500 participating locations nationwide.
- **Vision Discount Program.** Get discounts on many eye care services and products, including eye exams, LASIK surgery, eyeglasses, contact lenses, nonprescription sunglasses, contact lens solutions and other eye care accessories. This program can be coordinated with any vision insurance you may have.

Connect! Learn how you can benefit from these discount programs. From the [Aetna Navigator](#) Web site, click on Benefits > Health Programs and see Discount Programs.

Reimbursement Accounts - A Valuable Savings Vehicle

Remember, if you currently participate in either or both of the HCRA or CECRA, *you must re-enroll during annual enrollment this fall to participate in 2007.*

Some of the most important health care decisions you make are financial. Avaya's Health Care Reimbursement Account and Child/Elder Care Reimbursement Account programs make good financial sense for many employees; they represent important decisions you will make during the 2007 annual enrollment period which will begin in October.

Two types of Reimbursement Accounts are available:

- **Health Care Reimbursement Account (HCRA)** – for health care expenses not paid by your medical, dental and vision plan including many over-the-counter drugs.
- **Child/Elder Care Reimbursement Account (CECRA)** – for eligible child/elder care expenses that allow you or your spouse to work, look for work, or allow your spouse to attend school full-time. Avaya matches \$0.25 for every dollar you contribute to your CECRA.

While each account has a specific purpose, both allow you to set aside money for eligible expenses. You elect to have a pre-determined amount deducted from your paycheck on a pre-tax basis, then deposited into the Reimbursement Account. This lowers the amount of income on which your taxes are based.

Connect! If you are not participating in a Reimbursement Account, get more information and decide whether the programs can benefit you for 2007. Visit www.avayahealthydecisions.com and click on "Reimbursement Accounts" in the left column.

For employees currently participating in the HCRA and/or CECRA, now is a good time to review your expenses and make sure you are on track to use up all the funds you elected into your 2006 account. Claims must be incurred by Dec. 31, 2006 and submitted by April 15, 2007.

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Filing claims are easy. Access a claim form online at www.avayahealthydecisions.com (“Reference Materials and Forms”) and fax your claim to the telephone number listed on the form.

Under the **HCRA Auto-Reimbursement** feature, you do not even need to submit claim forms for many health care costs. Get more information about this convenience through www.avayahealthydecisions.com.

Review Your Life Insurance Coverage and Update Your Beneficiaries

Cash Accumulation Fund

If you are a participant in the Supplementary Life Insurance Plan, you have the option of contributing to the Cash Accumulation Fund. This is a personal fund in the insurance policy to which you can make additional dollar contributions directly to MetLife via payroll deductions or by sending a check. The maximum amount you may contribute depends on your age and coverage amount.

The Cash Accumulation Fund earns a competitive interest rate that is guaranteed never to be lower than 3%. Generally, the earnings in your Cash Accumulation Fund are not taxed unless you withdraw more from the insurance policy than you have contributed. You may withdraw or borrow against the money in your fund at any time. The balance in your Cash Accumulation Fund may be used to pay for your cost of insurance in retirement or to purchase paid-up insurance. Any balance remaining in your fund at the time of your death is included in your life insurance amount and paid to your beneficiary (or beneficiaries). The life insurance proceeds paid to your beneficiary (or beneficiaries) are generally not subject to income tax.

Contact MetLife for more information on contributing to the Cash Accumulation Fund.

As a reminder, Avaya provides eligible employees with basic life and accidental death and dismemberment (AD&D) insurance in the amount of your total annual pay. Coverage is automatic and comes at no cost to you. Basic life and AD&D plans are insured by **MetLife**.

Supplementary Insurance.

You have the option of purchasing **supplementary** life and AD&D insurance. They provide additional insurance to your designated beneficiary, from one to seven times your total annual pay. Cost for supplementary life insurance, which is deducted from your pay on an after-tax basis, varies depending on your age, tobacco usage and the amount of insurance you buy. Cost for supplementary AD&D is deducted from your pay before taxes and depends on your selected coverage level.

Dependent Insurance

You also have the option of purchasing **dependent** life and AD&D insurance. They pay you a benefit if a covered eligible dependent dies (or in the case of AD&D, sustains certain injuries as the result of a qualifying accident). The cost of purchasing dependent life for your spouse is based on the age of your spouse and the amount of insurance selected. The cost of dependent life for children is based on the amount of insurance selected. The cost of dependent AD&D depends on the amount of insurance selected.

Supplementary and dependent life and AD&D plans are insured by MetLife.

Connect! Refer to the [Summary Plan Description](#) to learn more about these important benefits. Or, contact MetLife at **1-888-466-8659** for basic and dependent life and AD&D insurance (**1-800-523-2894** for supplementary life insurance.) Additionally, MetLife’s **My Benefits** Web site contains useful information about life insurance that can help you determine an appropriate amount for your situation. Visit www.metlife.com/mybenefits. Go to Planning Tools> Life Advice> Insurance Basics.

Action Item! You may enroll at any time for supplementary and dependent life insurance, including during annual enrollment each fall. Go to www.avayahealthydecisions.com or call the Avaya Health and Benefits Decision Center at 1-800-526-8056 to enroll. Please note that if you want to elect coverage for the first time or if you want to purchase additional life insurance, you must provide evidence of insurability. AD&D coverage

And, don't forget to make sure your **401(k) Plan** beneficiaries are up-to-date. Log in to www.401k.com. From the **Quick Links** drop-down menu select **Beneficiaries**.

Need to Update Your Beneficiaries?

It is important that you have an up-to-date beneficiary designation on file for your life and AD&D insurance. For example, if you have recently gotten married, had a child, or experienced a significant life change, you may need to update your beneficiaries for your life and AD&D insurance. You can choose one or more individuals, your estate, most organizations, or a trust as your beneficiary. You may do this at any time. Log on to www.avayahealthydecisions.com. Click on **Beneficiaries** in the left column.

Note: You must choose the same beneficiary (or beneficiaries) for basic life, basic AD&D and supplementary AD&D insurance. You may designate a different beneficiary (or beneficiaries) for supplementary life insurance, and you must complete a separate beneficiary form.

Avoid Exercise Injury

Choose the injury-free path to fitness

With the warmer weather came your new exercise program. For the past month, you haven't missed a trip to the gym or an evening walk. Then you injure yourself.

Now you face an unappealing choice. Stop exercising, and risk undoing a new healthy habit. Continue, and risk making your injury worse. When faced with such a choice, always take care of the injury. Better yet, take steps to avoid injury in the first place.

Don't over-do it. The most common cause of injury is exercising too aggressively too soon. If you don't currently exercise, ask your doctor about limitations you may have. Then start out slowly and progress gradually. Start with 10 to 15-minute sessions three or four times the first week. If you can handle that, add five minutes to each session each week.

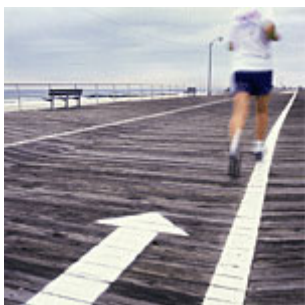
Listen to your body. It's normal to feel a little soreness, especially at first, but exercise should not cause pain. If you feel extreme soreness or pain several hours after exercise, especially the next day, stop the activity that caused the pain for a day or two and start up slowly again.

Be flexible. Stretching helps you increase your flexibility and range of motion. This can help decrease soreness after exercise. Stretch after a 5 to 10-minute warm up, and again after you finish exercising.

Successful exercise programs are a long-term commitment. By starting on the right path and avoiding injury, you'll be taking a significant step toward a healthier future.

Connect! **Avaya Healthy Decisions** can also help you exercise without injury. Call the 24-hour **Nurse Helpline** for tips on avoiding an injury—or caring for one. Call the Avaya Health and Benefits Decision Center at 1-888-526-8056, select "Avaya Healthy Decisions" (prompt 2), then "Nurse Helpline" (prompt 1).

elections may be made during annual enrollment only.



members who are enrolled in Avaya's Point-of-Service or Indemnity medical options. If you participate in an HMO, you may want to check with your specific provider for wellness or preventative medicine programs available to you.

Safety Huddles: Tools for On and Off-the Job Safety

Additional injury-prevention information is available to you through **Safety Huddles**, a resource library designed and developed by the Avaya Corporate Environmental Health and Safety (EH&S) Organization. Safety Huddles are ideal for use as training tools on a variety of topics that can help protect you, your co-workers and your family.

The EH&S Organization also offers Web-based training.

Connect! Find out what's available from EH&S. On the Enterprise Portal, go to ESC > Employee Services > [Environment and Safety Services](#) > Training.

WORK and FAMILY



Get Travel Deals and More Through the Avaya Employee Discount Program

Plenty of summer weather remains for you to take advantage of the Leisure Travel savings through the Avaya Employee Discount Program. You can find offers on rental cars, cruises, hotels, even movie tickets. Companies such as Avis, Hertz, Cruises Inc., Starwood Hotels and Walt Disney World® Resort stand ready to help you get out of the office and into vacation mode.



See what else the Avaya Employee Discount program includes:

- Financial Products such as 529 college savings plans, and credit verification services.
- Insurance Programs: Automobile, Homeowners, Rentals and more.
- Automobile Purchase Plans from Ford, GM, DaimlerChrysler and Nissan/Infiniti.
- Consumer Products like wireless phones and PCs.
- Local discounts and services close to where you live.



Spotlight On: Employee Mortgage Program

If you are buying a home or refinancing the one you own, be sure to check out the [Employee Mortgage Program](#), part of the Financial Products family in the Avaya Employee Discount Program. It offers convenient home-financing services from a number of well-known mortgage service providers, with competitive rates and added discounts for Avaya employees. Visit the Employee Mortgage Program's Web site, then see what CitiMortgage, PHH Mortgage and Wells Fargo have available.

Nurse Helpline is a voluntary, confidential service available to employees and their family

Connect! See the full range of Avaya's Employee Discount program. Visit www.beneplace.com/avaya or navigate through the [Enterprise Portal](#). Go to the ESC> Benefits> Employee Discounts.

POLICY UPDATES/REMINDERS

See Your Updated 'My Total Rewards' Statement

If you are looking for one place to find your personal pay and benefits data, look no further than the My Total Rewards (MTR) Web site. On July 31, the site will be updated with your personal information as of July 1, 2006. The site is customized for you, showing your personal pay and benefits data. It's a great place to check your current benefit elections and find useful links to benefit vendors and company policy.



The MTR Web site includes a summary benefits page, a tool that can help you estimate how much money you will need for retirement and integrated beneficiary information from each of the various benefit programs.

You can save your MTR statement in PDF format, making it easier to retain for your records.

Connect! Access your updated My Total Rewards statement at <http://esc.avaya.com/totalrewards>. Use your NT handle and password to log on.

Where to Go for What

Want to be efficient while searching for compensation and benefits information? Keep the below chart handy. Maybe you need to update the dependents enrolled in your benefits plan. Or check on your 401(k) balance. The chart on the following page includes our service centers, how to contact them and a description of how they can help.

Continued on next page

Service Center	How to Contact	Services Offered
Employee Service Center (ESC)	https://enterpriseportal.avaya.com/ptlWeb/internal/esc_book	The ESC is your gateway to information and transactions related to benefits, money, career and transaction services.
Avaya Health and Benefits Decision Center	www.avayahealthydecisions.com 1-800-526-8056 (staffed Monday-Friday, 8 a.m.- 8p.m. Eastern time.)	Make health benefits elections (and changes if you have experienced a major life event), review and download health benefits forms and information; and find tools and programs designed to help you make better health decisions.
Counseling Connection (Employee Assistance Program)	www.MagellanHealth.com 1-877-804-9753 (staffed 24 hours a day, 7 days a week, 365 days a year.)	This is Avaya's Employee Assistance Program (EAP), a prepaid, confidential counseling and referral resource coordinated through Magellan Behavioral Health.
Avaya 401(k) Plan Service Center	www.401k.com 1-877-208-0783 (staffed Monday-Friday, 8:30 a.m.- midnight Eastern time.)	Access your Avaya 401(k) plan account; check your balance and make deductions, exchanges, contributions, etc.
Avaya Pension Service Center	http://avayapension.csplans.com 1-800-750-7300 (staffed Monday-Friday, 9 a.m.- 6 p.m. Eastern time.)	Get information about the pension plan, make calculations, model possible scenarios and initiate the retirement process.
My Total Rewards	http://esc.avaya.com/totalrewards	A one-stop shop that provides personalized, customized information on your pay and benefits package, along with many of the links listed above.
Global Employee Service Center	http://esc.avaya.com/avaya_ic/default.asp 1-866-47-AVAYA (staffed Monday-Friday, 8 a.m.- 6 p.m. Eastern time.) Web chat also available.	Handles employee life-cycle transactions, including on-boarding, hiring, promotions, employee movement, separation, wage verification, mergers and acquisitions.
Summary Plan Descriptions	www.avaya.com/benefitanswers	These descriptions of Avaya Benefit Plans include a summary of key features of the plans, and outline their provisions in easy-to-understand language.

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