

February 24, 2009

To: Lois Grimes-Patow

Re: CWA Notification of VTP - February 24, 2009 - March 20, 2009

I am writing to inform you that Global Support Services (GSS) is offering a Voluntary Termination Pay (VTP) Offer on February 24, 2009 in multiple GCA's for the titles of Senior Technician and Senior Software Associate.

The last day on payroll is March 20, 2009.

A detailed report by title and GCA is attached as well as a list of employees in the affected GCA's.

A copy of the Voluntary Termination Pay (VTP) Offer Package that employees in the affected universes will receive on Day 1 is also attached.

Mary Rhoades  
Represented Staffing/Force Mngmt

Attachments

cc: R. Maly  
C. Reichold  
D. Graepel

FAR	GCA	City	State	VTP #
<b>Senior Technician</b>				
<b>FAR 1</b>	021G	Wilmington	DE	1
	044G	Baltimore	MD	3
	048G	Cheverly	MD	6
	101G	Melville	NY	1
	104G	New York	NY	7
	105G	Elmsford	NY	2
	123G	Philadelphia	PA	3
	125G	Allentown	PA	1
	130G	Beaver	PA	1
	139G	Harrisburg	PA	1
	172G	Roanoke	VA	1
	194G	Salem	WV	1
<b>FAR 2</b>	253G	Hoover	AL	1
	292G	Miami	FL	1
	295G	West Palm Beach	FL	1
	299G	St. Petersburg	FL	3
	301G	Maitland	FL	1
	303G	Jacksonville	FL	2
	323G	Atlanta	GA	1
	353G	Bowling Green	KY	1
	355G	Louisville	KY	1
	360G	Lexington	KY	1
	375G	Lafayette	LA	1
	391G	Long Beach	MS	1
	394G	Ridgeland	MS	1
	411G	Overland Park	KS	1
	423G	Town and Country	MO	1
	432G	Wilmington	NC	1
	435G	Goldsboro	NC	1
	473G	Florence	SC	1
	475G	Columbia	SC	1
	484G	Franklin	TN	1
	515G	Houston	TX	3
	522G	Coppell	TX	3
	523G	El Paso	TX	1
	524G	Fort Worth	TX	1
	539G	San Antonio	TX	1
<b>FAR 3</b>	573G	Indianapolis	IN	2
	625G	Livonia	MI	1
	646G	Minneapolis	MN	2
	663G	Omaha	NE	1
	682G	Maumee	OH	1
	685G	Warrensville Hts	OH	1
	686G	Akron	OH	3
	690G	Columbus	OH	1
	713G	Waukesha	WI	2
	719G	Madison	WI	1
<b>FAR 4</b>	741G	Tempe	AZ	3
	773G	Milpitas	CA	1
	782G	Chatsworth	CA	1
	825G	Highlands Ranch	CO	1
			<b>TOTAL</b>	<b>81</b>

<b>FAR</b>	<b>GCA</b>	<b>City</b>	<b>State</b>	<b>VTP #</b>
<b>Senior Software Associate</b>				
<b>FAR 1</b>	021	Wilmington	DE	2
	044	Baltimore	MD	1
	048	Cheverly	MD	1
	101	Melville	NY	1
	104	New York	NY	1
	107	Albany	NY	1
	123	King Of Prussia	PA	2
	125	Allentown	PA	1
	179	Norfolk	VA	1
<b>FAR 2</b>	323	Atlanta	GA	3
	355	Louisville	KY	1
	411	Overland Park	KS	1
	423	Chesterfield	MO	1
	437	Charlotte	NC	1
	455	Tulsa	OK	1
	484	Franklin	TN	1
	515	Houston	TX	1
	522	Dallas	TX	1
	539	San Antonio	TX	1
<b>FAR 3</b>	573	Indianapolis	IN	1
	586	Cedar Rapids	IA	1
	621	Southfield	MI	1
	646	Bloomington	MN	1
	713	Waukesha	WI	1
<b>FAR 4</b>	741	Tempe	AZ	1
	784	San Diego	CA	1
	789	Pasadena	CA	1
	825	Highlands Ranch	CO	1
	902	Portland	OR	1
	958	Kent	WA	1
			<b>TOTAL</b>	<b>34</b>

**Avaya Inc - Global Services Delivery  
Voluntary Termination Pay Offer (VTP)  
February 24, 2009 – March 20, 2009**

Effective February 24, 2009, a Voluntary Termination Pay (VTP) offer is being made to employees in the titles of Senior Technician, Senior Technician-Journeyman, and Senior Software Associate in specific GCA/RCA locations in accordance with Article 25 of the CWA Operations collective bargaining agreement and G25 of the IBEW Operations collective bargaining agreement.

Eligible employees accepting this offer must be off payroll by March 20, 2009 (last day on payroll).

**Employees must submit their request to accept or decline the VTP offer through the following site:**

<http://gsd.avaya.com/narfieldservices/auth/vtp/vtpelectionform1.asp>

**You will be prompted to log in with your global ID (example ID – globallyyour handle and password).**

You will receive an email confirmation once you have submitted your acceptance or declination of this VTP offer. If you are unable to submit via the above site, complete and sign the election form on page 2 and fax to 720-444-1210.

The election period for this offer will be February 24, 2009 through March 9, 2009.

**Employees must submit their request by end of day (11:59 pm in respective time zones) by March 9, 2009, to be considered for this offer.** Employees will be notified on March 11, 2009, with the Company's acceptance or declination of their Voluntary Termination Pay (VTP) election.

The offer is limited within each designated GCA/RCA. If there are more requests than the limit in each specific GCA/RCA location, an over-subscription may be considered. Employees eligible for this offer will be selected in order of seniority by Geographic Commuting Area (GCA), pursuant to CWA Article 24 and by Reasonable Commuting Areas (RCA) pursuant to IBEW Article G20.

Questions regarding this VTP Offer may be directed to your supervisor or you may contact the Employee Resource Center (ERC) – Theresa Inman 800-930-6627 (CWA) or Mike Tolomeo 800-525-1247 (IBEW).

**Avaya Inc - Global Services Delivery  
Voluntary Termination Pay Offer (VTP)  
February 24, 2009 – March 20, 2009**

**ELECTION FORM FOR  
VOLUNTARY TERMINATION PAYMENT (VTP) OFFER**

**You must make your selection on the following website:**

**<http://gsd.avaya.com/narfieldservices/auth/vtp/vtpelectionform1.asp>**

**You will be prompted to log in with your global ID (example ID – global\your handle and password**

**If you are unable to submit your request on line, complete the following information and fax to 720-444-1210.**

**EMPLOYEE INFORMATION**

**NAME** \_\_\_\_\_

**HRID #** \_\_\_\_\_ **NCSID** \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

**GCA** \_\_\_\_\_ **RCA** \_\_\_\_\_

**TERMINATION ALLOWANCE PAYMENT METHOD:** LUMP SUM \_\_\_\_\_ STREAM \_\_\_\_\_.  
(CHOOSE ONE)

**The Last Day on Payroll is March 20, 2009**

**JOB TITLE:** \_\_\_\_\_

I have reviewed the provisions under Article 25 of the CWA Agreement or Article G25 of the IBEW Agreement and understand that the amounts payable under these articles are applicable to this voluntary offer.

My submittal indicates my intention to accept or decline this offer and to leave the payroll by the date indicated of March 20, 2009. This acceptance or denial is not revocable after the end of day on March 9, 2009 (11:59pm in respective time zones). I also understand that this is a request to volunteer and that the company will notify me on March 11, 2009 if my request has been granted or denied.

**I ACCEPT this voluntary offer** \_\_\_\_\_

**I DECLINE this voluntary offer** \_\_\_\_\_

\_\_\_\_\_  
**Signature necessary if faxing this Election Form**

\_\_\_\_\_  
**Date**

**You must make your election on the website or fax this completed form to 720-444-1210 by Monday, March 9, 2009 (11:59pm in respective time zones).**

**Avaya Inc - Global Services Delivery  
Voluntary Termination Pay Offer(VTP)  
February 24, 2009 – March 20, 2009**

**QUESTIONS & ANSWERS**

**Q1 Why is the company offering this Voluntary Termination Payment (VTP)?**

A1 The Company has reviewed its projected business needs and has decided to offer this payment. In our most recent analysis of product support, customer needs and current workloads, we have determined that our work force exceeds workload requirements. In keeping with a high commitment to employees and customers we are attempting to seek and incent volunteers whose personal circumstances may match business needs.

**Q2 Which titles are being offered this VTP?**

A2 This VTP is being offered to certain employees in the titles of Senior Technician, Senior Technician-Journeyman, and Senior Software Associate in specific GCA's and RCA's.

**Q3 If I am receiving disability benefits, can I accept the VTP?**

A3 Yes, however you must be certified to return to work from disability (doctor's note stating you are no longer disabled) one week prior to the off-payroll date of the VTP in order to participate in the VTP.

**Q4 What happens if I accept VTP and die before I am separated from Payroll?**

A4 The VTP will be cancelled.

**Q5 What happens if I accept VTP and die after I am separated from Payroll?**

A5 The payment will be sent as a lump sum to your estate.

**Q6 How much termination pay will I be offered?**

A6 The termination payment is equal to your weekly rate multiplied by the number of weeks of termination pay for which you are eligible under CWA Article 25 and IBEW Article G25 based on your NCS on your last day on payroll. Additional information can be found in CWA Article 25 and IBEW Article G25.

**Q7 Will VTP be offset by any type of termination allowance previously paid to an employee?**

A7 In accordance with the appropriate contract, VTP may be offset by previous termination payments.

**Avaya Inc - Global Services Delivery  
Voluntary Termination Pay Offer(VTP)  
February 24, 2009 – March 20, 2009**

**QUESTIONS & ANSWERS (cont'd)**

- Q8 If I select VTP, leave the company and later rehired, will any portion of the VTP have to be repaid?**  
A8 If you are re-employed, a portion of the VTP may be subject to repayment prior to re-employment, according to the provisions under either Article 25 of the CWA Agreement or Article G25 of the IBEW Agreement.
- Q9 If I accept the VTP offer, when should I expect to receive my termination payment?**  
A9 You should receive your lump sum payment or begin receiving your stream payment within 30 days of termination.
- Q10 If I elect this offer, can my last day on payroll be later than March 20, 2009?**  
A10 No.
- Q11 Will I be eligible for a Transition Leave of Absence (TLA)?**  
A11 You will be eligible for a TLA, if you are within one year of the age and/or service requirements for a service pension on your last day on payroll.
- Q12 What effect does termination pay have on a service pension?**  
A12 None. Termination pay has no effect on a service pension or a deferred vested pension. Termination pay is separate from and in addition to pension payments.
- Q13 What are the age and service requirements for a service pension?**  
A13 Employees can retire with a service pension after meeting one of the following four minimum age and service requirements:  
  
any age with at least 30 years of Net Credited Service (NCS)  
50 years of age with at least 25 years of NCS  
55 years of age with at least 20 years of NCS  
65 years of age with at least 10 years of NCS
- Q14 How can I find out the amount of my pension payment?**  
A14 You can find out the amount of your pension payment by accessing My Total Rewards on line at <http://esc.avaya.com/totalrewards>. If you have further questions or if the calculation is not available, please contact the Avaya Pension Service Center (PSC) on 800-750-7300 (TDD - 877- 369-7596) as soon as possible. You must identify yourself as being part of the VTP offering, so your calculation can be escalated for priority processing.

**Avaya Inc - Global Services Delivery  
Voluntary Termination Pay Offer (VTP)  
February 24, 2009 – March 20, 2009**

**QUESTIONS & ANSWERS (cont'd)**

- Q15 If I am not yet eligible for a service pension, may I elect the VTP offer?**  
A15 Yes, you may still elect the VTP offer. You are eligible for a deferred vested pension if you have at least five years of service when you terminate employment. If you are vested in your pension benefit and elect the VTP, you will be able to take your pension benefit immediately as an annuity or lump sum. You can access My Total Rewards on-line at <http://esc.avaya.com/totalrewards>. For further questions, you may contact the Avaya Pension Service Center (PSC) on 800-750-7300 (TDD – 877-369-7596).
- Q16 I want to accept the VTP offer. What do I do?**  
A16 Employees must submit their acceptance or declination for the VTP offer through the following site:  
<http://gsd.avaya.com/narfieldservices/auth/vtp/vtpelectionform1.asp>  
(You will be prompted to log in with your ID – **global\your handle and your password**)  
The election period for this offer is February 24, 2009 through March 9, 2009.  
**Employees must submit their request by end of day (11:59 pm in respective time zones) by March 9, 2009, to be considered for this offer.**
- Employees will be notified by the Company no later than Wednesday, March 11, 2009, as to their confirmed acceptance or declination of their request for the Voluntary Termination Pay (VTP) offer.
- Q17 Who can I call if I have questions?**  
A17 If you have questions regarding the VTP, you can contact your supervisor, or you may contact your Employee Resource Center (ERC) representative Theresa Inman 800-930-6627 (CWA) or Mike Tolo meo 800-525-1247 (IBEW).
- Q18 Will my VTP payment be subject to FICA (Social Security and Medicare), and/or withholding of federal, state and local income taxes?**  
A18 Yes, your VTP payment will be subject to applicable taxes and withholdings.

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**DIRECTORY OF TELEPHONE INQUIRY NUMBERS**

Plan	Phone #	Hours	Mailing Address
Employee Resource Center (ERC)	CWA 800-930-6627 IBEW 800-525-1247	M-F, 9am–6pm ET	Avaya Inc. CWA Employee Resource Center 8740 Lucent Blvd. Room 406W185 Highlands Ranch, CO 80129  Avaya Inc. IBEW Employee Resource Center 1026 Maple Avenue Atco, NJ 08004
Payroll	866-472-8292	M-F, 8am-8pm ET	
Pension Information Avaya Pension Service Center	800-750-7300 TTY: 877-369-7596	M-F, 9am-6pm ET	PO Box 56225 Jacksonville, FL 32241-6225
401k Savings Plan	877-208-0783	M-F (excluding NYSE holidays) 8:30am-midnight ET	Avaya 401(k) Plan Service Center PO Box 770003 Cincinnati, OH 45277-0065

**Health and Welfare**

Plan	Phone #	Hours	Mailing Address
Eligibility/Enrollment • SHPS, Inc (Avaya Health and Benefits Decision Center) <a href="http://www.AvayaHealthyDecisions.com">www.AvayaHealthyDecisions.com</a>	800-526-8056 (option 1) TTY: 800-952-0450	M-F, 8am-8pm ET	SHPS, Inc P.O. Box 34330 Louisville, KY 40232-4330
Vision Care • EyeMed <a href="http://www.eyemedvisioncare.com">www.eyemedvisioncare.com</a>	866-723-0513	M-Sat, 8am-11pm ET Sun, 11am to 8pm ET	
COBRA Administration • SHPS, Inc (Avaya Health and Benefits Decision Center)	800-526-8056 (option 1) TTY: 800-952-0450	M-F, 8am-8pm ET	SHPS, Inc COBRA/Direct Pay Operations P.O. Box 34330 Louisville, KY 40232-4330

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**Health and Welfare (cont'd)**

Plan	Phone #	Hours	Mailing Address
Medical – Aetna <a href="http://www.aetnanavigator.com">www.aetnanavigator.com</a>  Prescription Drug Program  Mental Health and Chemical Dependency Program	877-508-6927 TTY: 800-628-3323	M-F, 8am-6pm ET  M-F, 8am-6pm ET	Aetna Medical P.O. Box 981106 El Paso, TX 79998-1106  Aetna Rx Home Delivery P.O. Box 829518 Pembroke Pines, FL 33082-9913
Dental – Aetna	877-508-6927 TTY: 800-628-3323	M-F, 8am-6pm ET	Aetna Dental P.O. Box 14066 Lexington, KY 40512-4066
HMO • SHPS, Inc  (Avaya Health and Benefits Decision Center)	800-526-8056 (option 1) TTY: 800-952-0450	M-F, 8am–8pm ET	Contact specific HMO for mailing information.
Avaya Global Employee Service Center	866-472-8292	M-F, 8am-6pm ET	
Retirement Awards • OC Tanner	888-708-7080		OC Tanner 1930 South State Street Salt Lake City, UT 84115
Long Term Care Insurance • MetLife  <a href="http://www.metlife.com/mybenefits">www.metlife.com/mybenefits</a>	800-438-6388 TTY: 800-638-1004	M-F, 8am-11pm ET	Metlife Long-Term Care Group P.O. Box 937 Westport, CT 06881-0937
Life Insurance (Basic Life and AD&D) • MetLife	888-466-8659 TTY: 800-984-8652  Supplementary (Group Universal Life) 800-523-2894 TTY: 800-855-2881	M-F, 9am-5pm ET  M–F, 8am-11pm	MetLife Group Life Claims P.O. Box 3016 Utica, NY 13504-3016
Reimbursement Accounts (Health Care & Child/Elder Care) • SHPS, Inc (Avaya Health and Benefits Decision Center)	1-800-526-8056 (option 1) TTY: 800-952-0450	M-F, 8am-8pm ET	Avaya Health and Benefits Decision Center P.O. Box 34740 Louisville, KY 40232
Hyatt Legal Plans  <a href="http://www.legalplans.com">www.legalplans.com</a>	800-821-6400 TTY: 800-821-5955	M-Th, 8am-7pm ET Friday, 8am – 6pm ET	

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Voluntary Termination Pay Offer (VTP)  
February 24, 2009 – March 20, 2009**

**Health and Welfare (cont'd)**

Plan	Phone #	Hours	Mailing Address
<ul style="list-style-type: none"> <li>• EAP</li> <li>• Family Resource Program</li> <li>• Adoption Reimbursement Magellan</li> </ul>	877-804-9753 TTY: 800-456-4006	EAP and Family Resource Program: 24 hours, seven days a week  Adoption Reimbursement: M-F, 8am-6pm ET	
Auto & Home <ul style="list-style-type: none"> <li>• MetLife</li> </ul> <a href="http://www.metlife.com/mybenefits">www.metlife.com/mybenefits</a>	800-438-6388 TTY: 800-426-5718	M-F, 8am–11pm ET Sat, 9am– 5pm ET	
Absence Management <ul style="list-style-type: none"> <li>• Disability</li> <li>• Workers' Compensation</li> <li>• FMLA</li> </ul> (Avaya Health and Benefits Decision Center) <a href="http://www.AvayaHealthyDecisions.com">www.AvayaHealthyDecisions.com</a>	800-526-8056 (option 3)	M-F, 8am-8pm ET	
Alliance <ul style="list-style-type: none"> <li>• FAD</li> </ul>	800-323-3436		80 Cottontail Lane Suite 320 Somerset, NJ 08873