

## IMPORTANT CONTACTS

Here is a list of resources for the ASP.

### **Avaya 401(k) Plan Service Center**

Aside from this summary, your primary source of ASP information is the Avaya 401(k) Plan Service Center at Fidelity Investments. This resource handles most transactions and information about the ASP.

### **By Phone**

You can reach the Avaya 401(k) Plan Service Center by phone, as follows:

<b>Domestic Employees</b>	<b>International Assignees</b>
Call 1-877-208-0783 to access the VRS or to speak with a service representative. You may access the VRS from any phone 24 hours a day, virtually seven days a week.  If you need or want to speak to a service representative, you may call any business day from 8:30 a.m. to 12:00 midnight, Eastern time.	Visit <a href="http://www.com/traveler">http://www.com/traveler</a> or call AT&T Direct at 1-800-331-1140 for your country code. After you call the correct country code number, call 1-877-208-0783 to access the VRS. The VRS is available 24 hours a day, seven days a week.  If you need or want to speak to a service representative, you may call any business day from 8:30 a.m. to 12:00 midnight, Eastern time.

Hearing impaired employees may call 1-800-610-4015 to reach a telecommunications device for the deaf (TDD).

### **NetBenefits**

You can access the Avaya 401(k) Plan Service Center on-line using NetBenefits at <http://www.401k.com>.

**By Mail**

You may send forms, applications and other written correspondence to the Avaya 401(k) Plan Service Center by regular mail or overnight mail, as follows:

<b>Regular Mail</b>	<b>Overnight Mail</b>
Fidelity Investments Avaya 401(k) Plan Service Center PO Box 770003 Cincinnati, OH 45277-0065	Fidelity Investments Avaya 401(k) Plan Service Center 100 Crosby Parkway, KC1F-L Covington, KY 41015

**Other Resources**

The following sources have specific responsibilities, as explained below:

<b>Contact/Service Provided</b>	<b>Address/Telephone Number</b>
<b>Domestic Relations Matters Group:</b> Handles matters relating to Qualified Domestic Relations Orders (“QDROs”), subpoenas and interrogatories regarding ASP information.	Domestic Relations Matters Group Aon Consulting, Inc. 270 Davidson Avenue, 7th Floor Somerset, NJ 08873 1-732-291-2683
<b>Avaya Pension Service Center:</b> Authorizes payments to beneficiaries. Makes permanent address changes for retired employees.	Avaya Pension Service Center PO Box 56225 Jacksonville, FL 32244-6225 Toll Free: 1-800-750-7300 TDD: 1-877-369-7596
<b>Savings Plan Administrator:</b> Decides claims for benefits. Contact to request ASP documents.	Savings Plan Administrator Avaya Inc. 211 Mount Airy Road Basking Ridge, NJ 07920 1-908-953-6000
<b>Employee Benefits Committee:</b> Decides appeals of denied claims and interprets ASP provisions.	Employee Benefits Committee Avaya Inc. 211 Mount Airy Road Basking Ridge, NJ 07920 1-908-953-6000

<b>Contact/Service Provided</b>	<b>Address/Telephone Number</b>
<p><b>Investment Committee:</b> Selects and monitors investment options.</p>	<p>Investment Committee Avaya Inc. 211 Mount Airy Road Basking Ridge, NJ 07920 (908) 953-6000</p>
<p><b>Plan Trustee:</b> Manages the trust fund and pays all ASP benefits from the funds in the trust.</p>	<p>Fidelity Management Trust Company 82 Devonshire Street Boston, MA 02109</p>
<p><b>IBEW-Sponsored Trust Plan Administrator:</b> Manages the IBEW-Sponsored Trust and handles transfers to the ASP.</p>	<p>IBEW Scarborough Alliance Corporation 1 Bridge St. Irvington, NY 10533 1-800-223-7608</p>
<p><b>CWA-Sponsored Trust Plan Administrator:</b> Manages the CWA-Sponsored Trust and handles transfers to the ASP.</p>	<p>1-800-638-8825</p>