

## HOW THE PLAN WORKS

The Legal Services Plan provides you and your **eligible dependents** with coverage for a variety of *personal* legal services (see “Covered Services”). However, to be eligible for benefits, you should call the **Claims Administrator** (see “Important Contacts”) for authorization *before* you contact an attorney. Prior to enrollment, you may review additional information online at [www.legalplans.com](http://www.legalplans.com). Click “Thinking About Enrolling?” and use 3840010 as your password. Once enrolled, you may also access coverage online at [www.legalplans.com](http://www.legalplans.com).

In most cases, *authorized* legal services will be provided through a panel of carefully selected **Participating Law Firms**. When you use a **Plan Attorney**, authorized covered services are prepaid. This means you will not pay any attorney fees for these services. However, you will have to pay for certain additional expenses such as payments to a third party (someone other than your attorney), fines, filing fees and court costs.

You may select your own attorney. If you are authorized to use an attorney from a **non-Participating Law Firm**, benefits for covered services are subject to a set schedule of fees. You pay the attorney and file a claim for reimbursement with the **Claims Administrator**.

*If you do not obtain the required authorization first, benefits may be denied.* This means you will be responsible for paying all legal fees and related expenses for covered services.

For more information, see “Obtain Authorization First,” “Use of Non-Participating Law Firms,” and “Covered Services.”

### ***Obtain Authorization First***

To be eligible for benefits, you should call the **Claims Administrator** (see “Important Contacts”) for authorization *before* you contact any attorney.

When you call, identify yourself as a member of The Avaya Inc. Group Legal Services Plan for Salaried Employees and give the representative your Social Security number for identification purposes. If one of your **eligible dependents** calls, he or she will need to give your (the Avaya Inc. employee’s) Social Security number to the representative.

The representative will:

- Verify your eligibility for services,
- Make an initial determination of whether, and to what extent, your case will be covered (the **Plan Attorney** will make the final determination of coverage),

- Give you a case number,
- Give you the telephone numbers and locations of **Plan Attorneys** convenient to you, and
- Answer any questions you may have about the Legal Services Plan.

Remember, *no benefits* will be paid without prior authorization. The key to this is obtaining a case number, which you may also do via the Web sites previously listed.

### ***Use of Non-Participating Law Firms***

If you select an attorney from a **non-Participating Law Firm**, the representative will send you a fee reimbursement packet. The packet will include:

- A brochure explaining how to select an attorney,
- A fee schedule describing the maximum amount reimbursable for each covered service, and
- A form for you to complete and return to the **Claims Administrator** (see “Important Contacts”) along with your attorney’s final fee statement when your case is completed (see “Filing a Claim”).

### ***If You Have a Complaint***

If you have a complaint about the legal services you have received or the conduct of a **Plan Attorney**, call the **Claims Administrator** (see “Important Contacts”). After the **Claims Administrator** reviews your complaint, the **Claims Administrator** will provide a response as soon as practicable.