

IMPORTANT CONTACTS

Following is a list of contacts and resources, including specific responsibilities for each.

Contact / Service Provided	Address / Telephone Number
<p>Avaya Health and Benefits Decision Center: Contact for questions concerning eligibility and enrollment.</p>	<p><i>Telephone Number:</i> 1-800-526-8056 (option 1) TDD: 1-800-952-0450</p> <p>Web site: www.AvayaHealthyDecisions.com</p>
<p>Claims Administrator Contact by phone for:</p> <ul style="list-style-type: none"> • Eligible and ineligible health care and/or child/elder care expenses • Claim forms <p>Contact by mail:</p> <ul style="list-style-type: none"> • To submit claims for benefits • For legal actions regarding a claim for benefit 	<p>SHPS administers the Reimbursement Account Plans on behalf of Avaya Inc.</p> <p>Address for submitting claims: Avaya Health and Benefits Decision Center P.O. Box 34740 Louisville, KY 40232</p> <p><i>Telephone Number:</i> 1-800-526-8056, option 1 (on business days from 8:00 a.m. to 8:00 p.m. Eastern time); TDD: 1-800-952-0450. Fax: 1-866-643-2219</p> <p>Web site: www.AvayaHealthyDecisions.com</p>
<p>Plan Administrator: Contact for all legal actions, except for legal actions regarding a claim for benefits. Legal actions regarding a claim for benefits should be directed to the Claims Administrator at the above address.</p>	<p>Avaya Inc. Reimbursement Accounts Plan Administrator 211 Mount Airy Road Basking Ridge, NJ 07920</p> <p>E-mail: hwplanadmin@avaya.com</p>