

## IMPORTANT CONTACTS

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

Contact / Service Provided	Address / Telephone Number
<p><b>Avaya Health and Benefits Decision Center:</b> Contact for questions concerning enrollment.</p>	<p><i>Telephone number:</i> 1-800-526-8056 (option 3); TDD: 1-800-952-0450</p> <p>Web site: <a href="http://www.AvayaHealthyDecisions.com">www.AvayaHealthyDecisions.com</a></p>
<p><b>Benefit Claim and Appeal Committee</b> Final authority to approve or deny claims.</p>	<p>Avaya Benefit Claim and Appeal Committee 1300 W. 120<sup>th</sup> Ave. Room B1-G51 Westminster, CO 80234</p>
<p><b>Claims Administrator:</b> Contact for any eligibility questions. Also, approves or denies claims.</p>	<p>SHPS administers the Plan on behalf of Avaya Inc.</p> <p>SHPS 11405 Bluegrass Parkway Louisville, KY 40299</p> <p><i>Telephone Number:</i> 1-800-526-8056 (option 3) TDD: 1-800-952-0450</p> <p>Web site: <a href="http://www.AvayaHealthyDecisions.com">www.AvayaHealthyDecisions.com</a></p>
<p><b>Plan Administrator:</b> 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. STD Plan Administrator 211 Mount Airy Road Basking Ridge, NJ 07920</p> <p>E-mail: <a href="mailto:hwplanadmin@avaya.com">hwplanadmin@avaya.com</a></p>