

**Total Rewards Update**  
**Spring 2007**  
**News for U.S. Represented Employees**

**Message from Mike Harrison**

Welcome to our first edition of *Total Rewards Update*. You'll find that this newsletter is both familiar and new. The content reflects the types of stories we reported in *Compensation & Benefits Update*, which this publication replaces. Important news and reminders on health and welfare benefits, retirement plans, and other employee programs will reside here. The format is new, and it gives information in a way that accounts for the increasing pace of change in our company. To help you manage in Avaya's fast-paced environment, the publication is designed to inform you with news items that are simple to access, sort through and understand.

The title, *Total Rewards Update*, is a reminder that benefits, compensation and other programs comprise a Total Rewards package that is a major component of the value we get from our employment at Avaya. The "thrilling and rewarding" culture Avaya strives for will be driven in large part by a compensation and benefits package designed to help make your career here a rewarding one. I urge you to carefully review each issue of *Total Rewards Update*. The better informed you are about your Total Rewards package, the more you can take full advantage of everything that it offers.

We invite your questions and comments about *Total Rewards Update*. Send us an email at [totalrewardsup@avaya.com](mailto:totalrewardsup@avaya.com). -- **Mike Harrison**, vice president, Total Rewards and HR Services

**Winning With Health Care Consumerism**

"Health care consumerism" is good for you, your family and much more. Health care consumerism means **you** are the one taking charge of your family's health care. It means individuals take an active role in managing their health, which impacts not only their quality of life but their personal health care expenses. By taking charge of your health care and managing its costs, you can also have a major impact on Avaya. *Total Rewards Update* spoke with **Susan Wong**, vice president, U.S. Benefits, about health care consumerism.

**Why is health care consumerism important now?**

Health care consumerism isn't a brand new approach for Avaya. For years, we've made tools available through **Avaya Healthy Decisions** and **Aetna Navigator** that help employees and their dependents make health-related lifestyle and benefits decisions. What's changed is that now we have even greater access to health management tools and information that can benefit our employees and their families.

A key Avaya priority is "getting into fighting shape." Cost control is a large piece of that. Our data tells us that many of the medical conditions driving up costs may be caused by poor lifestyle choices. Employees who are informed health care consumers are generally healthier and make better decisions, helping them control their personal costs as well as Avaya's. We need to increase our emphasis on employee partnership and accountability in health care. The resulting cost benefits will allow Avaya to continue offering a comprehensive health benefits package.

**How are Avaya's costs affected?**

Many employees believe Aetna pays their medical bills. In fact, Aetna is our claims administrator and Avaya actually pays the bills. These costs affect our bottom line and are increasing significantly.

**How does health care consumerism work for Avaya employees?**

While Avaya will continue to supply tools and information, we all must play an active role in managing our health. Use the tools available to make smart lifestyle choices, know the right

questions to ask your doctor, and understand the medications you're taking. Change unhealthy behaviors and focus on preventative measures. All of this ultimately reduces health care spending.

### **What should employees do?**

Become informed and engaged health care consumers. Understand and use the resources that are available. For example:

**Avaya Healthy Decisions.** See the range of health services and benefit information available. Go to [www.AvayaHealthyDecisions.com](http://www.AvayaHealthyDecisions.com).

Review your **Explanation of Benefits**. Understand how much you're paying and why. Go to [Aetna Navigator](#) > Claim Explanation of Benefits.

***Editor's Note:** Avaya Healthy Decisions and its programs are available to employees and their dependents who are enrolled in the Avaya Point-of-Service or Indemnity medical options. If you participate in an HMO, check with your provider for wellness or preventative medicine programs available to you.*

## **Spotlight On: Smoking Cessation Resources**

Quitting smoking today is one of the most effective steps you can take to drastically improve your health. It may not be easy, but don't give up: millions of people have quit and you can too.

The health benefits arrive quickly. Your body begins to repair damage from smoking within 12 hours of your last cigarette. And for most people, the risk of lung cancer begins to decline within a year.

Is that enough incentive to quit? Finding help is easy. Visit **Avaya Healthy Decisions** and see the scope of proven resources and support tools available. From renowned organizations such as the American Lung Association to telephone support lines to recovery programs and information centers, you'll find the kind of support that's best for you.

As with any health care issue, the most informed people are the likeliest to reach their goals -- that's what health care consumerism is all about. So visit **Avaya Healthy Decisions**, learn what's available and begin your journey toward being smoke free today.

**Connect:** Log on to **Avaya Healthy Decisions** at [www.AvayaHealthyDecisions.com](http://www.AvayaHealthyDecisions.com). Choose **Smoking Cessation** from the left navigation bar. Note that smoking cessation resources are available to HMO participants as well as those enrolled in Point-of-Service and Indemnity medical options.

## **2007 Summary Plan Descriptions Online**

Updated **Summary Plan Descriptions (SPDs)** for Avaya's benefit plans (including medical, dental, savings plans and others) are now available online for easy access by you and your family. These descriptions include summaries of the key features of each benefit plan, and outline the plans' provisions in easy-to-understand language. You can look up a specific provision in an SPD, or view or print the entire document.

**How to Access.** At the [Enterprise Portal](#) go to the ESC > Benefits > Benefits Descriptions > Summary Plan Descriptions. You may also access them from any computer with an Internet connection at [www.avaya.com/benefitanswers](http://www.avaya.com/benefitanswers).

## **Updates and Reminders**

### **Alcoholism and EAP**

April is National Alcohol Awareness Month. **Counseling Connection**, your Employee Assistance Program (EAP), can help if you or somebody you know might have a problem.

Take a confidential automated telephone screening for potential alcohol misuse by calling **1-866-876-4975**. Press **2**.

Take an on-line self-assessment at [www.MagellanHealth.com](http://www.MagellanHealth.com). Click "I am a Member." Enter your ID or select "New User." Next enter the phone number for Avaya Counseling Connection (**1-877-804-9753**). After this, you may create your own login or select "Continue Unregistered." You'll then find an Alcohol Use Screening listed under the Self-Assessments.

Call *Counseling Connection* and talk confidentially with an Employee Assistance Counselor. The phone number is: **1-877-804-9753**. Counselors are available 24 hours a day, seven days a week.

**Counseling Connection** is part of the **Avaya Healthy Decisions** program of health and wellness benefits and tools.

#### **Allergies? Call the Nurse Helpline**

For many, spring means seasonal allergy time. Allergies can cause symptoms similar to those of a cold; but with allergies the symptoms may last much longer, dragging on for months at a time.

If you suffer from allergies, you can take control and get relief. Employees and dependents eligible for **Avaya Healthy Decisions** (enrolled in Point-of-Service or Indemnity Medical Options) may call the experts at the **Nurse Helpline**. Get advice from a registered nurse on lifestyle, nutrition, medication and other issues that may affect your allergies.

**Connect:** Call **1-800-526-8056**. Press **2** for **Avaya Healthy Decisions**, then **1** for the **Nurse Helpline**. Note that nurses are available to advise you 24 hours a day, seven days a week on any health issue you're dealing with.

***Editor's Note:** If you get your prescription drug benefits from Aetna, prior approval must be obtained from Aetna for non-sedating antihistamines such as Allegra, Clarinex, Zyrtec and others to be covered under the Medical Plan.*

#### **Qualified Status Change Requirement**

Life is full of change – and your benefits need to keep up. If you experience a qualified status change (such as marriage, birth of a child, spousal employment change, etc.), you have **31 days** from the qualifying event to notify the **Avaya Health and Benefits Decision Center** and make appropriate changes to your benefits. Do this on the Web at [www.AvayaHealthyDecisions.com](http://www.AvayaHealthyDecisions.com) (see **Qualified Status Changes** on the left navigation bar) or call **1-800-526-8056** and press **1**. Customer service is available **8 a.m. to 8 p.m.**, Eastern time.

#### **See Your Updated My Total Rewards Statement**

On April 30, the **My Total Rewards** Web site will be updated with your personal information as of April 1, 2007. The site is customized with your latest personal pay and benefits data -- key components of your Total Rewards package -- all in one convenient place.

The **My Total Rewards** Web site is also a great place to find useful links to benefit vendors and company policy. Many employees find **My Total Rewards** an invaluable resource in helping them make better choices regarding health care, retirement and all other components of their Total Rewards package.

**Take Action!** Access your **My Total Rewards** statement at <http://esc.avaya.com/totalrewards>. Use your NT handle and password to log on.

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