

Better Access...

Get Connected to Your Pension Plan

Get Ready!

You will soon receive a personal e-Invitation to access exciting NEW automated self-service pension tools!

As part of Avaya's commitment to providing employees with more convenient access to accurate benefits information, Avaya formed a partnership last year with CitiStreet – a leading benefits services provider.

We've now reached the phased rollout stage where access to these new automated self-service tools will gradually be made available to segments of our population. This rollout will begin in July and will be extended to all employees over the next several months.

What You Need to Do:

1. Wait for your special e-Invitation to access the automated self-service pension tools.
2. Access the NEW Avaya Pension Web site or Integrated Voice Response (IVR) system after you receive your e-Invitation.
3. Utilize the automated self-service pension tools and improved participant services to:
 - Obtain information on your current pension benefit earned to date
 - Model future pension benefits
 - Get information about your pension plan
 - Learn about planning for retirement
 - Initiate the retirement process

The Avaya logo is displayed in a bold, red, sans-serif font.

Connect with Your Future Today

This is Your Personal e-Invitation to Access All of Your Pension Information by Web or Phone!

How to Get Started

Log onto the Pension Web site

1. *Select the Pension Plan link* on the Avaya ESC Web site, or go directly to <http://avayapension.csplans.com>
2. *Enter your PIN* (the first time you will use the last 4 digits of your Social Security Number, then you will need to select your own PIN)

OR

Call the Interactive Voice Response (IVR) System

1. *Call 1-800-750-7300 (TTY: 1-877-369-7596)*
2. *Enter your PIN* (the first time you will use the last 4 digits of your Social Security Number, then you will need to select your own PIN)

You May Access the NEW Automated Self-Service Features Anytime...

The Pension Web site and IVR system are available anytime, day or night.

Speak with a Customer Service Specialist During Business Hours...

If you experience difficulties or have additional questions, the IVR System provides you with the option to speak to a Customer Service Specialist from Monday - Friday, 9 am - 6 pm (ET).

More Convenient Access

The New Pension Web site, IVR system and Customer Service Specialists are fully integrated.

- All three provide access to your current pension information
- You can use the same PIN for all three access methods

What You Can Do on the Web or by Phone...

- *Obtain information on your current pension benefit* earned to date, including your personal information
- *Model future pension benefits*, selecting from different retirement dates and payment options
- *Get information about the plan*, including payment options, contacts, and how to update your personal information
- *Initiate the retirement process*, if eligible

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