

AVAYA TRAVEL POLICY SUMMARY FOR USE WITH CUSTOMER CONTRACTS

Travel and Living Expenses: Avaya employees who are required to travel for Avaya-related business must only request reimbursement for travel and living expenses that are necessary to the performance of services, deliverables or work for Avaya business purposes, or in support of an Avaya customer.

Reservations: All Avaya employees who are required to travel for Avaya-related business must make all travel arrangements through American Express, Avaya's designated preferred travel agency. Using American Express, or other designated travel agency, is required so employees have access to Avaya's negotiated corporate discounts with air, car and hotel suppliers.

Use of Preferred Suppliers: Employees must use preferred air, hotel, car rental and other travel suppliers whenever possible. Only when a preferred travel supplier is not available, or when a non-preferred supplier offers a lower fare or rate, may the Avaya employee use a non-preferred supplier. *Special Note:* Avaya employees are prohibited from making any travel decisions based on the ability to gain rewards, points or frequent flyer miles.

Air Travel

- Low Fare of the Day - Travelers are required to take the lowest available fare regardless of supplier
- Advance Ticket Purchase - Travelers should always book airfare at least 7-days in advance (21 or more days for international flights) and purchase non-refundable fares whenever possible
- Class of Service - Employees may only submit expense reports for economy (coach) class.
 - Business Class travel is ONLY reimbursable:
 - ONLY International Flights in excess of 5 hrs of flight time
 - Travel with clients (Requires VP-level approval)
 - Travel in countries with increased airport safety risks as defined by the State Department - please consult with Avaya Corporate Security prior to making reservations
 - First Class travel is strictly prohibited / not reimbursable under any circumstances

Hotel

- Avaya employees are required to use mid-range, economy or extended-stay preferred hotels.
- Avaya employees may use hotel properties outside the program only when:
 - A preferred hotel is not available or the city being visited does not have a preferred hotel
 - The traveler is attending a conference or meeting in a non-preferred property
 - The traveler is visiting or traveling with a customer on business
 - There is a lower cost hotel option available
- Upon hotel check-in, confirm with the hotel that you are receiving the Avaya Corporate Rate

Ground Transportation: Hotel courtesy vans, taxicabs, airport transportation and other inexpensive modes of transportation should be used whenever appropriate. Guidelines for car rental, airport parking, car service and personal automobile usage are detailed below.

Car Rental

- Travelers must always accept the lowest price available from one of Avaya's three preferred car rental suppliers: Avis and Hertz and Sixt (EMEA only)
- Travelers must book a mid-size car or intermediate car except when:
 - Four or more people are traveling together
 - A larger car is needed for additional luggage or equipment
 - A larger car will avoid additional rental cars for your party
 - Travel with external clients may require larger / higher car class
- Insurance - When renting under the Avaya contract with Avis, Hertz or Sixt, Avaya employees are protected by car rental insurance
- Travelers must refuel rental cars to avoid paying the premium charges
- Travelers should consider cost and convenience of all ground transportation options (e.g. free hotel shuttles, cost of taxi to/from location) before selecting a rental car

Airport Parking & Car Service

- Travelers should utilize discount airport parking wherever possible. Travelers are required to calculate the cost differential between airport parking and car service and must elect the least expensive option, except in instances where safety concerns may be an issue (late night flights or unsafe parking areas)
- Car service usage is permitted when travel when traveling with external customers

Personal Automobile Use

Personal Automobile use will be reimbursed at the rate of \$0.485 per mile in U.S., while internationally the standard reimbursement rate by country will be used. Mileage is only reimbursed when travel exceeds fifty (50) miles one way from work location. Tolls and parking fees are reimbursable.

Meal Expenses

- **Individual Meals:** The maximum allowable reimbursement for individual meal expenses per day is \$30 in the US. When visiting an Avaya location, which has a cafeteria on premise, lunch is not reimbursable.
- **Meals for Groups:** Meals for group are those taken with clients, prospects or travelers during which a specific business discussion takes place. The cost per head may not exceed the \$30 per day allowance.

Teleconferencing

Teleconferencing should be used for meetings instead of travel whenever possible.

Non-Reimbursable Expenses

Expenses that are personal in nature are not reimbursable. Examples of non-reimbursable expenses include, but are not limited to the following:

- In-room movies,
- Mini bars,
- Membership fees for Airline clubs,
- Lunch on normal workdays,
- Laundry and valet services,
- Personal memberships in health clubs,
- Refreshments not associated with a business meal or conference,
- Telephone calls that are personal in nature.

Payment Method

Employees must use the Avaya-issued corporate American Express card to pay for all travel expenses. If an employee does not have an American Express card, it is recommended that travel expenses be put on the manager's card, until the employee is issued a card.

Receipts

Original receipts are required for all reimbursable expenses.

Important Notes

If a business organization, department or region wishes to be more restrictive concerning travel policy in an effort further control expenses (i.e.: requiring employees to only take coach fares; requiring written pre-approval from a VP level prior to travel), they may do so.

This summary document is intended to provide an overview of Avaya's Travel Policies to inform Avaya customers about the travel expense policies that guide Avaya employees when making business travel decisions. For any issues not covered in this document, please consult with the designated account manager, who may then refer to the full text version of the Avaya Travel & Administrative Expense Policy document, which can be found at the Policies & Procedures section of <http://travel.avaya.com>.

This document is a summary of the Avaya Travel & Administrative Expense Policy and may be shared with Avaya customers upon request.