

# changes to your invoices

## from 1 April 2013

Following the acquisition of THUS Limited by Vodafone in July 2012, we have made changes to your invoices:

### What changes will I see?

You will see the following changes to all invoices issued on or after 1 April 2013:

- Our invoices have been rebranded as **Vodafone – THUS** and **Demon** logos have been replaced with the **Vodafone** logo
- The UK VAT number has changed to **GB 569 9532 77**

### What else do I need to know?

Part of the integration programme is the transfer of all **THUS Limited** customer agreements to **Vodafone Limited** and as such, your agreement will transfer to **Vodafone Limited** (Company Number: 1471587 and having its registered office at Vodafone House, The Connection, Newbury, Berkshire RG14 2FN) on 1 April 2013.

### Does this affect my invoice payments?

No. Billing frequencies and bank payment details have not changed – please continue to pay your invoices as normal.



**More...**

## Does this affect my purchase orders?

Yes. Please raise purchase orders to Vodafone Limited.

## Does this affect the delivery of my services?

No. The delivery of your services will not be affected and our support teams will continue to operate as normal.

## Does this affect my billing contact details?

Emails sent to **@thus.net** addresses will be forwarded to a corresponding Vodafone email address and our contact numbers will remain the same.

From **1 April** our representatives will answer calls as 'Vodafone' and our email signatures, voicemail greetings and recorded messages will also change.

## What do I need to do?

Please share this information with your teams and update any internal systems that could be affected.

# need our help?

### Vodafone Limited Customer Service

Monday to Friday 9am to 5pm

**customerservice@thus.net\***

**0800 027 0000 Option 2**

\*We will notify you of the Vodafone Customer Service email address in the near future

### Demon – Home and Homeoffice Customer Service

Monday to Friday 8am to 8pm

Saturday 9am to 6pm

**enquiries@demon.net**

**0845 2722 666 Option 4**

### Demon – Business Services Customer Service

Monday to Friday 9am to 5pm

**business.service@demon.net**

**0845 2722 666 Option 4**