

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

0345 2722 666 Option 4

Demon – Business Services Customer Service

Monday to Friday 9am to 5pm

business.service@demon.net

0345 2722 666 Option 4