

# Bringing you simpler, easy to read invoices

At Vodafone, we're always looking for ways to transform the way we work to make things easier for you, our customer.

That's why we're changing the way we fulfil orders. It will simplify and reduce the time it takes to deliver an order, to provide our services and issue invoices.

We are starting with IP-VPN QoS products and services. Once we're done – you'll see an improvement in the way we display charges for these services on your invoice.

## When's it happening?

We'll be changing the way IP-VPN product and service charges are shown on your invoice in the near future.

## Delivering immediate improvements.

We'll be changing the way IP-VPN products and services are displayed on your invoice.

Giving you more detailed, easier to read invoices.

## What's changing?

Your billing items and amounts won't change.

Just how we show them.

All IP-VPN QoS charges will be split into 4 categories –

- Network Services (if applicable)
- Access
- Equipment
- Site Services

Everything else remains the same.

vodafone									
Invoice Date		31 Aug 2017							
Your account number									
Your invoice number									
Former account number									
Invoice period:		Monthly							
<b>Account Service Details</b>									
Service:	IP-VPN Network Service								
Service ID:	IPVPNG0001469006_Network								
Description	Your Ref	Quote No	Date	VAT%	Amount	Units	Total		
<b>Rental Charges</b>									
Unmanaged Customer Support			01/09/17-30/09/17	20.00%	800.00	1	800.00		
<b>Subtotal</b>					excluding VAT		800.00		
<b>Subtotal for Account Services</b>					excluding VAT		<b>800.00</b>	<b>GBP</b>	
<b>Site Service Details</b>									
Site Reference:									
Site Location:									
Site Description:									
Customer Ref:									
Service:	Access								
Service ID:	IPVPNG0001469006_Access								
Description	Your Ref	Quote No	Date	VAT%	Amount	Units	Total		
<b>Rental Charges</b>									
Direct 100M FastE Access Circuit			01/09/17-30/09/17	20.00%	600.00	1	600.00		
<b>Subtotal</b>					excluding VAT		600.00		
Service:	IP-VPN Site Service								
Service ID:	IPVPNG0001469006								
Description	Your Ref	Quote No	Date	VAT%	Amount	Units	Total		
<b>Rental Charges</b>									
100 Mbps Port			01/09/17-30/09/17	20.00%	450.00	1	450.00		
<b>Subtotal</b>					excluding VAT		450.00		
Service:	Customer Equipment								
Service ID:	IPVPNG0001469006Customer_Equipment								
Description	Your Ref	Quote No	Date	VAT%	Amount	Units	Total		
<b>Rental Charges</b>									
Cisco Router 2801 - 1x E1 & IPsec			01/09/17-30/09/17	20.00%	500.00	1	500.00		
<b>Subtotal</b>					excluding VAT		500.00		
<b>Subtotal for Site</b>					excluding VAT		<b>1,550.00</b>	<b>GBP</b>	
<b>Services</b>					excluding VAT		<b>2,350.00</b>	<b>GBP</b>	

## This is what you see now.

All existing product and service charges in the current format - including IP-VPN QoS.

Invoice Date		Your account number					
31 Aug 2017							
		Your invoice number					
		Former account number					
		Invoice period: Monthly					
<b>Site Service Details</b>							
Site Reference:							
Site Location:							
Site Description:							
Customer Ref:							
Service: IP-VPN QoS							
Service ID: IPVPNG0001469006							
Description	Your Ref	Quote No	Date	VAT%	Amount	Units	Total
<b>Rental Charges</b>							
Direct 100M Fibre Access Circuit			01/08/17-31/08/17	20.00%	600.00	1	600.00
Cisco Router 2801 - 1x E1 & IPsec			01/08/17-31/08/17	20.00%	500.00	1	500.00
Unmanaged Customer Support			01/08/17-31/08/17	20.00%	800.00	1	800.00
100 Mbps Port			01/08/17-31/08/17	20.00%	450.00	1	450.00
<b>Subtotal</b>							2,350.00
							excluding VAT
<b>Subtotal for Site</b>							2,350.00 GBP
							excluding VAT
<b>Services</b>							2,350.00 GBP
							excluding VAT
<b>Tax Summary</b>							
Description						Amount	VAT
VAT 20.00%						2,350.00	470.00
Sundry Charges (Tax only)						0.00	0.00
Miscellaneous Credits (Tax Only)						0.00	0.00
<b>Total</b>						<b>2,350.00</b>	<b>470.00 GBP</b>

Page 1 / 1

For a short time, you may see the charges for your IP-VPN QoS products and services shown in 2 different formats on the same invoice.

## This is what you may see for a while.

All existing product and service charges in the current format. But NEW IP-VPN QoS service charges - split into the 4 new categories:

- Network Services\*
- Access
- Equipment
- Site Services

\* Network Services are not site-specific charges. They will only be shown in the Account Service Details section of the invoice.

We apologise for any inconvenience this may cause, but we're sure you'll agree it'll be worth it.

To find out more about the changes, visit our website at [vodafone.co.uk/business/invoicechange](http://vodafone.co.uk/business/invoicechange).

## So now you know.

We're changing our internal systems and processes so you benefit from simpler, easy to read invoices.

## You might have a couple of questions?

Will my IP-VPN charges be changing?

Will these changes impact my other Vodafone services?

Visit our website to view some frequently asked questions

[vodafone.co.uk/business/invoicechange](http://vodafone.co.uk/business/invoicechange).

## One Portal user?

Watch out for further information on your Dashboard and Notification screens.

If you have any questions once your services have updated, check out the FAQs on our website. If you still want to know more you can contact the Customer Billing Service Centre (CBSC) with your questions.

Details can be found on your latest invoice.

