

Customer Account Number CX118698
Bill Number CX118698-033
Bill Date 10 May 2011
Payment Due 20 May 2011
Bill Period 01 Apr 2011 - 30 Apr 2011
VAT Registration Number GB 867 2447 91

Mr. Neil Winchurst
9 St. Pauls Drive
Holsworthy
Devon
EX22 6FD

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Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance	£	19.57
Payments received with thanks	- £	19.57 cr

Outstanding balance	= £	0.00
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New Charges (Payment Type: Direct Debit)

Account charges and credits	+ £	3.78
Telephone	+ £	12.46

Total new charges	= £	16.24
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VAT @20%	+ £	3.25
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Total charges	= £	19.49
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TOTAL NOW DUE	= £	19.49
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This bill is for information only. Your payment will be collected on or after 20 May 2011



**We also supply
cheap electricity
and gas**

To switch call
0845 215 5000 or
visit www.first-utility.com

first:utility

Payments

Payments

Direct Debit payment - received 21 Apr 11	+	£	19.57	cr
TOTAL PAYMENTS	=	£	19.57	cr

Account Charges and Credits

Account Charges and Credits

Monthly Package Fee	+	£	3.78
	=	£	3.78

Telephone Statement

Summary of Charges for 01409254799

Line rental charge for period	(01 May 11 - 31 May 11)	+	£	8.94
Caller Display	(01 May 11 - 31 May 11)	+	£	1.49
Number Withheld	(01 May 11 - 31 May 11)	+	£	0.00
Call charges		+	£	2.027
		=	£	12.46

Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	15	0:22:12	£0.000
National voice call	17	1:07:35	£0.000
UK mobile voice call	5	0:07:20	£1.575
International voice call	0	0:00:00	£0.000
Non-geographic voice call	3	0:07:49	£0.452
Totals	40	1:44:56	£2.027

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
01 Apr	11:10	01428808080	haslemere	0:00:44	free
01 Apr	11:11	01428727437	haslemere	0:10:17	free
01 Apr	11:51	01264392965	andover	0:03:21	free
01 Apr	12:08	01264392965	andover	0:13:37	free
04 Apr	15:03	07977117072	uk: orange mobile	0:02:25	£0.469
04 Apr	15:21	01409253241	local	0:02:21	free
04 Apr	16:37	01428727437	haslemere	0:06:10	free
05 Apr	10:11	01409253280	local	0:00:36	free
06 Apr	17:50	07814379767	uk: orange mobile	0:00:04	£0.208
06 Apr	17:57	01271322577	barnstaple	0:01:46	free
07 Apr	09:13	01271322577	barnstaple	0:00:51	free
07 Apr	09:16	01271322577	barnstaple	0:01:23	free
07 Apr	10:18	07814379767	uk: orange mobile	0:02:56	£0.469
07 Apr	12:46	01837851271	local	0:00:18	free
07 Apr	15:07	08456100100	uk: local rate	0:01:57	£0.147
08 Apr	10:49	01409253692	local	0:03:35	free
08 Apr	12:37	01409253475	local	0:01:50	free
09 Apr	11:24	01409253555	local	0:00:58	free
11 Apr	15:11	01271322577	barnstaple	0:03:15	free
11 Apr	19:14	01793748283	swindon	0:00:34	free
12 Apr	09:27	08448733333	special service	0:00:19	£0.150
12 Apr	18:15	08452151640	uk: local rate	0:05:33	£0.155
18 Apr	11:23	01279410260	bishops stortford	0:02:12	free
18 Apr	13:13	01837851271	local	0:00:26	free
18 Apr	16:08	01279410260	bishops stortford	0:04:18	free
18 Apr	21:11	07970984959	uk: orange mobile	0:01:26	£0.260
19 Apr	11:34	01288352897	local	0:00:19	free
19 Apr	11:35	01288352897	local	0:00:33	free
19 Apr	11:36	01288352897	local	0:00:52	free
20 Apr	12:28	01279410260	bishops stortford	0:03:13	free
20 Apr	18:36	01409253241	local	0:05:29	free
21 Apr	09:13	01409253692	local	0:00:39	free
22 Apr	19:34	07814379767	uk: orange mobile	0:00:29	£0.169
22 Apr	21:11	01285712656	cirencester	0:03:00	free
24 Apr	12:14	01409259444	local	0:00:35	free
26 Apr	12:52	01409253241	local	0:00:35	free
27 Apr	14:00	01793748283	swindon	0:00:03	free
27 Apr	14:34	01793748283	swindon	0:00:01	free
27 Apr	14:34	01409253241	local	0:03:06	free
27 Apr	19:28	01793748283	swindon	0:12:50	free
Total :				£2.027	

Information About Your Calls From Telephone Number: 01409254799

Top 5 Numbers Called					
Number called	Type	Destination	Number of calls	Duration	Total cost
07814379767	mobile	uk: orange mobile	3	0:03:29	£0.846
07977117072	mobile	uk: orange mobile	1	0:02:25	£0.469
07970984959	mobile	uk: orange mobile	1	0:01:26	£0.260
08452151640	non-geographic	uk: local rate	1	0:05:33	£0.155
08448733333	non-geographic	special service	1	0:00:19	£0.150

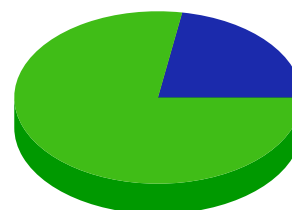
Your Most Expensive Call		
Number called	Duration	Total cost
07977117072	0:02:25	£0.469

Your Longest Call		
Number called	Duration	Total cost
01264392965	0:13:37	£0.000

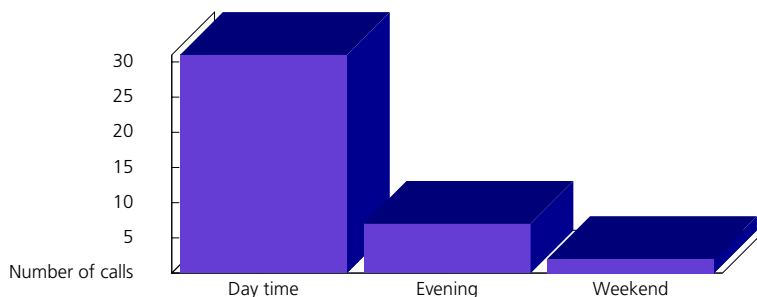
Your Calling Patterns:

Total Cost of Calls		
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£1.575	77.7
international call	£0.000	0.0
non-geographic	£0.452	22.3

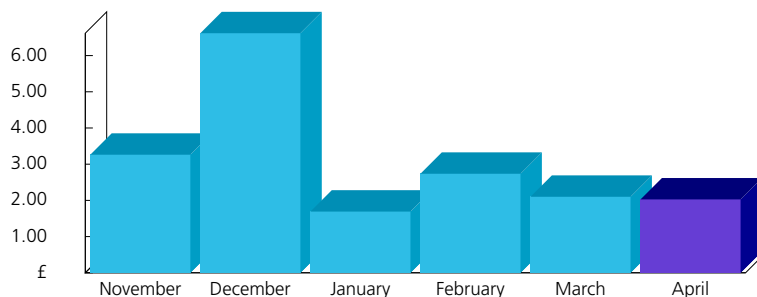
■ Local
■ National
■ Mobile
■ International
■ Non-Geographic



When You Make Your Calls		
Time of day	Number of calls	% calls
Day time	31	77.5
Evening	7	17.5
Weekend	2	5.0



Your Call Spend For The Last 6 Months		
Month	Total Spend	% spend
November	£3.262	17.7
December	£6.618	35.9
January	£1.691	9.2
February	£2.736	14.8
March	£2.100	11.4
April	£2.027	11.0



Contacting us:



By phone:

Customer service:

0845 215 1640

Credit control:

0845 215 3851

Business support:

0845 215 3895



By email:

customer.service@firsttelecom.com



By post:

first:telecom, PO BOX 4360, Warwick, CV34 9DB

Please include your first:telecom account number on all correspondence (as shown in the top right corner of your bill)



Via our website:

Visit www.firsttelecom.com

Paying your bill:

The easiest way to pay your first:telecom bill is by Direct Debit. We tell you in advance when each payment will be made, so you remain in control. It also helps us to keep the cost of your calls as low as possible.

To set up a Direct Debit payment:

To set up a payment by Direct Debit or to change your bank details, simply call us - or complete and return the form below.

Paying by cheque:

If you do need to send a cheque, allow at least 5 working days before the due date for us to receive your payment.

Send cheques to:

First:telecom
Payment Centre
Milton Keynes
MK77 1ZZ

(please write your account number on the reverse of the cheque and remember to attach a stamp).

first:telecom is a trading name of First Utility Limited, Registered number 05070887.
 Registered office: 19 South Audley Street, London, W1K 2NU.

If you are not satisfied:

We are committed to providing you with a great value and reliable service. Our Code of Practice sets out our full commitment to you, including a comprehensive complaint handling process to solve any problems. Contact us in the first instance or in the rare event you remain dissatisfied with the outcome, please call Otelo (the Office of the Telecommunications Ombudsman) on 0845 050 1614.

Questions about your bill:

Please contact us if you have any questions or concerns about your bill. If you are worried about recent premium rate internet dial up scams, please call the credit control team or visit our website for help and advice.

Register for TPS and stop cold calling

Register with The Telephone Preference Service (TPS) at www.tpsonline.org.uk. TPS helps you to make sure your telephone number is no longer available to organisations that may telephone you with offers and information you do not wish to receive.

Non-geographic 0845/0870 calls

Non-geographical numbers are typically used by businesses or organisations as contact numbers for customer service centres or access to the Internet, and begin with the prefix 0845, 0870. They do not relate to a specific UK location, these numbers are not regarded as local or national calls and maybe charged at a higher rate.

Moving home?

It's easy to take your first:telecom service with you. Simply call us and let us know where you are moving, 14 days in advance, and we will take care of everything for you.

If your personal details are changing, please contact customer service.

For low cost
Directory Enquiries
 Simply dial **118 814**



Instruction to your Bank or Building Society to pay by Direct Debit


Please fill in the form and send to: first:telecom : PO BOX 4360 : Warwick : CV34 9DB

Name and full postal address of your Bank or Building Society

Originator's Identification Number

To: The Manager

Bank/Building Society

Address

Postcode

Name(s) of Account Holder(s)

Branch Sort Code

Bank/Building Society account number

8

3

6

6

6

4

Reference

CX118698

Instruction for your Bank of Building Society
 Please pay first:telecom Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with the first:telecom and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.



The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change first:telecom will notify you 5 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by first:telecom or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid
- You can cancel a Direct Debit at any time, by writing to your Bank or Building Society. Please also send a copy of your letter to us.