

FDML\08-06\11626

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

Customer Account Number CX118698
Bill Number CX118698-045
Bill Date 15 May 2012
Payment Due 24 May 2012
Bill Period 01 Apr 2012 - 30 Apr 2012
VAT Registration Number GB 867 2447 91

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Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance		£	23.23
Payments received with thanks	-	£	23.23 cr

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

Account charges and credits	+	£	3.78
Telephone	+	£	13.18

Total new charges	=	£	16.96
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VAT @20%	+	£	3.39
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Total charges	=	£	20.35
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TOTAL NOW DUE	=	£	20.35
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This bill is for information only. Your payment will be collected on or after 24 May 2012

**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 27 Apr 12	+	£	23.23 cr
TOTAL PAYMENTS	=	£	23.23 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 12 - 31 May 12)	+	£ 8.94
Caller Display	(01 May 12 - 31 May 12)	+	£ 1.49
Number Withheld	(01 May 12 - 31 May 12)	+	£ 0.00
Call charges		+	£ 2.749
		=	£ 13.18

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Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	20	0:38:05	£0.000
National voice call	18	3:10:47	£0.000
UK mobile voice call	5	0:09:48	£1.878
International voice call	0	0:00:00	£0.000
Non-geographic voice call	2	0:09:05	£0.871
Totals	45	4:07:45	£2.749

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
01 Apr	15:05	01285712656	cirencester	0:40:55	free
01 Apr	16:01	01793748283	swindon	0:07:57	free
02 Apr	15:06	01428620032	haslemere	0:06:55	free
02 Apr	16:13	01409255462	local	0:00:54	free
03 Apr	16:38	01288381248	local	0:03:14	free
03 Apr	16:49	08448001895	special service	0:03:39	£0.364
03 Apr	16:53	01805624329	local	0:01:34	free
03 Apr	16:58	01409254141	local	0:03:09	free
03 Apr	17:01	01271858677	barnstaple	0:01:35	free
03 Apr	17:04	01392342296	exeter	0:00:28	free
03 Apr	17:10	01409413444	local	0:00:04	free
04 Apr	10:24	01793748283	swindon	0:01:49	free
04 Apr	11:54	01409413444	local	0:00:57	free
04 Apr	11:55	01392342296	exeter	0:01:28	free
04 Apr	11:57	01271860953	barnstaple	0:02:14	free
04 Apr	12:00	0183755700	local	0:04:27	free
04 Apr	12:05	01404511616	honiton	0:00:29	free
04 Apr	12:12	0183755700	local	0:02:55	free
04 Apr	12:16	01805624329	local	0:01:18	free
04 Apr	12:18	01805624329	local	0:03:30	free
05 Apr	10:52	01793748283	swindon	0:00:45	free
05 Apr	10:57	01793748283	swindon	0:06:47	free
05 Apr	16:54	01793748283	swindon	0:00:10	free
05 Apr	17:55	01793748283	swindon	0:00:07	free
05 Apr	19:10	01428620032	haslemere	0:01:57	free
06 Apr	10:04	07814379767	uk: orange mobile	0:02:48	£0.469
06 Apr	10:09	01409254179	local	0:00:09	free
06 Apr	10:22	01409254179	local	0:00:48	free
10 Apr	14:56	01793748283	swindon	0:01:51	free
11 Apr	15:32	01409255462	local	0:01:51	free
19 Apr	18:44	07858568997	uk: o2 mobile	0:00:50	£0.170
19 Apr	18:46	07858568997	uk: o2 mobile	0:00:13	£0.170
21 Apr	11:56	07814379767	uk: orange mobile	0:04:24	£0.730
21 Apr	12:01	01409253822	local	0:02:42	free
21 Apr	12:04	07814379767	uk: orange mobile	0:01:33	£0.339
21 Apr	12:06	01409253822	local	0:00:36	free
22 Apr	09:05	01288359500	local	0:01:31	free
22 Apr	14:50	01285712656	cirencester	1:18:07	free
23 Apr	10:54	01409253822	local	0:01:49	free
24 Apr	11:46	01409255462	local	0:05:13	free
27 Apr	12:33	08448001895	special service	0:05:26	£0.507
27 Apr	16:10	01409255462	local	0:00:43	free
28 Apr	13:05	01285712656	cirencester	0:37:06	free
29 Apr	11:18	01288354542	local	0:00:41	free
29 Apr	15:37	01793748283	swindon	0:00:07	free
Total :				£2.749	

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	0:08:45	£1.538
08448001895	non-geographic	special service	2	0:09:05	£0.871
07858568997	mobile	uk: o2 mobile	2	0:01:03	£0.340
01409254179	local	local	2	0:00:57	£0.000
01409254141	local	local	1	0:03:09	£0.000

Your Most Expensive Call

Number called	Duration	Total cost
07814379767	0:04:24	£0.730

Your Longest Call

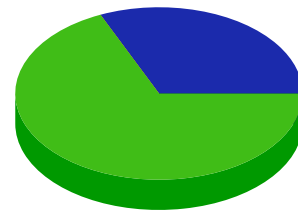
Number called	Duration	Total cost
01285712656	1:18:07	£0.000

Your Calling Patterns:

Total Cost of Calls

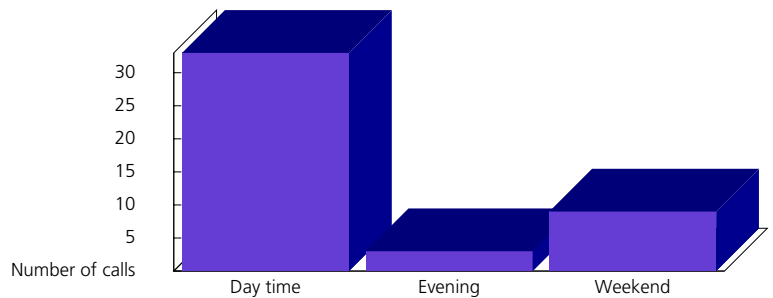
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£1.878	68.3
international call	£0.000	0.0
non-geographic	£0.871	31.7

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



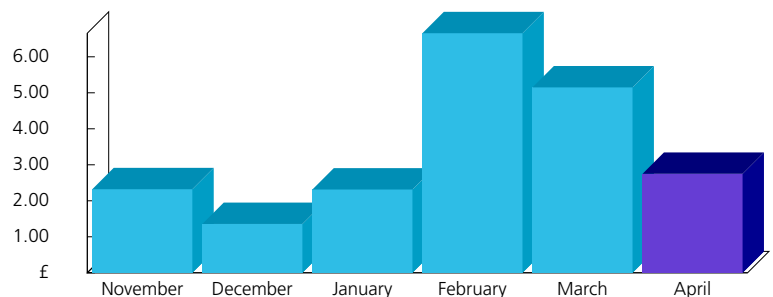
When You Make Your Calls

Time of day	Number of calls	% calls
Day time	33	73.3
Evening	3	6.7
Weekend	9	20.0



Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
November	£2.321	11.3
December	£1.356	6.6
January	£2.313	11.3
February	£6.655	32.4
March	£5.150	25.1
April	£2.749	13.4



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

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.

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).

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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**

first:telecom

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

To: The Manager Bank/Building Society

Address

Name(s) of Account Holder(s)

Branch Sort Code

Bank/Building Society account number

Originator's Identification 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



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.