

FDMLV 08-06 \ 737

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

Customer Account Number CX118698
Bill Number CX118698-085
Bill Date 18 Sep 2015
Payment Due 01 Oct 2015
Bill Period 01 Aug 2015 - 31 Aug 2015
VAT Registration Number GB 867 2447 91

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Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance		£	21.06
Payments received with thanks	-	£	21.06 cr

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

Account charges and credits	+	£	3.78
Telephone	+	£	21.18

Total new charges	=	£	24.96
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VAT @20%	+	£	4.99
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Total charges	=	£	29.95
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TOTAL NOW DUE	=	£	29.95
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This bill is for information only. Your payment will be collected on or after 01 Oct 2015

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cheap electricity
and gas**

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01926 320 700 or
visit www.first-utility.com

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Payments

Payments			
Direct Debit payment - received 11 Sep 15	+	£	21.06 cr
TOTAL PAYMENTS	=	£	21.06 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 Sep 15 - 30 Sep 15)	+	£ 8.94
Caller Display	(01 Sep 15 - 30 Sep 15)	+	£ 1.49
Number Withheld	(01 Sep 15 - 30 Sep 15)	+	£ 0.00
Call charges		+	£ 10.754
		=	£ 21.18

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Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	13	0:26:56	£0.000
National voice call	8	1:27:12	£0.000
UK mobile voice call	12	0:53:35	£9.054
International voice call	0	0:00:00	£0.000
Non-geographic voice call	3	0:39:11	£1.700
Totals	36	3:26:54	£10.754

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
01 Aug	19:13	01793748283	swindon	0:38:20	free
02 Aug	10:40	07814379767	uk: orange mobile	0:01:56	£0.339
02 Aug	15:43	07814379767	uk: orange mobile	0:00:23	£0.208
02 Aug	21:10	01237432119	local	0:00:53	free
05 Aug	19:39	01793748283	swindon	0:28:32	free
06 Aug	15:41	01793748283	swindon	0:00:03	free
07 Aug	11:31	07814379767	uk: orange mobile	0:03:17	£0.600
07 Aug	11:36	01409253900	local	0:00:15	free
07 Aug	11:41	01322867293	swanley	0:18:53	free
07 Aug	14:14	01409253280	local	0:17:49	free
08 Aug	08:22	07731302752	uk: o2 mobile	0:00:03	£0.215
08 Aug	09:33	07731302752	uk: o2 mobile	0:00:02	£0.215
08 Aug	10:07	07731302752	uk: o2 mobile	0:00:04	£0.215
08 Aug	11:05	07731302752	uk: o2 mobile	0:00:02	£0.215
08 Aug	11:30	07731302752	uk: o2 mobile	0:00:03	£0.215
08 Aug	15:43	07814379767	uk: orange mobile	0:11:28	£1.643
09 Aug	10:26	01409253941	local	0:00:21	free
10 Aug	14:23	01409253822	local	0:00:48	free
11 Aug	11:32	01288331216	local	0:00:11	free
13 Aug	08:18	03456100100	special service	0:04:45	free
13 Aug	09:03	03456100100	special service	0:25:23	free
16 Aug	11:10	01409253941	local	0:00:35	free
21 Aug	11:15	07814379767	uk: orange mobile	0:01:52	£0.339
22 Aug	13:58	01237432119	local	0:00:20	free
22 Aug	13:59	07814379767	uk: orange mobile	0:14:23	£2.034
24 Aug	09:14	08443816502	service call - sc0	0:09:03	£1.700
27 Aug	13:34	07814379767	uk: orange mobile	0:20:02	£2.816
27 Aug	14:35	01285712656	cirencester	0:00:05	free
28 Aug	10:43	01409255525	local	0:02:00	free
28 Aug	11:06	01288354575	local	0:00:33	free
29 Aug	11:15	01288321488	local	0:00:47	free
29 Aug	13:11	01926320701	leamington spa	0:00:39	free
29 Aug	13:49	01288354575	local	0:02:14	free
29 Aug	13:58	01288354274	local	0:00:10	free
29 Aug	15:55	01926320701	leamington spa	0:00:13	free
31 Aug	16:04	01793748283	swindon	0:00:27	free
				Total :	£10.754

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	7	0:53:21	£7.979
08443816502	non-geographic	Service Call - SC0	1	0:09:03	£1.700
07731302752	mobile	uk: o2 mobile	5	0:00:14	£1.075
01409253280	local	local	1	0:17:49	£0.000
01288354575	local	local	2	0:02:47	£0.000

Your Most Expensive Call

Number called	Duration	Total cost
07814379767	0:20:02	£2.816

Your Longest Call

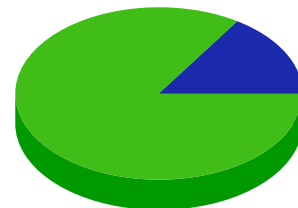
Number called	Duration	Total cost
01793748283	0:38:20	£0.000

Your Calling Patterns:

Total Cost of Calls

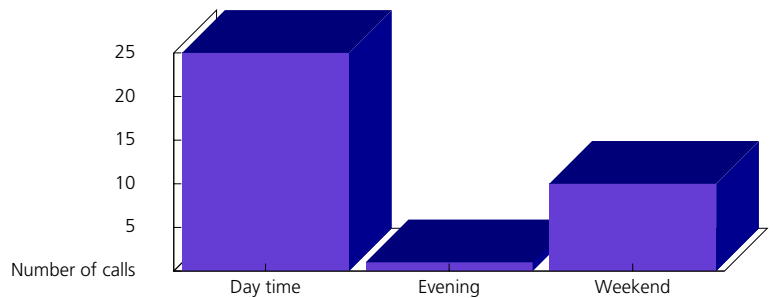
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£9.054	84.2
international call	£0.000	0.0
non-geographic	£1.700	15.8

Local
National
Mobile
International
Non-Geographic



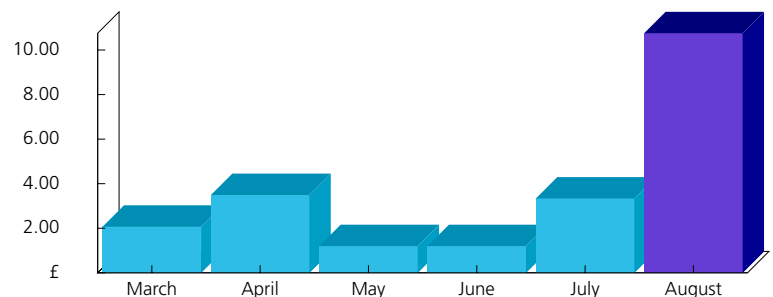
When You Make Your Calls

Time of day	Number of calls	% calls
Day time	25	69.4
Evening	1	2.8
Weekend	10	27.8



Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
March	£2.069	9.4
April	£3.492	15.8
May	£1.199	5.4
June	£1.199	5.4
July	£3.335	15.1
August	£10.754	48.8



Contacting us:



By phone:

Customer service: **01926 320 701**



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).

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

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To: The Manager Bank/Building Society			8 3 6 6 6 4		
Address			Reference		
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Name(s) of Account Holder(s)			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.		
Branch Sort Code			Signature(s)		
Bank/Building Society account number			Date		
Banks and Building Societies may not accept Direct Debit Instructions for some types of account.					

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 - 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.