

FDMLV.08-06\178

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

Customer Account Number CX118698
Bill Number CX118698-043
Bill Date 12 Mar 2012
Payment Due 26 Mar 2012
Bill Period 01 Feb 2012 - 29 Feb 2012
VAT Registration Number GB 867 2447 91

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Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance		£	19.82
Payments received with thanks	-	£	19.82 cr

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

Account charges and credits	+	£	3.78
Telephone	+	£	17.09

Total new charges	=	£	20.87
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VAT @20%	+	£	4.17
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Total charges	=	£	25.04
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TOTAL NOW DUE	=	£	25.04
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This bill is for information only. Your payment will be collected on or after 26 Mar 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 24 Feb 12	+	£	19.82 cr
TOTAL PAYMENTS	=	£	19.82 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 Mar 12 - 31 Mar 12)	+	£ 8.94
Caller Display	(01 Mar 12 - 31 Mar 12)	+	£ 1.49
Number Withheld	(01 Mar 12 - 31 Mar 12)	+	£ 0.00
Call charges		+	£ 6.655
		=	£ 17.09

Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	16	0:47:57	£0.000
National voice call	10	0:54:19	£0.000
UK mobile voice call	15	0:04:36	£3.279
International voice call	0	0:00:00	£0.000
Non-geographic voice call	10	0:53:25	£3.376
Totals	51	2:40:17	£6.655

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
01 Feb	12:46	08448922332	special service	0:03:54	£0.196
03 Feb	11:27	01409253241	local	0:06:39	free
04 Feb	09:04	08444810486	special service	0:02:33	£0.293
04 Feb	09:07	08448922332	special service	0:03:41	£0.196
04 Feb	09:18	08448923000	special service	0:01:10	£0.137
05 Feb	09:29	08448922332	special service	0:09:48	£0.374
06 Feb	09:26	01285712656	cirencester	0:02:12	free
06 Feb	09:35	08448922332	special service	0:08:50	£0.344
08 Feb	14:43	01271343536	barnstaple	0:00:09	free
08 Feb	14:44	01822617673	tavistock	0:00:42	free
08 Feb	14:47	01805624789	local	0:00:05	free
09 Feb	16:07	08456100100	uk: local rate	0:08:11	£0.387
10 Feb	11:51	01409253241	local	0:13:10	free
10 Feb	12:16	01793748283	swindon	0:07:12	free
11 Feb	10:42	01793748283	swindon	0:00:27	free
11 Feb	10:56	01409253241	local	0:02:39	free
12 Feb	10:14	01409259444	local	0:00:13	free
12 Feb	10:59	01409259444	local	0:01:58	free
12 Feb	11:11	01409259444	local	0:00:23	free
12 Feb	16:03	01409253241	local	0:00:49	free
13 Feb	10:05	01793748283	swindon	0:11:06	free
13 Feb	14:55	01805624431	local	0:14:13	free
13 Feb	16:22	01793748283	swindon	0:00:07	free
13 Feb	16:23	07715461121	uk: o2 mobile	0:00:06	£0.215
13 Feb	16:23	07896966308	uk: orange mobile	0:00:05	£0.208
13 Feb	16:25	07896966308	uk: orange mobile	0:00:52	£0.208
13 Feb	17:15	07814379767	uk: orange mobile	0:00:01	£0.208
13 Feb	17:16	07814379767	uk: orange mobile	0:00:05	£0.208
14 Feb	12:40	01409253241	local	0:02:21	free
14 Feb	18:59	01793748283	swindon	0:16:35	free
15 Feb	09:15	01288352544	local	0:00:24	free
15 Feb	09:16	01409253528	local	0:00:46	free
15 Feb	09:17	01409253788	local	0:00:33	free
17 Feb	15:57	07049210070	personal numbering	0:00:10	£0.521
17 Feb	18:18	01409253969	local	0:01:14	free
18 Feb	12:09	07837868304	uk: orange mobile	0:00:25	£0.208
18 Feb	12:09	07896966308	uk: orange mobile	0:00:04	£0.208
18 Feb	12:11	07896966308	uk: orange mobile	0:00:06	£0.208
18 Feb	12:12	07715461121	uk: o2 mobile	0:00:05	£0.215
18 Feb	12:12	07814379767	uk: orange mobile	0:00:31	£0.208
19 Feb	11:39	07814379767	uk: orange mobile	0:01:36	£0.339
19 Feb	12:02	07715461121	uk: o2 mobile	0:00:06	£0.215
19 Feb	12:03	07715461121	uk: o2 mobile	0:00:27	£0.215
19 Feb	12:03	07896966308	uk: orange mobile	0:00:05	£0.208
22 Feb	12:28	01409253692	local	0:01:27	free
23 Feb	09:26	07973632993	uk: orange mobile	0:00:02	£0.208
23 Feb	09:44	01769560515	south molton	0:01:38	free
27 Feb	13:39	01409282000	local	0:01:03	free
27 Feb	13:52	08448805852	special service	0:05:20	£0.507
28 Feb	14:05	08456100100	uk: local rate	0:09:48	£0.421
28 Feb	16:52	01285712656	cirencester	0:14:11	free
Total:				£6.655	

Information About Your Calls From Telephone Number: 01409254799

Top 5 Numbers Called					
Number called	Type	Destination	Number of calls	Duration	Total cost
08448922332	non-geographic	special service	4	0:26:13	£1.110
07896966308	mobile	uk: orange mobile	5	0:01:12	£1.040
07814379767	mobile	uk: orange mobile	4	0:02:13	£0.963
07715461121	mobile	uk: o2 mobile	4	0:00:44	£0.860
08456100100	non-geographic	uk: local rate	2	0:17:59	£0.808

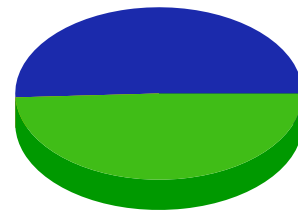
Your Most Expensive Call		
Number called	Duration	Total cost
07049210070	0:00:10	£0.521

Your Longest Call		
Number called	Duration	Total cost
01793748283	0:16:35	£0.000

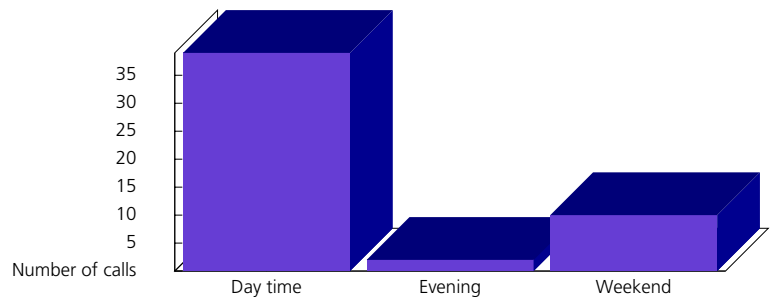
Your Calling Patterns:

Total Cost of Calls		
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£3.279	49.3
international call	£0.000	0.0
non-geographic	£3.376	50.7

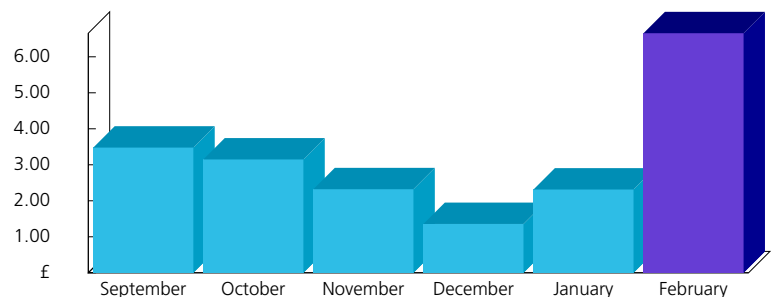
■ Local
■ National
■ Mobile
■ International
■ Non-Geographic



When You Make Your Calls		
Time of day	Number of calls	% calls
Day time	39	76.5
Evening	2	3.9
Weekend	10	19.6



Your Call Spend For The Last 6 Months		
Month	Total Spend	% spend
September	£3.478	18.0
October	£3.148	16.3
November	£2.321	12.0
December	£1.356	7.0
January	£2.313	12.0
February	£6.655	34.5



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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Registered office: 19 South Audley Street, London, W1K 2NU.

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

Postcode

Name(s) of Account Holder(s)

Branch Sort Code

Bank/Building Society account number

Originator's Identification Number

8	3	6	6	6	4
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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.