

FDMLV.08-06\749

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

Customer Account Number CX118698
Bill Number CX118698-067
Bill Date 10 Mar 2014
Payment Due 21 Mar 2014
Bill Period 01 Feb 2014 - 28 Feb 2014
VAT Registration Number GB 867 2447 91

Page 1 of 5

Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance		£	23.95
Payments received with thanks	-	£	23.95 cr

Outstanding balance	=	£	0.00
----------------------------	---	---	-------------

New Charges (Payment Type: Direct Debit)

Account charges and credits	+	£	3.78
Telephone	+	£	16.70

Total new charges	=	£	20.48
--------------------------	---	---	--------------

VAT @20%	+	£	4.10
Total charges	=	£	24.58

TOTAL NOW DUE	=	£	24.58
----------------------	---	----------	--------------

This bill is for information only. Your payment will be collected on or after 21 Mar 2014

**We also supply
cheap electricity
and gas**

To switch call
01926 320 700 or
visit www.first-utility.com

first:utility

Payments

Payments			
Direct Debit payment - received 19 Feb 14	+	£	23.95 cr
TOTAL PAYMENTS	=	£	23.95 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 14 - 31 Mar 14)	+	£ 8.94
Caller Display	(01 Mar 14 - 31 Mar 14)	+	£ 1.49
Number Withheld	(01 Mar 14 - 31 Mar 14)	+	£ 0.00
Call charges		+	£ 6.269
		=	£ 16.70

FDMLV 08-06 \ 749

Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	13	0:41:54	£0.000
National voice call	11	2:19:55	£0.000
UK mobile voice call	11	0:23:58	£4.635
International voice call	0	0:00:00	£0.000
Non-geographic voice call	7	0:38:48	£1.634
Totals	42	4:04:35	£6.269

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
04 Feb	09:41	01322867293	swanley	0:05:58	free
04 Feb	12:24	07814379767	uk: orange mobile	0:06:00	£0.860
05 Feb	08:51	01237432119	local	0:04:03	free
08 Feb	13:14	08455440429	uk: local rate	0:00:06	£0.112
08 Feb	13:17	08455440429	uk: local rate	0:00:11	£0.112
08 Feb	15:46	08455440429	uk: local rate	0:00:04	£0.112
08 Feb	15:49	08455440429	uk: local rate	0:00:46	£0.112
08 Feb	17:32	08455440429	uk: local rate	0:00:28	£0.112
08 Feb	19:12	08455440429	uk: local rate	0:17:56	£0.310
08 Feb	19:35	01872211780	truro	0:01:36	free
09 Feb	10:15	01706902009	rochdale	0:19:17	free
09 Feb	10:48	01872211780	truro	0:12:26	free
09 Feb	16:17	01793748283	swindon	0:00:12	free
10 Feb	12:39	01872211780	truro	0:18:31	free
10 Feb	13:26	08456100100	uk: local rate	0:19:17	£0.764
11 Feb	12:32	01793748283	swindon	0:09:10	free
11 Feb	14:36	01409253381	local	0:00:58	free
12 Feb	09:50	07814379767	uk: orange mobile	0:00:07	£0.208
12 Feb	09:55	01237432119	local	0:03:44	free
13 Feb	13:59	01872211780	truro	0:10:32	free
13 Feb	16:31	01706902009	rochdale	0:12:05	free
17 Feb	12:03	01322867293	swanley	0:40:00	free
18 Feb	12:31	07814379767	uk: orange mobile	0:00:08	£0.208
18 Feb	12:33	07814379767	uk: orange mobile	0:00:02	£0.208
18 Feb	12:36	01237432119	local	0:00:34	free
18 Feb	13:09	07814379767	uk: orange mobile	0:00:02	£0.208
18 Feb	13:21	07814379767	uk: orange mobile	0:00:03	£0.208
18 Feb	13:32	07814379767	uk: orange mobile	0:00:02	£0.208
18 Feb	13:43	07814379767	uk: orange mobile	0:00:02	£0.208
18 Feb	13:51	07814379767	uk: orange mobile	0:07:59	£1.121
18 Feb	14:00	01237432119	local	0:14:12	free
19 Feb	19:21	01237432119	local	0:04:08	free
24 Feb	12:06	01409254028	local	0:00:12	free
24 Feb	12:07	07879291579	uk: vodafone	0:00:03	£0.208
24 Feb	12:14	01288341661	local	0:00:07	free
24 Feb	12:16	01288381795	local	0:00:43	free
24 Feb	12:23	01208813944	bodmin	0:10:08	free
25 Feb	08:52	01288359500	local	0:00:42	free
25 Feb	13:05	01237432119	local	0:05:49	free
26 Feb	09:03	01237432119	local	0:05:52	free
26 Feb	19:03	01237432119	local	0:00:50	free
26 Feb	19:42	07814379767	uk: orange mobile	0:09:30	£0.990
				Total :	£6.269

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	10	0:23:55	£4.427
08455440429	non-geographic	uk: local rate	6	0:19:31	£0.870
08456100100	non-geographic	uk: local rate	1	0:19:17	£0.764
07879291579	mobile	uk: vodafone	1	0:00:03	£0.208
01409254028	local	local	1	0:00:12	£0.000

Your Most Expensive Call

Number called	Duration	Total cost
07814379767	0:07:59	£1.121

Your Longest Call

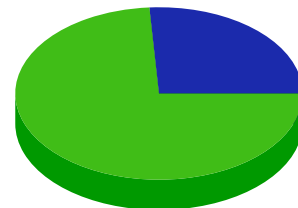
Number called	Duration	Total cost
01322867293	0:40:00	£0.000

Your Calling Patterns:

Total Cost of Calls

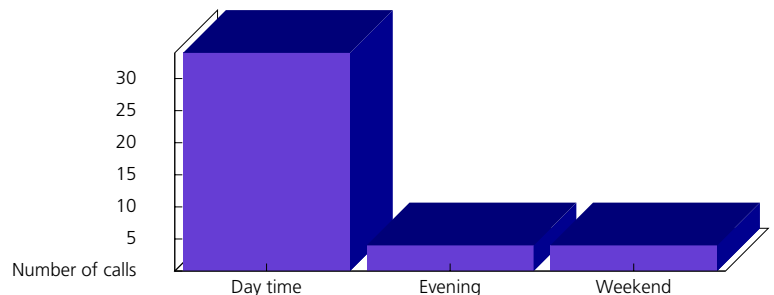
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£4.635	73.9
international call	£0.000	0.0
non-geographic	£1.634	26.1

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



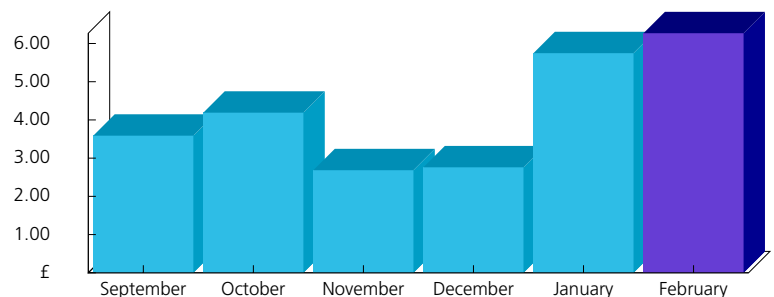
When You Make Your Calls

Time of day	Number of calls	% calls
Day time	34	81.0
Evening	4	9.5
Weekend	4	9.5



Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
September	£3.588	14.2
October	£4.190	16.6
November	£2.684	10.6
December	£2.760	10.9
January	£5.747	22.8
February	£6.269	24.8



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 Otelco (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**

first:telecom is a trading name of First Utility Limited, Registered number 05070887.
Registered office: Point 3, Opus 40 Business Park, Haywood Road, Warwick, CV34 5AH, UK

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

<p>Name and full postal address of your Bank or Building Society</p> <p>To: The Manager Bank/Building Society</p> <p>Address</p> <p>Postcode</p> <p>Name(s) of Account Holder(s)</p> <p>Branch Sort Code</p> <p>Bank/Building Society account number</p>	<p>Originator's Identification Number</p> <table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 12.5%;">8</td> <td style="width: 12.5%;">3</td> <td style="width: 12.5%;">6</td> <td style="width: 12.5%;">6</td> <td style="width: 12.5%;">6</td> <td style="width: 12.5%;">4</td> </tr> </table> <p>Reference</p> <p style="text-align: center; font-weight: bold; font-size: 12px;">CX118698</p> <p>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.</p> <p>Signature(s)</p> <p>Date</p>	8	3	6	6	6	4
8	3	6	6	6	4		

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.