

FDMLV.08-06 \ 741

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

Customer Account Number CX118698
Bill Number CX118698-066
Bill Date 10 Feb 2014
Payment Due 19 Feb 2014
Bill Period 01 Jan 2014 - 31 Jan 2014
VAT Registration Number GB 867 2447 91

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Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance		£	20.36
Payments received with thanks	-	£	20.36 cr

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

Account charges and credits	+	£	3.78
Telephone	+	£	16.18

Total new charges	=	£	19.96
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VAT @20%	+	£	3.99
Total charges	=	£	23.95

TOTAL NOW DUE	=	£	23.95
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This bill is for information only. Your payment will be collected on or after 19 Feb 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 21 Jan 14	+	£	20.36	cr
TOTAL PAYMENTS	=	£	20.36	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 Feb 14 - 28 Feb 14)	+	£	8.94
Caller Display	(01 Feb 14 - 28 Feb 14)	+	£	1.49
Number Withheld	(01 Feb 14 - 28 Feb 14)	+	£	0.00
Call charges		+	£	5.747
		=	£	16.18

Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	14	0:34:12	£0.000
National voice call	44	5:11:22	£0.000
UK mobile voice call	4	0:23:05	£3.579
International voice call	0	0:00:00	£0.000
Non-geographic voice call	8	0:40:17	£2.168
Totals	70	6:48:56	£5.747

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge	Date	Time	Dialled	Destination	Duration	Charge
01 Jan	11:07	07814379767	uk: orange mobile	0:18:27	£2.556	31 Jan	12:24	01706902178	rochdale	0:00:06	free
01 Jan	11:32	01322867293	swanley	0:00:52	free	31 Jan	12:36	01706902178	rochdale	0:00:05	free
01 Jan	11:34	01793748283	swindon	0:02:46	free	31 Jan	13:05	01706902178	rochdale	0:00:04	free
01 Jan	12:01	01409255460	local	0:01:04	free	31 Jan	13:15	01706902178	rochdale	0:00:04	free
01 Jan	12:03	07814379767	uk: orange mobile	0:01:40	£0.339	31 Jan	13:19	01706902178	rochdale	0:37:47	free
02 Jan	14:30	08456049049	uk: local rate	0:04:07	£0.250					Total :	£5.747
02 Jan	14:34	08456049049	uk: local rate	0:00:47	£0.112						
02 Jan	14:35	08456049049	uk: local rate	0:05:54	£0.284						
02 Jan	14:55	08456049049	uk: local rate	0:02:07	£0.181						
02 Jan	14:58	08456049049	uk: local rate	0:09:11	£0.421						
03 Jan	14:07	01428808080	haslemere	0:08:13	free						
03 Jan	14:16	01926320701	leamington spa	0:00:29	free						
03 Jan	14:22	01706902000	rochdale	0:08:28	free						
03 Jan	14:22	01706902009	rochdale	0:00:25	free						
04 Jan	13:00	01926320701	leamington spa	0:00:10	free						
04 Jan	13:36	01409255460	local	0:04:55	free						
04 Jan	14:35	08456049049	uk: local rate	0:05:07	£0.284						
05 Jan	10:43	08456049049	uk: local rate	0:12:57	£0.524						
06 Jan	10:35	01409253514	local	0:00:24	free						
06 Jan	10:48	01926320701	leamington spa	0:12:08	free						
06 Jan	11:26	01706902000	rochdale	0:00:55	free						
06 Jan	11:28	01706902000	rochdale	0:22:33	free						
06 Jan	14:49	01706902000	rochdale	0:28:08	free						
07 Jan	12:16	01288381237	local	0:01:37	free						
08 Jan	15:06	01706902000	rochdale	0:17:22	free						
08 Jan	15:24	01926320701	leamington spa	0:04:02	free						
10 Jan	12:43	08453000000	uk: local rate	0:00:07	£0.112						
10 Jan	12:44	01409253461	local	0:00:27	free						
10 Jan	16:33	01409253692	local	0:04:56	free						
11 Jan	14:27	01322867293	swanley	0:10:12	free						
14 Jan	11:06	01428808080	haslemere	0:17:59	free						
14 Jan	11:25	01706902000	rochdale	0:27:29	free						
15 Jan	12:30	01706902178	rochdale	0:00:26	free						
15 Jan	12:58	01706902178	rochdale	0:00:05	free						
15 Jan	13:07	01706902178	rochdale	0:28:16	free						
15 Jan	16:48	01264748043	andover	0:00:05	free						
16 Jan	09:00	01706902178	rochdale	0:00:05	free						
16 Jan	09:02	01706902178	rochdale	0:11:37	free						
16 Jan	10:27	01285712656	cirencester	0:00:15	free						
16 Jan	10:33	01264748043	andover	0:14:33	free						
16 Jan	12:16	01285712656	cirencester	0:00:56	free						
16 Jan	17:27	01793748283	swindon	0:02:23	free						
16 Jan	17:49	01285712656	cirencester	0:03:20	free						
18 Jan	16:54	01637872334	newquay	0:04:27	free						
19 Jan	12:46	07814379767	uk: orange mobile	0:02:54	£0.469						
20 Jan	10:40	07706772682	uk: o2 mobile	0:00:04	£0.215						
20 Jan	10:53	01322867293	swanley	0:20:54	free						
22 Jan	12:46	01409211176	local	0:00:10	free						
22 Jan	14:08	01409253692	local	0:01:50	free						
22 Jan	18:04	01237432119	local	0:08:01	free						
28 Jan	18:49	01837871192	local	0:00:19	free						
28 Jan	18:50	01837871192	local	0:00:20	free						
28 Jan	18:52	0156686040	local	0:03:11	free						
28 Jan	18:56	01884860496	tiverton	0:04:22	free						
30 Jan	11:23	01706902178	rochdale	0:00:11	free						
30 Jan	11:25	01706902009	rochdale	0:03:25	free						
30 Jan	11:29	01706902178	rochdale	0:00:25	free						
30 Jan	12:06	01706902178	rochdale	0:00:25	free						
30 Jan	12:14	01706902009	rochdale	0:14:38	free						
30 Jan	12:14	01706902178	rochdale	0:00:05	free						
30 Jan	13:12	0156686040	local	0:01:32	free						
31 Jan	10:08	01409253822	local	0:05:26	free						
31 Jan	12:06	01706902178	rochdale	0:00:04	free						
31 Jan	12:12	01706902178	rochdale	0:00:04	free						
31 Jan	12:16	01706902178	rochdale	0:00:04	free						

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	0:23:01	£3.364
08456049049	non-geographic	uk: local rate	7	0:40:10	£2.056
07706772682	mobile	uk: o2 mobile	1	0:00:04	£0.215
08453000000	non-geographic	uk: local rate	1	0:00:07	£0.112
01409253692	local	local	2	0:06:46	£0.000

Your Most Expensive Call

Number called	Duration	Total cost
07814379767	0:18:27	£2.556

Your Longest Call

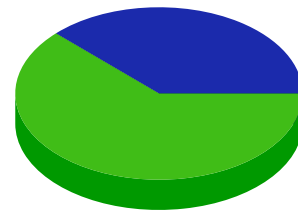
Number called	Duration	Total cost
01706902178	0:37:47	£0.000

Your Calling Patterns:

Total Cost of Calls

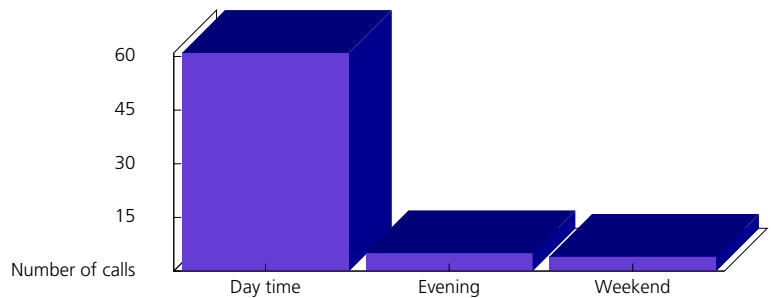
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£3.579	62.3
international call	£0.000	0.0
non-geographic	£2.168	37.7

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



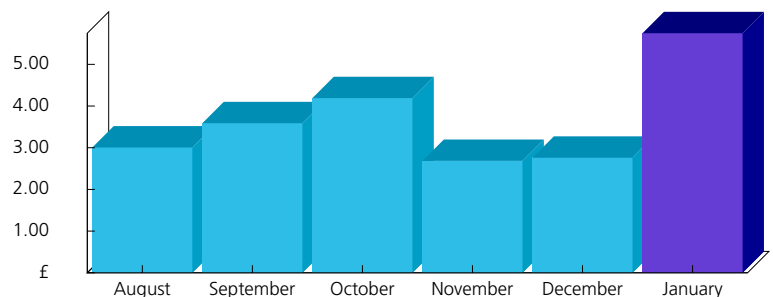
When You Make Your Calls

Time of day	Number of calls	% calls
Day time	61	87.1
Evening	5	7.1
Weekend	4	5.7



Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
August	£3.006	13.7
September	£3.588	16.3
October	£4.190	19.1
November	£2.684	12.2
December	£2.760	12.6
January	£5.747	26.2



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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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.