

FD/ML/08-06/1405

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

Customer Account Number CX118698
Bill Number CX118698-078
Bill Date 11 Feb 2015
Payment Due 20 Feb 2015
Bill Period 01 Jan 2015 - 31 Jan 2015
VAT Registration Number GB 867 2447 91

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Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance		£	19.61
Payments received with thanks	-	£	19.61 cr

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

Account charges and credits	+	£	3.78
Telephone	+	£	11.59

Total new charges	=	£	15.37
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VAT @20%	+	£	3.07
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Total charges	=	£	18.44
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TOTAL NOW DUE	=	£	18.44
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This bill is for information only. Your payment will be collected on or after 20 Feb 2015

**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 26 Jan 15	+	£	19.61	cr
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TOTAL PAYMENTS	=	£	19.61	cr
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Account Charges and Credits

Account Charges and Credits

Monthly Package Fee	+	£	3.78
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=	£	3.78
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Telephone Statement

Summary of Charges for 01409254799

Line rental charge for period	(01 Feb 15 - 28 Feb 15)	+	£	8.94
Caller Display	(01 Feb 15 - 28 Feb 15)	+	£	1.49
Number Withheld	(01 Feb 15 - 28 Feb 15)	+	£	0.00

Call charges	+	£	1.158
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=	£	11.59
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Call Summary			
Call type	Number of calls	Duration	Cost
Local voice call	6	0:03:57	£0.000
National voice call	6	0:53:54	£0.000
UK mobile voice call	4	0:05:10	£1.158
International voice call	0	0:00:00	£0.000
Non-geographic voice call	1	0:23:48	£0.000
Totals	17	1:26:49	£1.158

New Call Charges for 01409254799					
Date	Time	Dialled	Destination	Duration	Charge
02 Jan	11:13	07891431937	uk: orange mobile	0:00:43	£0.208
08 Jan	11:07	01409253514	local	0:01:09	free
10 Jan	16:34	07814379767	uk: orange mobile	0:00:02	£0.208
10 Jan	16:35	01237432119	local	0:02:04	free
16 Jan	11:17	01288381237	local	0:00:01	free
16 Jan	11:18	01409259295	local	0:00:06	free
16 Jan	16:40	01793748283	swindon	0:08:16	free
17 Jan	16:27	01793748283	swindon	0:16:42	free
20 Jan	12:12	03456100100	special service	0:23:48	free
20 Jan	12:37	01322867293	swanley	0:00:02	free
21 Jan	09:47	01322867293	swanley	0:17:45	free
24 Jan	19:24	01409259444	local	0:00:07	free
26 Jan	17:56	07814379767	uk: orange mobile	0:00:03	£0.208
26 Jan	18:17	07814379767	uk: orange mobile	0:04:22	£0.534
30 Jan	13:01	01926320701	leamington spa	0:11:07	free
30 Jan	19:01	01409259444	local	0:00:30	free
31 Jan	16:40	01322867293	swanley	0:00:02	free
Total :					£1.158

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	0:04:27	£0.950
07891431937	mobile	uk: orange mobile	1	0:00:43	£0.208
01409259444	local	local	2	0:00:37	£0.000
01409259295	local	local	1	0:00:06	£0.000
01409253514	local	local	1	0:01:09	£0.000

Your Most Expensive Call

Number called	Duration	Total cost
07814379767	0:04:22	£0.534

Your Longest Call

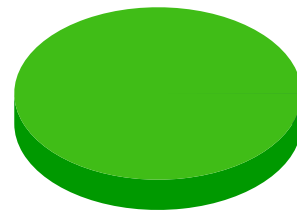
Number called	Duration	Total cost
03456100100	0:23:48	£0.000

Your Calling Patterns:

Total Cost of Calls

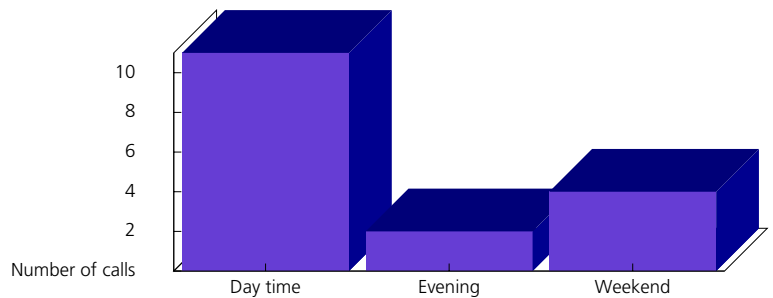
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£1.158	100.0
international call	£0.000	0.0
non-geographic	£0.000	0.0

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



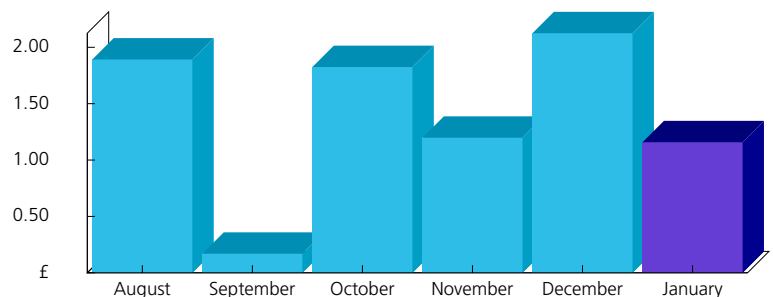
When You Make Your Calls

Time of day	Number of calls	% calls
Day time	11	64.7
Evening	2	11.8
Weekend	4	23.5



Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
August	£1.892	22.6
September	£0.169	2.0
October	£1.825	21.8
November	£1.198	14.3
December	£2.125	25.4
January	£1.158	13.8



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**

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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			Originator's Identification Number		
To: The Manager Bank/Building Society			8 3 6 6 6 4		
Address			Reference		
			CX118698		
Postcode			Instruction for your Bank of Building Society		
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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 - 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.