

FDML\08-06\11688

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

Customer Account Number CX118698
Bill Number CX118698-048
Bill Date 13 Aug 2012
Payment Due 24 Aug 2012
Bill Period 01 Jul 2012 - 31 Jul 2012
VAT Registration Number GB 867 2447 91

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Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance		£	19.46
Payments received with thanks	-	£	19.46 cr

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

Account charges and credits	+	£	3.78
Telephone	+	£	13.70

Total new charges	=	£	17.48
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VAT @20%	+	£	3.50
Total charges	=	£	20.98

TOTAL NOW DUE	=	£	20.98
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This bill is for information only. Your payment will be collected on or after 24 Aug 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 Jul 12	+	£	19.46 cr
TOTAL PAYMENTS	=	£	19.46 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 Aug 12 - 31 Aug 12)	+	£ 8.94
Caller Display	(01 Aug 12 - 31 Aug 12)	+	£ 1.49
Number Withheld	(01 Aug 12 - 31 Aug 12)	+	£ 0.00
Call charges		+	£ 3.271
		=	£ 13.70

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Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	6	0:10:14	£0.000
National voice call	21	2:08:06	£0.000
UK mobile voice call	1	0:00:15	£0.169
International voice call	0	0:00:00	£0.000
Non-geographic voice call	10	0:53:25	£3.102
Totals	38	3:12:00	£3.271

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
02 Jul	18:39	01409231202	local	0:02:09	free
04 Jul	12:35	01322867293	swanley	0:00:03	free
04 Jul	16:52	01409253514	local	0:03:52	free
04 Jul	18:08	01793748283	swindon	0:08:29	free
06 Jul	11:44	08448440254	special service	0:09:04	£0.793
07 Jul	20:47	01285712656	cirencester	0:00:14	free
08 Jul	11:35	01322867293	swanley	0:02:51	free
08 Jul	11:38	01322867293	swanley	0:00:03	free
08 Jul	11:39	01322867293	swanley	0:05:22	free
08 Jul	12:03	01285712656	cirencester	0:01:52	free
10 Jul	12:18	01415505270	glasgow	0:07:32	free
10 Jul	12:26	01415505270	glasgow	0:25:19	free
10 Jul	12:52	08450318190	uk: local rate	0:01:03	£0.147
11 Jul	16:52	01579320218	liskeard	0:16:17	free
11 Jul	17:19	01579320218	liskeard	0:04:13	free
12 Jul	11:39	08448910320	special service	0:20:35	£0.700
13 Jul	10:25	01415505270	glasgow	0:11:18	free
13 Jul	13:26	01392423800	exeter	0:01:44	free
14 Jul	11:31	01579320218	liskeard	0:10:07	free
15 Jul	18:52	08456100100	uk: local rate	0:01:27	£0.104
16 Jul	10:44	01409253514	local	0:00:21	free
16 Jul	13:31	08457225533	uk: local rate	0:03:40	£0.215
16 Jul	16:51	08448910320	special service	0:06:06	£0.285
17 Jul	12:03	01264392965	andover	0:00:09	free
17 Jul	12:11	01264392965	andover	0:00:22	free
18 Jul	11:52	08715213300	special service	0:00:52	£0.176
20 Jul	10:12	01409253381	local	0:00:38	free
20 Jul	10:13	01409253684	local	0:02:02	free
20 Jul	14:28	01579320218	liskeard	0:02:16	free
23 Jul	16:05	01322867293	swanley	0:20:34	free
24 Jul	10:45	01409253381	local	0:01:12	free
28 Jul	11:11	01579320218	liskeard	0:03:18	free
29 Jul	20:32	07814379767	uk: orange mobile	0:00:15	£0.169
30 Jul	10:35	01579320218	liskeard	0:05:04	free
30 Jul	10:46	01579320218	liskeard	0:00:59	free
31 Jul	15:31	08453034022	uk: local rate	0:02:34	£0.181
31 Jul	15:45	08445434416	special service	0:00:06	£0.150
31 Jul	16:14	08456100100	uk: local rate	0:07:58	£0.351
				Total :	£3.271

Information About Your Calls From Telephone Number: 01409254799

Top 5 Numbers Called

Number called	Type	Destination	Number of calls	Duration	Total cost
08448910320	non-geographic	special service	2	0:26:41	£0.985
08448440254	non-geographic	special service	1	0:09:04	£0.793
08456100100	non-geographic	uk: local rate	2	0:09:25	£0.455
08457225533	non-geographic	uk: local rate	1	0:03:40	£0.215
08453034022	non-geographic	uk: local rate	1	0:02:34	£0.181

Your Most Expensive Call

Number called	Duration	Total cost
08448440254	0:09:04	£0.793

Your Longest Call

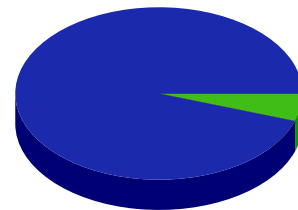
Number called	Duration	Total cost
01415505270	0:25:19	£0.000

Your Calling Patterns:

Total Cost of Calls

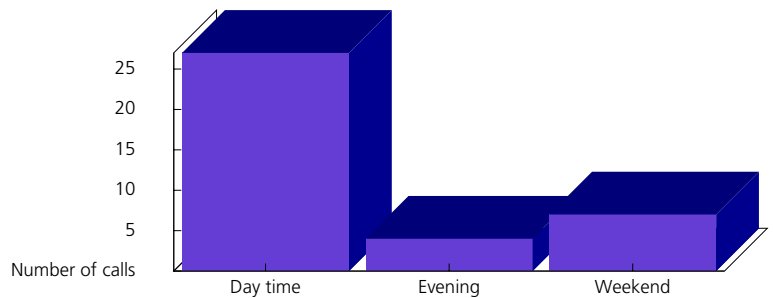
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£0.169	5.2
international call	£0.000	0.0
non-geographic	£3.102	94.8

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



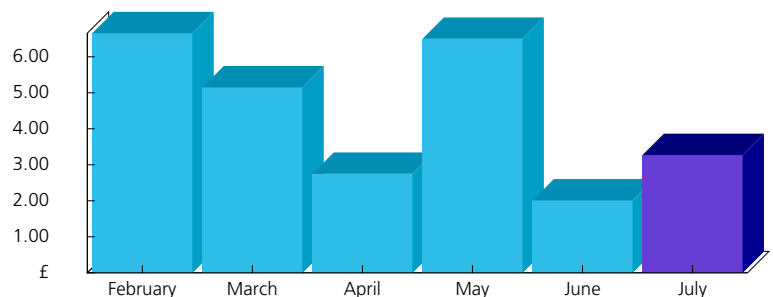
When You Make Your Calls

Time of day	Number of calls	% calls
Day time	27	71.1
Evening	4	10.5
Weekend	7	18.4



Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
February	£6.655	25.3
March	£5.150	19.6
April	£2.749	10.4
May	£6.499	24.7
June	£2.009	7.6
July	£3.271	12.4



Contacting us:



By phone:

Customer service: **0845 215 1640**



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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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

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.