

FD/ML/08-06/366

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

Customer Account Number CX118698
Bill Number CX118698-060
Bill Date 12 Aug 2013
Payment Due 23 Aug 2013
Bill Period 01 Jul 2013 - 31 Jul 2013
VAT Registration Number GB 867 2447 91

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Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance		£	30.98
Payments received with thanks	-	£	30.98 cr

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

Account charges and credits	+	£	3.78
Telephone	+	£	21.88

Total new charges	=	£	25.66
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VAT @20%	+	£	5.13
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Total charges	=	£	30.79
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TOTAL NOW DUE	=	£	30.79
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This bill is for information only. Your payment will be collected on or after 23 Aug 2013

**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 Jul 13	+	£	30.98 cr
TOTAL PAYMENTS	=	£	30.98 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 13 - 31 Aug 13)	+	£ 8.94
Caller Display	(01 Aug 13 - 31 Aug 13)	+	£ 1.49
Number Withheld	(01 Aug 13 - 31 Aug 13)	+	£ 0.00
Call charges		+	£ 11.448
		=	£ 21.88

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Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	18	0:53:27	£0.000
National voice call	17	0:52:06	£0.000
UK mobile voice call	8	0:27:06	£4.437
International voice call	0	0:00:00	£0.000
Non-geographic voice call	11	1:31:50	£7.011
Totals	54	3:44:29	£11.448

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
03 Jul	09:59	07814379767	uk: orange mobile	0:16:27	£2.295
03 Jul	10:57	07814379767	uk: orange mobile	0:00:54	£0.208
03 Jul	15:26	08456100100	uk: local rate	0:07:03	£0.352
04 Jul	12:59	01428808080	haslemere	0:00:59	free
04 Jul	13:01	01926320701	learnington spa	0:00:51	free
07 Jul	17:43	01322867293	swanley	0:06:32	free
08 Jul	11:31	08444994000	special service	0:00:16	£0.150
08 Jul	11:33	08444994000	special service	0:09:15	£0.793
08 Jul	11:45	08444994000	special service	0:14:05	£1.151
09 Jul	14:44	01237432119	local	0:13:36	free
10 Jul	10:32	07891736352	uk: orange mobile	0:00:11	£0.208
10 Jul	10:33	07858568997	uk: o2 mobile	0:00:58	£0.215
11 Jul	13:13	01579320218	liskeard	0:03:04	free
11 Jul	21:38	01322867293	swanley	0:01:03	free
12 Jul	11:04	08444994000	special service	0:18:46	£1.437
12 Jul	11:56	01237432119	local	0:00:56	free
12 Jul	12:08	01237432119	local	0:01:20	free
12 Jul	12:11	01428620032	haslemere	0:01:49	free
14 Jul	16:08	01237432119	local	0:03:09	free
15 Jul	12:29	08444994000	special service	0:12:51	£1.008
17 Jul	16:35	01579320218	liskeard	0:02:07	free
17 Jul	16:44	01409240024	local	0:01:48	free
17 Jul	18:55	01322867293	swanley	0:00:02	free
19 Jul	09:29	08444994000	special service	0:10:51	£0.865
19 Jul	18:43	07814379767	uk: orange mobile	0:00:02	£0.169
19 Jul	19:33	01237432119	local	0:00:03	free
19 Jul	19:34	07814379767	uk: orange mobile	0:04:44	£0.534
21 Jul	16:11	01237432119	local	0:00:13	free
21 Jul	18:19	01793748283	swindon	0:00:32	free
22 Jul	11:48	01428808080	haslemere	0:02:36	free
22 Jul	14:13	01409253822	local	0:01:36	free
22 Jul	17:54	07976938834	uk: orange mobile	0:00:07	£0.208
24 Jul	16:20	01322867293	swanley	0:00:04	free
25 Jul	09:22	01322867293	swanley	0:00:02	free
25 Jul	09:42	01237432119	local	0:03:31	free
25 Jul	12:38	01322867293	swanley	0:03:08	free
25 Jul	14:48	01237432119	local	0:01:25	free
25 Jul	14:57	07814379767	uk: orange mobile	0:03:43	£0.600
25 Jul	15:02	01237432119	local	0:02:36	free
28 Jul	15:56	01237432119	local	0:07:01	free
28 Jul	16:18	01793748283	swindon	0:00:17	free
29 Jul	14:16	01409255460	local	0:02:40	free
29 Jul	14:23	08456100100	uk: local rate	0:04:59	£0.250
29 Jul	14:29	01579320218	liskeard	0:01:46	free
29 Jul	15:06	08718828208	special service	0:05:50	£0.541
29 Jul	16:25	01409413444	local	0:05:26	free
29 Jul	16:33	01805624329	local	0:00:28	free
29 Jul	16:34	01409413444	local	0:02:36	free
29 Jul	16:37	01271444322	barnstaple	0:01:42	free
29 Jul	16:40	01805624329	local	0:00:33	free
29 Jul	16:41	01409413444	local	0:04:30	free
30 Jul	15:39	01285712656	cirencester	0:25:32	free
31 Jul	10:47	08456100100	uk: local rate	0:00:14	£0.112
31 Jul	15:22	08456066342	uk: local rate	0:07:40	£0.352
				Total :	£11.448

Information About Your Calls From Telephone Number: 01409254799

Top 5 Numbers Called

Number called	Type	Destination	Number of calls	Duration	Total cost
08444994000	non-geographic	special service	6	1:06:04	£5.404
07814379767	mobile	uk: orange mobile	5	0:25:50	£3.806
08456100100	non-geographic	uk: local rate	3	0:12:16	£0.714
08718828208	non-geographic	special service	1	0:05:50	£0.541
08456066342	non-geographic	uk: local rate	1	0:07:40	£0.352

Your Most Expensive Call

Number called	Duration	Total cost
07814379767	0:16:27	£2.295

Your Longest Call

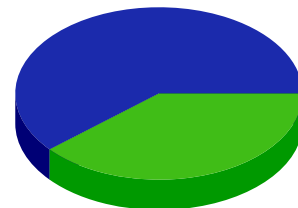
Number called	Duration	Total cost
01285712656	0:25:32	£0.000

Your Calling Patterns:

Total Cost of Calls

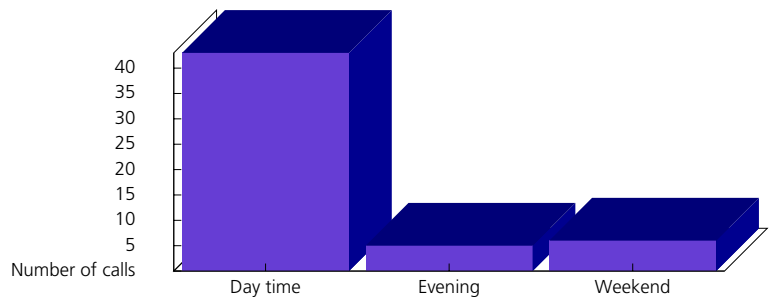
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£4.437	38.8
international call	£0.000	0.0
non-geographic	£7.011	61.2

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



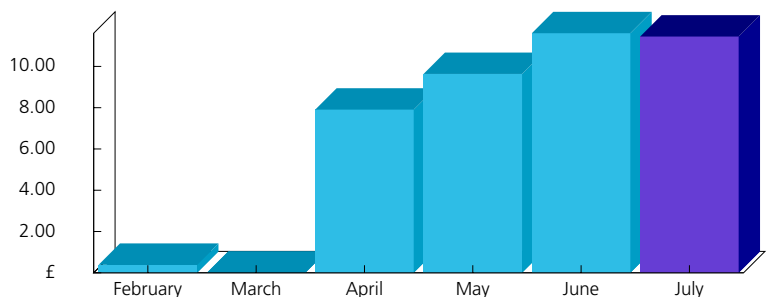
When You Make Your Calls

Time of day	Number of calls	% calls
Day time	43	79.6
Evening	5	9.3
Weekend	6	11.1



Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
February	£0.387	0.9
March	£0.000	0.0
April	£7.907	19.3
May	£9.635	23.5
June	£11.609	28.3
July	£11.448	27.9



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).

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If your personal details are changing, please contact customer service.

For low cost
Directory Enquiries
Simply dial **118 814**



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					
		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.					
Postcode		Name(s) of Account Holder(s)					
		Branch Sort Code					
		Signature(s)					
		Bank/Building Society account number					
		Date					



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- 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.