

FD/ML/08-06/1584

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

Customer Account Number CX118698
Bill Number CX118698-072
Bill Date 11 Aug 2014
Payment Due 20 Aug 2014
Bill Period 01 Jul 2014 - 31 Jul 2014
VAT Registration Number GB 867 2447 91

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Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance		£	17.80
Payments received with thanks	-	£	17.80 cr

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

Account charges and credits	+	£	3.78
Telephone	+	£	14.66

Total new charges	=	£	18.44
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VAT @20%	+	£	3.69
Total charges	=	£	22.13

TOTAL NOW DUE	=	£	22.13
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This bill is for information only. Your payment will be collected on or after 20 Aug 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 Jul 14	+	£	17.80 cr
TOTAL PAYMENTS	=	£	17.80 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 14 - 31 Aug 14)	+	£ 8.94
Caller Display	(01 Aug 14 - 31 Aug 14)	+	£ 1.49
Number Withheld	(01 Aug 14 - 31 Aug 14)	+	£ 0.00
Call charges		+	£ 4.226
		=	£ 14.66

Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	3	0:08:37	£0.000
National voice call	10	1:21:01	£0.000
UK mobile voice call	2	0:01:18	£0.423
International voice call	0	0:00:00	£0.000
Non-geographic voice call	6	1:03:19	£3.803
Totals	21	2:34:15	£4.226

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
11 Jul	12:08	01285712656	cirencester	0:00:05	free
11 Jul	15:49	01285712656	cirencester	0:20:11	free
14 Jul	12:22	01159371520	nottingham	0:04:07	free
15 Jul	14:10	01409253822	local	0:04:57	free
15 Jul	14:24	01409253014	local	0:01:25	free
15 Jul	16:56	01322867293	swanley	0:19:23	free
16 Jul	16:55	08448544888	special service	0:25:29	£1.937
21 Jul	15:10	08709010555	uk: national rate	0:00:51	£0.147
21 Jul	17:14	01271343146	barnstaple	0:05:25	free
22 Jul	16:56	08456010410	uk: local rate	0:19:56	£0.764
24 Jul	11:45	01322867293	swanley	0:22:41	free
25 Jul	12:04	07814379767	uk: orange mobile	0:00:23	£0.208
26 Jul	13:43	01409253280	local	0:02:15	free
29 Jul	11:08	01793748283	swindon	0:00:05	free
29 Jul	11:09	07715461121	uk: o2 mobile	0:00:55	£0.215
29 Jul	11:26	08456010410	uk: local rate	0:01:35	£0.147
29 Jul	11:31	08709010555	uk: national rate	0:01:05	£0.215
29 Jul	11:42	08456010410	uk: local rate	0:14:23	£0.593
29 Jul	17:39	01322867293	swanley	0:00:02	free
30 Jul	17:24	01793748283	swindon	0:03:56	free
31 Jul	09:36	01271343146	barnstaple	0:05:06	free
				Total :	£4.226

Information About Your Calls From Telephone Number: 01409254799

Top 5 Numbers Called

Number called	Type	Destination	Number of calls	Duration	Total cost
08448544888	non-geographic	special service	1	0:25:29	£1.937
08456010410	non-geographic	uk: local rate	3	0:35:54	£1.504
08709010555	non-geographic	uk: national rate	2	0:01:56	£0.362
07715461121	mobile	uk: o2 mobile	1	0:00:55	£0.215
07814379767	mobile	uk: orange mobile	1	0:00:23	£0.208

Your Most Expensive Call

Number called	Duration	Total cost
08448544888	0:25:29	£1.937

Your Longest Call

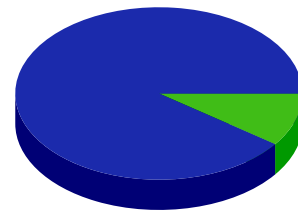
Number called	Duration	Total cost
08448544888	0:25:29	£1.937

Your Calling Patterns:

Total Cost of Calls

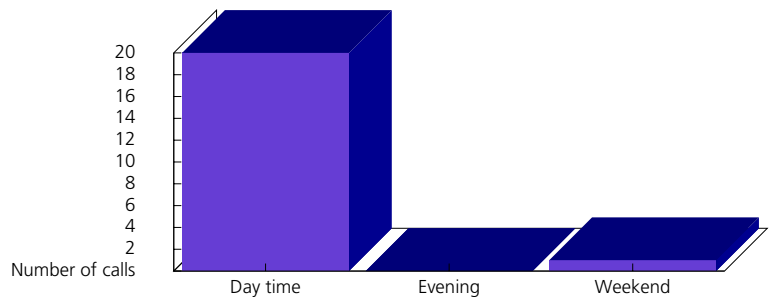
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£0.423	10.0
international call	£0.000	0.0
non-geographic	£3.803	90.0

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



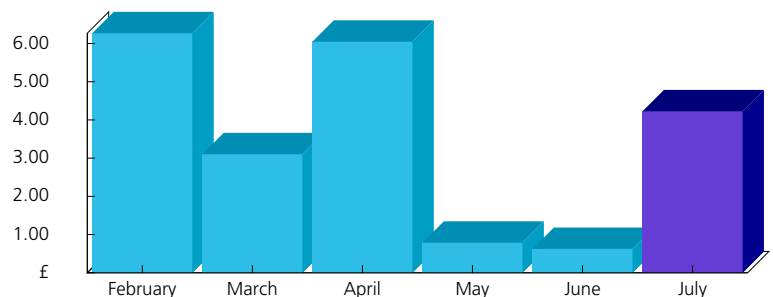
When You Make Your Calls

Time of day	Number of calls	% calls
Day time	20	95.2
Evening	0	0.0
Weekend	1	4.8



Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
February	£6.269	29.8
March	£3.102	14.7
April	£6.047	28.7
May	£0.787	3.7
June	£0.624	3.0
July	£4.226	20.1



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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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	Originator's Identification Number
To: The Manager <small>Bank/Building Society</small>	8 3 6 6 6 4
Address	Reference
	CX118698
Postcode	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.
Name(s) of Account Holder(s)	Signature(s)
Branch Sort Code	Date
Bank/Building Society account number	

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

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- 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.