

FD/ML/08-06/1685

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

Customer Account Number CX118698
Bill Number CX118698-096
Bill Date 09 Aug 2016
Payment Due 24 Aug 2016
Bill Period 01 Jul 2016 - 31 Jul 2016
VAT Registration Number GB 867 2447 91

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Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance		£	18.91
Payments received with thanks	-	£	18.91 cr

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

Account charges and credits	+	£	3.78
Telephone	+	£	11.79

Total new charges	=	£	15.57
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VAT @20%	+	£	3.11
Total charges	=	£	18.68

TOTAL NOW DUE	=	£ 18.68
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This bill is for information only. Your payment will be collected on or after 24 Aug 2016

**We also supply
cheap electricity
and gas**

To switch call
01926 320 700 or
visit www.first-utility.com

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Payments

Payments

Direct Debit payment - received 26 Jul 16	+	£	18.91	cr
TOTAL PAYMENTS	=	£	18.91	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 16 - 31 Aug 16)	+	£	8.94
Caller Display	(01 Aug 16 - 31 Aug 16)	+	£	1.49
Number Withheld	(01 Aug 16 - 31 Aug 16)	+	£	0.00
Call charges		+	£	1.359
		=	£	11.79

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Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	6	0:12:01	£0.000
National voice call	8	0:58:50	£0.000
UK mobile voice call	2	0:00:07	£0.339
International voice call	0	0:00:00	£0.000
Non-geographic voice call	8	0:49:16	£1.020
Totals	24	2:00:14	£1.359

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
01 Jul	10:38	08443816502	service call - sc0	0:02:38	£0.510
01 Jul	13:45	01409253381	local	0:00:43	free
01 Jul	14:40	01392383688	exeter	0:04:16	free
01 Jul	16:56	01793748283	swindon	0:30:50	free
08 Jul	14:26	03002003300	special service	0:14:07	free
09 Jul	16:56	01793748283	swindon	0:00:05	free
10 Jul	11:17	01322867293	swanley	0:00:03	free
12 Jul	16:16	01793748283	swindon	0:00:35	free
12 Jul	16:17	01322867293	swanley	0:22:03	free
15 Jul	16:09	03333003010	special service	0:05:04	free
15 Jul	16:15	08448471640	service call - sc0	0:02:34	£0.510
15 Jul	16:18	03333003010	special service	0:06:33	free
15 Jul	16:25	03333003010	special service	0:03:30	free
18 Jul	15:33	01237459888	local	0:04:19	free
21 Jul	12:28	03443816512	special service	0:02:53	free
21 Jul	12:32	03443816512	special service	0:11:57	free
23 Jul	17:53	01409253941	local	0:00:37	free
26 Jul	10:26	01409253280	local	0:05:09	free
26 Jul	16:10	01409253477	local	0:00:36	free
29 Jul	17:59	01793748283	swindon	0:00:53	free
29 Jul	19:13	01793748283	swindon	0:00:05	free
29 Jul	19:14	07896966308	uk: orange mobile	0:00:03	£0.169
29 Jul	19:15	07715461121	uk: o2 mobile	0:00:04	£0.170
30 Jul	18:45	01409253941	local	0:00:37	free
				Total :	£1.359

Information About Your Calls From Telephone Number: 01409254799

Top 5 Numbers Called					
Number called	Type	Destination	Number of calls	Duration	Total cost
08443816502	non-geographic	Service Call - SCO	1	0:02:38	£0.510
08448471640	non-geographic	Service Call - SCO	1	0:02:34	£0.510
07715461121	mobile	uk: o2 mobile	1	0:00:04	£0.170
07896966308	mobile	uk: orange mobile	1	0:00:03	£0.169
01409253941	local	local	2	0:01:14	£0.000

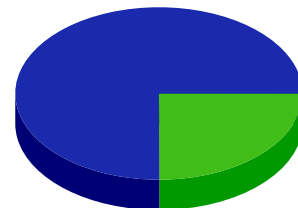
Your Most Expensive Call		
Number called	Duration	Total cost
08443816502	0:02:38	£0.510

Your Longest Call		
Number called	Duration	Total cost
01793748283	0:30:50	£0.000

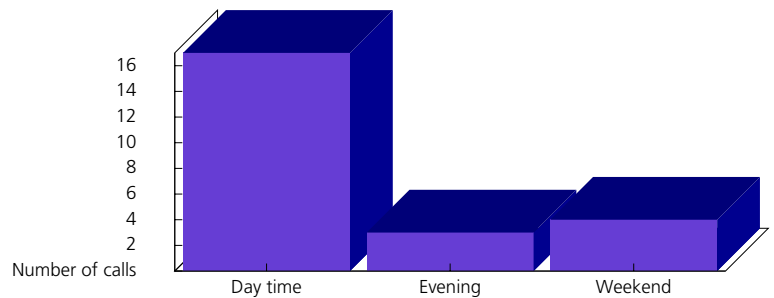
Your Calling Patterns:

Total Cost of Calls		
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£0.339	24.9
international call	£0.000	0.0
non-geographic	£1.020	75.1

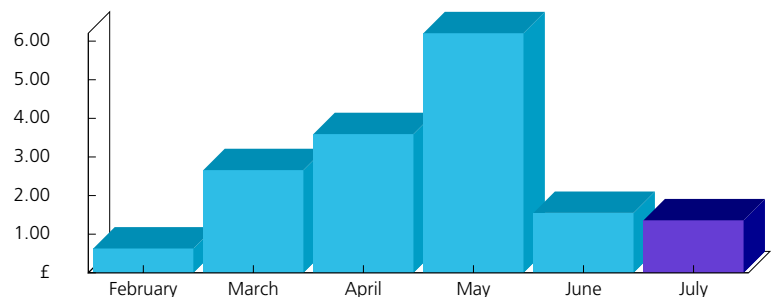
■ Local
■ National
■ Mobile
■ International
■ Non-Geographic



When You Make Your Calls		
Time of day	Number of calls	% calls
Day time	17	70.8
Evening	3	12.5
Weekend	4	16.7



Your Call Spend For The Last 6 Months		
Month	Total Spend	% spend
February	£0.629	3.9
March	£2.659	16.6
April	£3.592	22.5
May	£6.205	38.8
June	£1.551	9.7
July	£1.359	8.5



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

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

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.