

Customer Account Number CX118698
Bill Number CX118698-047
Bill Date 12 Jul 2012
Payment Due 24 Jul 2012
Bill Period 01 Jun 2012 - 30 Jun 2012
VAT Registration Number GB 867 2447 91

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

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Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance	£	24.85
Payments received with thanks	- £	24.85 cr

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

Account charges and credits	+ £	3.78
Telephone	+ £	12.44

Total new charges	= £	16.22
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VAT @20%	+ £	3.24
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Total charges	= £	19.46
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TOTAL NOW DUE	= £	19.46
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This bill is for information only. Your payment will be collected on or after 24 Jul 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 21 Jun 12	+	£	24.85	cr
TOTAL PAYMENTS	=	£	24.85	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 Jul 12 - 31 Jul 12)	+	£	8.94
Caller Display	(01 Jul 12 - 31 Jul 12)	+	£	1.49
Number Withheld	(01 Jul 12 - 31 Jul 12)	+	£	0.00
Call charges		+	£	2.009
		=	£	12.44

Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	9	0:08:05	£0.000
National voice call	11	2:16:28	£0.000
UK mobile voice call	1	0:02:54	£0.352
International voice call	0	0:00:00	£0.000
Non-geographic voice call	5	0:29:23	£1.657
Totals	26	2:56:50	£2.009

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
08 Jun	14:31	01409255262	local	0:00:18	free
08 Jun	14:32	01409255261	local	0:00:40	free
08 Jun	14:32	01409255262	local	0:00:21	free
08 Jun	14:33	01409255261	local	0:00:07	free
08 Jun	14:34	01409253692	local	0:01:22	free
08 Jun	15:16	01322867293	swanley	0:00:06	free
09 Jun	09:25	01322867293	swanley	0:18:58	free
12 Jun	11:02	08454561682	uk: local rate	0:04:38	£0.250
12 Jun	13:02	08454024031	uk: local rate	0:01:40	£0.147
12 Jun	13:18	01271323332	barnstaple	0:15:53	free
13 Jun	10:32	01428620032	haslemere	0:03:18	free
16 Jun	19:01	07814379767	uk: orange mobile	0:02:54	£0.352
16 Jun	20:53	08456100100	uk: local rate	0:12:04	£0.246
18 Jun	08:56	01409253822	local	0:00:40	free
20 Jun	16:20	08444124622	special service	0:05:29	£0.507
21 Jun	11:55	08448440254	special service	0:05:32	£0.507
21 Jun	12:01	01793748283	swindon	0:06:32	free
21 Jun	17:52	01428620032	haslemere	0:01:38	free
21 Jun	18:53	01428620032	haslemere	0:02:04	free
21 Jun	18:56	01428620032	haslemere	0:01:55	free
22 Jun	10:40	01322867293	swanley	0:00:42	free
22 Jun	10:41	01793748283	swindon	0:03:05	free
24 Jun	16:39	01288381353	local	0:00:31	free
27 Jun	17:26	01285712656	cirencester	1:22:17	free
29 Jun	16:59	01409253280	local	0:02:24	free
30 Jun	10:37	01409253280	local	0:01:42	free
Total :					£2.009

Information About Your Calls From Telephone Number: 01409254799

Top 5 Numbers Called

Number called	Type	Destination	Number of calls	Duration	Total cost
08444124622	non-geographic	special service	1	0:05:29	£0.507
08448440254	non-geographic	special service	1	0:05:32	£0.507
07814379767	mobile	uk: orange mobile	1	0:02:54	£0.352
08454561682	non-geographic	uk: local rate	1	0:04:38	£0.250
08456100100	non-geographic	uk: local rate	1	0:12:04	£0.246

Your Most Expensive Call

Number called	Duration	Total cost
08444124622	0:05:29	£0.507

Your Longest Call

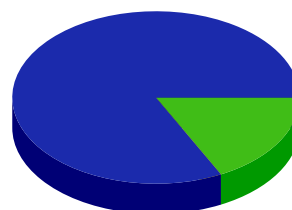
Number called	Duration	Total cost
01285712656	1:22:17	£0.000

Your Calling Patterns:

Total Cost of Calls

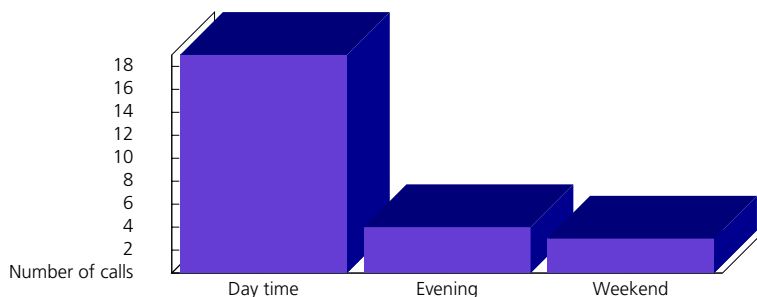
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£0.352	17.5
international call	£0.000	0.0
non-geographic	£1.657	82.5

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



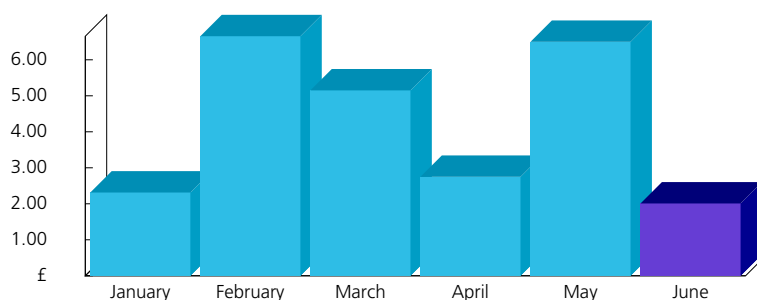
When You Make Your Calls

Time of day	Number of calls	% calls
Day time	19	73.1
Evening	4	15.4
Weekend	3	11.5





Your Call Spend For The Last 6 Months


Month	Total Spend	% spend
January	£2.313	9.1
February	£6.655	26.2
March	£5.150	20.3
April	£2.749	10.8
May	£6.499	25.6
June	£2.009	7.9




Contacting us:

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By phone:
 Customer service: **0845 215 1640**
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By email:
 customer.service@firsttelecom.com
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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

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 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.

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**



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

Address

Postcode

Name(s) of Account Holder(s)

Branch Sort Code

Bank/Building Society account 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

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.