

FDML\08-06\11075

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

Customer Account Number CX118698
Bill Number CX118698-044
Bill Date 17 Apr 2012
Payment Due 27 Apr 2012
Bill Period 01 Mar 2012 - 31 Mar 2012
VAT Registration Number GB 867 2447 91

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Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance		£	25.04
Payments received with thanks	-	£	25.04 cr
Outstanding balance	=	£	0.00

New Charges (Payment Type: Direct Debit)

Account charges and credits	+	£	3.78
Telephone	+	£	15.58

Total new charges = £ **19.36**

VAT @20% + £ 3.87
Total charges = £ **23.23**

TOTAL NOW DUE = **£ 23.23**

This bill is for information only. Your payment will be collected on or after 27 Apr 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 26 Mar 12	+	£	25.04 cr
TOTAL PAYMENTS	=	£	25.04 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 Apr 12 - 30 Apr 12)	+	£ 8.94
Caller Display	(01 Apr 12 - 30 Apr 12)	+	£ 1.49
Number Withheld	(01 Apr 12 - 30 Apr 12)	+	£ 0.00
Call charges		+	£ 5.150
		=	£ 15.58

Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	13	0:59:25	£0.000
National voice call	16	1:15:53	£0.000
UK mobile voice call	4	0:16:29	£2.789
International voice call	0	0:00:00	£0.000
Non-geographic voice call	7	0:36:55	£2.361
Totals	40	3:08:42	£5.150

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
01 Mar	14:55	08456100100	uk: local rate	0:04:45	£0.250
03 Mar	12:58	07814379767	uk: orange mobile	0:04:01	£0.730
06 Mar	13:19	01285712656	cirencester	0:04:12	free
08 Mar	11:33	01271869191	barnstaple	0:05:54	free
09 Mar	11:13	01428620032	haslemere	0:03:16	free
09 Mar	11:43	01271869191	barnstaple	0:00:09	free
09 Mar	11:44	01271855999	barnstaple	0:01:37	free
11 Mar	11:07	01409253241	local	0:14:58	free
13 Mar	17:13	08452151640	uk: local rate	0:06:47	£0.318
13 Mar	17:20	01409253241	local	0:09:27	free
14 Mar	16:12	01409253241	local	0:00:05	free
15 Mar	10:22	01288381237	local	0:02:59	free
18 Mar	13:18	07973100450	uk: orange mobile	0:00:51	£0.208
19 Mar	09:43	01409253692	local	0:00:52	free
19 Mar	12:19	01409253241	local	0:00:55	free
19 Mar	14:20	08707565314	uk: national rate	0:00:32	£0.147
19 Mar	14:39	01271312850	barnstaple	0:01:45	free
20 Mar	10:48	08707565314	uk: national rate	0:00:26	£0.147
20 Mar	12:23	01271869191	barnstaple	0:03:29	free
20 Mar	12:55	01409254138	local	0:00:05	free
20 Mar	15:32	01409255462	local	0:03:24	free
20 Mar	15:47	01288353777	local	0:00:08	free
20 Mar	15:51	01803551115	torquay	0:01:37	free
20 Mar	15:55	01288353777	local	0:00:11	free
20 Mar	15:57	0183753009	local	0:04:58	free
20 Mar	16:03	01793748283	swindon	0:00:05	free
20 Mar	17:20	01793748283	swindon	0:18:27	free
21 Mar	11:40	07866148968	uk: orange mobile	0:02:14	£0.469
22 Mar	11:33	01566773897	local	0:21:06	free
22 Mar	15:54	08448090222	special service	0:02:32	£0.293
22 Mar	17:12	01793748283	swindon	0:06:50	free
22 Mar	17:28	08448090222	special service	0:06:27	£0.579
23 Mar	11:26	01793748283	swindon	0:02:28	free
23 Mar	12:08	07973100450	uk: orange mobile	0:09:23	£1.382
26 Mar	17:02	01793748283	swindon	0:09:51	free
27 Mar	13:22	01409254138	local	0:00:17	free
27 Mar	17:06	01793748283	swindon	0:12:33	free
29 Mar	16:52	01428620032	haslemere	0:00:01	free
30 Mar	12:25	08452151640	uk: local rate	0:15:26	£0.627
30 Mar	15:16	01428620032	haslemere	0:03:39	free
Total :				£5.150	

Information About Your Calls From Telephone Number: 01409254799

Top 5 Numbers Called

Number called	Type	Destination	Number of calls	Duration	Total cost
07973100450	mobile	uk: orange mobile	2	0:10:14	£1.590
08452151640	non-geographic	uk: local rate	2	0:22:13	£0.945
08448090222	non-geographic	special service	2	0:08:59	£0.872
07814379767	mobile	uk: orange mobile	1	0:04:01	£0.730
07866148968	mobile	uk: orange mobile	1	0:02:14	£0.469

Your Most Expensive Call

Number called	Duration	Total cost
07973100450	0:09:23	£1.382

Your Longest Call

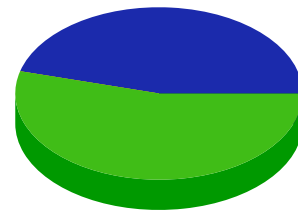
Number called	Duration	Total cost
01566773897	0:21:06	£0.000

Your Calling Patterns:

Total Cost of Calls

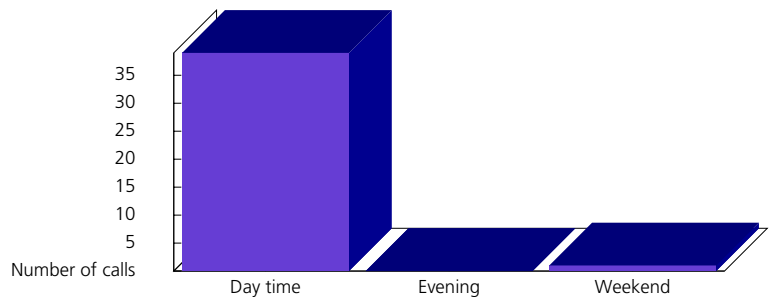
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£2.789	54.2
international call	£0.000	0.0
non-geographic	£2.361	45.8

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



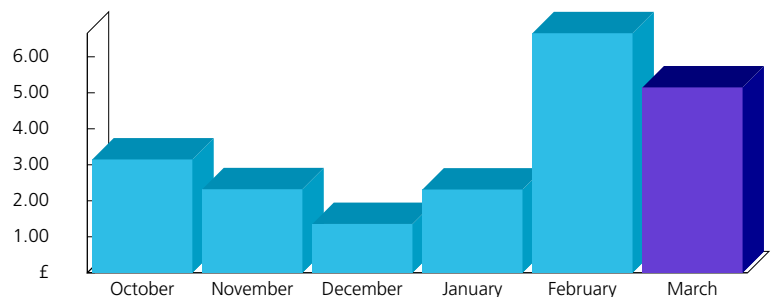
When You Make Your Calls

Time of day	Number of calls	% calls
Day time	39	97.5
Evening	0	0.0
Weekend	1	2.5



Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
October	£3.148	15.0
November	£2.321	11.1
December	£1.356	6.5
January	£2.313	11.0
February	£6.655	31.8
March	£5.150	24.6



Contacting us:



By phone:

Customer service: **0845 215 1640**
Credit control: **0845 215 3851**
Business support: **0845 215 3895**



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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Registered office: 19 South Audley Street, London, W1K 2NU.

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)

Originator's Identification Number

8	3	6	6	6	4
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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.

Branch Sort Code

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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.