

FDML\08-06\11020

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

Customer Account Number CX118698
Bill Number CX118698-056
Bill Date 15 Apr 2013
Payment Due 22 Apr 2013
Bill Period 01 Mar 2013 - 31 Mar 2013
VAT Registration Number GB 867 2447 91

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Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance		£	17.52
Payments received with thanks	-	£	17.52 cr

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

Account charges and credits	+	£	3.78
Telephone	+	£	10.43

Total new charges	=	£	14.21
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VAT @20%	+	£	2.84
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Total charges	=	£	17.05
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TOTAL NOW DUE	=	£	17.05
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This bill is for information only. Your payment will be collected on or after 22 Apr 2013

**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 Mar 13	+	£	17.52 cr
TOTAL PAYMENTS	=	£	17.52 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 13 - 30 Apr 13)	+	£ 8.94
Caller Display	(01 Apr 13 - 30 Apr 13)	+	£ 1.49
Number Withheld	(01 Apr 13 - 30 Apr 13)	+	£ 0.00
Call charges		£	0.000
		=	£ 10.43

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Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	10	0:13:37	£0.000
National voice call	25	2:22:52	£0.000
UK mobile voice call	0	0:00:00	£0.000
International voice call	0	0:00:00	£0.000
Non-geographic voice call	1	0:01:36	£0.000
Totals	36	2:38:05	£0.000

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
08 Mar	10:59	01322867293	swanley	0:34:32	free
08 Mar	15:17	01237475240	local	0:00:33	free
12 Mar	10:19	01322867293	swanley	0:00:06	free
12 Mar	10:35	01322867293	swanley	0:09:57	free
12 Mar	12:53	01285712656	cirencester	0:01:30	free
12 Mar	16:54	01409253280	local	0:02:51	free
13 Mar	11:02	01322867293	swanley	0:00:03	free
15 Mar	11:14	01409253280	local	0:00:40	free
15 Mar	15:37	01409253280	local	0:00:59	free
15 Mar	16:48	01409253280	local	0:00:58	free
15 Mar	17:06	01409253280	local	0:01:21	free
16 Mar	13:17	01409253280	local	0:02:25	free
18 Mar	18:35	03001234341	special service	0:01:36	free
18 Mar	18:38	02077934594	london	0:00:25	free
19 Mar	17:16	02077934594	london	0:04:34	free
20 Mar	09:55	01322867293	swanley	0:18:15	free
22 Mar	10:42	01322867293	swanley	0:00:24	free
22 Mar	10:43	01793748283	swindon	0:06:30	free
22 Mar	13:40	01822610743	tavistock	0:01:59	free
22 Mar	14:09	01822610743	tavistock	0:01:01	free
22 Mar	19:22	01793748283	swindon	0:05:00	free
23 Mar	11:31	01793748283	swindon	0:07:45	free
23 Mar	16:34	01288362905	local	0:01:12	free
24 Mar	09:39	01793748283	swindon	0:00:08	free
24 Mar	10:59	01322867293	swanley	0:04:45	free
24 Mar	11:04	01793748283	swindon	0:00:09	free
24 Mar	11:47	01793748283	swindon	0:00:06	free
24 Mar	13:26	01793748283	swindon	0:07:21	free
26 Mar	13:57	01793748283	swindon	0:00:07	free
26 Mar	16:33	01322867293	swanley	0:00:04	free
26 Mar	17:09	01793748283	swindon	0:03:57	free
28 Mar	14:24	01409255250	local	0:00:36	free
30 Mar	09:36	01322867293	swanley	0:13:38	free
30 Mar	10:16	01409253280	local	0:02:02	free
31 Mar	14:45	01793748283	swindon	0:00:23	free
31 Mar	15:29	01793748283	swindon	0:20:13	free
				Total :	£0.000

Information About Your Calls From Telephone Number: 01409254799

Top 5 Numbers Called

Number called	Type	Destination	Number of calls	Duration	Total cost
02077934594	national	london	2	0:04:59	£0.000
01285712656	national	cirencester	1	0:01:30	£0.000
01409255250	local	local	1	0:00:36	£0.000
01409253280	local	local	7	0:11:16	£0.000
01288362905	local	local	1	0:01:12	£0.000

Your Most Expensive Call

Number called	Duration	Total cost
01322867293	0:04:45	£0.000

Your Longest Call

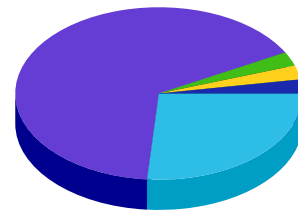
Number called	Duration	Total cost
01322867293	0:34:32	£0.000

Your Calling Patterns:

Total Cost of Calls

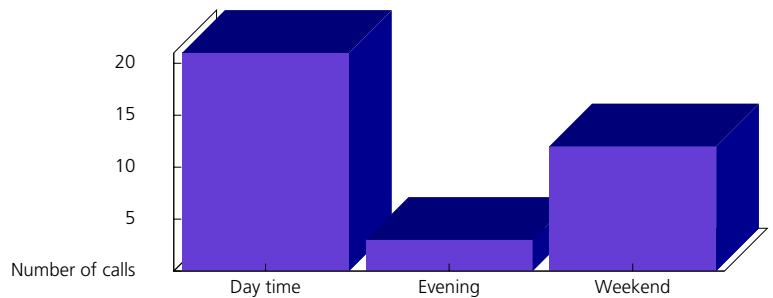
Type of call	Total spend	% spend
local call	£0.000	1000.0
national call	£0.000	2500.0
mobile call	£0.000	100.0
international call	£0.000	100.0
non-geographic	£0.000	100.0

Local
National
Mobile
International
Non-Geographic



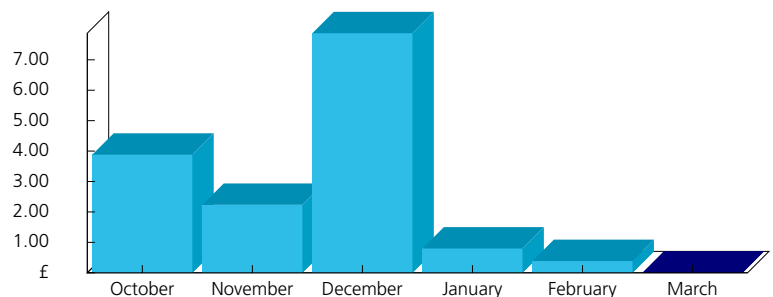
When You Make Your Calls

Time of day	Number of calls	% calls
Day time	21	58.3
Evening	3	8.3
Weekend	12	33.3



Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
October	£3.882	25.6
November	£2.233	14.7
December	£7.874	51.9
January	£0.798	5.3
February	£0.387	2.6
March	£0.000	0.0



Contacting us:



By phone:

Customer service: **0845 215 1640**



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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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**



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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					
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							



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.