

FD/ML/08-06/1501

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

Customer Account Number CX118698
Bill Number CX118698-080
Bill Date 13 Apr 2015
Payment Due 22 Apr 2015
Bill Period 01 Mar 2015 - 31 Mar 2015
VAT Registration Number GB 867 2447 91

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Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance		£	19.54
Payments received with thanks	-	£	19.54 cr

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

Account charges and credits	+	£	3.78
Telephone	+	£	12.50

Total new charges	=	£	16.28
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VAT @20%	+	£	3.26
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Total charges	=	£	19.54
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TOTAL NOW DUE	=	£	19.54
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This bill is for information only. Your payment will be collected on or after 22 Apr 2015

**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 20 Mar 15	+	£	19.54 cr
TOTAL PAYMENTS	=	£	19.54 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 15 - 30 Apr 15)	+	£ 8.94
Caller Display	(01 Apr 15 - 30 Apr 15)	+	£ 1.49
Number Withheld	(01 Apr 15 - 30 Apr 15)	+	£ 0.00
Call charges		+	£ 2.069
		=	£ 12.50

Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	12	0:35:00	£0.000
National voice call	6	0:49:31	£0.000
UK mobile voice call	8	0:05:49	£2.069
International voice call	0	0:00:00	£0.000
Non-geographic voice call	0	0:00:00	£0.000
Totals	26	1:30:20	£2.069

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
02 Mar	14:27	01409254508	local	0:00:39	free
02 Mar	14:29	07976877926	uk: orange mobile	0:02:13	£0.469
02 Mar	18:13	01566784863	local	0:01:58	free
02 Mar	19:30	01237432119	local	0:00:19	free
02 Mar	20:02	01793748283	swindon	0:03:42	free
05 Mar	15:50	01409253882	local	0:00:27	free
05 Mar	16:16	01409253822	local	0:04:01	free
09 Mar	12:32	07976877926	uk: orange mobile	0:00:06	£0.208
09 Mar	16:03	07976877926	uk: orange mobile	0:00:05	£0.208
10 Mar	13:42	07976877926	uk: orange mobile	0:00:20	£0.208
10 Mar	18:53	07814379767	uk: orange mobile	0:02:50	£0.352
11 Mar	10:38	07976877926	uk: orange mobile	0:00:05	£0.208
11 Mar	15:20	07976877926	uk: orange mobile	0:00:05	£0.208
12 Mar	16:29	07976877926	uk: orange mobile	0:00:05	£0.208
13 Mar	11:48	01409241423	local	0:06:39	free
15 Mar	10:31	01793748283	swindon	0:01:23	free
17 Mar	12:50	01409253692	local	0:02:07	free
19 Mar	10:16	01409253692	local	0:01:19	free
19 Mar	10:59	01409253692	local	0:02:58	free
19 Mar	12:25	01322867293	swanley	0:18:38	free
20 Mar	12:53	01237428900	local	0:02:03	free
21 Mar	09:41	01237432119	local	0:07:37	free
21 Mar	09:49	01322867293	swanley	0:09:59	free
22 Mar	10:00	01237432119	local	0:04:53	free
22 Mar	19:26	01793748283	swindon	0:03:30	free
30 Mar	12:26	01706902000	rochdale	0:12:19	free
				Total :	£2.069

Information About Your Calls From Telephone Number: 01409254799

Top 5 Numbers Called					
Number called	Type	Destination	Number of calls	Duration	Total cost
07976877926	mobile	uk: orange mobile	7	0:02:59	£1.717
07814379767	mobile	uk: orange mobile	1	0:02:50	£0.352
01409253882	local	local	1	0:00:27	£0.000
01409253822	local	local	1	0:04:01	£0.000
01409253692	local	local	3	0:06:24	£0.000

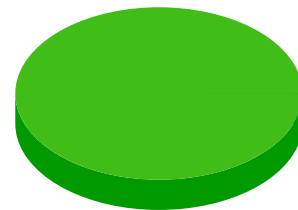
Your Most Expensive Call		
Number called	Duration	Total cost
07976877926	0:02:13	£0.469

Your Longest Call		
Number called	Duration	Total cost
01322867293	0:18:38	£0.000

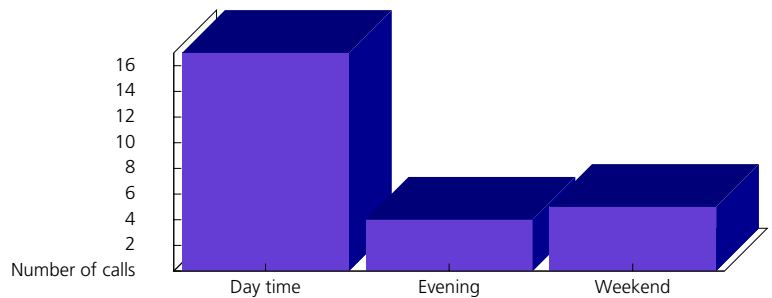
Your Calling Patterns:

Total Cost of Calls		
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£2.069	100.0
international call	£0.000	0.0
non-geographic	£0.000	0.0

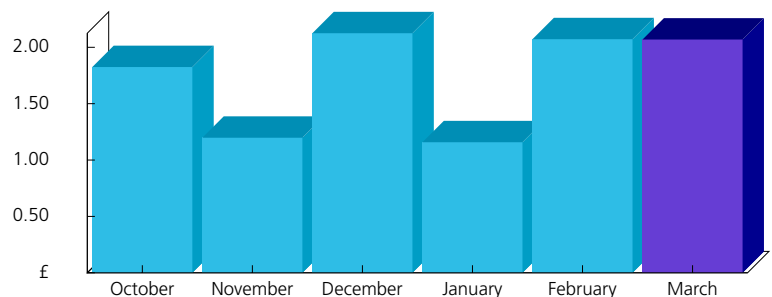
■ Local
■ National
■ Mobile
■ International
■ Non-Geographic



When You Make Your Calls		
Time of day	Number of calls	% calls
Day time	17	65.4
Evening	4	15.4
Weekend	5	19.2



Your Call Spend For The Last 6 Months		
Month	Total Spend	% spend
October	£1.825	17.5
November	£1.198	11.5
December	£2.125	20.3
January	£1.158	11.1
February	£2.072	19.8
March	£2.069	19.8



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

<p>Name and full postal address of your Bank or Building Society</p> <p>To: The Manager Bank/Building Society</p> <p>Address</p> <p>Postcode</p> <p>Name(s) of Account Holder(s)</p> <p>Branch Sort Code</p> <p>Bank/Building Society account number</p>	<p>Originator's Identification Number</p> <table border="1" style="width: 100%; text-align: center; border-collapse: collapse;"> <tr> <td style="width: 20px;">8</td> <td style="width: 20px;">3</td> <td style="width: 20px;">6</td> <td style="width: 20px;">6</td> <td style="width: 20px;">6</td> <td style="width: 20px;">4</td> </tr> </table> <p>Reference</p> <p style="text-align: center; font-weight: bold; font-size: 12px;">CX118698</p> <p>Instruction for your Bank of Building Society <small>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.</small></p> <p>Signature(s)</p> <p>Date</p>	8	3	6	6	6	4
8	3	6	6	6	4		

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.